

# Sustainability Report 2022

Jordan Telecommunications Company



## Table of Contents

1	CEO Letter	2
2	About Jordan Telecommunications Company (Orange Jordan)	3
2.1	Vision, Mission, and Purpose	4
2.2	Awards and Recognitions	4
2.3	Memberships and Certifications	5
3	Responsible Business Practices	6
3.1	Economic Performance	7
3.2	Corporate Governance	8
3.3	Ethics, Compliance and Transparency	8
3.4	Business Continuity and Risk Management	9
3.5	Sustainable Procurement Practices	9
3.6	Suppliers' relation management	10
4	ESG at Orange Jordan	11
4.1	ESG Management approach	13
4.2	Engaging with our Stakeholders	15
4.3	Our Commitment to the SDGs	16
5	Service Responsibility and Digital Engagement	18
5.1	Digital Innovation	19
5.2	Digital Access and Inclusion	20
5.3	Customer Privacy and Data Security	21
5.4	Customer Satisfaction	21
5.5	Responsible Marketing and Communications	21
6	Empowering our Employees	22
6.1	Our Employees: At the heart of everything we do	23
6.2	Talent Attraction and Retention	23
6.3	Diversity and Equal Opportunity	27
6.4	Occupational Health & Safety	28
6.5	Employee Wellness and Wellbeing	30
7	Empowering Communities	32
7.1	Digital Inclusion	35
7.2	Digital Education	37
7.3	Innovation Hub	39
7.4	Fostering Entrepreneurship	41
8	Protection of the Environment	44
8.1	Contributing to Net Zero	45
8.2	Waste Management, e-waste & Recycling	48
8.3	Helping our clients decarbonize	49
9	Our future commitments	50
10	About this report	52
11	GRI Content Index	53

## 1. CEO Letter



**Dear Shareholders,**

It is with the utmost pride that I present to you our first Sustainability report for 2022.

Sustainability, which is driven by technology, falls at the heart of everything we do. As we realize the significant importance of sustainability, especially in such a rapidly evolving industry, we have prioritized it across our digital, social, and environmental commitments. Such sustainable commitments are shaping up to be the core of our purpose and reason for existence.

Given the fact that sustainability opens horizons of opportunities that lead up to the desired change, we ensure that we properly capitalize on these possibilities by adopting an approach that focuses on forging partnerships with local communities, vendors, and all concerned organizations that share the same vision. Collaboration and joint efforts are the cornerstone of building innovative solutions that foster entrepreneurship, boost digital inclusion, and most importantly secure a technology that empowers all to include all.

While we embrace sustainability as a priority, we are unleashing unlimited growth opportunities, which solidifies our stakeholders' trust enabling us to embark upon an innovative future with firm steps.

Orange Jordan could have not been able to build such a remarkable journey if it was not for our employees who are the main pillar of our identity. With this in place, we start internally leading with sustainability in the core to develop, maintain, and reward our family members' talents and skills.

It is no exception on the external level where our sustainability strategy adopts a high-standard approach with our partners and suppliers across our value chain.

E-waste management, improvement of energy efficiency, and the optimum usage of resources utilizing innovative solutions are important now more than ever given the accelerating technological advancements, amplifying data usage along with the demanding network infrastructure requirements.

Our nature is a human responsibility that we carry out through ensuring the efficient use of resources, the reduction of waste, and the decrease and elimination of carbon emissions. We have adopted and implemented eco-friendly practices and a circular economy which contributed massively to the reduction of our ecological footprint in line with the global best practices.

With our renewable energy resources and energy-efficiency-related policies and infrastructure, we were proudly able to reduce carbon emissions significantly and promote responsible consumption of resources, while helping our customers decarbonize and head to a greener future. Our corporate governance structure and systems enable us to identify and overcome any challenges, as well as capitalize on emerging opportunities to become more sustainable and maintain our leadership in the telecommunications industry in Jordan. We value the support of all our stakeholders and keep moving ahead, collectively, in a journey toward a sustainable, connected, and inclusive future for everyone.

**Thierry Marigny**  
**Chief Executive Officer**

## 2. About Orange Jordan (Jordan Telecommunications Company and its subsidiaries)

Orange Jordan is the Kingdom's digital leader and one of the subsidiaries of Orange Global Group, featuring the best networks and innovative digital solutions, with a broad lineup of fixed, mobile, internet, data, and Smart Life Solutions, and more than 1500 dedicated employees are dedicated to meeting the expectations of a base of around 3.7 million customers across the Jordan.

Orange Jordan offers a wide range of communication services not only to individuals but also to businesses under the brand Orange Business Services (OBS).

The company takes pride in seven core values: transparency, agility, results-oriented, customer centricity, collaboration, caring, and excellence.

Through its comprehensive corporate social responsibility strategy, Orange Jordan continues to make a sustainable impact on the lives of Jordanians stemming from its societal role and leading position by executing various free digital programs to empower Jordanians and enhance digital inclusion to drive socio-economic development by focusing on 4-main pillars: digital education, digital inclusion, entrepreneurship and climate & environment

To learn more about us, please visit our website: [www.orange.jo](http://www.orange.jo)

### Company Profile

Services rendered by Jordan Telecom Company – Orange:

- 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 sales of 43.5 billion euros in 2022 and 136,000 employees worldwide on 31 December 2022, including 75,000 employees in France. The Group has a total customer base of 287 million customers worldwide on 31 December 2022, including 242 million mobile customers and 24 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.

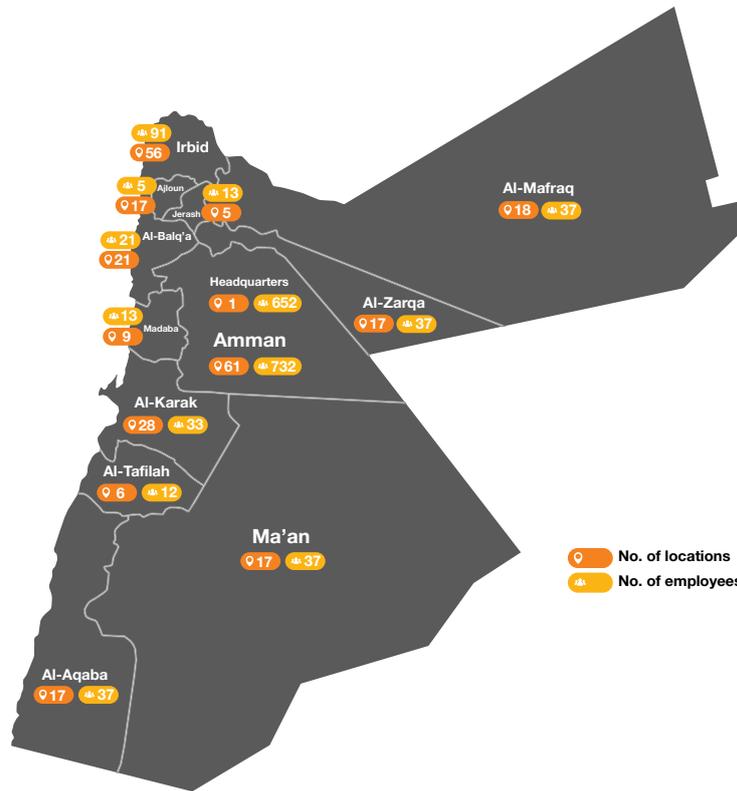
In February 2023, the Group presented its strategic plan "Lead the Future", built on a new business model and guided by responsibility and efficiency. "Lead the Future" capitalizes on network excellence to reinforce Orange's leadership in service quality.

Orange is listed on Euronext Paris (symbol ORA) and on the New York Stock Exchange (symbol ORAN).

For more information on the internet and on your mobile: [www.orange.com](http://www.orange.com), [www.orange-business.com](http://www.orange-business.com) 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 2022 was JD 39,372,315 and JD 114,936,321 for Jordan Telecom Group.

## 2.1 Vision, Mission, and Purpose

**01 Mission**  
Offering the best network, innovative digital solutions with unmatched customer experience by empowered Orange teams.

**02 Vision**  
To be responsible digital leader in Jordan

**03 Purpose**  
As a trusted Partner, Orange gives everyone the keys to a responsible digital world.

## 2.2 Awards and Recognitions

At Orange Jordan, as a responsible digital leader, we are proud of our recognitions and numerous achievements as they underline our dedication and commitment to our customers and stakeholders.

- The contribution of Orange Jordan in the national vaccination campaign has been officially recognized by the Crown Prince, His Royal Highness Prince Al-Hussein bin Abdullah II.
- Orange Jordan has received an approved certificate from the international website SpeedChecker for its fastest fixed Internet - Fiber in Jordan for the year 2022.

## 2.3 Memberships and Certifications

### Memberships

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

### Certifications

One of our strategic priorities is to constantly meet the highest-level quality requirements and to improve the standards of our products, services and operations. Under this context, we have acquired, and maintain globally recognized certificates. Going beyond the mandatory compliance certifications, we have acquired and maintained leading global and sectoral recognition:

#### Certification

- Data Center Uptime Tier III Design Certificate.
- Data Center Uptime Tier III Constructed Facility Certificate.
- Data Center Uptime Tier III Operation Sustainability -Gold Certificate
- ISO 14644 Cleanroom data center standard certificate for 3 data centers with 9 certificates.
- Accredited Sustainability Advisor.
- GEEIS (Gender Equality European & International Standard) and International Standard (GEEIS) and GEEIS Diversity certification
- UN WOMEN – Women Empowerment Principles (WEPS).
- COPC –Customer Operations Performance Center.
- ISO 45001 -2017 Occupational Health and Safety.
- ISO 14001 -2015 Environmental.
- EFQM Excellence Model - Recognized for Excellence(R4E)- 4 star for year 2022 and 5 stars in 2023.

#### Compliance Certificates

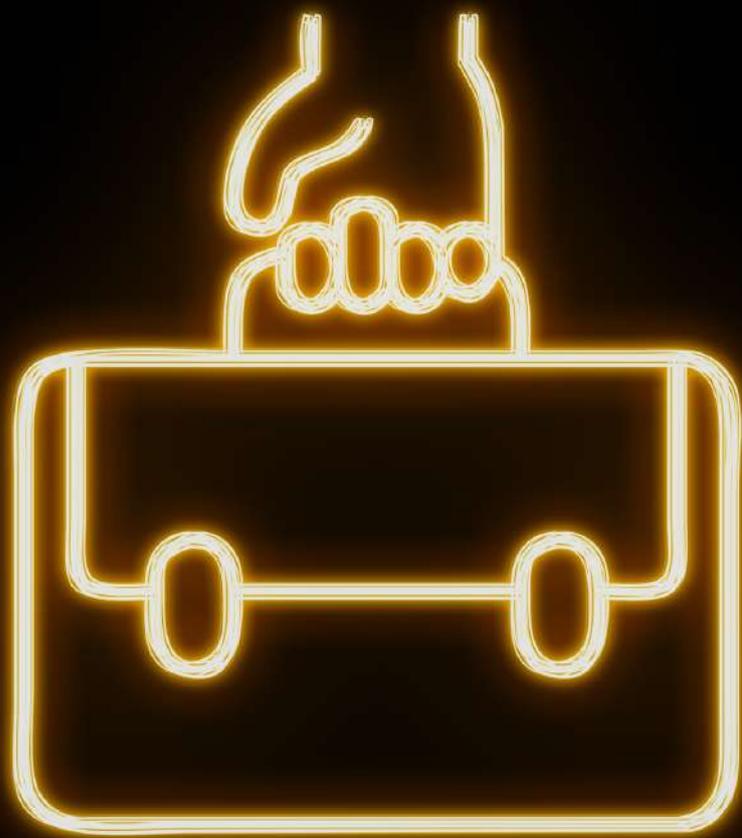
- ISO/IEC 27001 Information Security Management standard compliance.
- ISO 50001 - Energy Management Systems standard compliance.
- ANSI/TIA-942 Telecommunications Industry Association standard compliance.
- EN50600 Data Center Facilities and Infrastructures standard compliance.
- PCI DSS Payment Card Industry Data Security standard compliance.
- ASHRAE American Society of Heating, Refrigerating and Air-Conditioning Engineers standard compliance.

#### Orange Jordan's Data Center to receive the Tier III Operational Sustainability Gold Certification

Orange Jordan data center is one of 75 data centers around the world, the first in Jordan, and the first across the Orange global group, and one of only 9 data centers in the Middle East and Africa to receive this gold certification. The recognition is considered the highest in international standards for reliability and performance of data centers in terms of operation and sustainability.

#### Orange Jordan Receives two ISO Certificates in Health and Safety and Environmental Management

Being certified for the second time by ISO 45001:2018 for our occupational health and safety management system and ISO 14001:2015 for our environmental management system, showcases our commitment in ensuring a safe working environment for all our employees and to abide to the highest international standards.



# Responsible Business Practices

### 3. Responsible Business Practices

At Orange Jordan, we strive to design and implement a robust compliance and corporate governance framework, as well as a risk management system that enables us to respond to challenges and tackle exposure to risks. Our commitment to comply to the highest quality and ethical practices and to conduct our business with integrity and transparency, while remaining accountable to all our stakeholders, has been deeply entrenched in our management culture and governance model.

#### 3.1 Economic Performance

We are committed to the continual provision of the latest, reliable, highly efficient networks and digital solutions that enhance user experience, improve performance and productivity across sectors while driving socio-economic development. Where, the company's investments in Jordan have exceeded JOD 1.3 billion, reiterating our commitment to continuously improving our digital infrastructure to increase efficiency, customer satisfaction and economic growth.

For more information regarding financial results, please visit our Annual Financial Report

<https://www.orange.jo/en/pages/annual-reports.aspx>

Description	2022 (JOD)	2021 (JOD)
<b>Direct economic value generated:</b>		
– Revenues	347,567,876	333,464,646
<b>Economic value distributed:</b>		
Operating costs (excluding payments to suppliers, wages as per below) (1)	72,675,670	73,646,785
Employee wages and benefits	48,151,494	45,346,459
Total Shareholders 'Equity JD (2)	27,000,000	18,750,000
Payments to suppliers	63,463,764	56,833,392
Payments to government/state (3)	42,264,758	37,087,188
– Community investments	3,028,823	2,571,134
<b>Economic value retained:</b> (calculated as 'Direct economic value generated' less 'Economic value distributed')		
1. Depreciation and amortization, finance costs, finance income and other income/costs have been excluded.		
2. Dividends on cash basis		
3. Includes income tax, fees paid to TRC and others, but doesn't include sales and special tax.		

During the reporting period, no major changes in the share of capital structure have occurred, other than the increase of Petra Mobile Payment Services capital as indicated in the table below:

Orange Jordan	Capital	Shareholding percentage
	JOD	%
Jordan Telecommunications Company	187,500,000	Parent
Petra Jordanian Mobile Telecommunications	70,000,000	100%
Jordan Data Communications	750,000	100%
Dimension Company for Digital Development of Data	220,000	100%*
Petra Mobile Payment Services Company	5,000,000***	100%**
Future Pioneers for Development and Initiatives	15,000	100%**

\*Jordan Telecommunications Company 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).

\*\*Wholly owned subsidiaries of Petra Jordanian Mobile Telecommunications

\*\*\* The capital has been increased by JD 3 million to reach JD 5 million during December 2022, however, the registration of the new capital has finalized at Ministry of Industry and Trade during January 2023.

### 3.2 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.

For more information on our Corporate Governance, please visit our Annual Financial Report <https://new.orange.jo/sites/default/files/documents/orange-annual-report-2022.pdf>

#### 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 its 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.

#### 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

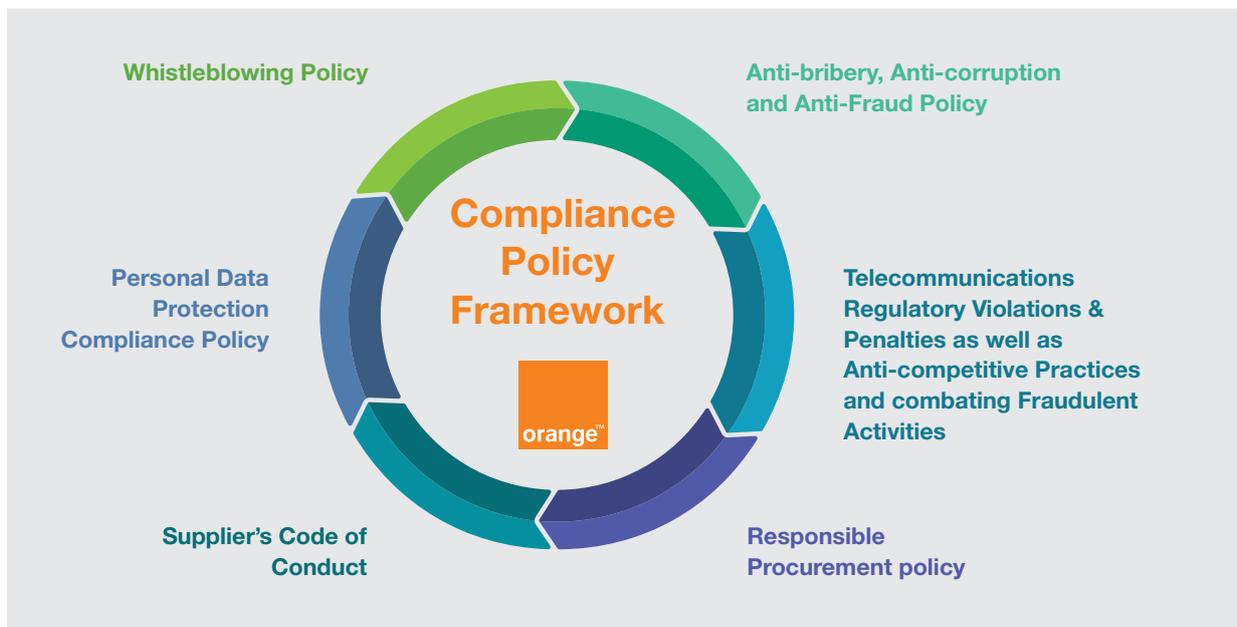
These committees are all part of the long-term plan to enhance the company's internal structure, strengthen management mechanisms and assist the Board in designing the business strategy of the organization.

### 3.3 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.

#### 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.



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
Regulatory Requirements	2
Health & Safety	1
Data security	1
Corruption	1
Corporate audits	1
Financial services	2
Total number of audits conducted within 2022	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.

## 3.4 Business Continuity and Risk Management

At Orange Jordan, we are aware of the numerous risks that could potentially impact our business and stakeholders. Working towards ensuring business continuity and managing those risks is an important priority for all of us. We have thus developed a risk management system under our Business Continuity Planning Framework that allows us to achieve our goals and strengthen our stakeholder's trust and faith in our business.

Our Business Continuity Planning (BCP) framework includes:

- Orange Jordan Crisis Management Strategy
- Business Continuity Management Policy

It is important that the entire workforce is informed about all the emergency preparedness plans in place such as the Orange Jordan Crisis Management Strategy and the Business Continuity Management Policy which are both shared with, and are accessible to, all employees via the global intranet. In parallel, we also conduct regular awareness workshops on business continuity and crisis management, tailor made for the Executive Committee members.

## 3.5 Sustainable Procurement Practices

We are fully aware of our impact across our value chain and the important role that our suppliers have on our business. Therefore, we develop policies and processes that ensure the sustainability of our procurement practices that enable us to have better control of our supply chain\*\*\*

## Supply Chain Management System

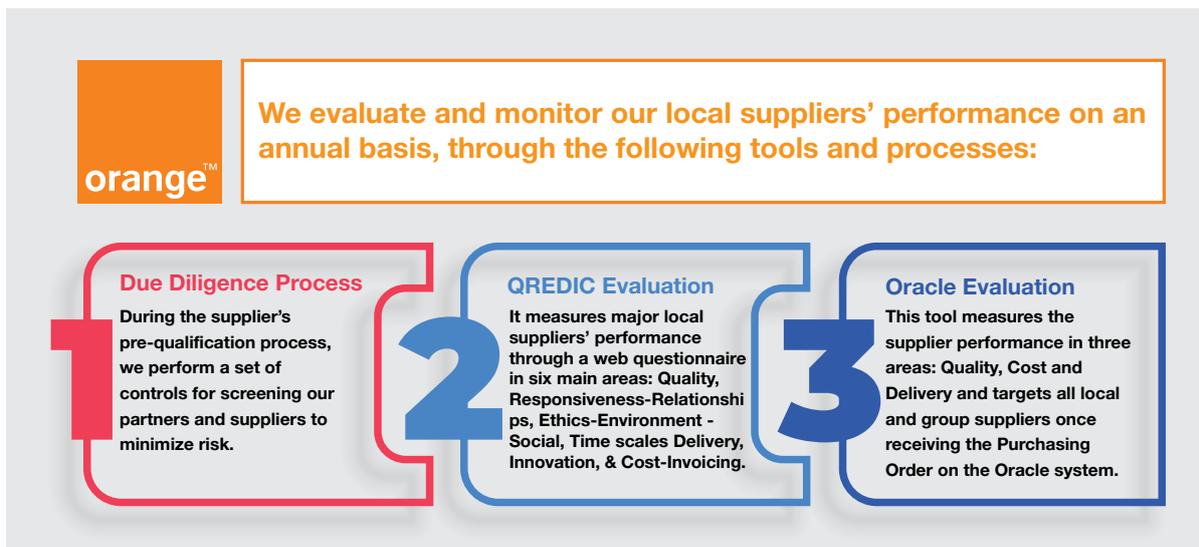
Our sourcing policy helps us monitor, manage, and have a better control of all our sourcing activities. It also provides valuable guidance to all relevant departments with regards to the purchase of products, services or projects, in alignment with all applicable regulations, internal policies, ethical considerations and best practices.

### \*\*\*Suppliers Code of Conduct

Based on the Group's core values, the Group Supplier's Code of Conduct complements the laws and regulations in any country where Orange suppliers operate, and ensures that they are effectively enforced. We require all our suppliers to adhere to a specific set of Principles that are attached to the contract and we encourage them to implement these Principles through their entire supply chain.

## 3.6 Suppliers' relation management

Being part of the Orange family means that we must adhere to very strict compliance rules. We have a policy in place for selecting our partners and suppliers and we undertake regular audits and assessments in order to minimize risks and build long term relationships based on trust. In parallel, our purchase contracts contain a mandatory CSR clause with reference to our Code of Conduct and a compliance clause, ensuring that all partners and suppliers are committed to our CSR rules and subsequent policies.



Total number of suppliers	Total expenditures to suppliers (JOD) in 2022
666	116,918,702.34

## Suppliers Risk Assessment

Over the past 3 years we have been undertaking an assessment of our suppliers with a total number of 117 suppliers (26 in the year 2022) were assessed to measure the quality of their CSR management system. The assessment utilizes the EcoVadis platform, includes policies, actions and outcomes and cover the following themes:

Environment, Ethics,  
Labor & Human Rights  
Sustainable Procurement

### The EcoVadis CSR Assessment:

At Orange Jordan, we work closely with an independent, internationally recognized third party, EcoVadis, to measure the quality of our partners and suppliers' management system. We monitor the policies, actions and outcomes of our suppliers and partners in four key areas:

- Environment
- Ethics
- Labor and Human Rights
- Sustainable Procurement

## Suppliers' Satisfaction Survey

Our goal is to ensure that all our partners and suppliers are satisfied with the company's processes. As such, we put great efforts in identifying their needs and expectations and thereon design effective systems and methods. In partnership with IPSOS Jordan, we are regularly monitoring our supplier's perceptions. During this reporting period, the supplier satisfaction score reached 8.9 out of 10 with an excellent Net Promoter Score (NPS) of 63. The NPS measures the loyalty of our suppliers and partners to Orange.

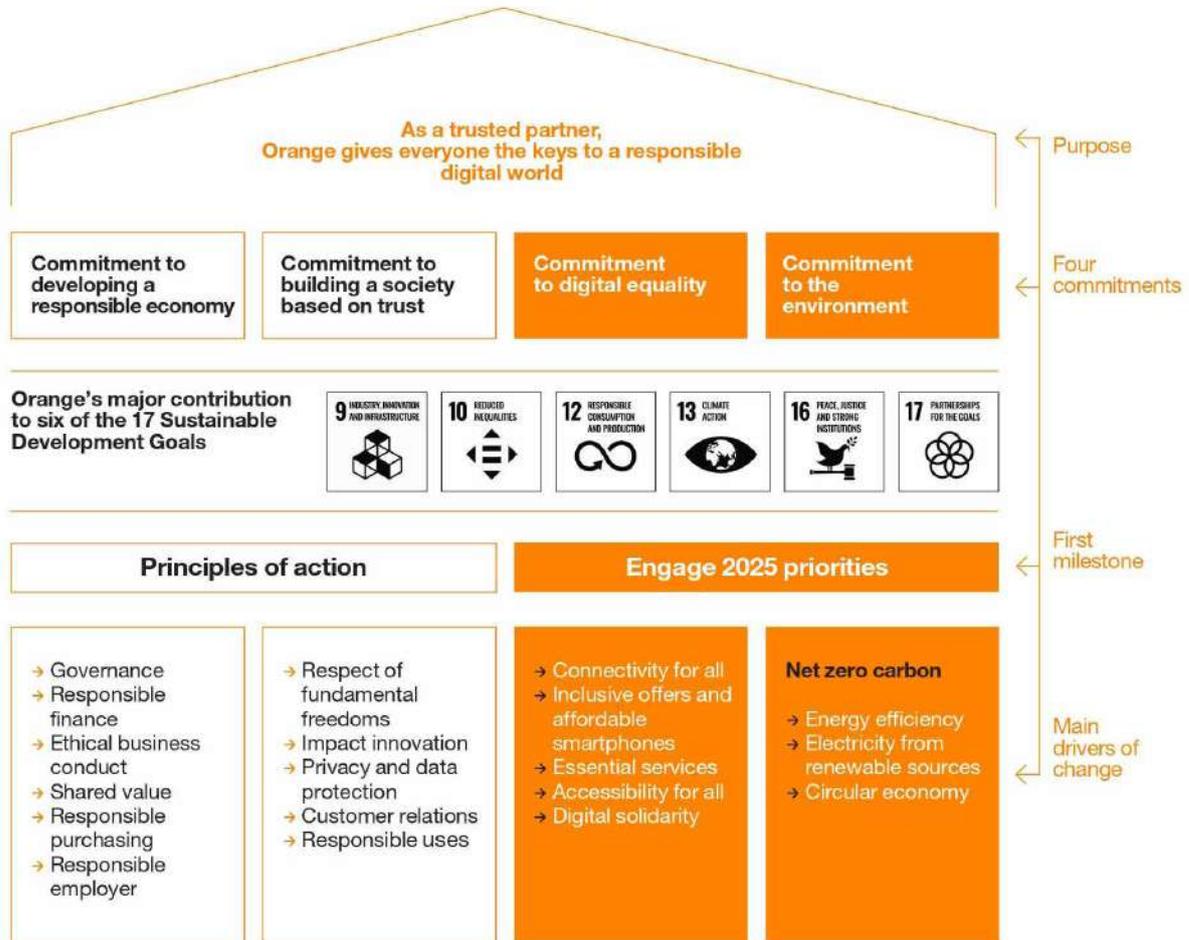
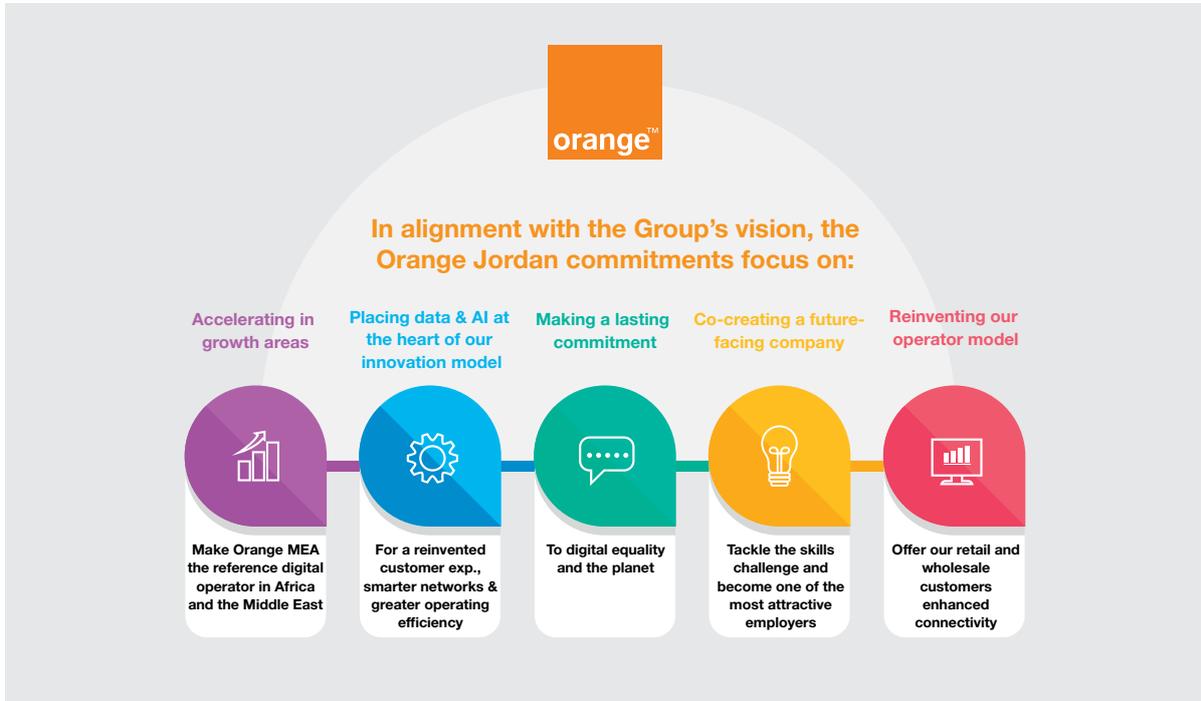


**ESG at  
Orange Jordan**

## 4. ESG at Orange Jordan

Inspired by the Group's strategic plan and roadmap "Engage 2025", our aim at Orange Jordan is to empower people's digital lives and promote sustainable national growth through a strong commitment to social and environmental responsibility, taking into consideration the needs and aspirations of employees, customers, and the society at large. We share Orange Group's main ambitions and targets towards the future, incorporating the Group's wider vision to the local context.

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



## 4.1 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.

### The Group's Materiality Matrix

The 2021 Group materiality matrix presents the topics that are important for our stakeholders and have an impact on our business and reputation.

#### Key Highlights

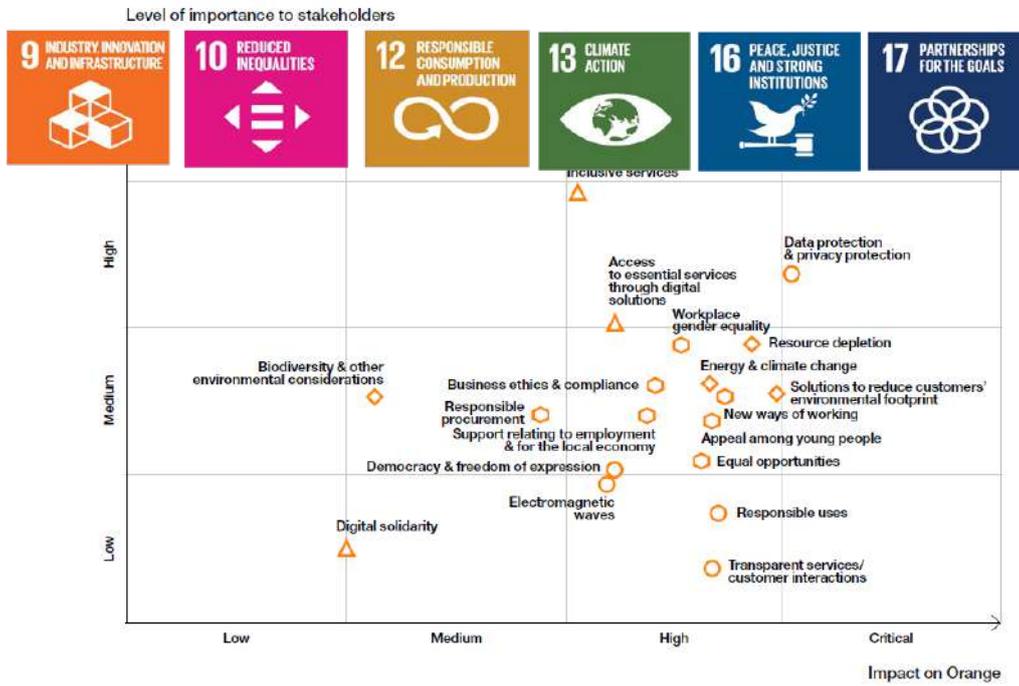
- A total of 3,750 participated in our surveys over the past five years
- Over 1,000 people across 16 countries in Europe, Africa and the Middle East contributed to the process.
- Our methodology is based on a combination of interviews and working groups
- 47% of participating stakeholders represented Orange employees,
- 27% of participating stakeholders represented civil society (influencers, associations, the media and stakeholders in the field),
- 16% of participating stakeholders represented business (suppliers, subcontractors, business customers, etc.)
- 10% of participating stakeholders represented public authorities (elected representatives and representatives of regional authorities)
- Our online consultation received almost 2,700 responses.

#### Key Outcomes

Data protection and privacy protection have been identified as being important to stakeholders and potentially having a critical impact on the Group. The perception of digital equality-related issues shows high expectations for inclusive services and the adoption of new services. Environmental issues, including resource depletion, generated particularly high levels of interest in Europe. The Group has participated in the GSMA working group to identify major issues facing the telecommunication sector with an impact upon individuals. These issues include respect for privacy and freedom of expression, children's rights and the use of conflict minerals, and have also emerged as top priorities in Orange's materiality assessment.

## The Group's materiality matrix 2021

- △ Digital equality
- ◇ Environment
- Responsible economy
- Society built on trust



### 4.2 Engaging with our Stakeholders

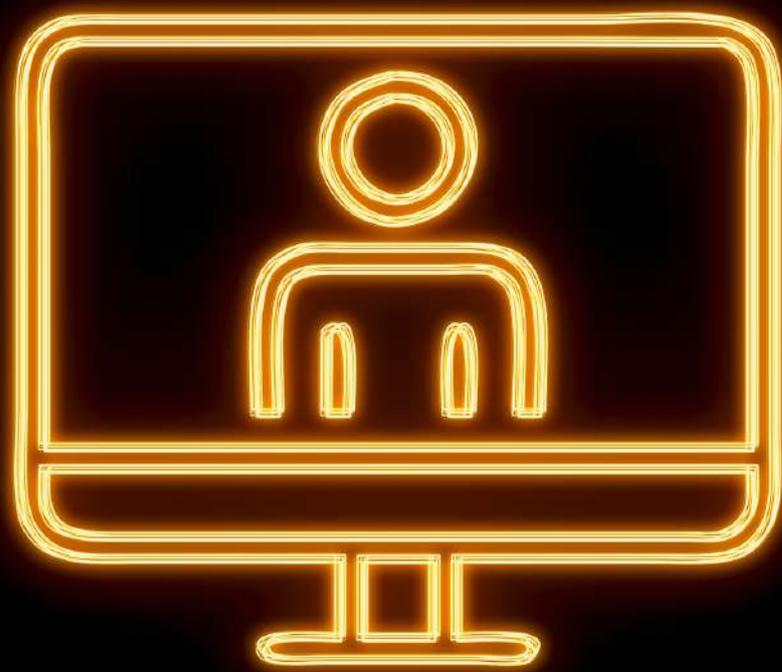
At Orange Jordan, we place great emphasis on what our stakeholders have to say about our business offerings, operating methods, programs, and initiatives. We have identified internal and external stakeholders with whom we engage regularly through a variety of tools and channels in order to improve and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

### 4.3 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	 
Digitalization	  
Digital Inclusion	  
Diversity and Equal Opportunities	  

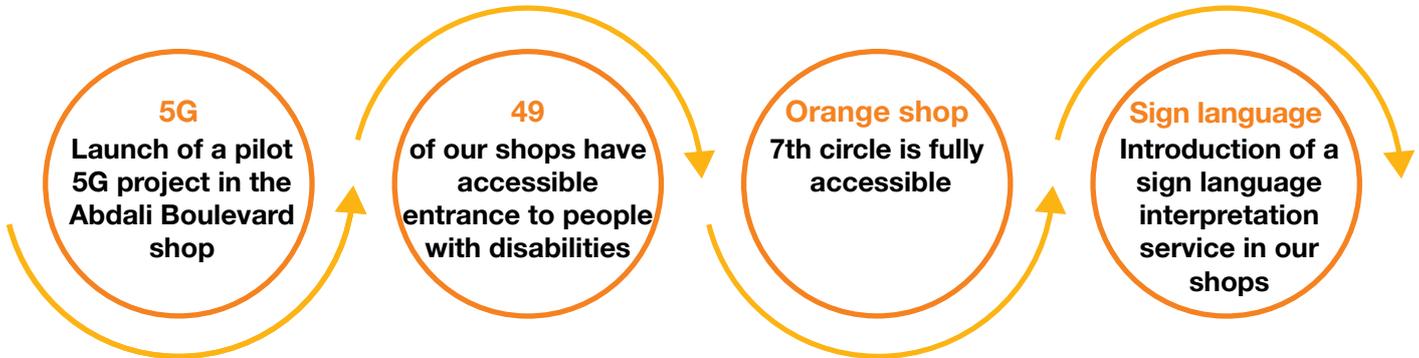


# **Service Responsibility and Digital Engagement**

## 5. Service Responsibility and Digital Engagement

As a responsible digital leader, we strive to surpass expectations and cater to the needs of all users through advanced digital solutions, robust networks, and added-value services. In parallel, we work closely with all our stakeholders to offer products and services of the highest quality that strengthen customer experience while contributing to tackling digital inequalities.

### Chapter Highlights:



#### Orange Jordan hosts Networks Group Meeting

Orange Jordan hosted the Networks Group for GSMA mobile operators and suppliers, an important event that aims to promote the exchange of insights on crucial topics such as the creation of a common framework for the 5G infrastructure, international roaming, joint operations across networks, and topics related to voice and data services.

#### Investing in our digital infrastructures

At Orange Jordan we continuously invest in improving our infrastructure in terms of expanding and improving our network services in order to support local communities, businesses and livelihoods in all the areas in which we operate.

Investments for improving infrastructure	infrastructure improvements and benefits for the community	Duration (Start-End date)	Investment (in JOD)
Fixed Services	Expand and improve the FTTH network by covering new areas that will serve many customers with high-speed internet	Jan-22 – Dec-22	39,377
Mobile Services	Expand and improve the Mobile network to enhance coverage and serve the customers with different mobile services	Jan-22 – Dec-22	23,247
Internet Services	Expand and improve the internet services	Jan-22 – Dec-22	2,390

#### International and Regional Partnerships

##### Telecom Egypt and Orange Jordan sign a collaboration agreement to serve Iraq.

Orange Jordan and Telecom Egypt, Egypt's first integrated telecom operator and one of the largest subsea cables operators in the region signed a strategic collaboration agreement to create a highly reliable terrestrial system, entitled "Cairo Amman Baghdad System" / "CAB System", that would connect Iraq to Europe through Jordanian and Egyptian territories. Being part of the CAB System, will allow Orange Jordan to contribute to an enhanced, high-speed highway between Europe and Iraq, affirming its position as a responsible digital leader.

## 5.1 Digital Innovation

Innovation is crucial for our business. We invest in talent and continuously improve our operational systems and processes in order to design and market competitive products and services of high quality, while encouraging a culture of experimentation and creativity across the company.

### During this reporting period:

- Assigned high skilled employees in Digital and Data functions (Architects, Developers, Data Scientists, Data Engineers, RPAs)
- Adapted latest technologies in coding (CI/CD)
- Displayed 3D Product in E-shop
- Included VR proof of concept in “My orange app”
- Adapted conversational bot (Machine Language, enabling AI interaction with customers)

### RPA along with Power BI for optimized automation:

- Organized a Special monthly Governance Steering committee headed by the CEO
- Adapted and expanded the CI/CD approach for digital products for faster and high-quality deployments and launch.
- Followed Agile scrum methodology which allows trials and errors and experimental approach.
- Launched Center of Excellence for MEA in Data.

### Utilizing 5G technology to drive digital transformation.

With low latency and high capacity, 5G technology will enable a massive change in digital experience, by powering many use cases in artificial intelligence, virtual reality, augmented reality, smart cities, and more integrated communications. The technology's unprecedented potential will contribute to enhancing competitiveness and investments, help turn Jordan into a regional ICT hub, and increase employment and impact of the sector, in line with Jordan's economic modernization vision.

### Jordan's first 5G pilot experience in Abdali Boulevard shop

We have launched the first 5G technology pilot in our Abdali Boulevard shop, offering visitors the opportunity to explore the most advanced technology in the kingdom first-hand. The unique experience has included a simulation corner and other interactive activities in the shop, enabling all those interested to enjoy and experience 5G technology and further understand its immense capabilities.

## Digital transformation and solutions

At Orange Jordan, we want to accelerate the digital transformation agenda while remaining committed towards promoting digital inclusion. Supported by Orange Group's strong networks, international partnerships and dedicated state of the art digital solutions, products and services, we seize every opportunity, to invest in sectors of great potential such as automation, enhanced data processing through AI applications, cloud computing, IoT, cybersecurity and data security. We remain committed to our own internal digital transformation and support our corporate clients, especially SMEs with leading solutions and expert support teams.

### Orange Jordan presents its advanced digital solutions.

In July, 2022, Orange Jordan held an exclusive event for local enterprises, on how companies of different sizes and sectors can enhance their performance and efficiency through advanced digital solutions, expertise, and international partnerships. Orange Business Solutions highlighted the solutions catering to the banking and utilities sectors, in addition to Artificial Intelligence (AI) and Data. The event featured presentations from Orange Jordan's partners in business solutions, including cutting-edge technology and data solutions, cybersecurity solutions, local cloud solutions, smart grid solutions.

## Customer Digital Experience

At Orange Jordan, we are committed to continuously enhancing customer experience and keeping users and subscribers engaged, utilizing the most advanced technologies.

### New “jood Orange” app, offers an “all in one” unique digital experience to users and customers.



“jood Orange”, is an innovative application, the first of its kind in the Kingdom, that brings all the company's offers and services into an integrated, easy-to-use, application for all users. The application is connected to Orange Money e-wallet, to bring various services and benefits using a safe, fast digital payment method. It provides users an instant, direct communication channel available 24/7 with customer services.

## 5.2 Digital Access and Inclusion

At Orange Jordan, we believe that everyone has the right to participate equally in the digital society. The current technological revolution is giving rise to numerous opportunities. Under this context, we develop initiatives, policies and programs to promote digital access and inclusion for the communities in which we operate, and we work to overcome the digital discrepancies and inequalities that exist across the country.

In addition, internally at Orange Jordan, we give attention to the automation and digitalization of HR services to simplify the employees' journey through Orange and to differentiate ourselves as an employer of choice by utilizing the digitalization in our daily life. This comes from our belief that digitalization enables us to streamline the processes, enhance communication and improve efficiency.

### **Product and Service accessibility**

We develop products and services that appeal to the wider society and particularly the marginalized and most vulnerable groups through innovation, digitalization, the incorporation of new technologies and the expansion of our digital network. Our intention is to keep expanding the scope of our digital inclusion strategy by incorporating initiatives that would target the needs of a more diverse group of people through: Deployment of inclusive offers and services such as accessibility standards on all Orange applications and communications, social and solidarity offers, affordable smartphones, inclusive offers for micro-enterprise, associations and entrepreneurs, Orange Money. Digital use awareness actions for a larger population segment. Increasing the number of beneficiaries trained to learn digital skills.

### **Digital Inclusion for Persons with Disabilities**

We pay great attention in incorporating the needs of people with disabilities in the design of our products and services. Therefore, during this reporting period: Many of our shops are accessible to people with physical disabilities and the elderly. In partnership with SignBook, a startup that we accelerated under our BIG by Orange growth acceleration program, we continue to offer a sign language interpretation service at our shops for people with hearing impairment. We offered our customers with visual impairment audio contracts on the website as well as the E-Sh7anli solution.



In parallel, we continuously train our sales agents to better serve people with disabilities.

### **Enabling Digital Financial Inclusion**

At Orange Jordan, we have developed "Orange Money", a reliable, integrated mobile wallet that promotes financial inclusion as it helps users to conduct business and manage their financial transactions simply and securely.

#### **Orange Money: The First Mobile Money App**

Through "Orange Money" Mobile Money Application, all mobile subscribers in Jordan can conduct their financial transactions fully digitalized, in a more affordable and competitive way by using a single user-friendly application which is highly secured as Orange Money is licensed by the Central Bank of Jordan, benefiting also from an access to a wide network of Orange shops, points of sale, Partners and ATM's. In more detail, the tool allows for a wide range of fast and secure services such as sending and receiving local and international transfers, making payments with the Visa companion card, depositing and withdrawing funds, paying for bills and purchases, recharging prepaid lines, and donating to charities and many other services.



#### **Orange Money to be the First Mobile Wallet in Metaverse**

Orange Money signed a Memorandum of Understanding with LivaatVerse, the first Arab Metaverse platform. This agreement reflects the company's strategic vision to remain at the forefront of digital transformation and we are among the first international pioneers, to step into the Metaverse and offer digital payment solutions on its platforms.

### **Protection of minors**

As a trusted digital operator, we are aware of our role in promoting the responsible use and deployment of all our digital products and services. We thus develop and implement targeted programs and actions that educate and train users, customers, especially parents and children, to use our products responsibly. We work in close cooperation with our marketing teams to provide timely and valuable advice to all our customers, utilizing various channels and tools such as the social media, awareness actions and campaigns, one to one SMS communication alerts as well as parental controls.

## **5.3 Customer Privacy and Data Security**

At Orange Jordan, personal information is collected, and data is recorded with the purpose of improving the services offered. In accordance with national legislation, we take all appropriate technical and operational measures to ensure the secure collection, storage, management and processing of personal data and to prevent accidental loss or destruction and unauthorized and/or illegal access to data, use, modification or disclosure of.

**During 2022, we had no data breaches, no customers were affected and no personally identifiable information (PII) leaked in the public domain**

Data Privacy Metrics	2022
Number of law enforcement requests for customer information	8,634
number of customers whose information was requested	20,306
Percentage resulting in disclosure	100%

## 5.4 Customer Satisfaction

At Orange Jordan, our goal is to ensure that all our customers are fully satisfied and served in the best possible manner. Under this context, we have developed and implement targeted policies that help us engage with them on a regular basis, register and analyze their complaints to improve our customer service and better respond to their expectations.

Complaint Management 2022 (Mobile)	Customer Complains 1st Layer	Sales	Digital Channels	Telecommunications Regulatory Commission (TRC)	Total received Complaints	% of managed complaints
Online	140,545	2569			236,837	100%
Escalated complaints (ESC)	32,193	43,450	15,776	2,304		
Total	172,738	46,019	15,776	2,304		
% received from total CMP	73%	19%	7%	1%		

Complaint Management 2022 Fixed & Internet	Customer Complains 1st Layer	Sales	Digital Channels	Telecommunications Regulatory Commission (TRC)	Total received Complaints	% of managed complaints
Online	546,785	93,391			752,791	100%
Escalated complaints (ESC)	71,542	33,660	5,190	2,223		
Total	618,327	127,051	5,190	2,223		
% received from total Complaints	82%	17%	1%	0%		

Escalated complaints are the ones that are registered by all touch points.

## 5.5 Responsible Marketing and Communications

At Orange Jordan, we have a responsibility towards our users, customers and clients in terms of ensuring that they are adequately informed on all aspects and specifications regarding our products and services without attempting to misguide or misinform them. In this direction, we strive to develop a responsible communications and marketing approach to help our customers gain greater clarity over the deployment of our products and make informed decisions regarding their purchase and use.

During this reporting period, we have implemented the following national campaigns:

- Yo (2 campaigns)
- Orange Money (2 campaigns)
- Broadband (frequent digital campaigns and 2 big offline/online ones)
- Jood (One big campaign across all channels) and many digital campaigns
- Smart Life (frequent digital campaigns and 2 big offline/online ones)



**Empowering our  
Employees**

## 6. Empowering our Employees

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.

### Chapter Highlights:



### 6.1 Our Employees: At the heart of everything we do

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. 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

### 6.2 Talent Attraction and Retention

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



To retain talent, we offer:

- Hybrid work providing eligible employees to work from home 2 days per week and not exceeding 8 days per month, to ensure a promote work life balance.
- Internal mobility programs (i.e., upskilling, local and international master's degree programs to employees in scarce disciplines such as cyber security)
- Lifelong and on the job training (i.e., HR leadership, Orange Project Manager certified employees).
- A Digital and Data Community in place to strengthen the sense of belonging.
- Enhance Internal mobility movements

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.

### 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 Jordan, 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

	Amman		North Region		East Region		South Region	
Employees by gender and employment type (headcount)	Men	Women	Men	Women	Men	Women	Men	Women
Permanent employment	964	379	88	12	55	7	58	9
Temporary term employment	23	10	15	5	7	2	3	1
Limited Contract (Expatriates)	3	1	0	0	0	0	0	0
International Mobility	2	0	0	0	0	0	0	0
Total	992	390	103	17	62	9	61	10
Full time	992	390	103	17	62	9	61	10
Part time	0	0	0	0	0	0	0	0
Total	992	390	103	17	62	9	61	10

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		2	5	7		2		2								
Directors	0	23	6	29	0	11	1	12	0	0	0	0	0	0	0	0
Managers	1	112	32	145	0	43	1	44	0	1	2	3	0	2	0	1
Team leaders	0	98	20	118	1	29	1	31	0	2	0	2	2	1	0	3
Employees	192	632	95	919	73	254	10	337	205	65	1	271	225	38	0	263
Total	193	867	158	1218	74	339	13	426	205	68	3	276	227	41	0	267

Contractors (headcount)	
Men	Women
24	9

Employees hires and leaves (headcount)	Employee hires		Leaves	
Gender	Number	Rate	Number	Rate
Men	124	70.9%	143	78.6%
Women	51	29.1%	39	21.4%
Total	175	100%	182	100%
Age Group				
Under 30	124	70.9%	19	10.4%
30-50	50	28.6%	113	62.1%
Over 50	1	0.6%	50	27.5%
Total	175	100%	182	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.
- Organized 5G awareness sessions for all employees according to their job levels.
- Implemented an "Agile Empowerment Scaleup", a "train the trainers program" run by managers with the goal to help employees from all levels to be empowered and equipped with skills.
- Launched the "AI and Digital Visa" competition knowledge and the "Agile Acculturation" competition, to equip employees with digital skills and encourage them to implement agile practices.
- Developed the "Values Star" Program, allowing employees to nominate themselves as stars (ambassador) of a certain company value.
- Operated an e-learning platform on various topics targeting all employees from different functions and 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	32	12	44	1,020.5	636.5	1,657
Managers	151	46	197	4,376.8	1,324.5	5,701
Team leaders	121	34	155	17,197.9	6,525.5	23,723.4
Employees	886	324	1,210	4,017.5	1,321.4	5,339
Total	1,190	416	1,606	26,612.7	9,807.9	36,421

Performance and career development review	Men		Women	
	Number (headcount)	%	Number (headcount)	%
Directors	29	2.4%	12	2.8%
Managers	145	12%	44	10.4%
Team leaders	118	9.7%	31	7.3%
Employees	919	75.9%	337	79.5%
Total	1211	100%	424	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.

### Orange Jordan launches “Wi-Fi Campus” training to enhance customers’ experience

The Wi-Fi Campus Training at the center in Na’our, is offering employees a comprehensive practical training to make sure that they are fully understand the increasing needs of customers and be able to further improve customer experience. The program entails an assimilation exercise of the Smart Home experience and offers practical tools to all participants (i.e., employees in customer services departments, sales, and shops, in addition to the technicians) on how to identify and solve possible Internet quality problems. Through this program, we plan to train more than 660 employees within six months, ensuring our employees are up to date with all developments in fiber and Wi-Fi technology.

### 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	719	629
Ratio	2.76	2.42

Benefits/types of employment	Full-Time (YES/NO)	Part-Time (YES/NO)	Contracted employees (YES/NO)	Number of employees (Headcount)	Investment (JOD)
Medical	Yes	No	Yes/No	1,663	1,616,477
Life	Yes	No	Yes/No	1,663	14,263
Saving fund Benefit Plan	Yes	No	No	1,539	2,307,800
Training Expenses	Yes	No	Yes/No	1,663	349,000
Housing Loan	Yes	No	No	1,663	122,501
Social security Contribution	Yes	No	Yes	1,643	2,397,177
Performance Bonuses	Yes	No	Yes/No	1,217	3,433,066

### Rewards and Recognitions

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

In alignment with the Group’s commitment to promote excellence, Orange Jordan recently honored 34 students’ top achievers from its employees’ children. Each student received a gift that included an amount that was deposited in their Orange Money wallets. This celebration 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...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.

## 6.3 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.

### 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:



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:

- Set up a Diversity Committee
- Set up a KPI with the view to increase the female representation in managerial positions (to reach 29% by the end of 2022)
- Ensured a 50:50 ratio for shortlisted candidates
- Launched the "Hello Women! Jordan" to allow access to women in digital and technical jobs.
- Female external hirings increased by 2% in the past 3 years.
- Developed a Special Retention plan for female leavers
- Signed the UN Women Initiative Women Empowerment Principles (WEPS)
- Implemented a 35% increase in the salaries of female employees as part of a pilot exercise in our effort to tackle the gender pay gap.
- Started to invite at least one female speaker in all our conference panels
- Have at least one female representative in our interviews' panels
- Initiated a virtual Job fair for people with disabilities with the Higher Council for the Rights of People with Disabilities
- Started sharing our vacancies on the page of the higher council for the rights of people with disabilities
- Signed an internal charter to commit the management to include people with disabilities into the workforce "Mnubsom Bil Ashra" #MarhabaDiversity, with continuous efforts to hire people with disabilities and include them in our workforce

### 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

### **How digital tools and AI can improve accessibility and inclusion.**

Diversity and inclusion are reflected in the Group's digital equality strategy, ensuring that new technologies, methods and working environments are not a source of discrimination linked to bias and stereotypes, but drivers of social cohesion, synonymous with progress, both internally and externally. Under this context, there are 3 areas of action that have been identified to in favor of digital inclusion:

- Focus on attracting digital profiles through Hello Woman
- Continue partnership with universities and other organizations to attract top talents
- Proactively search for digital profiles

### **Promoting an inclusive and diverse workforce through the signing of the Inclusion Charter.**

Orange Jordan has signed an internal charter entitled "Mnubsom Bil Ashra" as a discrimination-free, inclusive working environment remains a priority for Orange Jordan.

## **6.4 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

The most recent management meeting was held on 6th of April 2022. We have Material Safety Data Sheet (MSDS) of batteries (Lead Acid Batteries) which stored in the main warehouses.

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	3	1	1	0

Work related ill health	Orange		Contractors*	
	Men	Women	Men	Women
Number of fatalities as a result of work-related ill health	0	0	0	0
Number of cases of work-related ill health	6	2	NA	NA
Types of work-related ill health	1. Hearing impairment 2. Lung impairment			

\* The numbers referring to contractor performance are provided by contractors and are not verified. The accuracy level varies from 20% to 80% and although relatively low in cases, the information is included in the report for transparency reasons.

Training on Health and Safety issues			
Topic	Participants	Seminar duration- hours	Total training hours (participants*seminar duration )
First Aid Training	47	7	329
Firefighting training	24	3	72
Occupational Health & Safety Specialists Course	1	40	40
Total	72	50	441

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
- The existence of HR supporting team 24x7 to follow on Covid infected cases and provide medication and PCR tests for employees and their families.

H&S Investment categories	Financial investments in 2022 (JOD)
First Aid Training for 47 employees	3,600
Purchase of new safety shoes	6,400
Purchase of Rapid PCR Test	40,680
Purchase of Medical Devices to the company's clinics	3,139.969
Renewal of ISO14001 & ISO45001 Certificates	6,500
Sterilization materials	68,926

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

### Training on Occupational Health and Safety

Training Course	Participants	Goals
Health and Safety Supervisors Accreditation Course	Employees:6 Duration: 4 months.	To ensure that Orange Jordan meets legal and regulatory requirements stated by law and risks are effectively managed and controlled through the delivery of operations
HSE Certification Exam	Employees:6 training hours: 240	To obtain a Professional license
First Aid and CPR Course training	Employees: 50	Fulfill the requirements to obtain the international certificate from ASHI

## 6.5 Employees Wellness and Wellbeing

Our employee's wellness and well-being are important to us as they promote employee engagement, creates a sense of belonging and strengthens 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.
- Back to the office events for instance to welcome employees after COVID
- Fadfada sessions with employees to foster the culture of feedback
- Sessions focusing on company culture
- Tawjihi Celebration
- World Cup events to encourage bonding and networking amongst employees
- 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)

### 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

**2022 Employee events:**

- World Cancer Day
- Planting Trees activity
- Msaharati visit to employees to welcome Ramadan
- Relaunching Employee Wellbeing program includes number of activities
- Health Master
- Fast Walk
- Chess competition awareness
- Back to office event (to welcome employees after COVID)
- Fadfada sessions with employees to foster the culture of feedback
- Jood (New App) internal launch event
- Mother's Day
- Women's Day
- Father's Day
- Management Seminar
- Ethics & Compliance Day
- Companies Federation championship for promising young players
- Engagement Makers Award
- Eco-friendly campaign
- Eco-friendly Ambassadors
- Visit Solar Farm
- Visiting Fab Lab to experience the digital culture on the occasion of the engagement day
- Tawjihhi Celebration
- World Tourism Day "online event"
- Breast Cancer awareness month event
- World Cup events
- Digital & Data Community Kick-Off
- International Day of People with disabilities event: Mnobsom Bel Aashara
- End of Year Celebration
- +20 online events via Orange Radio
- Close up on ExCom

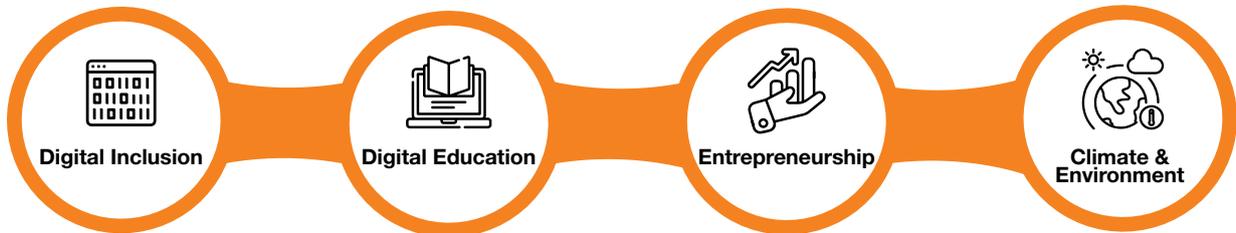


# **Empowering Communities**

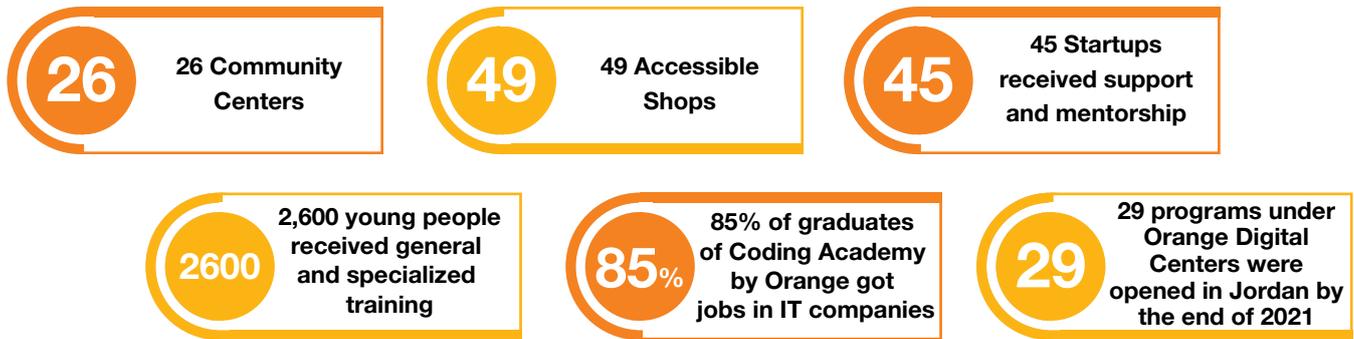
## 7. Empowering Communities

Orange Jordan empowers people, startups and communities through its social responsibility programs. As a responsible digital leader and in line with the national agenda, we design our programs with the goal to bridge the digital divide and enable everyone, particularly youth, women and persons with disabilities, to seek decent employment and professional development.

**We are harnessing the power of digital technologies as a lever to drive sustainable sociocultural development under our corporate social responsibility strategy, which is based on four main pillars:**



### Chapter Highlights:



### 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

## Orange Jordan CSR Partnerships

	Tkiyet Um Ali (TUA)
	Al Hussein Technical University
	The Jordanian Hashemite Fund for Human Development
	SignBook
	Mujaddidun
	Creativity Club - Karak
	University of Jordan
	Jordan Basketball Federation
	Al-Balqa Applied University
	Oasis500
	Int@j
	Crown Prince Foundation
	The Hashemite University
	Vocational Training Corporation
	Ministry of Youth
	Ministry of Labor
	Optimiza
	Amazon
	Higher Council for the Rights of People with Disabilities
	Faculty for Factory Program (for all universities in Jordan)

## 7.1 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 persons 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 Al Yarmouk University Innovation Lab

### 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 the 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 program 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

### Orange Jordan and EU Announce New Programs in Balqa

Under the innovation space project co-funded by EU in Jordan, Orange Jordan expand its digital programs across the kingdom to include 9 Community Digital Centers, 5 new coding academies, 5 FabLabs, 8 start-up accelerators and incubators, in addition to an "Innovation Hub" at Orange Digital Village in Amman.

### Digital Accessibility Program

Digital accessibility for Persons 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 persons with disabilities, as well as empowering them in their professional careers, such as supporting the Higher Council for the Rights of Persons with Disabilities' media competition for the second consecutive year.

### Orange Jordan sponsors competition that tackles stereotypes of persons with disabilities

The Higher Council for the Rights of Persons with Disabilities (HCD) launched for the second consecutive year a media competition entitled "Deal with My Topic Objectively" that was sponsored by Orange Jordan amongst others. This annual award is the first of its kind in Jordan to promote objective media productions addressing the rights and issues of persons with disabilities. Orange Jordan was keen to sponsor the competition and enhance the inclusion of persons with disabilities, in line with its corporate social responsibility priorities.

### Orange Jordan Sponsors "Deal with My Topic Objectively" Media Competition

Orange Jordan sponsored the "Deal with My Topic Objectively" competition which honored the winners under the patronage of His Highness Prince Mired bin Raad, the President of the Higher Council for the Rights of Persons with Disabilities (HCD). The HCD launched the competition to encourage media and journalists to tackle disability topics away from stereotypes, in addition to promoting a culture of inclusion and the rights of persons with disabilities.

## Rafeeq holds “Our World 2” for persons with disabilities, supported by Orange

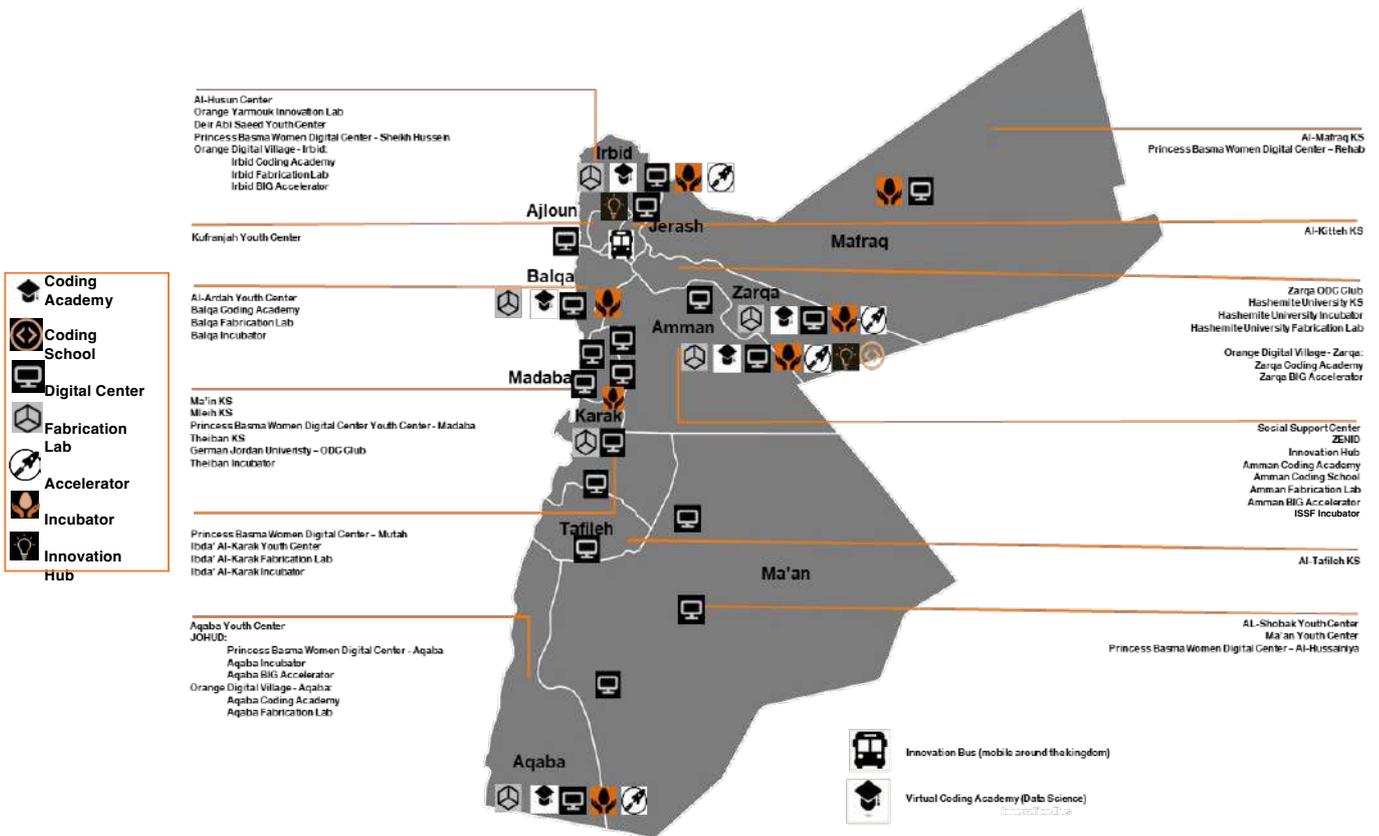
Rafeeq Foundation for the Empowerment of Persons with Disabilities organized the second annual “Our World” event to help create an inclusive society, in line with Jordan’s activities for the International Day of Persons with Disabilities on December 3. Orange Jordan participated in the event through a booth dedicated to promoting digital inclusion programs and providing information about its inclusive work environment and free digital programs to encourage registration in the FabLab, Coding Academy, and Coding School. During the event, the company showcased the SignBook app for sign language users available in all orange shops across the Kingdom and the human resources team received resumes of interested visitors.

## Orange Community Digital Centers

The launch 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.

We run 29 programs under Orange Digital Centers in Jordan by the end of 2021.

## Orange Community Digital Centers



## **Our continuous commitment towards Orange Community Digital Centers**

Our Corporate Social Responsibility Division offers support to entities and subsidiaries for the overall coordination of Orange Community Digital Centers deployment, specifically with the outline, guidelines, identity, sharing best practices, identifying partnerships and funding, etc. In addition, we also plan to establish an operational process to manage funds allocated to the centers and assess the social sustainable impact on our beneficiaries.

## **Women Digital Centers**

Since the program's launch, Orange Jordan has been supporting the Women Digital Centers, in partnership with Jordanian Hashemite Fund for Human Development (JOHUD). Currently, there are 8 centers across Jordan, including 3 centers under Orange Jordan and EU co-funded project joint "Innovation Space". For a period of 6 months, the Women Digital Centers focus on enhancing digital, marketing, personal, and management skills. During 2022, Orange and JOHUD celebrated the graduation of a new cohort from the Women Digital Centers including 130 women, bringing the total number of women graduates to 307.

### **Orange Jordan sponsors "Sawa Jordan Bazaar" to support women**

In line with Orange's continuous efforts to promote female entrepreneurship, we sponsored the "Sawa Jordan Bazaar", to support women who own small, medium, and large enterprises. The program granted them the opportunity to showcase and promote their products and projects on a large scale and expand their customer base.

## **Orange Yarmouk Innovation Lab (OYIL)**

In partnership with Yarmouk University, a state-supported university, located near city center of Irbid in northern Jordan, Orange Jordan provides a space dedicated to youth with the goal to expand their skills and knowledge and enhance their employment opportunities.

Courses offered:

- Employability Skills
- Presentation Skills
- Effective Communication Skills
- Technical Writing
- CV's and interviews
- Work Ethic
- Digital Culture
- Entrepreneurship Essential

## **7.2 Digital Education**

In line with our ambition 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 ambition, we work through:

- Orange Coding Academy and School
- Orange FabLabs
- Scholarships

During 2022, in addition Orange Jordan added new Digital Education programs:

- We launched Orange Coursat, an e-platform, to provide young people with free, online training in the most in-demand digital skills.
- We launched the giglancing program.
- The Innovation Hub which is one of Orange Jordan's many entrepreneurial initiatives, and it is co-funded by the European Union

## **The 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:

- 80% employment rate among Coding Academy graduates (in different locations)
- Graduation of the third cohort and registration of the 4th cohort
- Expansion of the Coding Academy scope into five new locations in Irbid, Zarqa and Balqa

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.

**FabLabs**

The FabLab is 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:

- First drone-orientated cohort graduates from Orange FabLab
- Launching of the FabLab in the Hashemite University
- Organizing the first Orange summer challenge: 27 university students came up with 5 different solutions under “technology for good” concept

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 Mafraq

**University students excel in Jordan’s first Orange Summer Challenge**

This year’s Orange Summer Challenge is the first in Jordan, and the twelfth in countries where the group operates in the Middle East and Africa, offering interested university students in tech and engineering majors three months of intensive training to develop collective capabilities in areas of web and mobile development, digital fabrication skills, UX/UI design, industrial design, artificial intelligence, big data, data science, and embedded systems. The teams received training and mentorship in innovation from local and international expert trainers, including 18-24 sessions by Google and EY.

**FAB Labs Partners:**

	GIZ
	Orange Foundation
	Jordan Start

**Scholarships**

At Orange Jordan, we are committed to supporting young Jordanians in obtaining academic degrees, especially in tech-related majors. We offer 33 scholarships to master’s and bachelor’s students majoring in Electronics Engineering and E-Marketing at Princess Sumaya University for Technology (PSUT), as well as 5 scholarships annually to underprivileged students majoring in technological fields in public universities. Since 2019, Orange Jordan has allocated 2 of these grants to students with disabilities to enhance inclusion, within the framework of its “Differently Able, Definitely Enabled” flagship program. Furthermore, we also intend to fund 17 scholarships for university students, 2 of which will be allocated to students with mobility disabilities.

## 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:

1. eLearment
2. 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 62% were women.

Partners:

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

## 7.3 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.

### 2022 Supporting National and Local Activities

At Orange Jordan, we actively support our country’s economic and social development in all major national occasions and events that promote the national economic and social goals, agendas and vision.

#### Supporting national celebrations in 2022:

- Taking part in the Abdali’s 76th Independence Day celebrations.
- Cheering for the “Jordan Falcons”, the national basketball team on their way to the World Cup qualifiers.
- Renewal of the basketball federation agreement.

#### Supporting Ramadan Initiatives in 2022:

- Sponsoring a series of initiatives and campaigns to enhance social solidarity and support in Ramadan.

### Supporting various events and initiatives in 2022:

- Sponsoring Abdali Boulevard's "Christmas at the Boulevard" celebrations.
- Sponsoring Sawa Bazaar to support women empowerment.
- Providing free Wi-Fi to Madaba, the Arab Tourism Capital for 2022.
- Supporting the Clothing Bank campaign for children education.
- Sponsoring the Higher Council for the Rights of Persons with Disabilities' media competition "Address Me Objectively".
- Renewal of "Good Will" Campaign with JOHUD.
- Participating in the charitable campaign "Shita" launched by the Ministry of Digital Economy and Entrepreneurship.
- Telecom sponsorship and participation in the Women of the Frontlines conference.
- Sponsoring the Solid Waste Management Competition.
- Participating in the second Social Impact Council event for planting trees.
- Sponsoring SOFEX, MENA ICT, and the first national conference for Cyber Security.
- Orange Money Jordan tour to spread awareness about mobile payment across the kingdom.
- Becoming co-general secretariat in Josour initiative to enhance youth's employability.
- Announcing Orange Forest, a green space in Jerash to be planted under the National Afforestation.

### Orange Jordan charity efforts during Ramadan

As a responsible digital leader, during the Holy Month of the Ramadan, we have been active in providing support for those in need, in partnership with the public and civic institutions.

During this reporting period:

We distributed:

- 7,000 food parcels and 1,000 coupons across the kingdom.
- 100 food parcels shared, in partnership with West Irbid for Special Needs Challenges Association.
- 100 coupons delivered to families, in Aqaba in partnership with the Hashemite Fund for Human Development
- 7,000 meals offered at the tent located at Orange Digital Village.
- Our employees have volunteered in various programs aiming to donate and distribute food parcels.

### Orange Jordan supports Arab Tourism Capital for 2022, Madaba

We are harnessing our advanced digital resources to help attract more tourism and investments to Madaba, and to enhancing the city's digital infrastructure. Orange, namely providing free "WiFi" services available for tourists from inside and outside the kingdom.

World Marketing Summit - Online	Marketing Changes to meet the Sustainability Goals	Eng. Rana Al Dababneh (Speaker)
World Social Media Forum - St. Regis Amman	Corporate Communication Role	Eng. Rana Al Dababneh (Speaker)
MENA ICT Forum 2023 - Dead Sea	Unlocking the power of the data universe	Wilfried Yver (Speaker)
First National Cyber Security Conference	Reality of cybersecurity in Jordan's telecom sector	Abeer Asad (Speaker)
Young Arab Engineers Forum 2022	Session on the Internet of Things and the impact and applications of technology in engineering	Mohammad Al-Hweitat and Omar Arabiyat (Speakers)
ISACA Amman Chapter Annual Conference	Session on women's participation in information technology	Abeer Asad (Speaker)
Jordan National Literacy Strategy Launch		Eng. Rana Al Dababneh (Speaker)
Covid effects on the economy and society" conference		Samar Hijjawi (Speaker) (a video presenting the experience)
Women on the Front-Line Event	Opening Speech	Eng. Rana Al Dababneh (speaker)
Gender Equality and Diversity with Women Empowerment Principles	Panel Discussion	Elian Bouri

### Orange Jordan and JOHUD continue the long lasting “Goodwill Campaign” Agreement

During this reporting period, Orange Jordan has continued to support the “Goodwill Campaign” which focuses on health, education, and emergency assistance developed by the Jordanian Hashemite Fund for Human Development (JOHUD). The recent renewal of the strategic partnership agreement, between Orange Jordan and JOHUD, will contribute to the direct support of families and individuals most in need of humanitarian and educational aid in Jordan.

### Partnering with influencer Raghda Kouyoumdjian to sponsor “Bazarcom” for youth

Orange Jordan sponsored “Bazarcom”, an initiative to support products handmade by youth, on July 22-23 at the Orange Digital Village programs in Amman, in partnership with social media influencer and content creator, Raghda Kouyoumdjian.

## 7.4 Fostering Entrepreneurship

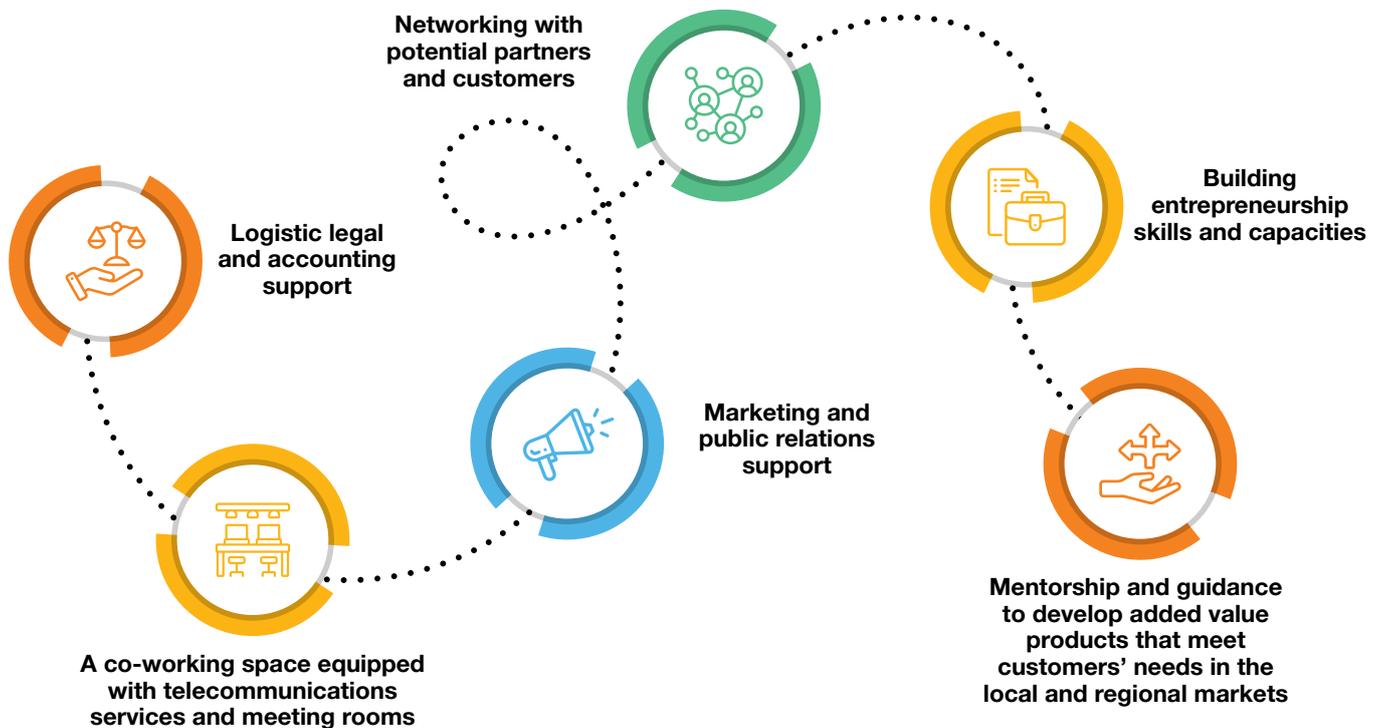
At Orange Jordan, we believe that entrepreneurship is key to driving economic and sustainable development. We remain committed to enhancing the entrepreneurial ecosystem through projects that support young entrepreneurs and the startup community in Jordan. These projects facilitate job creation and skills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

- Big by Orange
- The “Inspiring Change Award for Women in ICT” with int@j
- The Studio
- AI Incubator
- Orange Social Venture Prize (OSVP)

### 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:



## BIG by Orange Partnerships

Partners	Projects Details
 Jordan's Innovation Catalyst	Community partner and steering committee member
 ABVENTURES	Community partner and steering committee member
	Media partner and steering committee member
 مركز الملكة رانيا للمبادرة Queen Rania Center for Entrepreneurship	Community partner and capacity building provider
  	Community partner and co-founder for the AI incubator
 Information and Communications Technology Association - Jordan	Information and Communications Technology Association (int@j)

### 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:

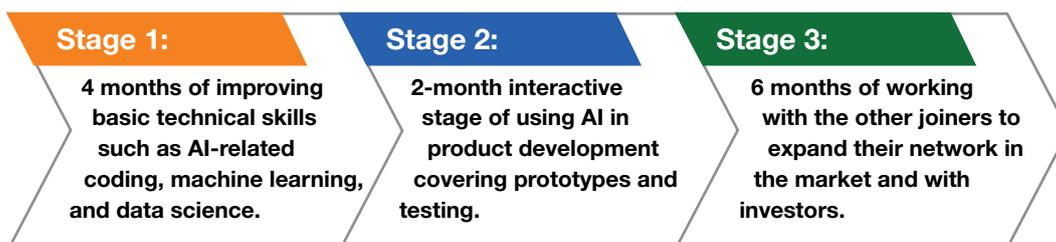
Stage 1: 4 months of improving basic technical skills such as AI-related coding, machine learning, and data science.

Stage 2: 2-month 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.

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



### **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", 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 the "Hello Women" program initiated by the global Orange group to enhance women's participation in 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.

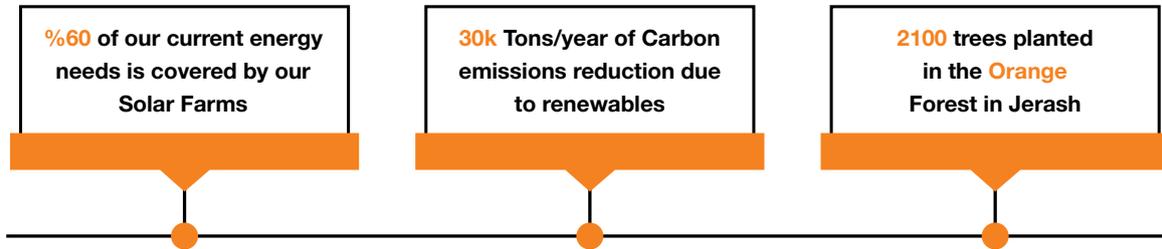


**Environment**

## 8. Environment

At Orange Jordan, we continuously monitor all our environmental impacts from our operations. We have an environmental Management System in place, that aims to minimize those impacts while fostering a culture of environmental protection, mitigation, and circularity in all our premises, In addition, we encourage our partners and suppliers to follow similar environmental approaches and abide to the highest environmental standards.

### Chapter Highlights:



#### Our Environment management system is based upon following standards and frameworks:

- ISO 14001: 2015 Environmental management system
- Orange Global Group HSE agreement
- Orange Jordan HSE policies

We are monitoring closely and abide by all the environmental national regulations by various local authorities and the government particularly the Ministry of Environment and the Ministry of Agriculture, that have an effect upon our business operation.

#### Our most important environmental programs and initiatives:

- The Go Green project
- The “Solar Farms” project that promote Renewable Energy
- Our Fleet Renewal Plans
- The development of the Orange Forest in Jerash
- Our Waste Management policy framework (fit & unfit materials)
- The introduction of our Digital signature

#### During this reporting period, we have managed to:

- Considerably reduce our emissions by limiting an increase in energy consumption
- Extend the use of renewables
- Deploy energy efficiency action plans (EAP) inside our buildings and vehicles.
- Quantify the cost and carbon impacts of each action.
- Implement energy review into a governance and monitor mode.
- Improve the energy efficiency of our networks.
- Further promote and adopt circular economy practices and principles.
- Install LED lights in all our warehouses in order to save power and reduce costs; (5K JOD)
- Collect used oil from vehicles and sell it to authorized company for recycling.

### 8.1 Contributing to Net Zero

Orange global group has made strong commitments in protecting the environment and tackling climate change. As part of our “Engage 25” commitment, our group has set targets of reducing carbon emissions by 30% by 2025, and to become net zero by 2040. Remaining committed to our mission in becoming a green company, we have adopted large-scale environmentally friendly measures and projects in four main streams:

- Renewable energy (mainly through our Solar Farms)
- Energy efficiency
- Circular economy
- Fleet management

## Solar Farms

Orange Jordan has deployed three solar farms across Jordan; one in Amman and two in Mafraq. The farms have been covering 60-65% of the electricity needs of the company, since 2020, reducing the company's carbon emissions by 109 kilotons since 2018. We are currently working to save 7.4 gigawatts and reduce carbon emissions by an additional 1.6 kilotons. The savings achieved from the Orange Solar Farms amounted to 29 kilotons in 2021, compared to the target of 10 kilotons.

### The Solar Farms project

The "Solar Farms" project was launched in 2018 with the goal to reduce carbon emissions and shift towards renewables, clean energy, and adopted a circular economy approach, alongside raising environmental awareness. It is one of the largest initiatives undertaken by the private sector in Jordan, also considered the largest based on the wheeling regime (injection and transport via the national grid) in the MENA region, benefiting from the country's location within the world's solar belt. Through the "Solar Farms" project, we:

- managed to cover 60-65% of our energy needs.
- reduced carbon emissions by 109 kilotons since 2018.

The project has also helped us save 29 kilotons in 2021 compared to the set target of 10 kilotons, in line with Orange Group's ambitions to reduce carbon emissions by 30% by 2025, and to net zero by 2040.

CO2eq reductions achieved due to the solar farms.  
Annual investment is estimated to 6500k JOD

Year	Reduction achieved (tons)
2022	30,748
2021	29,717
2020	23,742
2018+2019	24,491

Source	Energy production in 2022	Energy production in 2021
Solar Farms	NET Production: 62,400,000 kWh	NET Production: 68,050,000 kWh

Energy consumed inside the organization	Total energy consumption in 2022 (kWh)
Electricity	107,503,000

## Energy efficiency

Orange Jordan launched projects to reduce energy consumption in data centers and technical sites, through monitoring key performance indicators that control energy and carbon use. These projects include the selection of environmentally friendly materials and features such as free cooling technology that uses 65% fresh air per year to cool data centers, reliance on high-efficiency technology and improving the environmental impacts and operations of its data centers. The energy saved doubled as a result of the energy efficiency processes within the company.

Environmental Commitment		
KPI	Target 2023 (CO2 emission forecast)	Target 2022
Energy Efficiency / ITN	- 2.4 Kton	- 2.4 Kton
Renewable Energy	- 28 Kton	- 28 Kton
Circular Economy & Waste Management	- 40 ton	-----
Fleet	+ 2.235 Kton	+ 2.206 Kton
Accumulative CO2 emission	28.205 Kton	28.194 Kton

Minus (-): saving

Plus (+): production

We take into consideration the energy pyramid, consisting of three main stages: Energy Conservation, Energy Efficiency and Renewable Energy. We are following the journey of energy saving and energy conservation measures to Energy Efficiency and finally to obtaining energy from renewable sources. All our recently renovated buildings utilize high efficiency equipment such as: Inverter AC units, LED Lighting, double glazed windows, high thermal insulation. In addition we act upon: ASHRAE American Society of Heating, Refrigerating and Air-Conditioning Engineers standard compliance and align with ISO 50001 Energy Management guidelines. The energy efficiency pyramid is a useful tool for prioritizing energy efficiency measures, maximizing energy savings and minimizing costs, and ultimately reducing environmental impact.

## Circular economy

To implement a circular economy, the company has taken effective measures to minimize paper and plastic use, such as eSIMs with QR codes, reducing plastic in sim cards to half, using environmentally friendly and biodegradable bags in shops and electronic bills, especially with the growing base of Orange’s customers in the Kingdom. Orange is working to recycle waste, in cooperation with its specialized partners, by following required sorting and organization procedures, especially as plastic waste takes longer time to decompose.

Examples of our actions:

- Refurbishment of our broad band devices
- Offering E-refills and E-invoice alternative options to customers
- Introduction of eco-design practices and products in all our services and products lines such as half SIM ID, E SIM, QR codes, use of thermal printers and biodegradable and paper bags, eco-friendly accessories for mobiles
- Waste collection
- Reusing, through refilling of printer cartridges (action currently under assessment)

It is important to note that there is a lack of an electronics waste management procedure in the region. In 2022, we plan to conduct a development opportunity study, which should be carried out jointly in order to best reflect local needs and the ecosystem in Orange Jordan.

Total Circular economy paper/ plastic reductions (tons)				
CE Action/Year	2019	2020	2021	Sep.22
Half SIM	null	1.07	5.88	2.842
E-SIM	null	0.01	0.01	0.04
E-Invoice	17.65199	20.43329	20.43329	28.12354
E-Refills	8.865817	16.99195	21.5071	21.21381126
Paper (offices)	1.20	6.95	1.08	2.15
Total	28	45	49	54

Total Circular economy CO2 emission reductions (tons)				
CE Action/Year	2019	2020	2021	Sep.22
Half SIM	null	3.28	18.11	8.75
E-SIM	null	0.04	0.04	0.12
E-Invoice	5.60	6.48	8.92	8.92
E-Refills	2.81	5.39	6.82	6.72
Paper (offices)	0.38	2.20	0.34	0.68
Total	9	17	34	25

Based on our analysis, annual reductions are a positive sign. In our calculations and assessments, we included only five actions. Additional actions such as thermal printers, e-signature, QR codes can be taken into consideration in the future, as part of our ongoing work to reduce our environmental impact.

As part of our circular economy initiatives, we extend the lifetime cycle for our products by collecting broad band devices (routers, modems, extenders, MiFi etc.) which are unused or defective and refurbish them to be used again. In 2022 refurbished nearly 28K refurbished devices.

## Fleet management

Orange Jordan's vehicle fleet has been modernized to increase hybrid cars, with continuous efforts to increasingly rely on these types of vehicles that reduce fuel consumption and the resulting environmental damage. We promote an environmentally responsible culture to help protect the ecosystem and the planet by supporting employees who wish to use electric vehicles and renewable energy even in their homes.

Fleet	2022	
	Owned	Leased
No of cars in company's fleet	395	0
Distance travelled (km) (till end of Nov. 2022)	5,280,000 KM	0

## 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:

- Replaced old vehicles that work on diesel with new vehicles that work on petrol (car aging was reduced by around 20 % in 2021 & 2022)
- Optimized the total number of Orange fleet
- Purchased saloon/SUV cars as hybrid /Plug in, reaching 15% out of total saloon fleet

In 2022 we renewed 37 old vehicles and our plan for 2023 is to renew around (30-35) old vehicles.

## Carbon Sinks

### The Orange Forest Project: A green land for the community and our employees

At Orange Jordan, we make the effort to contribute to reducing carbon dioxide emissions while increasing the oxygen levels in the country. Under this context, we participate in the national reforestation project that led to the establishment of an Orange Forest in Jerash Governorate in the North of Jordan. The new 29-dunum forest, aims to help preserve the environment, expand greenery, and provide employees with a natural hub for outdoor activities. The forest comprises 2100 trees that Orange Jordan planted, in cooperation with the Ministry of Agriculture, the owner of the land. The green space will welcome Orange Jordan's employees and their families and become a new natural destination for the company's various activities, combining environmental responsibility and enhanced employees' experiences. The company needs to plant 46 trees to neutralize the impact of every 1 ton of its carbon emissions.

## 8.2 Waste Management, e-waste & Recycling

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. We save non-renewable raw materials by reusing refurbished products (such as the broad band devices which also has financial benefits. In 2023, we will increase the number of recycling bins in the main buildings to further improve our recycling performance internally.

### Orange Jordan is platinum sponsor of "Solid Waste Management" competition

Orange Jordan recently sponsored the "Solid Waste Management" competition as part of the "Environmental Week" that utilizes innovation in preserving the environment, saving water, and tackling climate change. The competition, addressed to university students also offers training and awareness in solid waste management in line with the national environmental plans and the UN's sustainable development goals and the French Embassy's vision to enhance sustainability.

### **Platinum member of the Jordan Green Building Council**

The Jordan Green Building Council (JGBC) is a non-profit organization dedicated to promoting sustainable practices in the building industry in Jordan. As a Platinum Member we are committed to advancing sustainable building practices and promoting green building principles in Jordan.

We are involved in networking opportunities with other green building professionals, have access to JGBC resources and tools, and are recognized for our commitment to sustainability. We see this as a valuable opportunity to demonstrate our commitment to sustainability and contribute to a more sustainable future for the country.

### **Orange Jordan participates in Social Impact Council's tree planting action.**

Orange Jordan employees volunteered to plant 200 trees at the Park of International Jordanian Athletes Cultural Association in Naour, to increase the Kingdom's green cover and instill a culture of environmental protection. At Orange Jordan, we encourage the continuous engagement of employees in awareness raising activities that contribute to preserving the environment.

## **8.3 Helping our clients decarbonize**

### **How we help our clients to decarbonize**

In alignment with the Group's "Green Act in-house" program, and investments in solutions for green products such as the Eco-Design App. At Orange Jordan, we are increasingly aware of the immense business opportunities that are presented by products and services that allow our customers to reduce their environmental footprint and eventually decarbonize. These include incorporating digital solutions and innovative technologies such as SHS (Solar Home System) and energy metering solutions into their business operations. We are thus currently committed to developing a strategy that helps reduce the environmental impact of our B2B customers, by leveraging key competences regarding data, AI, and the Cloud. In more detail, we work towards:

- Developing an integrated "for Green" products and services portfolio
- Establishing a position as a champion of an eco-responsible co-innovation ecosystem with our customers, our partners, suppliers, and specialists in the environmental transition
- Providing consultancy and audit services to support customers with Green IT and decarbonization.



**Our future  
commitments**

## 9. Our future commitments

In terms of Environment 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.

### **Digital training empowerment and share knowledge through partnership strategy.**

In line with United Nations Sustainable Development Goal 17 on “inclusive partnerships built upon principles and values, a shared vision, and shared goals”, we will deploy an ambitious partnership strategy to ramp up our digital inclusion actions, particularly in the following areas:

- Access to education through digital channels
- Access to training
- Female empowerment through digital services

**Our digital inclusion priorities include** supporting 26 Community Digital Centers (Including Women Digital Center) across the kingdom, ensuring with accessible entrance for 52 stores, sign language video call service in 61 shops, setting an emergency line for the people with hearing disability.

We will continue to invest in diversity and ensuring equal opportunities. We currently have a target to reach 35% of women in positions of responsibility by the end of 2025 and we constantly work to reduce wage gaps. We also aim to reach 2.2% in disabilities recruitment, an increase from our current level of 1.2%, for which we have planned a number of initiatives. This transformation in our culture and approach is evidenced by the individual and collective upskilling on Societal Responsibility topics and the number of people obtaining CSR visas in 2021 and 2022. By the end of 2022, 6,000 people enrolled in the “Together in diversity” e-learning, 15,000 people enrolled in the international workplace equality visa: and 3,000 people enrolled in the “Accessibility visa”. In 2023, we aim to exceed 1,000 Orange volunteers across our activities. We also aim to ensure a minimum number of 18hours/trainee (21.5 hours in 2022) Our people priorities include improving our methodology for external talent attraction and hiring development and retention, including designing and implementing training for top future skills, setting a new reward and recognition system, investing in our people wellbeing and launching new employee surveys focusing on happiness in the workplace. Our plans include investing further in our values and corporate culture and ensuring an inclusive culture consisting of a balanced representation between males and females and people with disabilities with full plans and initiatives. We have also planned actions related to safeguarding the health and safety of our employees.

## 10. About this report

The 2022 Environment-Social-Governance (ESG) Report is the first for Jordan Telecommunications Company (Orange Jordan). Orange Jordan is an Orange Group subsidiary. Orange Group is one of the world's leading telecommunications operators, with sales of 42.5 billion euros in 2021 and 136,500 employees worldwide on 30 September 2022. Orange Jordan is a public shareholding company and the leading operator of integrated communications services in the Kingdom of Jordan. The 2022 ESG Report presents data from Orange Jordan and Orange Group.

Orange Jordan is committed to communicate its activities through an annual ESG Report, aligned with the Integrated Annual Report issued by the Orange Jordan. The 2022 edition refers to the period 1st January – 31st December 2022.

### Scope and Boundaries

The Report covers the ESG and Sustainability approach, priorities, activities, performance and achievements of Orange Jordan and its subsidiaries during the reporting year. Orange Jordan adopted the materiality assessment outcomes of the Orange Group materiality assessment conducted in 2021. The outcomes and conclusions are presented in this Report. The Report does not include the activities or performance of our suppliers, contractors or partners, unless otherwise stated. The report includes information related to Orange Group, where important, to demonstrate the alignment with Orange Group vision and practices.

### External Assurance

We have not commissioned external Assurance for our ESG Report. The content of the report is accurate and correct to the best of our knowledge and abilities.

### International Standards

The Report has been prepared with reference to the GRI Standards.

### Support

The Report has been prepared with the support of Schema Advisory.

### Additional Information about Orange Jordan

2021 Annual Report and Financial Report:

<https://new.orange.jo/sites/default/files/documents/orange-annual-report-2022.pdf>

#### Contact Details

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Statement of use	Orange Jordan has reported the information cited in this GRI content index for the period 1st January – 31st December 2022 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	3-7, 52
	2-2 Entities included in the organization's sustainability reporting	3, 7, 52
	2-3 Reporting period, frequency and contact point	52
	2-4 Restatements of information	No restatement of information
	2-5 External assurance	43
	2-6 Activities, value chain and other business relationships	7, 9, 10, 16, 19, 20, 36
	2-7 Employees	24, 25
	2-8 Workers who are not employees	18
	2-9 Governance structure and composition	8 / 2022 Annual Financial Report
	2-11 Chair of the highest governance body	2022 Annual Financial Report
	2-17 Collective knowledge of the highest governance body	2022 Annual Financial Report
	2-21 Annual total compensation ratio	26
	2-22 Statement on sustainable development strategy	2
	2-23 Policy commitments	8, 9, 10, 23, 24, 27, 45
	2-24 Embedding policy commitments	9, 24, 27, 45
	2-25 Processes to remediate negative impacts	8, 9, 20, 21
	2-26 Mechanisms for seeking advice and raising concerns	8, 9
	2-27 Compliance with laws and regulations	8
	2-28 Membership associations	5
	2-29 Approach to stakeholder engagement	14, 15
GRI 3: Material Topics 2021	3-1 Process to determine material topics	13
	3-2 List of material topics	13, 14
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	7
	201-3 Defined benefit plan obligations and other retirement plans	23, 26
GRI 202: Market Presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	26
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	18, 19
	203-2 Significant indirect economic impacts	35-39
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	No incidents
GRI 301: Materials 2016	301-2 Recycled input materials used	47
GRI 302: Energy 2016	302-1 Energy consumption within the organization	46
	302-4 Reduction of energy consumption	45, 56
GRI 305: Emissions 2016	305-5 Reduction of GHG emissions	48, 49

GRI STANDARD	DISCLOSURE	LOCATION
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	48, 49
	306-2 Management of significant waste-related impacts	48, 49
	306-4 Waste diverted from disposal	48, 49
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	25
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	7, 26
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	28, 29, 30
	403-2 Hazard identification, risk assessment, and incident investigation	28, 29
	403-4 Worker participation, consultation, and communication on occupational health and safety	28
	403-5 Worker training on occupational health and safety	29, 30
	403-6 Promotion of worker health	28-30
	403-8 Workers covered by an occupational health and safety management system	28
	403-9 Work-related injuries	28
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	25, 29
	404-2 Programs for upgrading employee skills and transition assistance programs	25, 26, 29, 30
	404-3 Percentage of employees receiving regular performance and career development reviews	26
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	24, 25 2022 Annual Financial Report
	405-2 Ratio of basic salary and remuneration of women to men	26
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	No incidents
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	No incidents
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	No incidents
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	No incidents
GRI 417: Marketing and Labeling 2016	417-3 Incidents of non-compliance concerning marketing communications	No incidents
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	20, 21