

Lead the Future



Power of Today. Promise of Tomorrow

is here

Sustainability Report 2023

Jordan Telecommunications Company



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About the Environmental, Social and Governance Sustainability Report of Jordan Telecommunications Company and its subsidiaries (Orange Jordan) for the year 2023

It provides a detailed information about the sustainable environmental and societal impacts achieved from the activities and initiatives implemented by Orange Jordan throughout the year 2023, based on its comprehensive strategy for social responsibility, which stems from the Orange Group's global strategy "Lead the Future."

The report covers the period from January 1, 2023 to December 31, 2023, and was prepared with reference to the Global Reporting Initiative (GRI) Standard.

1. CEO Letter



Dear Shareholders,

As a leading telecommunications company, Orange Jordan understands the importance of sustainability in our operations and the profound impact it has on our planet, people, and communities. Because digital is becoming ever more essential in our lives, it must be both accessible and safe to have a real positive impact. It is the sense of what we do at Orange Jordan, through our investment in safe and reliable infrastructures, networks, and services. Our dedicated programs and initiatives aim at prioritizing our community to bridge gaps and overcome divides by focusing on women, youth, environment, and climate.

While I am extremely honored to introduce our second edition of the Sustainability Report, I am most of all proud of how Orange Jordan amplified, celebrated, and nurtured its human side.

We have invested in our assets to put the digital tools at the disposal of our CSR programs enabling the interpretation of our CSR pillars into reality. These pillars focus on digital education, digital inclusion, entrepreneurship, and climate and environment.

Our CSR programs and initiatives have really been life-changing for their beneficiaries. Orange Jordan’s approach is a pragmatic one and revolves around “trust”. Inspired by the Orange Group’s vision expressed in its strategic plan “Lead the Future”, we capitalized on previous success stories to build future ones. We are proud of every beneficiary of our programs who managed to get a job, enriched their education with a strong diploma, changed their life, started a new project, or embarked upon an adventure. They make us proud, fuel our efforts and lighten our path.

Numbers speak for themselves, and 2023 was another milestone that is added to a great journey of joint work, serious dedication, and tireless endeavors to make our Jordan better in all fields.

Thanks to the dynamic collaboration between Orange Jordan and the stakeholders who share the same belief and vision, a remarkable 680+ heroes of change actively participated in the national digital transformation journey, elevating their digital proficiency through our Coding Academies. The outcomes are nothing short of impressive where 80% of graduates get access to the job market.

10,000+ individuals, both male and female, have enrolled in Orange Coursat, ensuring continuous learning to stay ahead of the fast-paced changes in the digital sphere.

The impact extends beyond education as 900+ creative minds unleashed their innovative potential at Orange Fabrication Labs throughout Jordan. Among them, 150+ visionaries are currently making real contributions to the innovation wave within their respective workplaces.

Empowering local communities is key within the overall digitization journey, in line with this, 7500 participants joined the Community Digital Centers ,67% of them were women. And when it comes to women empowerment, we are proud of the 243 women who enriched their digital skills at the Women Digital Centers and they are now digitally inspiring their communities.

As the journey progresses, the pathway to entrepreneurship beckons. Facilitating this transition, 112 start-ups have received support and guidance, laying the foundation for the next phase of this comprehensive cycle. Together, these initiatives form a powerful catalyst for meaningful and effective digitization, marking a pivotal moment in the quest for progress and transformation.

Our commitment to our environment is individual as much as it is collective; every member of our family realizes how critical it is to protect our environment and thus our earth. As a proof to this, last year, we generated 52% of our energy consumption from our solar farms.

We are aware that what has been achieved is only the beginning, there is much more to come. Therefore, our future commitment will be focusing on coping with the future trends both related to sustainability and technology to continue prioritizing youth, women, persons with disabilities, and environment. The foundation will be the ESG best practices, our commitment to the SDGs specifically 9-13, and 16-17, and most importantly our connection to our people.

Throughout this report, you will discover in more detail these achievements, challenges, as well as our goals as we strive to create value for all stakeholders while safeguarding the planet for future generations. We invite you to explore our journey and join us in our ongoing pursuit of sustainability excellence. Together, we can build a better, sustainable, connected and inclusive future for everyone.

Philippe Mansour
CEO

2. Chief Corporate Communication & Sustainability Officer Letter



Dear Shareholders,

Since its establishment, Orange Jordan has spared no effort to empower young women and men enabling them to be actively involved in supporting their communities thus driving the economy forward.

With the development of our operations, we strengthened our connection with our community being aware firsthand of the socio-economic challenges that hinder females’ and males’ engagement in the development process.

Given our awareness of the aforementioned challenges, we have been developing an inclusive sustainability and social responsibility strategy. It perfectly aligns with our positioning as an integral part of our society and our tireless endeavors to harness the unbounded potential associated with digital tools and infrastructure in advancing community service forward.

Our CSR methodology focused on implementing integrated programs centered around 4 main pillars, including digital education, digital inclusion, entrepreneurship, climate, and environment.

The rapid progress the world has witnessed in all areas, along with the technological trends that are reshaping the landscape on the global level, motivated us to develop strategies that are aimed at empowering women and youth in Jordan, enabling them to embark on the journey of digital transformation and become fully inclusive.

Our priority has been always laying the foundation for sustainability. To materialize this, we adopted a business model that is trust-focused. We strive to cultivate trust with our partners, stakeholders, and participants. If it were not for this trust, we would not have been able to deploy our programs in 50 locations across the Kingdom.

Over the course of the years, the impact of our programs has been amplifying. 2023 was no exception as it has been a milestone in our sustainability journey. Numbers were nothing short of impressive with more than 20,000 graduates in all our programs. Additionally, more than two thousand female and male graduates from Orange Community Digital Centers have begun to make a difference in their communities, while more than 112 startup companies from incubators and accelerators in different governorates have joined the national growth journey, and more than 900 young women and men have unleashed their digital creativity in our Fabrication Labs. Moreover, more than 9,000 students have enriched their skills through Orange Coursat, and the employment rate for Coding Academies’ graduates has hit 80%. On the environmental front, we have been able to generate 52% of our renewable energy needs from our Solar Farms Project adding up to our ambitious goal of achieving zero carbon emissions by 2040.

While these numbers form a source of pride for us, they indicate clearly that we are on the right track motivating us to maximize our efforts to reach as many participants as possible from all over Jordan.

Since February 2023, Orange has been inspired by the Group’s strategy “Lead the Future”, which places social responsibility at the heart of its priorities. It fills us with pride that we have made great strides toward our society which in turn forms the basis of our future vision. Based on this, it is my utmost pleasure to put in your hands the second edition of the ESG Report, in which we address the most prominent milestones and achievements, in addition to our vision and strategy for this year.

At Orange Jordan, we realize that to lead the future we should embark on a long journey where society is the main priority. To continue making a difference, we will be inspired by the Group’s strategy, work hand in hand with partners and participants to establish a digital world composed of unlimited opportunities and boundless possibilities focusing on the future.

Eng. Rana Al Dababneh
Chief Corporate Communication & Sustainability Officer

3. About Jordan Telecommunications Company and its subsidiaries (Orange Jordan)

Orange Jordan is one of the subsidiaries of Orange Global Group, which is present in 26 countries around the world. Orange Jordan operates in line with the Group’s strategy “Lead the Future”, and through its positioning as a True Responsible Digital Leader, it supports the national digital transformation vision. Orange Jordan prioritizes community service, and in this context, it implements a comprehensive CSR strategy that revolves around 4 pillars including digital education, digital inclusion, entrepreneurship, climate, and environment. Orange Jordan, with more than 1600 employees in 301 shops and locations across Jordan, strives to provide the best customer experience through an integrated set of digital solutions including fixed, mobile, internet, data, and Smart Life Solutions to around 4.1 million customers in Jordan.

Orange Jordan’s solutions are comprehensive as they serve businesses in addition to individuals under its sub-brand Orange Business. Orange Jordan inspires by its values namely transparency, agility, results-oriented, customer centricity, collaboration, caring, and excellence.

Company Profile

Services rendered by Jordan Telecommunications Company – Orange Jordan:

- 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 to Renewable Energy Projects

About Orange Global Group

Orange is one of the world’s leading telecommunications operators with revenues worth 39.7 billion euros in 2023 and 128,000 employees worldwide until 30 June 2024, including 72,000 employees in France. The Group has a total of 285 million customers worldwide until 30 June 2024, including 246 million mobile customers and 21 million fixed broadband customers. The Group is present in 26 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) and on the New York Stock Exchange (symbol ORAN).

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Orange is also a leading provider of global IT and telecommunication services to multinational companies under the brand Orange Business.

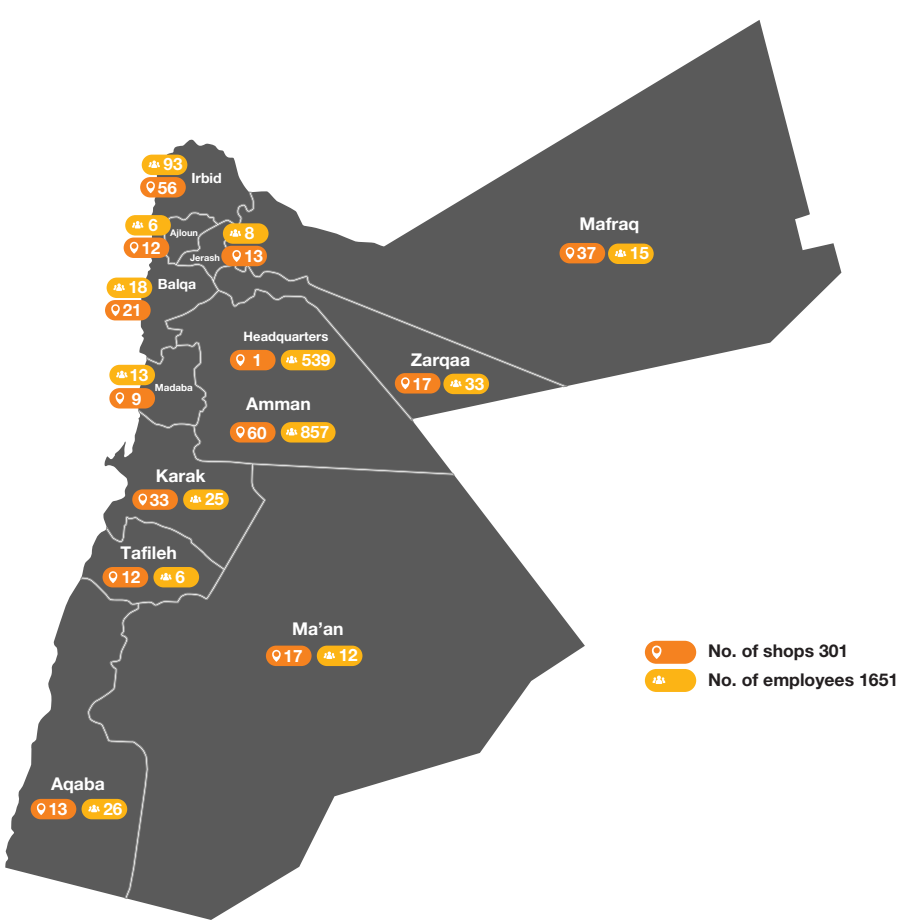
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For more information on the internet and on your mobile: www.orange.com, www.orange-business.com and the Orange News app or to follow us on Twitter: @orangegrouppr, and the Orange News app or to follow us on Twitter: @orangegrouppr.

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Orange Jordan (Jordan Telecommunications Company and its subsidiaries) Locations and employees in each area:



The amount of capital investment for Jordan Telecom in 2023 was JD 35,734,367 and JD 104,113,774 for Jordan Telecom Group.

How do we work



Awards and Recognitions

The constant improvement of our processes, services and products forms a cornerstone and a prominent component of our strategic objectives. Translating these goals into a reality, we have continuously worked to comply with the standards of a number of the most reputable international certifications, both mandatory and sector-specific. Over the past year, we have been able to obtain new certificates as well as maintain the ones we obtained the year before:

Memberships and Certifications

Memberships

Intaj: Information and Communications Technology Association	
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"	

Certifications and Compliance Certificates

- Data Center Uptime Tier III Design Certificate.
- 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 III operation sustainability -Gold
- Accredited Sustainability Advisor.
- GEEIS (Gender Equality European & International Standard).
- UN WOMEN – Women Empowerment Principles (WEPS).
- COPC –Customer Operations Performance Center.
- ISO 45001 -2017 Occupational Health and Safety.
- ISO 14001 -2015 Environmental.
- EFQM Recognized for Excellence – 5 Star.
- Orange shop wins gold and appreciation certificate in “Buildings Accessible to Persons with Disability” Award
- Appreciation Certificate for the Gold Award category of Accessible Building Award
- 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.

3.1 A Glimpse at our Economic Performance

Orange Jordan’s main priority is to create an added value for its customers through embracing a future-centered business model. It consists of investing in digital infrastructure and cutting-edge tools to leverage its strengths offering its customers the best internet services that are secure, reliable and resilient.

“The quality of our infrastructure, where we are a pioneer in fiber, our customers’ satisfaction (NPS) and the expertise of our teams as well as our solid finances give us an unrivalled competitive advantage. In addition, thanks to our mastery of connectivity, security and resilience, Orange is uniquely placed in the sector. This plan aims to enhance and develop these strengths to position Orange as the group that builds the future of telecoms and digital solutions. Our aim is to achieve sustainable growth, particularly in cybersecurity, in Africa and in the Middle East.”

Christel Heydemann,
Orange Group CEO

Economic growth and increased revenues are reflected in the operations and solutions provided by the company, as these revenues contribute to enabling the team to continuously improve the solutions, services and experiences offered to customers.

After deregulation of the fixed telecommunications market on 1/1/2005, the Telecommunications Regulatory Commission issued class and individual licenses for fixed telecommunications services to several companies, and cellular communications have affected the company's share in 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%)

Jordan Telecommunications Company Subsidiaries

During the reporting period, the share of the capital of the subsidiaries of Jordan Telecommunications Company was distributed as follows, noting that a number of employee merge processes took place during the set period.

Subsidiary	Nature of Business	Capital JD	Shareholding percentage	No. Employees
Petra Jordanian Mobile Telecommunications Co. Ltd. (Orange Mobile)	GSM Operator	70,000,000	100%	216
Jordan Data Communications Co. Ltd. (Orange Internet)	ISP	750,000	100%	115
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 Phone	5,000,000	100%***	37
Future Pioneers for Development and Initiatives	Orange Foundation	15,000	100%****	**_
Jordan Forefront for Electronic Commerce	Electronic Commerce / Distribution	100,000	100	0

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

** JTC owned 51% from 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, established on December 20th, 2023

Responsible Business Practices at Orange Jordan



Responsible Business Practices at Orange Jordan

4. Corporate Governance

In alignment with the Group's direction, our corporate governance structure includes all necessary checks and balances, clear lines of responsibility, control functions, concrete policies, codes of conduct and procedures in order to promote accountability, transparency, and integrity within the organization.

4.1 Board of Directors

The Board of Directors is entrusted with the monitoring and designing of the company's strategy to meet its targets and implement its vision and support the Chief Executive Officer in his role. At Orange Jordan we aim to create an inclusive and diverse Boards through targeted policies, initiatives and goals that reflect our commitment and responsibility towards sustainability.

4.2 Board Committees

The Board of Directors is supported by a robust structure comprised of 4 committees reporting to the Board:

- The Audit Committee
- The Remuneration and Nomination Committee
- The Corporate Governance Committee
- Risks Management Committee

These committees are all part of the long-term plan to enhance the company's internal structure, strengthen management mechanisms and assist the Board in designing the business strategy of the organization.

4.3 Organizational Structure of Jordan Telecommunications Company

Given its commitment to the corporate governance's principles and standards, Orange Jordan operates according to a clear organizational structure that defines the responsibilities assigned to each person, which ensuring their implementation.

Philippe Mansour	Chief Executive Officer
Raslan Deiranieh	Deputy CEO/ Chief Financial and Strategy Officer
Sami Smeirat	Deputy CEO/Chief Enterprise Officer
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
Naila Al Dawoud	Chief Consumer Market Officer
Samer Haj	Chief Consumer Sales Officer
Jalal Bassou	Deputy Chief Information Technology and Networks Officer
Wilfried Yver	Chief Digital, Data, Innovation & Money Officer
Rana Al Dababneh	Chief Corporate Communication and Sustainability Officer

4.4 Ethics, Compliance and Transparency

At Orange Jordan, we focus on promoting a culture of compliance, ethics and transparency, in alignment with the highest standards, national and international regulations, which reflect our core values and principles outlined by Orange Group. As such, we have developed and operate a set of policies and practices that enable us to achieve our strategic sustainability goals, outlined in the company's compliance approach.

4.4.1 Our Compliance Approach

Considering the increased legal requirements and the multiple, but often conflicting, rules and standards that exist at the international and national level, Orange Group aims to establish an integrated compliance approach that would strengthen internal control, governance, as well as monitor any illegal actions and breaches of internal rules, protecting itself against any regulatory, financial and reputation 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, relies on a network of operational teams who provide support on all matters of Compliance such as the identification of risks, the definition of rules of conduct, the implementation of fraud prevention and elimination strategies, etc.

Ethics, Compliance and Fraud Steering Committee

The Compliance 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 the fear of retaliation.

In alignment with our compliance priorities, during this reporting period, there have been zero cases of no compliance with laws and regulation on:

Internal Audit Mechanisms

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.

Internal Audits	Number
Corporate audits	4
Corruption	2
Regulatory Requirements	1
Financial services	1
Total number of audits conducted within 2023	8

The internal audits enable us to assess and improve the effectiveness of our systems, policies, and procedures, our overall performance, and ultimately improve our customer experience.

5. Orange Jordan's Responsible Business Practices Strategy

Power of Today. Promise of Tomorrow

The drivers that lead Orange Jordan’s efforts and operations include:

- Our positioning as a True Responsible Digital Leader
- Our well-established partnership with partners and stakeholders to effectively achieve integrated development.
- Our social and environmental responsibility
- Our connection to Jordanian market to fulfill and anticipate its needs.
- Global standards that form the umbrella for Orange Jordan’s operations, services, and products

Orange Jordan has been serving its community for years in alignment with its well-established belief that the company forms an integral part of its society. These tireless efforts were culminated with the issuance of the first ESG report last year, in which Orange provided a comprehensive overview of its social responsibility methodology and the impacts achieved on the environmental, societal and other fronts. At the beginning of this year, Orange Group launched its “Lead the Future” strategy, which focuses primarily on harnessing the power of the present represented by the Group’s unique strengths in the telecommunications sector to move firmly into the future.

“Lead the Future” Leverages the power of today to move firmly toward the future
CSR is placed at the heart of the Orange Group’s priorities. “Lead the Future” elaborates on the growing importance of utilizing technology to amplify the social and environmental impacts supported by business excellence.

Being a Digital Leader in Europe, Africa, and the Middle East, Orange Group released its futuristic plan that revolved around adopting a new business model, that is CSR, environment and operational excellence-focused. Orange prioritizes the future by leveraging its digital strengths namely strong assets and financial position, especially in light of the structural and economic challenges facing the sector, which is characterized by the increased customer demands in terms of flexibility, which places the telecom as one of the most vital sectors over the next few years.

“Lead the Future” mainly aims to set the general frameworks necessary to best address the aforementioned challenges and enable Orange to perform its responsibilities that fall within its main mission by employing the Group’s strengths.

Orange Jordan’s responsible practices are guided by the “Lead the Future” strategy with the sole purpose of building on what was achieved last year, to continue digitally empowering youth to enable them to be an effective part of the development process of their communities, driving the economy forward, and digitally including women, youth, and persons with disabilities.

Last year was a landmark for Orange Jordan when it comes to its milestones on the social, environmental, digital inclusion, and empowerment fronts.

“Lead the Future” supports Orange Jordan’s endeavors to put its CSR vision into practice, as it includes means to respond to various challenges while focusing on Orange’s core business as well as creating added value.

Orange, a leader in the field of fiber internet, will continue to deploy, innovate and invest in the best technologies to fulfill and anticipate the needs of its customers in terms of reliability, security and flexibility. Moreover, Orange will strengthen its position in the field of cybersecurity and will fully reposition its B2B business to better meet the expectations of its customers. Finally, this plan will strengthen the Group’s position in Africa and the Middle East as a high-growth region.

Lead the Future aims to achieve sustainable growth and enable customers to benefit from the integrated digital solutions provided by the Group in addition to achieving a competitive advantage supported by our unique strengths and thus shaping the future of communications to be more efficient, sustainable, and inclusive.

Christel Heydemann
Orange Group CEO

5.1 Environmental, Social and Governance (ESG) Practices at Orange Jordan

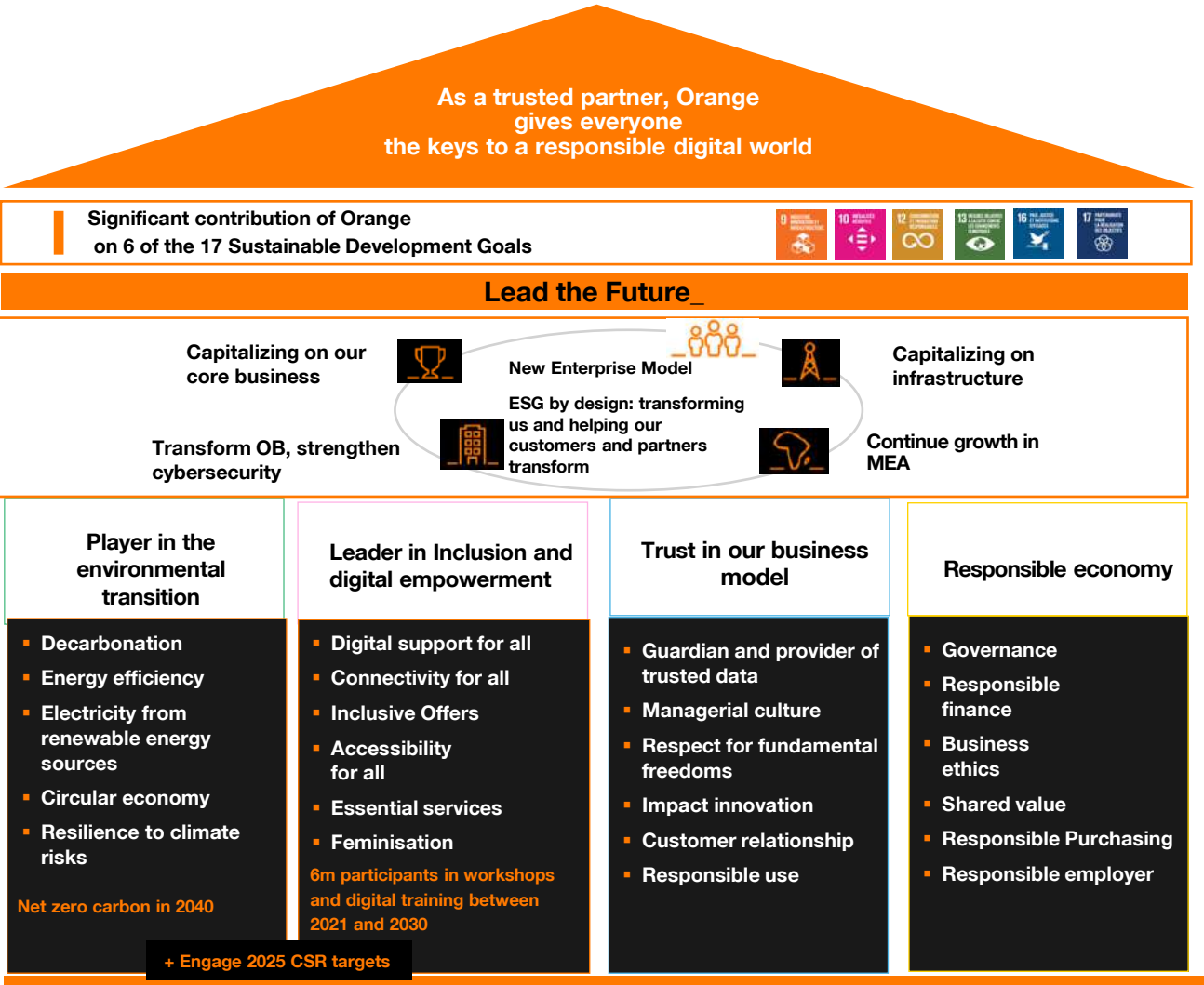
“Lead the Future” strategy represents the basis of our work in the environmental, social, and governance pillars. At Orange Jordan, we strive to employ digital resources and infrastructure to serve the purpose of elevating the impact of our programs and initiatives. We have an integrated CSR vision in place that caters to the needs of our employees, customers, partners, and communities.

Our Programs protect the environment by maximizing green spaces, empower people by enriching their digital knowledge, and support the national development process

Philippe Mansour
CEO of Orange Jordan

In alignment with the Group's vision, Orange Jordan commitments focus on:

- Accelerating in growth areas
Make Orange MEA the reference digital operator in Africa and the Middle East
- Placing data & AI at the heart of our innovation model
For a reinvented customer experience, smarter networks and greater operating efficiency
- Making a lasting commitment
To digital equality and the planet
- Co-creating a future-facing company
Tackle the skills challenge and become one of the most attractive employers
- Reinventing our operator model
Offer our retail and wholesale customers enhanced connectivity



5.2 ESG Management approach

Orange Group ESG and sustainability approach is developed around the following main pillars:

- Environment
- Digital Inclusion
- Diversity and Equal Opportunities
- Transformation

Each pillar includes a set of commitments, policies, actions as well as specific targets on how to achieve our main ESG priority areas.

Environment	Digital Inclusion	Diversity and Equal Opportunities	Transformation
1.1 Reduce scope 1* & 2* emissions by limiting energy consumption increase and using renewable sources of electricity. 1.2 Measure and reduce scope 3* emissions, particularly by our suppliers, with purchasing action plans. 1.3 (scope 3) Circular Economy 1.4 Solutions for Green 1.5 Make our environmental targets a core business concern. 1.6 Impact of climate change.	2.1 Continue to open Orange Digital Centers. 2.2 Continue to ramp up Digital Inclusion and Digital Education Programs for youth, women and people with disabilities. 2.3 Raise awareness of responsible digital use 2.4 Digital training empowerment and sharing knowledge through partnership strategy.	3.1 Continue deployment of GEEIS & GEEIS diversity certification. 3.2 Deploy the global agreement and Orange SA agreement on workplace gender equality 3.3 Expand Orange's actions on equal opportunities. 3.4 Promote inclusive AI and digital tools accessibility.	4.1 Work together to set a positive example. 4.2 Improve our overall performance to fulfill our commitments. 4.3 Support individuals and collective upskilling on CSR topics. 4.4 Encourage employee solidarity engagement in all forms.

At Orange Jordan, we work methodically and in close contact with our local stakeholders, to incorporate and link global commitments and targets to local priorities. As such we develop policies and initiatives that are not only relevant but create real value to the local communities in which we operate.

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 have undertaken 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.

Engaging with our Stakeholders

At Orange Jordan, we place great emphasis on what our stakeholders have to say about our business offerings, operating methods, programs, and initiatives. We have identified internal and external stakeholders with whom we engage regularly through a variety of tools and channels in order to improve and evolve as a company.

Stakeholders	Engagement Practices	Frequency
Employees	Meetings between employees and management Newsletters Personal communication Employee Surveys Initiatives enhancing synergies and teamwork Volunteering programs Annual performance evaluations Training courses E-learning	Daily
Regulatory Bodies	Official meetings Email communication Personal communication Participation in official consultations Conferences	At least quarterly
Shareholders	Official meetings with representatives Email communication Official visits Personal communication	As required
Business Partners	Ongoing communication with partners in the implementation of projects Email communication Personal communication Business meetings Conferences	As required
Suppliers	Invitations to submit financial offers/tenders Agreements monitoring Meetings with representatives of various departments Email communication	As required
Customers and Clients	Corporate website Press releases Advertisements Corporate responsibility programs Customer service call center Offers and discount schemes	Daily
Local Communities and the Public	Press releases Corporate website Sustainable development and Annual Report Awareness and CSR campaigns Social, cultural, and environmental programs Conferences Meetings with representatives of local communities Consultation with local associations	As required
Government and Local Authorities and Public Institutions	Official meetings with representatives Email communication Official visits Personal communication Direct communication with administrative structures at local level	At least quarterly
Academic and Research Bodies, and NGO's	Conferences Academic/ scientific events Training programs and events Email communication Personal communication	As required
Media	Face to face communication- interviews Press releases Promotional campaigns Corporate website Press conferences / events official meetings with representatives Email communication Personal communication	As required

5.5 Our Commitment to the SDGs

In alignment with the Group's strategic direction, we have undertaken an internal exercise to link our corporate goals and our sustainability strategic pillars with the 17 UN Sustainable Development Goals (SDGs). This linkage forms an important reference framework for setting our priorities and recognizing the degree to which these topics affect our operations and business activities and have an impact on the environment and the communities in which we operate. Thus, out of the 17 Goals, we have identified 6 key Goals as the most important ones, to which Orange Jordan can make a significant contribution.



Pillar- Theme	SDG
Environment	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Digitalization	9 INDUSTRY INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 17 PARTNERSHIPS FOR THE GOALS
Digital Inclusion	9 INDUSTRY INNOVATION AND INFRASTRUCTURE 10 REDUCED INEQUALITIES 17 PARTNERSHIPS FOR THE GOALS
Diversity and Equal Opportunities	10 REDUCED INEQUALITIES 16 PEACE, JUSTICE AND STRONG INSTITUTIONS 17 PARTNERSHIPS FOR THE GOALS

Our Employees

Our Employees

Leveraging our Human Strength to Achieve Sustainability

At Orange Jordan, we have a human-centric approach towards our people and for that reason we are committed to creating an inclusive, diverse and equal workplace for all employees to help them express themselves, expand their skills and thrive at all levels.

Our employees are the cornerstone of our success as they help us better serve our customers, clients, and the wider communities while evolving our company's brand. To materialize our human resources vision, we strive to utilize digital tools to create an excellent digital experience for our employees. We have in place numerous studies where we leverage digital tools to define the gaps and spread digital education amongst our team. Our goal is to create a work environment that provides fair working conditions, respects human rights, and guarantees the health and safety and the overall well-being of our people while allowing them to grow both professionally and personally. With the goal to ensure a fair and rewarding working environment, we have developed policies and systems, 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

Our Corporate Culture

With the purpose of enabling our employees to actively contribute to achieving the company's vision, Orange Jordan works to lay the foundation for a corporate culture that focuses on the company's main values and the performance indicators expected of each employee based on their job level. Such a culture was built in line with our vision, mission and goals, where 7 of the company's key values were included in the employee performance indicators.

To ensure these values are materialized, we have conducted a series of awareness sessions, videos, internal communication and workshops for our employees to ensure that these values are translated into reality.

During the year 2023 and in the reporting period, our main goal was to verify that our employees are complying with these values on their day-to-day work, so we added 3 key values to their assessment and conducted a survey to verify employees' adherence to them. We shared the results and outputs with multiple focus groups to come up with actionable insights and plans during the year 2024.

Talent Attraction and Retention

Attracting and retaining local talent is of outmost importance to us. Therefore, we are developing and implementing numerous actions and programs such as:

To attract talent, we promote:

- Agreements with top universities in Jordan
- Employment and internship opportunities for talented students.
- Internship Program for university students
- Scholarships in place for specific profiles such as data scientists and data engineers

To retain talent, we offer:

- Internal mobility programs (i.e., upskilling, local and international master's degree programs to employees in scarce disciplines such as cyber security)
- Talent management programs and development plans for employees
- Lifelong and on the job training (i.e., HR leadership, Orange Project Manager certified employees).
- We also conduct regular benchmarking studies on salaries against the market to encourage our employees to stay in the company and advance their career paths.

Given our deep understanding of the strategic roles played by senior management positions, we have identified key positions at the level of senior employees and board members, including potential candidates to succeed them. We have put in place a comprehensive plan to develop their skills to ensure that they smoothly assume their future responsibilities to ensure business continuity. During 2023, we have set the standards for these key positions namely Managers' grade.

Our Performance management Policy

At Orange Jordan, we implement on a biannual basis, a process of performance management appraisal that includes the entire management cycle (i.e., setting SMART objectives linked with KPIs, monitoring and evaluating objectives). In parallel, we have developed a Performance Management Awareness Campaign through videos, tips and testimonials, emphasizing on the relationship between manager and employee during all the stages of the performance appraisal cycle.

Working with third-party contractors

At Orange Group, apart from the fixed and temporary contracts that form the vast majority of employment contracts, we also hire contractors on certain cases as follows:

- In Retail Sales functions in our franchise shops
- In Field Sales functions for enterprise and residential customers
- Technicians of fiber and ADSL installations and maintenance
- IT services to support end users.
- In civil work of mobile networks

Employees by gender and employment type (headcount)	Amman		North Region		East Region		South Region	
	Men	Women	Men	Women	Men	Women	Men	Women
Permanent employment	966	388	81	12	47	7	55	9
Temporary term employment	26	8	22	7	8	2	3	2
Limited Contract (Expatriates)	4	1	0	0	0	0	0	0
International Mobility	3	0	0	0	0	0	0	0
Total	999	397	103	19	55	9	58	11
Full time	999	397	103	19	55	9	58	11
Part time	0	0	0	0	0	0	0	0
Total	999	397	103	19	55	9	58	11

Employees by age and employee category (headcount)	Orange								Service Agreements (per hour, grants & internships)							
	Men				Women				Men				Women			
	<30	30-50	>50	Total	<30	30-50	>50	Total	<31	30-51	>51	Total	<31	30-51	>51	Total
Chief Officers	0	2	5	7	1	1	1	2	0	0	0	0	0	0	0	0
Directors	0	22	8	30	11	11	2	13	0	0	0	0	0	0	0	0
Managers	1	120	26	147	49	49	1	50	0	1	2	3	0	1	0	1
Team leaders	1	94	21	116	30	30	1	32	1	0	1	2	0	3	0	3
Employees	198	622	90	910	262	262	9	338	138	82	0	220	162	37	0	199
Total	200	860	150	1210	353	353	14	435	139	83	3	225	162	41	0	203

Contractors (headcount)	
Men	Women
10	3

Employees hires and leaves (headcount)	Employee hires		Leaves	
Gender	Number	Rate	Number	Rate
Men	99	69.7%	104	75.4%
Women	43	30.3%	34	24.6%
Total	142	100%	138	100%
Age Group				
Under 30	101	71.1%	45	32.6%
30-50	41	28.9%	64	46.4%
Over 50	0	0.0%	29	21.0%
Total	142	100%	138	100%

Capability Building and Development

At Orange Jordan, we invest in the development of our employees’ skills and talents, encouraging them to continuously evolve and innovate. We utilize a wide array of online and in-person capacity building methods, such as a combination of physical workshops, conferences, e-learning and webinars etc.

During this reporting period, we conducted:

- Leadership trainings for skills enhancement addressed to managers
- Agility training programs to upskill employees who have been involved in agile projects and (i.e., product owner scrum master, Scrum Master, Agile Certified Practitioner)
- Future Skills program to upskill our employees
- ITN Campus Program that includes training in WiFi, Fiber, sales, customer care and technical teams.
- The “Shop managers development program”, targeting shop managers in retail shops (owned or franchised), with the view to help them develop their managerial and sales skills.
- “Call Center Programs” with the view to expand the skills of call center agents

We have also:

- Offered post-graduate opportunities in cooperation with local universities as well as a master’s International Program in partnership with Tech Dublin University in data science focusing on cyber security discipline.
- Provided training opportunities for employees working in the fields of Data Analysis, Data Engineering, Data Science, and Managed Data.
- Organized 5G awareness sessions for all employees according to their job levels.
- Organized a Gamification program especially for the sales function using mobile application.

Employee category	Number of participants in trainings and seminars by gender and employee category (headcount)			Total hours of training received by gender and employee category (hours)		
	Men	Women	Total	Men	Women	Total
Directors	30	13	43	1181.4	405.36	1587
Managers	149	47	196	3235.74	1320.56	4556
Team leaders	120	39	159	3053.2	1392.7	4446
Employees	900	353	1253	17356.06	4856.43	22212
Total	1199	452	1651	24826.4	7975.1	32801

Performance and career development review	Men		Women	
	Number (headcount)	%	Number (headcount)	%
Directors	28	2.3%	13	3.1%
Managers	146	12.1%	49	11.6%
Team leaders	114	9.5%	33	7.8%
Employees	915	76.1%	327	77.5%
Total	1203	100%	422	100%

As part of our engagement with our employees and to improve our internal culture, offerings and employee satisfaction, we run a number of internal surveys every year.

Compensation and Benefits

Ratio of entry level wage to minimum wage (JOD)	Orange	
	Men	Women
Minimum wage in Jordan (full time monthly)	260	260
Orange entry level wage (full time monthly) weighted average	801	755754
Ratio	3	3

Benefits/types of employment	Full-Time (YES/NO)	Part-Time (YES/NO)	Contracted employees (YES/NO)	Number of employees (Headcount)	Investment (k JOD)
Medical	Yes	Yes / No	1,663	1,616,460	Yes
Life	Yes	Yes / No	1,663	43,651	Yes
Saving fund Benefit Plan	Yes	No	1,493	1,884,327	Yes
Housing Loan	Yes	No	35 employees benefiting from the loan	35	Yes
Social security Contribution	Yes	Yes	1,832	3,757,111	Yes
Performance Bonuses	Yes	Yes / No	1,276	3,409,730	Yes

Rewards and Recognitions

Orange Jordan honors the Tawjihi top achievers from the employees’ children

In alignment with the Group’s commitment to promoting excellence, Orange Jordan recently honored 24 students’ top achievers from its employees’ children. Each student received a gift that included a mobile phone with 5G sim card. The honoring included also the mothers of the students recognizing their significant role in the excellence of their children. This step reflects Orange Jordan’s continuous support towards its employees and their families.

Other activities that Orange Jordan has done to rewards and recognize its employees includes:

- Thank you cards: encouraging people to thank each other
- Challenge programs for sales: different competitions between sales team to achieve more sales in different products and services such as fiber, Orange Money, Smart Life Solutions, and 5G ...etc.
- Top e-learners: to recognize the top e-learners during every semester/month
- Ebsher: A rewarding program that honors front liners based on their achievements in providing excellent customer experience to our customers based on dynamic voice of customers surveys results.
- Yearly University Scholarships for employees’ children

Diversity and Equal Opportunity

In alignment with the Group’s Diversity and Inclusion policy, we strive to create an inclusive workplace that provides development opportunities for all. Our international platform gives us access to multiple talents and skills, strengthens our economic performance while stimulating creativity and innovation. The Group’s Workplace Equality Policy is subject to continuous improvement with an assessment as part of Gender Equality European and International Standard (GEEIS) and GEEIS Diversity certification. Entities are audited and certified by an independent external organization.

We aim, through these efforts to enable every employee to feel valued and respected, ensuring that each employee’s performance adds to the overall efforts of our company, which leads to success at all levels.

We spare no effort to enable all employees to achieve personal growth and enhance skills that contribute to our collective success where the values of inclusion and mutual respect are fostered.

Workplace Gender Equality

Being a major priority shared by all Group entities worldwide, the Group workplace equality policy is overseen by a dedicated governance body, the Workplace Equality Strategic Committee, and supported by five pillars:

- Gender equality in all roles
- Access to positions of responsibility and all levels of management for women
- Wage equality
- Work-life balance,
- Fight against sexism, harassment and violence

At Orange Jordan, we are conscious of the fact that some divisions within the organization have lower female representation than other divisions, thus challenging for the career growth and advancement of female employees. In parallel, apart from laying focus on the equal representation and inclusion of women in our workforce, we put great efforts in incorporating inclusion policies for other underrepresented groups such as people with disabilities.

In our effort to tackle these barriers we:

- Set up a Diversity Committee
- Set up a KPI with the view to increase the female representation in managerial positions
- Launched the “Hello Women Jordan” to allow access to women in digital and technical jobs.
- Female external hirings increased by 29% in the past 3 years.
- Developed a Special Retention plan for female leavers

GEEIS Certificate

Orange Jordan holds the Gender Equality European and International Standard (GEEIS) and GEEIS-DIVERSITY certificate which is linked to the equal treatment of persons with disabilities and diverse cultural backgrounds. These achievements reflect the company’s commitment to applying equality principles in the workplace, promoting gender equality, empowering women inside and outside the company, supporting diversity at all levels in terms of wages, professional advancement and access to managerial positions.

Gender Equality European & International Standard (GEEIS)	GEEIS-DIVERSITY certificate
Obtained 2nd time	Obtained 1st time

GROWOJO program to stimulate a culture of creativity and innovation amongst employees

- This program was launched to stimulate a culture of creativity and innovation amongst employees at all levels enabling them to come up with ideas and solutions that contribute to the growth of the company.
- The program encourages employees to propose ideas and solutions that elevate the work mechanism, promote a culture of digitization and commitment to sustainability, foster organizational culture, create a goal-oriented collective sense, set the ground for collaborative work, enable employees to think outside the box and enhance communication among employees.

Employees Wellness and Wellbeing

Our employee’s wellness and well-being are important to us as they promote employee engagement, create a sense of belonging and strengthen corporate culture. As such, we strive to incorporate a wide range of programs and initiatives internally such as:

- The “Employee Wellbeing program” that has been recently relaunched and includes a number of activities such as the Health Master, the Fast Walk, the Chess competition and the Breast Cancer awareness month.
- Sports competitions for employees’ children.
- Mental health sessions with employees.
- Fadfada sessions with employees to foster the culture of feedback.
- Tawjihi Celebration.
- You Matter!, a dedicated awareness-raising campaign for tackling all types of violence at work (harassment, bullying, discrimination and other types of work place violence) in line with our continuous effort to create a safe workplace.
- Work-life-balance program through which eligible employees can work from home two days a week (total of 8 days a month).

Volunteering at Orange Jordan

Our employees are the main proponents of our social and environmental commitments as well as our mission and values. Under this context, we encourage participation in volunteering initiatives, social and environmental activities and community development work.

Volunteering activities as part of working hours	Number of participants
Planting trees	30
Injaz volunteers	9
Cleaning activities	30

2023 Employee events:
2023 New Year celebrations with employees and their families on Orange Radio
Women’s Day
Mother’s Day
A special event to welcome the holy month of Ramadan
A special event to welcome the new CEO
Activities on the 77th Independence Day
Activities on the occasion of His Royal Highness the Crown Prince’s Wedding
A special event on the occasion of the 5G launch
Activities on the 13th anniversary of Orange Radio
Special activities on the World Cleanup Day
Honoring employees’ children who passed Twjihi exams
Blood donation activities

Sustainability practices start with us, we are keen to provide an environment in which our employees enjoy the best conditions that ensure they are not exposed to any accidents or dangers.
Orange Jordan

Occupational Health & Safety

As a responsible digital leader, it is our duty to ensure the best possible health and safety conditions in all sectors of our activity. We also acknowledge the right of our employees and contractors to work in a safe environment, and our duty to safeguard it.

How we promote a Healthy and Safe environment within the organization
■ Orange Group Global HSE agreement
■ Orange Jordan HSE policies
■ ISO 45001 policies
■ Legislation of Ministry of labor and Social Security Corporation SSC.

Employees and contractor employees covered by our Management System:

100% of employees
70 % of contractors

At Orange Jordan we are committed to providing a healthy and secure environment for all our employees by identifying, monitoring, and taking action with regards to eliminating or reducing any possible hazards at work while investigating incidents or security breaches if, and when, they arise.

In this direction:

- We regularly monitor and update all our occupational health and safety standards processes.
- We provide information, instruction and necessary training to all employees with regards to Health and Safety issues.
- We conduct regular meetings in all our buildings to identify hazards and investigate incidents.
- All our employees have access to personal protective equipment.
- Qualified HSE personnel is assigned to our employees.
- We engage in an open dialogue with our employees about the risks they face at work and affect the performance and take actions to address their concerns.

Health and Safety (HSE) Committee

The HSE Committee is comprised of 15 members, representatives of different departments within the organization (100 % of workers).

The HSE Committee is responsible for the following tasks:

- Eliminate hazards and control occupational Health and Safety risks
- Ensure that good environmental management is an integral part of our business culture
- Prevent incidents, injuries and illness
- Re-use the recycle waste where possible
- Comply with national/international HSE standards

Orange Jordan operates in accordance with regulatory policies, well-established procedures and clear practices to have in place principles of occupational health and safety of employees, this in turn will result in a better work environment and higher productivity.

Orange Jordan’s occupational health and safety achievements in numbers:

Health & Safety Incidents	Orange		Contractors*	
	Men	Women	Men	Women
Number of hours worked	63,360	63,360	NA	NA
Number of incidents (including near misses)	32	2	NA	NA
Number of Injuries	15	1	2	0
Number of lost work hours due to accidents	1,144	16	NA	NA
Number of work-related fatalities	1	0	0	0
Number of road accidents	No accidents were recorded			

Work related ill health	Orange		Contractors*	
	Men	Women	Men	Women
Number of fatalities as a result of work-related ill health	No cases were recorded			
Number of cases of work-related ill health	No cases were recorded			
Types of work-related ill health	1. Hearing impairment 2. Lung impairment			

Training on Health and Safety issues			
Topic	Participants	Seminar duration- hours	Total training hours (participants*seminar duration)
First Aid Training	468	2	936
Firefighting training	136	1	136
Traffic awareness	215	1	215
Occupational Health & Safety Specialists Course	215	3	645
Hands-on training on the use and wearing of personal protective equipment and climbing stairs for technical staff	215	1	215
Forklift Driving	10	15	150
Total	1259	23	2297

During this reporting period, our key Health and Safety achievements and highlights include:

- Decreasing number of workplace accidents comparing with previous years.
- On-going awareness campaigns and training.
- Provision of personnel protective equipment on regular basis and most state of art.
- Inspections, audits and certifications
- Annual EHS workshops for contractors

H&S Investment categories	Financial investments in 2023 (JOD)
First Aid Training for 468 employees	980
Purchase of new safety shoes	4,051.880
Personal Protective Equipment	59,160.005
Forklift Driving	426
Sterilization materials	7,786

Comparison of the risk ratio related to work injuries over the past five years, which has seen a significant decrease:

Work injuries' classification/# of incidents per year	Falls from Height	Car accident	Slip trip and falls	Miscellaneous & another injuries	Total	Low severity	Moderate severity	High severity
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

Training on Occupational Health and Safety

Training Course	Participants	Goals
A full-day workshop for the technical department (ITN) on public health and safety and risk assessment in the work environment, which also included: ■ First aid training ■ Traffic awareness about the amended traffic law and the traffic points system ■ Hands-on training on the use and wearing of personal protective equipment and climbing stairs	Employees: 215 Duration: 7 hours	Ensure the readiness of employees, especially the technical team, and their ability to assess and control risks and act in emergency situations and circumstances.
Forklift Driving	Employees:6 training hours: 240	To obtain a Professional license

Climate & Environment



Climate & Environment

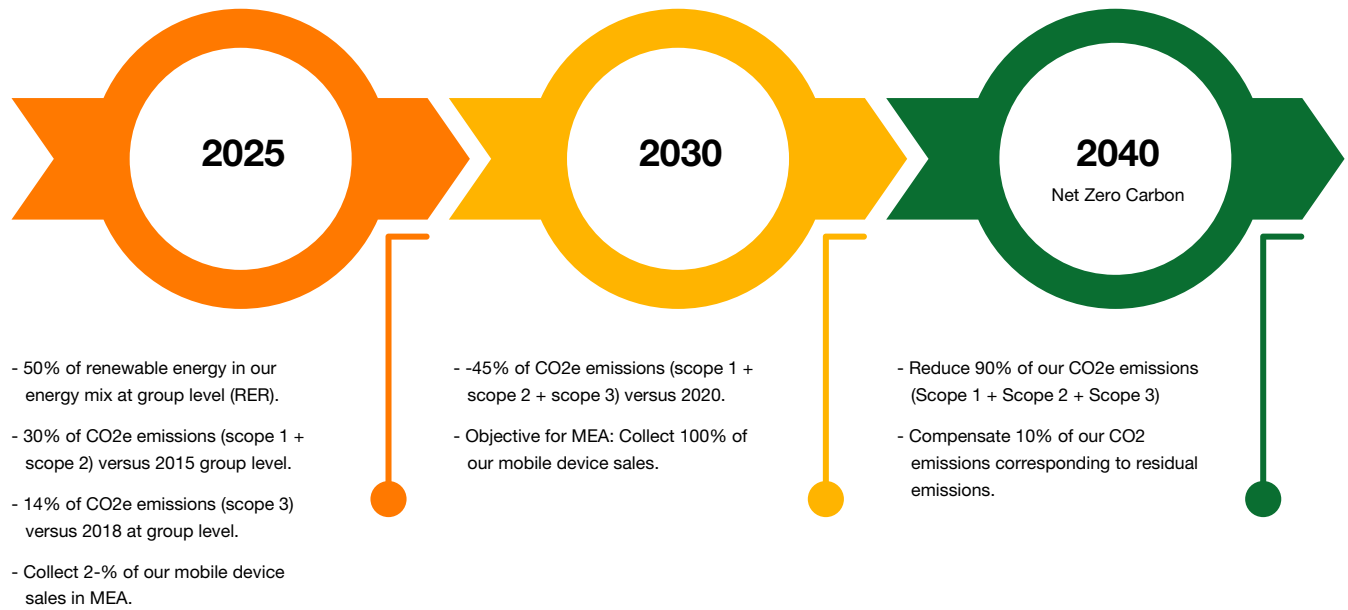
Our Environment is Our Responsibility for a Sustainable Future

When it comes to its environmental commitment, Orange Jordan adopts a new model guided by responsibility and efficiency. “Lead the future” strategy puts in place a new company model guided by an ambitious policy of social and environmental responsibility. With global warming representing a major concern for us all, the Group is pushing ahead with its program to cut CO2 emissions, targeting a reduction of over 30% in scopes 1 and 2 in 2025 (from a 2015 base) and is making the additional commitment to reduce by 45% its emissions across scopes 1, 2 and 3 by 2030 (from a 2020 base) reaching the ambitious goal of reaching zero carbon emissions by 2040.

These three commitments correspond to scopes 1, 2 and 3 of the Greenhouse Gas Protocol, validated by the SBTi (Science Based Targets initiative), which drives ambitious climate action in the private sector by enabling companies to set science-based emissions reduction targets.

On the environmental front, Orange strives to generate 50% of its electricity needs from renewable energy sources by 2025.

These goals are in line with the need to tackle environmental challenges on the global level, and the pledge to assist the mobile industry in attaining Net Zero carbon emissions by the year 2050. Orange was fast to join the momentum by developing her environmental strategy in 2015 aligning with the Paris Agreement.



Orange Jordan implements an integrated strategy to protect the environment involving employees, customers, partners, suppliers, and other parties. It implements several initiatives to convert this strategy into a reality including recycling, circular economy and investing in tools and practices that contribute to reducing environmental emissions.

Orange Jordan’s Environmental Practices in Light of the SDGs

Renewable Energy (SDG 7 &13)

- Orange is one of the pioneering companies in the Kingdom, that took the lead as the first entity to embrace clean and renewable energy.
- The initiative involves three significant solar farm projects strategically positioned in Mafraq and Amman, marking one of the largest private solar energy endeavors in the Middle East.
- By adopting an energy-efficient approach, the company has elevated its energy consumption practices implementing these solar power projects, covering 52% of its energy requirements in 2023.
- The solar farms successfully reduced carbon emissions by over 149,823 tons since 2018. The commendable success of the project surpassed expectations, with a remarkable 29,823 tons of carbon emissions savings achieved in 2023 alone.

Energy Efficiency (SDG 7, 9, & 13)

- Orange Jordan has strengthened its commitment to energy efficiency through monitoring key performance indicators to minimize both carbon emissions and energy consumption in Data Centers.
- Implementation involves the incorporation of environmentally friendly materials and features, including the utilization of free cooling technology, which leverages 65% fresh air annually to cool data centers.
- The company emphasizes the use of highly efficient technical equipment in the environmental field, contributing to the improvement of the effects and operations of its data centers.

Fleet Management (SDG 11 & 13)

- To execute this strategy, the company initiated internal transformations by modernizing the Orange Jordan vehicle fleet, prioritizing the incorporation of more hybrid cars.
- This initiative aims to progressively shift towards vehicles that minimize fuel consumption and the associated environmental impact.
- The company actively promotes a responsible culture among its employees, encouraging them to contribute to societal and environmental well-being. As part of this encouragement, electric vehicle charging stations have been installed in company parking lots, providing a motivational factor for employees interested in adopting electric vehicles.

Greening our Fleet

Greening our fleet and rendering our cars and trucks more eco-friendly is important for us. In this direction, we have developed an annual fleet renewal plan with the goal of gradually replacing our fleet with environmentally friendly vehicles. We have:

- Purchased saloon/SUV cars as hybrid /Plug in, reaching 15% out of total saloon fleet.
- In 2023 we renewed 33 old vehicles.

Replaced old vehicles that work on diesel with new vehicles that work on petrol (car aging was reduced by around 20 % in 2021, 2022, & 2023)

Circular Economy & Waste Management (SDG 9, 12, & 13)

- Orange Jordan has embraced the principles of the circular economy to extend the lifespan of products, integrating these concepts into core business operations such as networks and data centers.
- The company has taken steps to minimize paper usage by adopting eco-friendly materials and incorporating digital chips in place of plastic chips. Furthermore, the implementation of biodegradable bags is part of Orange Jordan’s comprehensive approach to environmental sustainability.
- The company has attained ISO certification standards for environmental management (ISO 14001:2015).

It has established agreements with the Ministry of Environment and other relevant agencies to ensure the proper disposal of electronic waste, fleet car waste, power generator waste, and building waste.

- Orange Jordan has launched internal awareness campaigns urging employees to actively participate in environmental protection, supporting waste aggregation, materials separation, and recycling.

These sustainability initiatives align with Orange Jordan’s overarching commitment to “sustainable growth” in Jordan while preserving the environment, echoing the objectives outlined in the Orange Group’s strategic plan, “Lead the Future,” and the company’s corporate social responsibility strategy, where social and environmental commitments are designated as strategic priorities.

- The company’s circular economy model not only aims to limit resource and energy consumption but also includes actions to keep products and materials in use for as long as possible. Examples of these efforts include the broadband refurbishment project, reduction of paper consumption through e-refill solutions, minimizing plastic waste through eco-friendly alternatives, and engaging in recycling partnerships to disassemble waste components for reuse in other products.

At Orange Jordan, we follow a waste management procedure that includes adopting all necessary precautions and measures to tackle and dispose waste.

Our Waste Management approach in steps:
Gathering of all unfit material from various sites in the Kingdom.
We bring all unfit materials into our main warehouses.
We categorize them based on the type of materials.
We sell them through public tenders to potential scrap companies to recycle/re use/re-export these materials in a manner that will not affect the environment nor the health issue.
The hazardous materials such as batteries are sold to authorized companies by the Ministry of Environment.
Our approach ensures that the purchase of new equipment is aligned with our waste management priorities.

Carbon Sinks (SDG 13)

In its commitment to environmental preservation and the expansion of green spaces through the national afforestation project, Orange Jordan established “Orange Forest” in Jerash Governorate, covering an expanse of 29 dunams. This initiative, undertaken in collaboration with the Ministry of Agriculture, involved the planting of 2,100 trees to contribute to the broader goal of enhancing green areas across the Kingdom.

In alignment with Orange’s dedication to minimizing its Carbon Footprint and fulfilling environmental obligations, the company recently extended its forest project by planting an additional 750 trees at the Orange Training Center and OJO sites in the north & south regions.

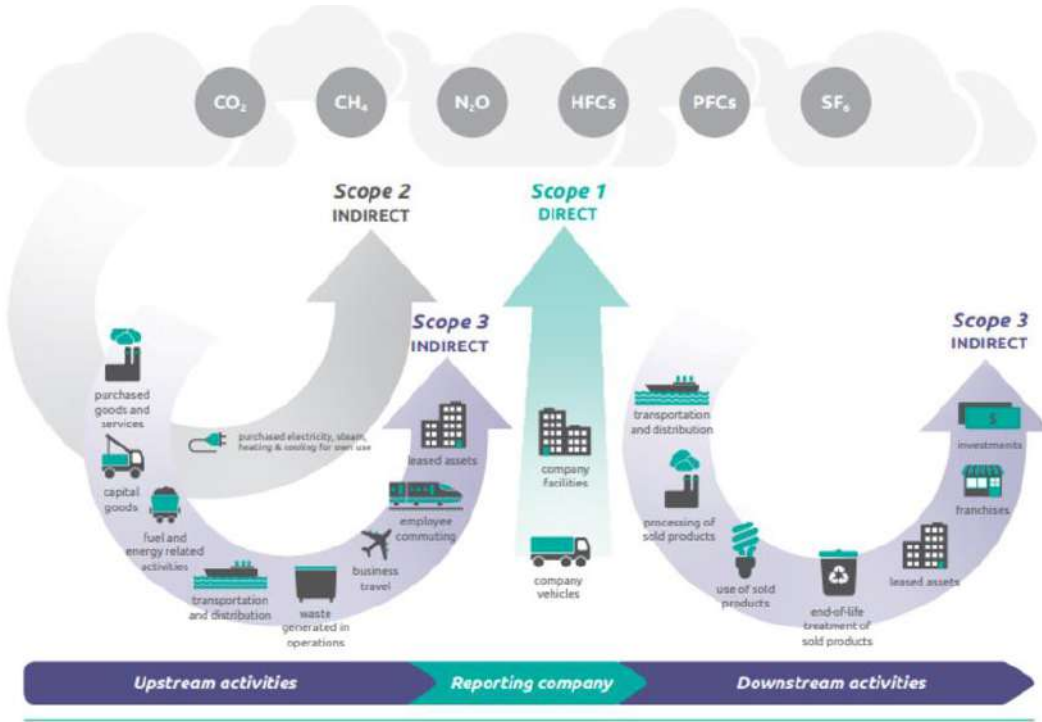
Reducing the Environmental Impact on Our Operations

Despite the substantial surge in data across its networks, Orange has outlined an ambitious roadmap. The initial milestone, set for 2025, aims to achieve a 30% reduction in CO2 emissions for scopes 1 and 2 compared to the levels recorded in 2015. Simultaneously, Orange is dedicated to elevating the proportion of renewable energies, targeting 50% of electricity sourced from renewable channels in the Group’s energy composition by 2025.

Energy & CO2 Emissions

The company is also steadfast in its commitment to continually enhance the efficiency of its networks and buildings. Furthermore, Orange has pledged to curtail its scope 3 emissions by 14% by 2025. To realize these objectives, comprehensive commitments have been instituted throughout the organization to mitigate both direct and indirect environmental impacts.

Scope 1 – Direct emissions – Facilities & Vehicles
Scope 2 – Indirect emissions - Purchase of Electricity
Scope 3 – Indirect emissions - Upstream and Downstream



GOVERNANCE STRUCTURE AND COMPOSITION		
OUR OPERATIONS ENVIRONMENTAL IMPACT		
DIRECT ENERGY USE		
Vehicle Fleet Fuel Consumption	2022	2023
No of cars in company’s fleet	395	389
Diesel consumption (liters)	523,258	488,397
Gasoline consumption (liters)	375,181	387,925
Total fleet (km)	5,707,597	6,124,776
Heating and Standby Electricity Generator	2022	2023
Heating diesel and RAN/FAN/DC generators (liters)	-	38,000
	2022	2023
Total electricity consumption from conventional hydrocarbon resources (kWh)	45,103,000	56,789,566
Total electricity consumption from renewable resources (kWh)	62,400,000	60,700,000
TOTAL ELECTRICITY CONSUMPTION (KWH)	107,503,000	117,489,566
Percentage of consumption from renewable resources	58%	52%
Scope 1	2022	2023
GHG emissions from diesel and gasoline consumption	-	2,222
GHG emissions from heating and generators	-	103
Scope 1 total emissions	-	2,325
Scope 2 Indirect emissions	2022	2023
GHG emissions from electricity consumption	-	22,259
Scope 3 Indirect emissions	2022	2023
GHG emissions from buildings	1946	1946
GHG emissions from vehicles	136	172
GHG emissions from boxes	-	13,876
GHG emissions from Handsets, MBB, IoT	-	10,716
GHG emissions from freight and storage	41.3	-
GHG emissions from business travel	-	117
GHG emissions from employee commuting	-	585.7
GHG emissions from upstream energy	-	7,956
GHG emissions from waste	-	351

Emissions of scope 1 are those direct emissions that are owned or controlled by a company, whereas scope 2 and 3 indirect emissions are a consequence of the activities of the company but occur from sources not owned or controlled by it.

CO2e Reductions Achieved	
Year	Scope 1&2 Reduction achieved (tons)
2023	-32,373
2022	-30,748
2021	-29,717
2020	-23,742
2018+2019	-24,491

Environmental Impact on Supply Chain

The Supplier shall comply with environmental laws and regulations and shall also implement measures that help protect the environment: fight against climate change and conservation of natural resources and biodiversity. The Supplier is encouraged to implement an Environmental Management System based on international standards such as ISO 14001 or a similar standard.

The supplier must minimize the negative environmental impacts of its products and services throughout their life cycle.

Practices that suppliers must adhere to include monitoring and implementing GHG emissions for Scopes 1, 2, and 3 in line with the GHG Protocol and other global standards.

Orange Jordan encourages its suppliers to comply with greenhouse gas emissions standards and adhere to circular economy practices including raw material extraction, manufacturing, transportation, distribution, recycling, waste management, pollution prevention, and commitment to reporting on environmental practices.

Suppliers should provide Orange Jordan with all information related to these practices if requested.

When it comes to the manufacturing process, the supplier is obliged to comply with all applicable laws and regulations in this field, especially the REACH regulation on hazardous chemicals and the RoHS regulation on electronic materials.

In waste management, the supplier adheres to the rules and practices for electrical and electronic waste (WEEE).

When it comes to product composition, supplier adheres to the REACH regulation, and any other regulations related to electrical and electronic equipment. The supplier should be aware that they must apply the RoHS regulation regardless of the country of delivery, including in countries outside the European Union.

Environmental Crisis Management

The Business Continuity and Crisis Management Program was launched to put in place the best and most efficient response during times of crises, including environmental and natural disasters, to ensure continuity of operations as smoothly as usual.

Implementing this approach, Orange Jordan focuses on employing its resources and strengths to tackle crises, especially the natural ones, optimally without affecting the operations, taking into account the best environmental practices.

Our Community



Our Community

Digitization Drives our Societal Efforts

Orange Jordan acts as an integral part of its society, therefore it makes sure to share prominent national occasions with Jordanians which contributes to placing Jordan on the map in various areas.

Community Engagement in 2023

- Participating in the 77th Independence Day activities at the Boulevard in Abdali, in addition to organizing a special event for employees and their families on this occasion at the company’s premises in Na’our.
- Activities on the occasion of HRH Crown Prince Al-Hussein bin Abdullah II Wedding.
- Supporting the national football team with JD 50,000 after qualifying for the 2023 AFC Asian Cup’s final in Qatar for the first time in its history.
- Renewing agreement with the Jordan Basketball Federation as the exclusive telecom sponsor of the national team and the Federation
- Honoring 36 of the top Tawjihi students in the Kingdom as part of the Jordan TV event.

Supporting Events and Initiatives in 2023:

- Leveraging digital assets to support digital solidarity through supporting “Wasta Khair” application which serves as a link between individuals and charity organizations
- Sponsoring the 5G Summit that was held under the patronage of Her Royal Highness Princess Sumaya bint El Hassan as the “Telecommunications Partner”.
- Sponsoring the Artificial Intelligence in Defense Technologies and Cyber Security Exhibition and Conference- AIDTSEC 2023 for the second consecutive time.
- Sponsoring the sixth of Women on the Front Lines (WOFL) MENA Chapter Conference as a strategic partner.
- Organizing the 5G Hackathon at the Innovation Hub at Orange Digital Village in Amman.
- Sponsoring and participating in the first-of-its-kind National Forum “Tawasol: Dialogue on Reality and Aspirations”, which was organized by the Crown Prince Foundation.
- Sponsoring a special event on innovation by Jordan River Foundation in Aqaba to empower 1500 females and males.

Orange Jordan’s Charity Activities and initiatives During the Holy month of Ramadan

As True Responsible Digital Leader, Orange Jordan put in place a series of charitable initiatives and activities during the holy month of Ramadan in collaboration with several institutions and organizations.

Activities included:

- Supporting an Iftar for orphan children at the Children’s Museum Jordan during the month of Ramadan for the second year in a row, targeting 150 children and a number of Orange Jordan’s employees volunteered during the event.
- Supporting “Belkhair Najood” campaign launched by the Ministry of Digital Economy and Entrepreneurship in Ramadan by distributing 1250 coupons from the Military Consumer Establishment in Amman by our employees.
- Our employees volunteered in various programs to assist with donation efforts and of food parcels distribution.
- Solidifying the social solidarity in collaboration with Mujaddidun Association to distribute 6500 food parcels in addition to supporting 400 food vouchers in cooperation with Jordan Hashemite Charity Organization.

Supporting Local and Regional Communities

Orange Jordan believes in the significance of reshaping the technological landscape on the local and level through increasing digital awareness and knowledge leading to materializing the national digital transformation vision.

During the reporting period, Orange Jordan, represented by the CEO, and several members of the ExCom committee, participated in the following events:

Events	Form of Participation	Participants
Tawasol Forum	A booth where Orange highlighted its digital services and products.	Orange Team
5G Summit	Orange Jordan sponsored the summit, that was held under the patronage of Her Royal Highness Princess Sumaya bint Al Hassan, as a telecom partner. The event was organized by Arab Advisors Group which is a specialized research, analysis and consulting company.	Chief Executive Officer Philippe Mansour Speaker
Women on the Front Lines (WOFL) MENA Chapter Conference	Shedding light on Orange Jordan’s role in boosting women’s economic participation. The company is contributing significantly in this arena with 26.4% of its total employees are females, and 29.8% of women occupy leadership positions.	Chief Executive Officer Philippe Mansour Speaker

Empowering our Community

A glimpse of our community programs’ achievements in numbers

“We believe that young women and men are the seeds of the desired change, therefore digitally empowering them will unleash their potential and capabilities to lead their communities for the best.”

Eng. Rana Al Dababneh,
Chief Corporate Communication & Sustainability Officer

6 Coding Academies in Amman, Irbid, Balqa, Zarqa and Aqaba, one of which was through digital space and specialized in data science to enable as many females and males in Jordan to benefit from its programs

- 680+ graduates
- More than 80% of participants have joined the labor market

26 Community Digital Centers under the umbrella of Orange Digital Centers spanning all governorates of the Kingdom and provided training for participants, as follows:

- Males: 33%
- Female” 67%
- Persons with disabilities: 1%
- Refugees: 2%
- More than 7500 participants until 31-12-2023

BIG by Orange Program

- 10 Seasons
- The growth of 55 companies have been supported since the foundation of BIG by Orange as an accelerator and throughout the past 10 seasons
- More than 200 events and activities

5 incubators and 3 accelerators in 6 governorates namely Karak, Balqa, Aqaba, Madaba, Zarqa (the Hashemite University) and Irbid

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

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

- More than 1000 participants
- Around 150 participants joined the labor market
- 112 prototypes were designed and developed and built at the Orange Fabrication Labs

The Innovation Hub

- Launching of 13 programs that spark innovation
- 19 digital events
- 5 Digital Labs

Mobile Innovation Lab at Philadelphia University

- 1 program that sparks innovation
- 1 digital event
- 1 digital lab

Coding School

- 350+ graduates
- 65% employment rate

Orange Coursat

- 10,000+ participants
- 4,800+ students received a certificate of completion of the different training courses

Orange AI Incubator

- Graduation of 12 startups

The Studio

- Offered support to more than 180 projects helping them create digital content

21,525 participants are leveraging their skills and knowledge acquired during their journey with Orange Jordan to support their communities

Through its comprehensive CSR strategy, Orange Jordan strives to empower women, youth, and people with disabilities through focusing on 4 pillars:

- Digital Inclusion
- Digital Education
- Entrepreneurship
- Climate and environment

Orange’s CSR programs complement each other to ensure the promotion of digital inclusion and empowerment on the national level enabling females and males to “Lead the Future”.

Orange puts its digital capabilities and tools at the service of its community programs to amplify the positive impacts and outcomes on the local communities.

This section highlights Orange’s community contributions through:

- 26 Community Digital Centers
- 6 Coding Academies (1 virtual)
- 1 Coding School
- 6 Fabrication Labs
- 6 Incubators (1 AI incubator)
- 1 Innovation Hub
- 4 Accelerators

Working through partnerships and alliances

At Orange Jordan, we are increasingly aware of the importance of collaboration in driving change and making a difference. Therefore, we work through strategic partnerships at all levels, to make our initiatives and programs more effective and achieve the greatest social, economic impact. Some of our key partners and supporters include the following organizations:

	European Union
	GIZ
	JOHUD
	Simplon
	Princess Sumaya University
	Yarmouk University
	Orange Foundation
	Jordan Start
	Ministry of Youth
	Ministry of Digital Economy and Entrepreneurship
	German Jordanian University
	Al-Ajial Recycle Company
	Jordan Green Building Council
	Ministry of Environment
	Ministry of Agriculture

Orange Jordan Partnerships for Social Responsibility

	Tkiyet Um Ali
	Al Hussein Technical University
	Jordanian Hashemite Fund for Human Development (JOHUD)
	SignBook
	Mujaddidun
	Creativity Club - Karak
	University of Jordan
	Jordan Basketball Federation
	Al-Balqa Applied University
	Oasis 500
	Jordan Information and Communication Technology Companies Association (int@j)
	Crown Prince Foundation
	The Hashemite University
	Vocational Training Corporation
	Ministry of Youth
	Ministry of Labour
	Optimiza
	Amazon
	Program from college to factory (for all universities in Jordan)
	Higher Council for the Rights of Persons with Disabilities
	Ernst & Young Company
	Google
	Meta Corporation
	AppTrainers
	The Show
	Seen
	Tadribat

Digital Inclusion

In line with the Group’s commitment regarding digital inclusion, we design our corporate social responsibility programs with the goal of enhancing entrepreneurship and promoting digital skills within local communities, focusing on youth, women, and people with disabilities.

The following are some of our programs that contribute to digital inclusion on a large scale:

- Digital Accessibility Program
- Community Digital Centers

Orange 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 youth and women through digital technology, and facilitates greater access to education, culture and improved living conditions, in every country within Orange group’s footprint.

During this reporting period, the Foundation continued to support the digital inclusion of young people and women. With regards to women, we laid emphasis on the development of our Digital Centers programs by promoting the training courses provided to women across Jordan. We are also scheduling digital workshops with our partners in the training centers.

We believe that innovation and digital skills can empower and transform people and communities. Therefore, we expanded our programs across various governorates, and we are launching them online to ease accessibility. Orange Digital Village, as a concept, was first launched in Amman and comprised the main digital and entrepreneurship programs, followed by the launch of Orange Digital Village in Zarqa, Aqaba and Irbid, thus expanding these programs in other governorates, covering eventually the entire kingdom under the Innovation Space project, that is co-funded by EU in Jordan.

20,000 participants/certificates within the “Innovation Space” project in 2023

Digital Accessibility Program for People with Disabilities

Under “Differently Abled, Definitely Enabled” umbrella, we offer accessibility for people with disability under three pillars:

- Awareness and promoting an inclusive culture.
- Accessibility to digital services

Diverse workplace

During this reporting period, we undertook many actions and sponsored a wide range of initiatives aimed at enhancing access of people with disabilities, as well as empowering them in their professional careers. These initiatives included launching the free-call initiative (114) with the Public Security Directorate to serve deaf people. Moreover, Orange shop located in the 7th circle wins gold and appreciation certificate in “Buildings Accessible to Persons with Disability” Award.

Orange Jordan signed a sponsorship agreement with Raneen Foundation to implement “Raneen Club for Audio Stories” project at Akka Elementary School in Jabal Al- Hussein. The primary goal was integrating digital tools into the educational process creating an audio library that includes 6 story collections for Raneen, a CD player and art materials. 500 students will benefit from these materials. The agreement also included conducting a training workshop for 10 teachers about the use of the audio story as an educational tool.

Paying tribute to Aya Aghabi’s accessibility initiatives to reinforce digital inclusion, by launching Aya Aghabi Park which was inaugurated under the patronage of His Highness Prince Mired bin Ra’ad in the Boulevard Area.

His Royal Highness Prince Mired bin Raad, Chairman of the Higher Council for the Rights of Persons with Disabilities (HCD), inaugurated the “Aya Aghabi” Park, to honor Aya Aghabi and her initiative “Accessible Jordan” which was launched in 2017.

Orange Jordan, Abdali Investment and Development Company and Accessible Jordan provided financial support for this project, while technical support was offered by the Higher Council for the Rights of Persons with Disabilities, and Greater Amman Municipality.

Orange Jordan Continues Offering Sign Language Services in its Shops

Orange Jordan has made available a sign language service through the “Signbook” application in all its shops, to enable people with hearing impairments to communicate visually and directly with sign language interpreters.

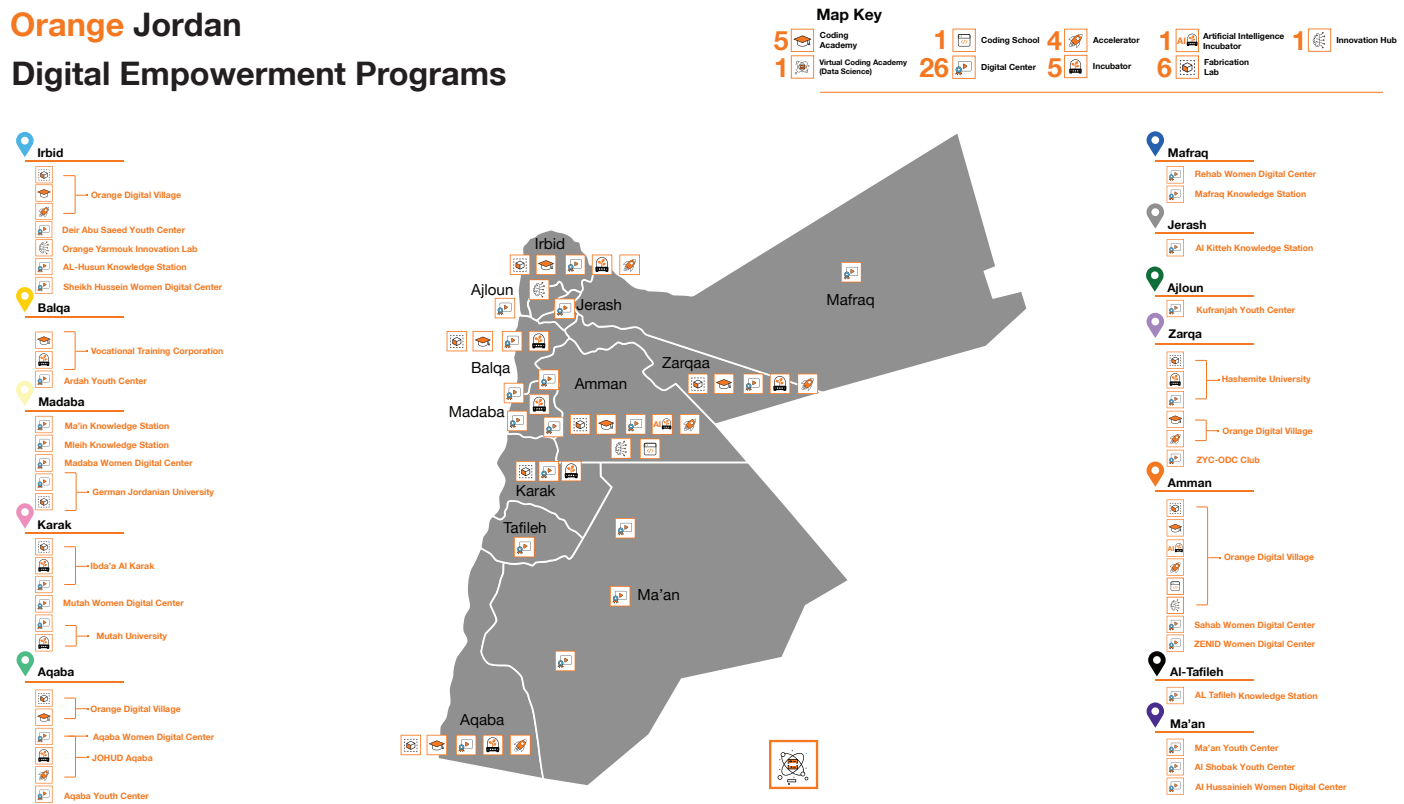
This step falls under “Differently Abled, Definitely Enabled” umbrella to boost digital inclusion for people with disabilities.

Orange Community Digital Centers

The launching of Orange Community Digital Centers in various regions in the Kingdom has proved to be beneficial for the local communities, as these centers offer numerous opportunities for beneficiaries, especially women and youth, in terms of access to the digital world, finding a job or expanding their business lines through promoting their products online, thus leading to higher incomes, improved standards of living and greater prosperity. We support these centers by providing equipment, computers, design, training workshops on different topics based on the market demand.

Orange Jordan

Digital Empowerment Programs



Our ongoing commitment to Orange Community Digital Centers

Orange Jordan strives to expand its community engagement through establishing more community digital centers to empower as many participants as possible in all over Jordan coping with the digital revolution sweeping around the globe.

Women Digital Centers

Women Digital Centers serve as a space to build women’s skill set in the digital, marketing, and soft skills arenas. We graduated a new cohort comprising 307 women, so the total number of graduates amounts to more than 500.

Digital Education

In line with our approach of “Training for Employment”, Orange Jordan provides youth with the most up-to-date and on demand digital skills to enable them to have access to better and more employment opportunities.

To achieve our training for employment approach , we work through:

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

During the reporting period, Orange Jordan supported the following digital education programs, attracting more young women and men to enroll in them. Orange spared no effort in modernizing the curricula to keep pace with the global trends: Orange Coursat is an online learning platform that provides females and males with free access to online training on the most in-demand programming languages. More than 10,000 students enrolled in the training courses in 2023 The implementation of the Giglancing Program in collaboration with the Crown Prince Foundation and in partnership with Better Business and Khibraty helping 1057 females and males to enrich their set of soft skills

Coding Academy

Orange Coding Academy was launched in partnership with Simplon.co in 2019 which is one of its kind in the MENA region. Each cohort, 30 to 50 students, out of thousands of applicants, get the opportunity to join the Academy following a very intensive admission process. The employment rate among its three cohorts has reached 85%, which proves the efficiency of the academy’s teaching methodology, curricula, and staff.

Key highlights of this reporting period, include:

- The Academy is present in 6 locations namely Amman, Irbid, Zarqa, Balqa, and Aqaba and 1 virtual
- 80% employment rate among Coding Academy graduates (in different locations)
- Graduation of the 4th cohort and welcoming the 5th in Amman. Graduation of the 3rd cohort and welcoming the 4th in Zarqa, Balqa, Aqaba, and Irbid.

Coding School

Following the Coding Academy’s success, we also launched the Data Science Academy that provides online courses on Big Data, Data Science, Data Analysis, Visualization, Machine Learning, and Deep Learning algorithms in partnership with Optimiza, under the Innovation Space project co-funded by EU to respond to the growing demand for data experts in the job market and enhance employability.

During the reporting period, Coding Academies and Coding School achieved the following milestones:

- 4 academies were inaugurated in the governorates of Irbid, Zarqa, Aqaba and Balqa, in addition to the Data Science Academy under the umbrella of Innovation Space Project and co-funded by the EU
- 480+ with employment rate that amounted to more than 80%.
- Graduation of 50 students from the 4th cohort at the Amman Academy, during the reporting period, bringing the number of graduates to 200.
- Since its establishment, the Coding School enabled more than 1000 university and school students to pursue their passion for coding.
- At the Coding School, several memorandums of understanding were signed with a number of Jordanian universities to facilitate the access of its students to training programs in web development, AI, and more.

Orange Fabrication Labs

The Fabrication Labs are a space dedicated to enable students to acquire and practice digital fabrication with relevant design philosophies. Based on the concept of rapid prototyping, the lab provides participants with a wide range of solutions and tools to help them enhance their creativity and ingenuity.

The lab includes the following equipment:

- FDM 3D printers for creating plastic models and parts.
- SLA 3D printers for precision printing and medical and aesthetic application using resin.
- An electronics workstation for robotics projects that use microcontrollers such as Arduino.
- A laser cutter for cutting and engraving boards of wood, acrylic and cardboard.
- A vinyl cutter for the creation of stickers, branding and for cutting light fabric.
- A small-scale CNC router for cutting and engraving wooden boards.
- A desktop PCB Milling machine for the creation of printed circuit boards.
- A full array of hand tools.

During this reporting period, we focused on:

- The Closing Ceremony of Orange Summer Challenge
- A first-of-its-kind Super craft Manufacturing Training
- Expansion of Fabrication Labs in Jordan
- A new training program at the Hashemite University

The Mini Diploma Course covers the following topics: Project management, modeling, laser cutting, product design and 3D printing and scanning. Additionally, Orange Jordan had a successful program for the Mobile FabLab that toured Amman, Ajloun, Balqaa, Irbid, Jerash and Mafrq

Closing Ceremony of Orange Summer Challenge

In 2023, Orange Jordan organized the closing ceremony of Orange Summer Challenge in its second edition at the Innovation Hub. Themed “AI Innovation”, 5 teams of university students from all over the Kingdom, participated in the challenge under the umbrella of the Orange Digital Center. Over the course of the challenge, the five teams consisting of 5-6 students aged18-24 developed projects using artificial intelligence on the Internet of Things (AIoT) to ensure more efficient and productive operations and improve data management in health, aviation, agriculture and more. Participants benefitted from the available resources at the Fabrication Labs and the Coding Academy.

Fabrication Labs’ Milestones during 2023:

- Launching a course specialized in space craft manufacturing of spacecraft. There, the first model of a four-legged spacecraft was developed with a robotic arm with dimensions of 3 * 3 meters.
- Expanding Fabrication Labs amounting to 6 located in different governorates
- Allowing more than 1100 students to enrich their skills in digital manufacturing.
- Launching a training course at the Hashemite University specialized in sustainability and environmental solutions

Fabrication Labs Partners:

	GIZ
	Orange Foundation
	Jordan Start

Scholarships

Being a part of the national celebrations on the occasion of the Crown Prince Al Hussein bin Abdullah II’s wedding. Creating “Celebrating Al Hussein” scholarships for outstanding students at Al Hussein Technical University.

Orange Coursat

An easy-to-use online learning platform that provides free Arabic language courses in various digital fields for youth, students and all those interested in growing their skills and enhancing their opportunities in the job market. The platform is unique due to its interactive style, ease of registration and follow-up at any time, granting certificates of participation to users once they have completed all course requirements to help them excel in their careers. Orange Coursat is available via the website or mobile application.

Partners:
eLearment
Tadribat

Giglancing Program

The program provides youth and the unemployed with the necessary digital skills through the provision of training led by experts in the field, enabling them to find employment opportunities in a gig economy. Through this program, Orange Jordan trained over 1,057 people, 61% of whom were unemployed, and 61% were women.

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

Innovation Hub

Orange Innovation Hub is a place where futuristic ideas and current realities are knit together with cutting-edge technology, to bring new ideas to life.

“Innovation Hub” in partnership with the European Union (EU)

The “Innovation Hub” has been inaugurated at Orange Digital Village in Amman as a pioneering initiative and a one-stop shop for digital innovation and entrepreneurial support, reflecting our strategic goal to enhance digital education and promote innovation culture. The Hub comprises 5 labs for Artificial Intelligence, AR, VR, Blockchain, IOT and 5G that provide young women and men with the knowledge and tools to seek professional careers in the digital sector.

First Orange 5G Lab in Jordan

Orange Jordan has inaugurated the first of its kind, Orange 5G Lab, at Orange Digital Village in Abdali, Amman as part of the company’s goal to promote digital transformation, support digital education and foster innovation across the Kingdom. It is an open space for co-innovation and development that enables companies and startups to explore new opportunities and experiment new use cases through 5G networks and equipment, including augmented reality gaming, virtual reality tourism, and remote medical consultations.

Fostering Entrepreneurship: Innovation to Support Community Development

At Orange Jordan, we believe that entrepreneurship is key to driving economic and sustainable development. We remain committed to enhancing the entrepreneurial ecosystem through projects that support young entrepreneurs and the startup community in Jordan. These projects facilitate job creation and skills development and promote innovation, while strengthening social solidarity.

- Big by Orange
- The “Inspiring Change through Digital World Award for Women in ICT” with int@j
- The Studio
- AI Incubator
- Orange Social Venture Prize (OSVP)
- Incubators and accelerators spanning the Kingdom’s governorates, to provide support to early-stage startups through an integrated set of resources that enable them to reach markets by translating their ideas into reality. This contributes to achieving change for their local communities, as these incubators and accelerators contributed to the graduation of 112 startups.

BIG by Orange

Jordan has high levels of entrepreneurial activity, where technology-based startups’ (TBSs) overall contribution to nominal GDP has reached 0.4%, or JOD 104 million and created 36% of total employment opportunities in the ICT sector, with an estimated contribution of JOD 119 million to the Jordanian economy. In line with the global group’s strategy, we are utilizing our main global platform, Big by Orange, to support entrepreneurs in growing their early-stage startups and enhancing the entrepreneurship ecosystem in Jordan. The platform also brings together several strategic partners to leverage support, networking, and knowhow.

BIG by Orange offers:

- Mentorship and guidance to develop added value products that meet customers’ needs in the local and regional markets.
- Building entrepreneurship skills and capacities.
- Networking with potential partners and customers.
- Marketing and public relations support.
- A co-working space equipped with telecommunications services and meeting rooms.
- Logistic legal and accounting support.

BIG by Orange Partnerships

Logo	Partners	Projects Details
	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
	The Information and Communications Technology Association of Jordan (Int@j)	

Within the framework of the Innovation Space Project from Orange, co-funded by the European Union, the network of incubators and accelerators from Orange has been expanded in the governorates. Aligning with this, 6 incubators were launched in Zarqa, Karak, Aqaba, Balqa, and Theeban, and 3 accelerators in Irbid, Aqaba and Zarqa. A set of services were provided through this network such as mentorship and training programs to support 112 startups whose projects revolved around offering innovative solutions in areas such as technology, artificial intelligence, tourism, creative industries, manufacturing, health, and services. Supporting services offered to entrepreneurs also included internet-equipped workspaces, office spaces, meeting rooms, logistics, and networking.

The second phase of BIG by Orange in the governorates consisted of launching the financial grants program under the umbrella of the Innovation Space Project. 12 entrepreneurial companies from Karak, Aqaba, Irbid, and Zarqa succeeded in obtaining financial grants dedicated to helping them grow and expand. Additionally, each startup received a financial grant of JD 15,000, contributing to their growth, developing their business models, products, and innovative solutions, and expanding their presence to include new markets.

Nepaleva and Easy Robot Kit, were two startups from the Incubator located in Karak Governorate succeeded in the financial grants phase. From Aqaba Accelerator, Smart Cart Delivery, for online grocery orders, Inspect, which provides innovative solutions in architectural and real estate design, IOffers and Jordan Trip, which provide innovative tourism solutions, and Drone in Jordan that provides aerial video footage for commercial uses won the grants. From Zarqa Governorate, Bara'ah Chocolates, which provides healthy chocolate products, Smart WTI, which offers innovative solutions in energy and water saving, and Matjar Bot, which provides online e-commerce solutions, succeeded. In Irbid Governorate, Jordanian Mihbash House Company for heritage products manufacturing and Manara Company for the design of electronic circuits succeeded.

Orange Jordan supports Social Entrepreneurship Study.

The Social Entrepreneurship study that Orange Jordan has supported, provided for the first time a comprehensive guide at the national level with regards to which social needs exist in various sectors. The Study highlighted that technology has become a vehicle of development and modernization. It has demonstrated a new approach to entrepreneurship that contributes actively to solving societal issues in a qualitative manner.

AI Incubator

The Orange Artificial Intelligence Incubator is one of our pioneering projects that contributes to enhancing the entrepreneurial capabilities of youth, specifically in AI tech-based projects, in partnership with the Innovative Startups and SMEs Fund (ISSF) and the Princess Sumaya University for Technology (PSUT). Through this project, we aspire to help participants to enhance their artificial intelligence skills and secure investments to develop solutions that cater to socio-economic development.

The incubator is based upon a one-year program that consists of 3 stages:

Stage 1: 4 months of improving basic technical skills such as AI-related coding, machine learning, and data science.

Stage 2: 2 months interactive stage of using AI in product development covering prototypes and testing.

Stage 3: 6 months of working with the other joiners to expand their network in the market and with investors.

The program includes academic training in AI, business management skills, and products development to support them in acquiring investment funds and networking opportunities.



Kenda, one of the best Arab startups

Kenda, one of Orange AI Incubator startups that teaches and revives Arabic calligraphy art was selected as one of the best three startups from 200 participants and 40 entrepreneurial projects in the Arab Innovation Academy challenge and competition in Qatar. From adopting new technologies, adding value to teaching Arabic calligraphy, to spreading Arabic content, this success affirms Orange Jordan's commitment to supporting AI-based startups through its incubators and its role as a responsible digital leader.

Awards and Competitions

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

Inspiring Change through Digital World Award

Orange Jordan, in cooperation with Int@j, announced the winners of the “Inspiring Change through Digital World Award”, an award that was launched on International Women’s Day in March 2022, to recognize and honor women entrepreneurs that have made notable contributions in the Information and Communications Technology (ICT) sector.

Orange and Int@j launch “Hello Women” to enhance female participation in ICT

Orange Jordan has recently signed an agreement to launch “Hello Women” program initiated by the global Orange group to enhance women’s participation in the ICT sector across the group’s subsidiaries in The new program seeks to encourage women across the kingdom to be involved in the ICT sector, facilitate recruitment and supply of graduates, and raise awareness of the contributions of the sector’s distinguished women.

Orange Social Venture Prize

Every year, Orange Jordan launches the local version of Orange Venture Prize (OSVP) which honors youth’s innovative projects aiming to create a positive impact on their societies through technology in various fields, such as: health, agriculture, education, power, commerce, and industry. Winners of the local Orange Venture Prize (OSVP) qualify to the international version which takes place annually.

Orange Ventures MEA Seed Challenge

For the first time in Jordan, one Jordanian startup won an investment opportunity, thanks to Orange Venture MEA Seeds 2020 Challenge. The startup competed with other projects that deliver digital solutions in health, technology, education, finance, and agriculture.

Orange Digital Studio (The Studio) supports content creators in Jordan

Orange digital studio, the first of its kind in Jordan, offers a space equipped with the latest equipment and technologies to support content creators and introduce Orange digital programs. The Studio provides content creators with free logistics and technical support and the digital video content industry and community in large with a valuable resource and an exceptional experience.

Our Partners:

- 1-The Show
- 2- Roya TV.

Lead the Future: Looking Ahead!

Lead the Future: Looking Ahead!

In terms of environmental responsibility, we will continue to develop solutions and evidence the climate benefits with internal and external partners and continue to develop offers allowing our customers to reduce their environmental footprint, with offerings such as the Solar Home System and energy metering solutions. We will continue to plant trees across the kingdom to help reduce CO2 and increase the number of greenspaces. We will launch new solar farms to help reduce our impact. In addition, we are engaging departments across the organization to identify actions to improve our Carbon Disclosure Project rating. We will consider energy and carbon emission impacts (Scope 1, 2 and 3) in all key purchasing decisions. Our goal by 2025 is to generate at least 50% of our electricity needs from electricity Renewable energy sources and reducing carbon emissions for Scope 1 and 2 by 30% compared to 2015, and therefore we are working to create a transition path to reduce CO2 emissions for the period 2022-2025 from Scope 1 and 2 with an associated action plan, and this means a reduction of up to 28 thousand Tons of our carbon emissions using green energy produced by our Solar Farms. In addition to all of this, we plan to start building solar energy systems for 150 sites. As part of our long-term plan, we will raise employee awareness regarding environmental impacts and circular economy issues that affect all lines of business.

On the digital education and inclusion fronts, we will train more than 17K participants with women representing more than 20% by 2025 at Orange Digital Community Centers. We will strive to ensure offering digital solutions for persons with disabilities, boost women-led businesses in digital / technology field through our entrepreneurship program.

Statement of use	Orange Jordan has reported the information cited in this GRI content index for the period 1st January – 31st December 2023 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
	2-5 External assurance	4
	2-6 Activities, value chain and other business relationships	9
	2-7 Employees	17
	2-8 Workers who are not employees	18
	2-9 Governance structure and composition	9
	2-11 Chair of the highest governance body	9
	2-21 Annual total compensation ratio	21
	2-22 Statement on sustainable development strategy	15
	2-23 Policy commitments	18
	2-24 Embedding policy commitments	21
	2-26 Mechanisms for seeking advice and raising concerns	9
	2-27 Compliance with laws and regulations	9
	2-28 Membership associations	6
	2-29 Approach to stakeholder engagement	13
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	9
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Not applicable
GRI 301: Materials 2016	301-1 Materials used by weight or volume	28
GRI 302: Energy 2016	302-1 Energy consumption within the organization	27
	302-4 Reduction of energy consumption	27
GRI 305: Emissions 2016	305-5 Reduction of GHG emissions	28

GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	29
	306-2 Management of significant waste-related impacts	29
	306-4 Waste diverted from disposal	29
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	21
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	23-25
	403-4 Worker participation, consultation, and communication on occupational health and safety	23-25
	403-5 Worker training on occupational health and safety	23-25
	403-6 Promotion of worker health	23-25
	403-8 Workers covered by an occupational health and safety management system	23-25
	403-9 Work-related injuries	24
	403-10 Work-related ill health	24
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	18-19
	405-2 Ratio of basic salary and remuneration of women to men	22
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	33-45
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