



Our ambition for a
sustainable tomorrow
Orange Egypt ESG Report 2023



About this report

Orange Egypt for Telecommunications S.A.E ('Orange Egypt' or the 'Company') first Environment, Social and Governance ('ESG') report was prepared within the framework of the Global Reporting Initiative ("GRI"). It reflects our commitment to long-term success in the country and aligns with the core principles of our "Lead the Future" strategy.

The report serves as a comprehensive overview of our efforts to solidify Orange Egypt's position as a responsible and sustainable leader in the telecommunications sector in Egypt. We believe that by focusing on our ESG pillars, we can create shared value for our stakeholders, contribute to Egypt's economic growth, and empower Egyptian communities for a brighter future.

Scope and boundaries:

The scope of the report is limited to Orange Egypt. The reporting period disclosed in this report is from the 1st of January 2023 till the 31st of December 2023. This is aligned with Orange Egypt's financial statement which follows the classical fiscal year. Any data provided in this report outside those boundaries are for context support purposes only.

Reporting frameworks:

This report has been prepared in accordance with the following:



Assurance statement:

Climate Inc., a corporate engineering and sustainability consulting firm, has provided a limited assurance statement on the content of this report.

For further details, please refer to the

Statement of Assurance



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Our purpose

As a trusted partner,
Orange gives everyone
the keys to a responsible
digital world.

Our values

- ✔ accountability
- ✔ trust
- ✔ result-orientation
- ✔ positivity
- ✔ agility
- ✔ respect



Orange Egypt at a glance

Established in 1998 as Egypt's first mobile operator, Orange Egypt has grown into a leading integrated telecommunications company that connects millions of individuals and businesses across the country and has evolved into a pre-eminent ICT service provider with a wide range of services.

Leveraging best-in-class global experience and nationwide network coverage, Orange Egypt is now a major driver of Egypt's digital transformation vision that operates on "SMART" principles that prioritise customer experience, placing them at the center of its strategy and operations.

The Company is highly committed to responsible business practices across its activities and interactions with stakeholder communities. It heavily invests beyond its networks, systems, innovations, value added services and people to drive sustainable growth and overall social, economic, and environmental benefits which have served millions of beneficiaries over the years.

Orange Egypt's strategic priorities, set by "Lead the Future", are also aligned with Egypt's National Climate Change Strategy 2050 (NCCS 2050) which, in turn, is aligned with Egypt's Vision 2030 that represents a path towards inclusive and sustainable progress ensuring our commitment to both global and local goals. This aims to reduce our carbon footprint and achieve net zero emissions by 2040.

Contributing to a sustainable future for Egypt:

We integrate environmental responsibility into our operations, by minimising our footprint and promoting resource efficiency. We are determined to contribute to a greener Egypt by focusing on areas like energy conservation and waste management.

Empowering Egyptian communities:

We are dedicated to fostering social well-being and economic development in Egypt. This includes initiatives that support digital inclusion, education, and job creation for Egyptians.

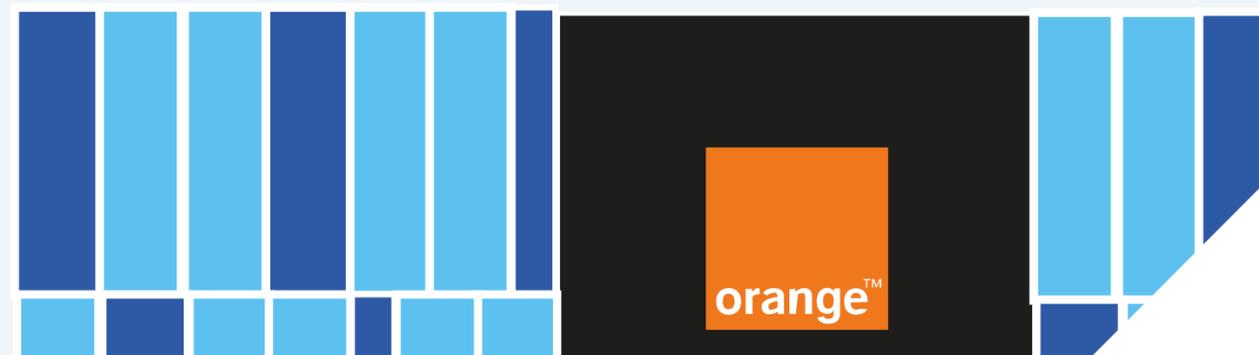
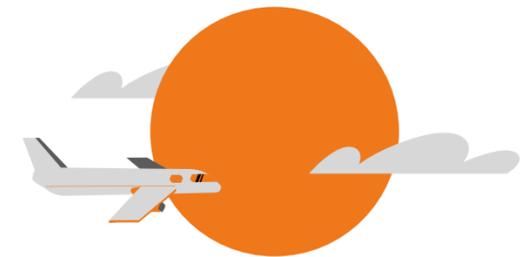
Leading by example:

We uphold the highest standards of corporate governance and transparency in our operations.

This includes ethical business practices, robust risk management, and a commitment to employee well-being, equality and inclusion.

Understanding the Egyptian telecom landscape:

- Soaring demand for connectivity
- Evolving regulations
- Responsible infrastructure development





On the occasion of our silver jubilee, we are proud to assert that we have come this far thanks to our responsible business practices

Balancing between business and sustainability is key to driving long-term value

2023 was a stepping stone in climate and digital focus at Orange Egypt. This, despite the challenges we all witnessed in terms of a difficult geopolitical and economical environment.

After establishing a dedicated Climate Department to materialise our environment commitments, we identified tangible actions set towards combatting global warming and ultimately fulfilling one of our key strategic ambitions, “commitment to the planet”. Proactively, we now have in place a full-fledged climate strategy with clearly defined KPIs, on par to all other business units. Notably, this strategy has yielded significant results, with an **18% reduction in CO₂** operational emissions in 2023 compared to the past year.

Orange has pledged to implement an integrated approach to achieve net zero carbon emissions. In turn, we adopt sustainable practices in our networks, data centers, buildings, and all our geographic channels.

Equally significant is Orange Egypt’s commitment to digital and social inclusion. Our Orange Digital Centre (ODC) encompassing coding and fabrication schools/workshops, setup across the country to ensure digital inclusion, has successfully impacted **more than 6000 beneficiaries and accelerated more than 40 startups**. We also champion equal employment opportunity, and advancing women empowerment, which is reflected in the **40% representation of women** on our executive team, partnering with NGOs working within the Egyptian society in various fields of development, health, education, entrepreneurship and supporting people with disabilities.

Only by recognising and embracing digital, social and climate transformation, can we achieve sustainability. After all, *“sustainability is about fulfilling the needs of today’s generations without compromising the ability of future generations to meet their own needs”*. It requires a balance between economic growth, environmental care, and societal well-being.

Yasser Shaker
Chief Executive Officer

Our present actions determine our future

Orange Egypt's engagement in climate is deeply embedded in our core strategy and that of the Group. Setting up a dedicated Climate department demonstrates the weight we give to the environment and reflects a change in mindset. This function requires collaboration, commitment, and innovation.

In order to achieve net zero carbon emissions across our operations by 2040 we have pursued several initiatives, including buildings powered by solar panels, the **Power Purchasing Agreement** (PPA) supplying our network with renewable energy, the establishment of Sharm El Sheikh as our **first green shop**, and the promotion of smart solutions and smart cities. We have also focused our efforts on the reduction of plastic waste by introducing **eco-friendly SIM cards**, and the use of **biodegradable** rather than plastic bags across our stores.

I am pleased to share in this report Orange Egypt's 2023 significant achievements and progress in setting the ground to track our

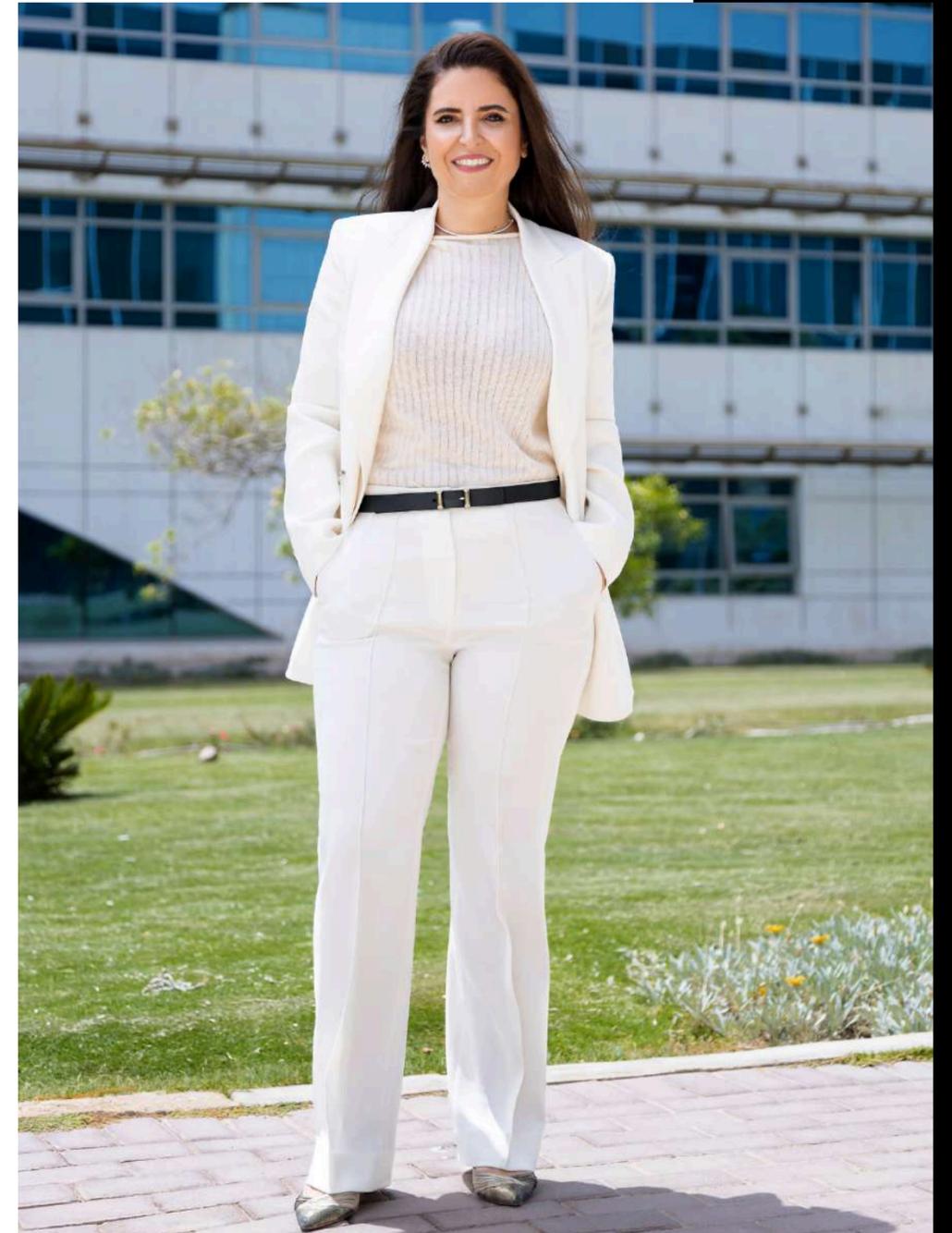
performance and ultimately reach our objectives. It is also worth noting that 2023, marks our **first climate campaign** engaging more than a thousand employees at Orange Egypt.

Moving forward, our key actions will focus on improving energy efficiency, increasing renewables, optimising resources, adopting circular economy, raising awareness, and enhancing our value chain by working closely with suppliers and partners.

Orange is investing substantial resources — money, time, and effort — to achieve **net zero carbon emissions by 2040**. By the end of this report, I trust you will share my enthusiasm for our ESG initiatives aimed at sustainable development, focused on renewables, circular economy practices, and raising public awareness.

Tania Asmar

Chief of Staff, Climate, Transformation and Governance Officer



Committed to achieving 6 SDGs

Orange Egypt's commitment to sustainability is deeply rooted in our "Lead the Future" strategy, which aligns with specific UN Sustainable Development Goals (SDGs) to create a positive impact. In addition to these 6 SDGs we contribute to an additional 5 SDGs.



Industry, innovation and infrastructure

We offer connectivity and innovative services to all through our telecom networks: fixed and mobile, businesses and wholesale, innovative services including IT, cybersecurity, mobile financial services, etc. in addition to extending our coverage to rural areas.



Responsible consumption and production

We integrate the circular economy into our processes and businesses in order to extend the lifespan of products and equipment, optimise their end-of-life treatment and to limit our environmental impact: devices collection and repair, awareness campaigns on eco-friendly behaviours and use of refurbished network equipment.



Peace, justice and strong institutions

We are strictly applying our ethical principles: including the development of cybersecurity and data security solutions



Reduced inequalities

We reduce inequalities so that everyone, regardless of their situation, can seize opportunities afforded by digital tools via our Orange Digital Centres, Digital Schools, Solidarity Fab Labs, and inclusive offers for more affordable devices and equality.



Climate action

We are committed to the fight against global warming and strive to make telecoms an essential part of a carbon-free society by reducing the energy use of our networks and IT systems with the Green ITN programme, transfer to renewable sources, use solar-generated sites, generator to grid (G2G).



Partnerships for the goals

We develop partnerships with our entire ecosystem: governments, development agencies, NGOs, social entrepreneurs, and innovative SMEs, through support and assistance programmes for startups (Orange Digital Centre (ODC): Coding Schools and Orange Fab), technology cooperation and academic partnerships





With priority actions to achieve our ESG goals

To create a holistic and lasting impact, Orange Egypt is tackling the three pillars of the ESG simultaneously. By setting goals and actively working towards them in each of the ESG pillars, we ensure a more sustainable future.

This comprehensive approach allows us to address environmental concerns like carbon footprint reduction while simultaneously promoting social equity through digital inclusion initiatives.

Furthermore, strong governance practices, including ethical business conduct and fair labour standards, build trust with stakeholders and create a foundation for responsible growth.

Ultimately, by tackling environmental challenges, fostering social well-being, and upholding good governance, Orange Egypt positions itself as a responsible corporate citizen and a key player in building a sustainable future for all.



Environment

- Reducing our CO₂ footprint related to our energy consumption.
- Understanding our scope 3 and setting up processes and tools on selection and interaction with third parties for sustainable value chains.
- Boosting our circular economy.
- Defining and quantifying our environmental transition and climate change adaptation plans.



Social

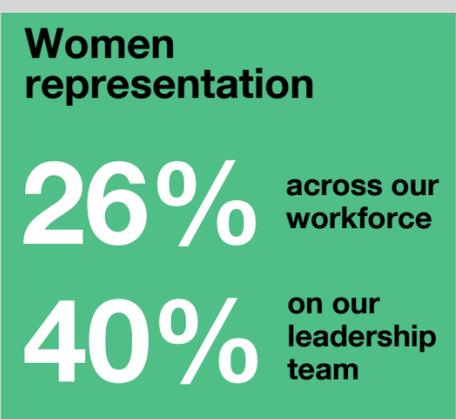
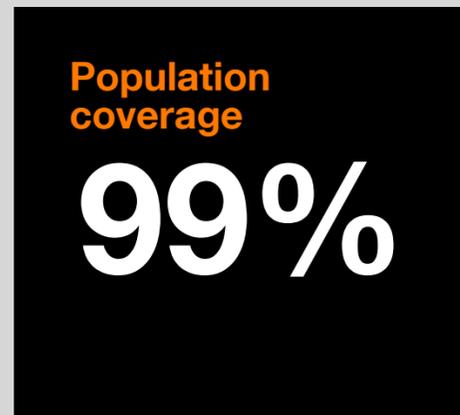
- Supporting digital inclusion as a driver of development.
- Bridging the digital divide for the digitally excluded through social programmes and accessibility features.
- Making Orange Egypt an increasingly inclusive employer for its employees through the actions of equality and inclusion.
- Strengthening human rights in the enterprise and value chain.



Governance

- Adopting best in class governance practices across Board of Directors, Audit Committee, Executive Committee, policies and processes, etc.
- Applying regulations: Duty of Vigilance Law, GRI and CSRD.
- Strengthening the management of ESG objectives through integration into governance, processes and tools; consistent with Lead the Future strategic framework.
- Enhancing ESG skills for employees, across all business lines.

Our ESG performance for 2023 confirms we are on track



Our ESG performance for 2023 confirms we are on track (contd.)

Carbon Dioxide emissions

243,000
tCO₂eq

Energy

319 GWh energy consumed

2.15 million litres fuel reduced in 2023 compared to 2022

Renewable energy

48% renewables

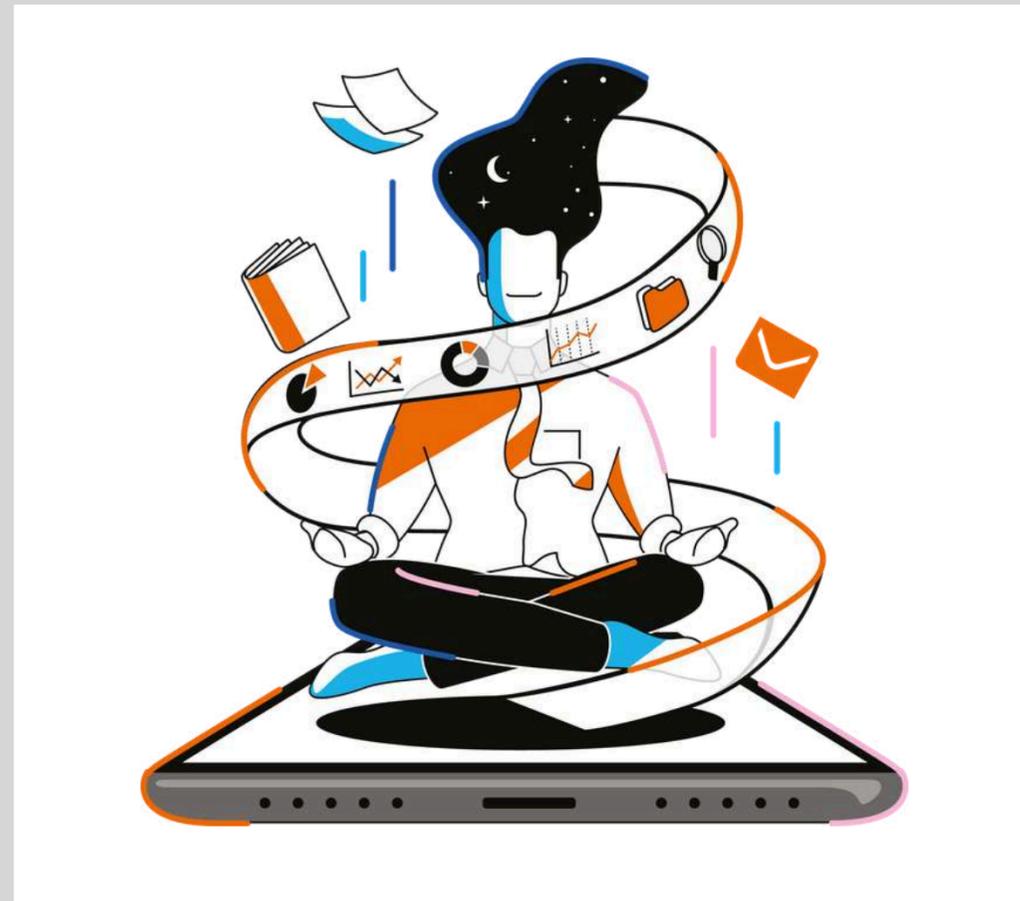
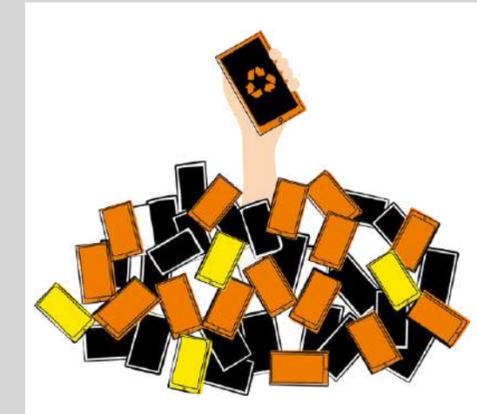
150 sites running on renewable energy

Waste Management & Circular Economy

353 t hazardous waste

22 t non-hazardous waste

100% authorised recyclers



Digital customers

50% penetration from eligible customer base

Orange Digital Centre

40+ startups accelerated

6,000 beneficiaries trained by ODC

Orange Cash

fastest growing wallet across all fronts

Orange Cash geographic reach

400,000 channels across the country

Orange Digital Schools

49+ Orange Digital Schools

1000+ Students annually

01 Introduction

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Materiality

Our ESG areas of focus
Our material topics
Stakeholder engagement
Evaluation process

03 Responsible Business

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Y2023

A comprehensive overview of the Materiality Assessment was undertaken by Orange Egypt with the support of Climate Inc. for the year 2023, to identify the most pertinent environmental, social, and governance aspects aligned with the GRI framework.



ESG: our areas of focus

In conducting the ESG materiality assessment for Orange Egypt, four areas of focus were tackled, each encompassing specific sustainability considerations.

Responsible Business



Entails stakeholder engagement, governance by board and upper management, responsible supply chain, adherence to ethical conduct and legal requirements, risk management, and transparent reporting on economic performance and market presence.

Digital Inclusion



By helping people access digital technology and educating them on how to use it with emphasis on ensuring data privacy, access to digital services, and leveraging digitalisation for societal benefit.

Community & People



Includes workforce diversity, equity and inclusion, reflecting Orange Egypt's commitment to societal well-being. People-focused initiatives, including employee health and safety, training and development, are integral to our commitment to our workforce and broader society.

Planet



Encompasses critical environmental aspects such as energy management, carbon emission reduction, and waste management, along with sustainable sourcing and water conservation practices.



Our material topics

This section offers a comprehensive overview of the Materiality Assessment undertaken by Orange Egypt with the support of Climate Inc. for the year 2023, to identify the most pertinent environmental, social, and governance aspects aligned with the GRI framework. Through a systematic approach encompassing stakeholder engagement, aspect brainstorming, impact evaluation, and priority setting, the assessment aimed to discern priority topics crucial for guiding management in goal-setting and ESG strategy development.

The findings revealed insights into stakeholder interests, a comprehensive inventory of ESG aspects, impact assessments, and the identification of priority topics, furnishing Orange Egypt with a robust framework to address its most critical sustainability challenges and opportunities.

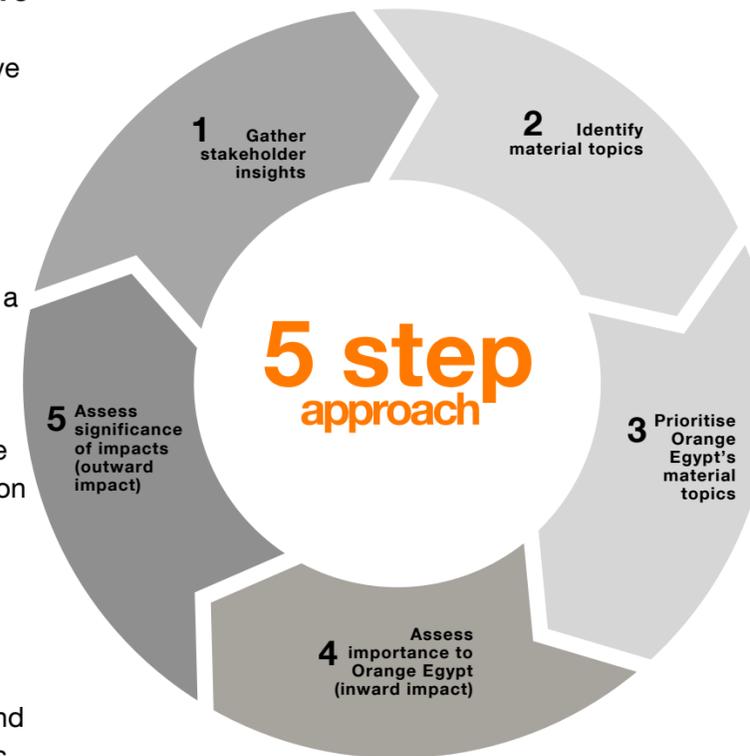


The outcomes of this assessment shape Orange Egypt's future reporting practices, goal-setting initiatives, and strategic planning endeavours. It's essential to acknowledge that the material aspects identified in this assessment may evolve over time due to internal and external changes, such as shifts in environmental conditions, policies and regulations, industry trends, or consumer preferences.

A five-step process is outlined here to conduct a materiality assessment, pinpointing the most critical ESG issues for Orange Egypt.

First, a wide range of potential ESG topics were identified. Then, each topic was scored based on how important it is to stakeholders, how it impacts the external environment and society (outward impact), and how it affects our organisation internally (inward impact).

Stakeholder input is then gathered to understand their perspective on these topics. Following this, both the outward and inward impacts of each topic were assessed. Finally, by considering the scoring and stakeholder input, the most significant ESG topics were prioritised, ensuring they align with our organisation's goals and overall strategy.



Responsible Business

- Stakeholder Engagement & Feedback Mechanisms
- Responsible Supply Chain
- Ethical Business Conduct
- Compliance with Laws and Regulations
- Risk Management
- Procurement Practices
- Anti-Corruption Measures

Digital Inclusion

- Access to Digital Services
- Digitalisation
- Privacy and Data Security

Community & People

- Community Engagement & Impact
- Equality and Inclusion
- Employee Health and Safety
- Employment
- Training and Development

Planet

- Energy Management
- Carbon Emission Reduction
- Waste Management & Circular Economy
- Energy-efficient Operations
- Environmental Compliance
- Environmental Governance

Stakeholder engagement

A comprehensive roster of potential stakeholders was compiled. From this extensive list, seven critical internal and external stakeholder categories were pinpointed that are capable of directly impacting Orange Egypt's decision-making processes.

In identifying internal stakeholders for the ESG materiality assessment, Orange Egypt has undertaken a comprehensive process to ensure the engagement of representatives from various departments and levels within the organisation.

This process involves engaging all functional areas including Climate, Corporate Governance, Consumer Business Unit, Enterprise Business Unit, Communication, Customer Care, Finance, HR & Facilities, Legal and Regulatory, Network & IT and Digital.

Stakeholders from these departments possess valuable insights into the Company's operations, risks, and opportunities related to environmental, social, and governance factors. It is worth emphasising that having a dedicated climate function was crucial to oversee and provide strategic guidance and ensure alignment with corporate objectives.



The categorisation of stakeholder groups were conducted based on the stakeholders' level of influence over and/or impacted by Orange Egypt's business, as well as their interest in the material aspects under consideration in the assessment.

For the 2023 sustainability materiality assessment, we focused on reaching out to constructive, informed, and critical voices rather than opening our stakeholder outreach in a broader manner, seeking objective and representative views.

An introductory session was conducted identifying material topics, their meaning within Orange Egypt's context, and key guiding points on the importance of those material topics. This was followed by a survey to gather the stakeholders' perspectives on the Company's outward and inward impacts, hence embedding the "double materiality" concept.

We constantly engage our stakeholders, throughout the year, believing that effective stakeholder engagement is crucial for understanding their expectations, identifying ESG risks and opportunities, and building trust. The means of communication with our internal and external stakeholders are enclosed in the Appendices.



Evaluation process

In the prioritisation process of the key material topics for Orange Egypt, stakeholders were surveyed to rate the priority level for each material topic. After the evaluation of nearly 50 metrics, material topics were identified based on their potential impact on the IT and telecommunication industry for each relevant aspect.

These material topics were meticulously defined, grouped into four areas of focus, and subsequently correlated with the United Nations Sustainable Development Goals (UN SDGs) and the relevant sections within the GRI Standards.

The assessment of the outward impact of the material topics was based on considering the severity, scope, likelihood, irremediable character, and company leverage, enabling us to effectively prioritise them in the sustainability strategy. This comprehensive evaluation process facilitated a deep understanding of these multifaceted issues and informed our approach to addressing them within our operations.

Step 1: Severity

How grave is the impact?

Step 2: Scope

What is the extent of the impact?

Step 3: Likelihood

How frequently is the impact?

Step 4: Irremediable Character

How hard is it to counteract the harm?

Step 5: Leverage

How high is the contribution to the impact?



Resulting in 22 material topics that align with the 6 SDGs we have committed to

Stakeholder Engagement & Feedback Mechanisms	16	17	Employment & Employee Retention	8
Responsible Supply Chain	12	16	Training and Development	4, 8
Ethical Business Conduct	16	16	Customer Privacy and Data Security	9, 16
Compliance with Laws and Regulations	16	16	Access to Digital Services	4, 9
Risk Management	9	17	Digitalisation	9
Procurement Practices	12	12	Energy Management	7, 13
Market Presence	9	9	Carbon Emission Reduction	7, 13
Anti-Corruption Measures	16	16	Waste Management & Circular Economy Practices	12, 13
Community Engagement & Impact	1, 11, 17	17	Energy-efficient Operations	7
Diversity, Equality, and Inclusion	5, 10	10	Environmental Compliance	12, 13
Employee Health and Safety	3, 8	8	Environmental Governance	12, 13



01 Introduction

02 Materiality

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Responsible Business

Board of Directors

Audit Committee

Executive Committee

Performance demonstrates
economic impact

Business Ethics

Anti-corruption and Compliance

Duty of Vigilance

Grievance mechanisms

04 Digital Inclusion

05 Community and People

06 Planet

orangeTM

Orange Egypt has a robust and experienced governance team steering its strategic vision combining strong operational performance, responsible business ethics and best-in-class risk management.

Board of Directors

Orange Egypt for Telecommunications S.A.E

Members at 31.03.2024

NDIAYE Alioune (1)

Chairman | Non-Executive

BA Brelotte (2)

Board Member | Non-Executive

EL HELOU Mireille (3)

Board Member | Non-Executive

EL TAHRI Neveen (4)

Independent Board Member

FAHMY Alaa (5)

Independent Board Member

HÉNIQUE Jérôme (6)

Board Member | Non-Executive

KERJEAN Audrey (7)

Board Member | Non-Executive

MEKAWI Hesham (8)

Independent Board Member

SHAKER Yasser (9)

Chief Executive Officer | Executive

VIGNALOU Dorothée (10)

Board Member | Non-Executive

ZITOUNE Wassila (11)

Board Member | Non-Executive

Members of the Board of Directors (BoD) are appointed for a period of three years. The BoD must be convened at least four times during each fiscal year.

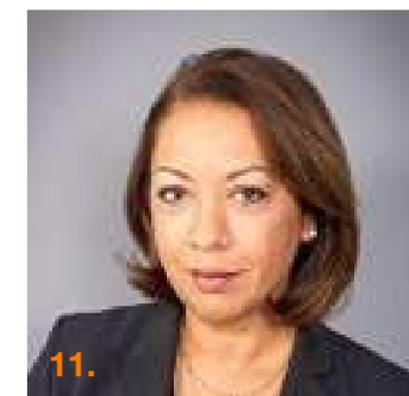
11 board members **3** independent members

93% average attendance rate

7 meetings

27% proportion of independent directors

45% Women **55%** Men



Audit Committee

The Audit Committee (AC) as of March 2024 is composed of 4 members, amongst them are two independent board members.

Members at 31.03.2024

VIGNALOU Dorothee (1)

AC Chairman

BA Brelotte (3)

AC Member

EL TAHRI Neveen (4)

AC Member

MEKAWI Hesham (2)

AC Member

4 2

AC members independent members

2

meetings

75%

average attendance rate



Executive Committee

Members at 31.03.2024

SHAKER Yasser (1)
Chief Executive Officer

ABDEL MOATY Mohamed Sayed (2)
Chief Financial Officer

AMIRI Ayman (3)
Chief Technology and Information Officer

ASMAR Tania (4)
Chief of Staff, Climate, Transformation & Governance Officer

EL ABD Ahmed (5)
Chief Consumer Business Unit Officer

ELTOUNY Mohamed (6)
Chief Customer Care and DSL Officer

GHARIB Rania (7)
Chief Legal, Regulatory and Compliance Officer

MABROUK Abdelfattah (8)
Chief Data & Digital Transformation Officer

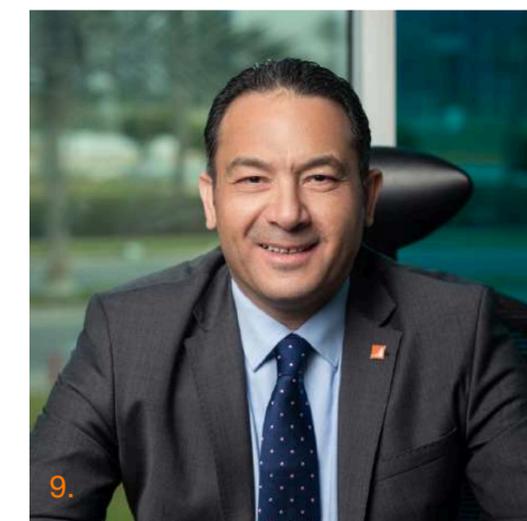
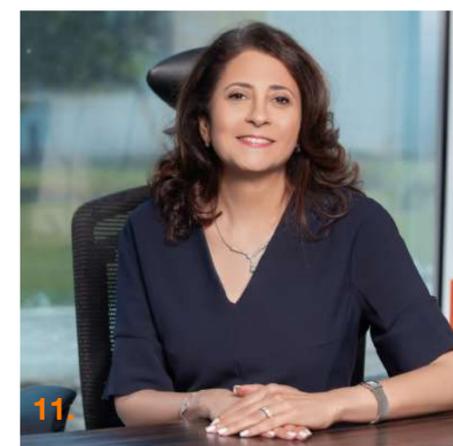
MAHRAN Hesham (9)
Chief Enterprise Line of Business Officer

NAGY Maha (10)
Chief Communications Officer

SADEK Amani (11)
Chief People and Facilities Officer

13
average years of
employment tenure for
ExCo team members

40%
women leadership on
executive team



Orange Egypt's governance drives business performance demonstrated by its sustainable economic impact

We believe that strong financial performance and responsible business practices are not only mutually exclusive, but rather, are key drivers of sustainable value creation for all stakeholders.

In 2023, we focused on driving growth while minimising environmental impact, empowering our people, and fostering a responsible business ecosystem.

We strive to compete based on the quality of our services, commitment to sustainability, and value proposition for customers. This competitive landscape drives us to continuously improve our offerings and contribute to the long-term growth of the telco and ICT sector in Egypt.

Therefore, Orange Egypt abides by the national and international laws and regulations. In compliance with the National Telecom Regulatory Authority, Customer Protection Agency, Competition Authority, Central Bank of Egypt, and Financial Regulatory Authority, the Company mandates several controls and measures.

Highlights of sustainable drivers in 2023

- ✓ **Responsible strategy:** 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" capitalises on network excellence to reinforce Orange's leadership in service quality.
- ✓ **Digital inclusion:** Launched affordable mobile data packages and digital literacy programs to bridge the digital divide and empower communities.
- ✓ **Innovation for sustainability:** Invested in renewable energy solutions, such as solar-powered base stations, to reduce our carbon footprint and energy consumption.
- ✓ **Customer centricity:** Developed eco-friendly billing solutions and promoted the use of e-waste collection points for old devices, paving the way to circular economy business models.
- ✓ **Employee engagement:** Promoted employee volunteerism in environmental and social causes.
- ✓ **Sustainable supply chain:** Partnered with suppliers committed to ESG practices to ensure responsible sourcing and minimise environmental impact throughout the value chain.



Doing business ethically and responsibly through our policies

Our policies are living documents that are regularly reviewed and updated to reflect the evolving business environment and best practices.

1. Code of Conduct
2. Anti-Corruption Policy and Guidelines
3. Anti-Trust Policy
4. Anti-Fraud Policy
5. Conflict of Interest Policy
6. Due Diligence Policy
7. Supplier Code of Conduct
8. Anti-Harassment Policy
9. Global Information Security Policy
10. Crisis Management Policy
11. General Terms and Conditions
12. Employee Grievance Policy

Focus on our business ethics and equity as a cornerstone of Orange Egypt vis-à-vis operations and supply chain

Orange Egypt demonstrates its commitment to responsible business operations and supply chain. Here's how various documents and processes work together to ensure this commitment:

1 Policy framework

- ✓ Orange Egypt Code of Conduct: This document outlines our core principles regarding human rights. It explicitly prohibits practices like forced labour, child labour, and discrimination.
- ✓ General terms and conditions for purchasing: These terms likely include clauses requiring suppliers to adhere to labour laws and international human rights standards.

2 Suppliers' sustainability assessment

- ✓ Sustainability assessment: This allows Orange Egypt to evaluate a supplier's commitment to human rights practices, including questions on labour standards, working conditions, and fair treatment of workers.
- ✓ Ethics and compliance self disclosure questionnaire: This questionnaire, provided to potential suppliers, might gather information on their human rights policies, grievance mechanisms, and any potential risks associated with labour practices.

3 Due diligence process

- ✓ Based on the information gathered from all previous documents, Orange Egypt conducts due diligence to assess a supplier's compliance to our business ethics and standards.

300+
local suppliers



Our anti-corruption and ethical compliance

We empower our people with knowledge

At Orange Egypt, we are unwavering in our commitment to conducting business with integrity and transparency. We have established a robust anti-corruption framework that fosters a culture of ethical conduct throughout the organisation.

We recognise that informed employees are empowered employees. To this end, we provide comprehensive anti-corruption training through our Orange Learning platform. This platform, hosted on Cornerstone OnDemand (CSOD), a leading cloud-based Learning Management System (LMS), offers accessible and engaging training content on anti-corruption practices.

This training, available to all, equips them with the knowledge and skills necessary to identify and avoid potential corruption risks.



Building a foundation of ethics

The foundation of our anti-corruption lies in our **Code of Ethics & Anti-corruption Policy**. These documents outline our core values and expected behaviour for all employees. New hires are required to sign the Code of Ethics as part of their onboarding process, acknowledging their understanding and commitment to these principles. This reinforces the importance of ethical conduct from the very beginning of an employee's journey with Orange Egypt.

Our commitment to ethical business practices extends beyond our internal operations. We integrate anti-corruption clauses into all partnership agreements. These clauses clearly communicate our ethical standards and expectations to our suppliers, partners, and other stakeholders. We ensure that all parties involved are aligned in their commitment to conducting business with integrity by signing off on these agreements.

Learn **3** key terms with

Ayman Amiri Chief Technology and Information Officer & Alaa Ragab Director, RAN Planning & Optimization, Technology

1 **What is Due Diligence?**
It is the process by which you identify a red flag. Like collecting and analyzing information before making a decision or conducting a transaction so a party is not held legally liable for any loss or damage.

2 **What are Red Flags?**
They are warning signs that make you reconsider going into business with a company due to the risk this partnership will impose. For example: sanctions, fraud, bribery, corruption, money Laundering... etc.

3 **What is iDDfix?**
The iDDfix Due Diligence process is an Orange Group methodology that presents a set of due diligence activities which must be performed before signing or renewing a contract with a partner.

Gamifying ethics and compliance

Orange Egypt' Learning and Development in co-ordination with the Ethics and Compliance launched informative awareness sessions for employees from different functions on proper compliance actions, as well as citing instances where non-compliant actions have led to severe business consequences.

End of 2023, Orange Egypt launched an interactive Compliance Awareness Campaign across social media and internal communication.

On Ethics & Compliance Day, Orange Egypt launched an engaging snakes and ladder game for employees rewarding winners with Orange Cash and giveaways. The game had Orange's compliant actions that move you forward and non-compliant actions move you backwards, engaging everyone in a fun yet informative way.

2000+
employees
completed their training
on anticorruption

ZERO
tolerance to
corruption



Duty of Vigilance

In compliance to the French law 2017-399, Orange S.A. is responsible to establish its Vigilance Plan. This is an opportunity to positively support the social and environmental transitions generated by its operator activities.

The vigilance plan has a role to prevent and limit all serious violations on:



Human rights and fundamental freedom



Health and Safety of people



Environment

It also serves as a reminder that all employees are involved in the implementation of these principles, regardless of the organisation to which they belong, their location or their profession. It helps to raise awareness on the law and spread a culture of “vigilance”.

The actions of the vigilance plan are implemented by many stakeholders in the countries where the Group operates, all engaged in the transition to responsible practices internally and throughout the value chain.



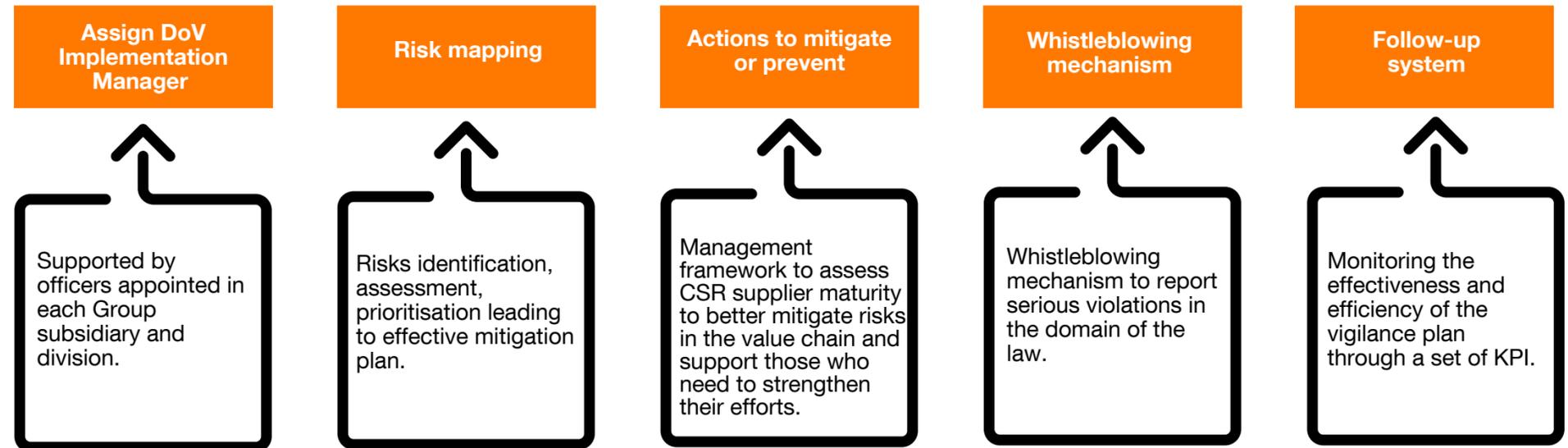
- ✓ Parent companies
- ✓ Subsidiaries
- ✓ Subcontractors
- ✓ Suppliers
- ✓ Others (Civil society, Public organisation, NGO, etc.)



Vigilance plan for Orange Egypt in 2023

As a consolidated company, owned by Orange Group, Orange Egypt has implemented its own vigilance plan to identify risks and prevent serious violations resulting from its own activities and those of the companies it directly or indirectly controls.

Vigilance plan governance



Assign DoV Implementation Manager
Supported by officers appointed in each Group subsidiary and division.

Risk mapping
Risks identification, assessment, prioritisation leading to effective mitigation plan.

Actions to mitigate or prevent
Management framework to assess CSR supplier maturity to better mitigate risks in the value chain and support those who need to strengthen their efforts.

Whistleblowing mechanism
Whistleblowing mechanism to report serious violations in the domain of the law.

Follow-up system
Monitoring the effectiveness and efficiency of the vigilance plan through a set of KPI.

Best vigilance plan award

On January 31, 2024, Orange received the FIR-A2 award for the third time for best vigilance plan (2023 version).

This award is by the French Sustainable Investment Forum (Forum pour l'Investissement Responsable – FIR).



Remediation and grievance mechanisms

Orange Egypt takes stakeholder concerns seriously and is committed to providing robust grievance mechanisms for both; internal and external stakeholders.

Focus on fair and transparent resolution:

Orange Egypt affirms the importance of transparency throughout the grievance process. This aligns with the proposed approach of creating a collective taskforce. By involving representatives from various internal departments (Regulatory, PR, Internal Communication, and Customer Care) in addressing complex grievances, Orange Egypt can leverage diverse expertise and ensure a comprehensive investigation.



Strengthening our compliance auditing processes:

The National Telecommunication Regulatory Authority (NTRA) monitors compliance and captures violations by running random inspections on Orange Egypt shops, performing regular audits on customer data (KYC), and financial annual audits to verify topline revenues and annual share percentage owed to NTRA, in compliance with license terms.

There are also performance and financial audits carried out by registered financial auditors; by running tests on the cellular network to spot any potential gaps or hacking threats.

Additionally, Technology InfoSec (TIS) have their own tools to spot any malfunctions on the network.

Group	Internal Stakeholders	External Stakeholders
Communication Channels	People Share and escalation emails.	Official letters handled by relevant SPOC, web page and social media posts.
Handling Process	Internal non-compliance cases handled by HR and Legal. Re-assess any control functions within the organisation in alliance with Telco and Non-Telco fraud.	In case of, partners/vendors, Orange Egypt follows the relevant clause in the General Terms and Conditions for Purchasing.
Tracking Process	<ol style="list-style-type: none"> 1. Legal representation of employee (and if needed external legal counsel is advised). 2. Controls managed by Internal Audit are followed up case by case with Employee Relations / HR and CEO (subject to severity). 	<ol style="list-style-type: none"> 1. PR agency monitors social media reactions and reports on a daily basis. 2. Monitor daily cases received via call center / shop on a daily basis to assess impact (quantitative and qualitative). Build a co-relation between social media posts and customer complaints and churn.

Whistle blowing and fraud mechanisms

Orange Egypt is keen on maintaining a work environment, free from fraud and misconduct. We have established robust whistleblower protection and fraud prevention mechanisms to ensure transparency and accountability.

Empowering employees to speak up:

We encourage employees to report any suspected wrongdoing in good faith, without fear of retaliation. Our confidential reporting channels allow employees to voice concerns regarding potential issues in financial reporting or other areas. These channels can be accessed anonymously through a dedicated online platform or by contacting our independent ethics hotline.

Commitment to action:

Where appropriate, follow-up actions are taken based on the findings of any investigation. This may involve disciplinary measures, corrective actions, or referral to law enforcement authorities. We are committed to taking all necessary steps to address any identified issues and prevent future occurrences.

Building a culture of trust:

By protecting whistleblowers and taking a proactive stance against fraud, we foster a culture of trust and ethical conduct within Orange Egypt. This not only safeguards our financial integrity but also reinforces our commitment to transparency and good governance.

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Digital Inclusion

Digital inclusion approach
Access to digital services
Digitally inclusive for customers
Orange Digital Schools
Orange Digital Centre

05 Community and People

06 Planet



digital for all

helping people access digital services and educate them how to use it with emphasis on ensuring data privacy, access to digital services, and leveraging digitalisation for societal benefit.



Our digital inclusion approaches

The digital revolution is transforming every aspect of our lives, and Orange Egypt recognizes the critical role telecommunications play in fostering a more inclusive digital society. This section of our ESG report focuses on three key areas:

1. Accessibility to digital services
2. Building a culture of data protection
3. Customer Privacy and Data Security

Access to Digital Services

We believe everyone deserves the opportunity to participate in the digital world. We strive to bridge the digital divide in Egypt by offering affordable data packages, expanding network coverage to underserved areas, and promoting digital literacy programs.

We are actively engaged in driving digital transformation across Egypt. This includes developing innovative digital solutions for businesses and individuals, supporting the growth of the digital economy, and fostering a culture of digital innovation within our company.

By focusing on these core principles, Orange Egypt aims to create a digital society that is secure, inclusive, and empowers all Egyptians to thrive in the digital age.

Building a Culture of Data Protection

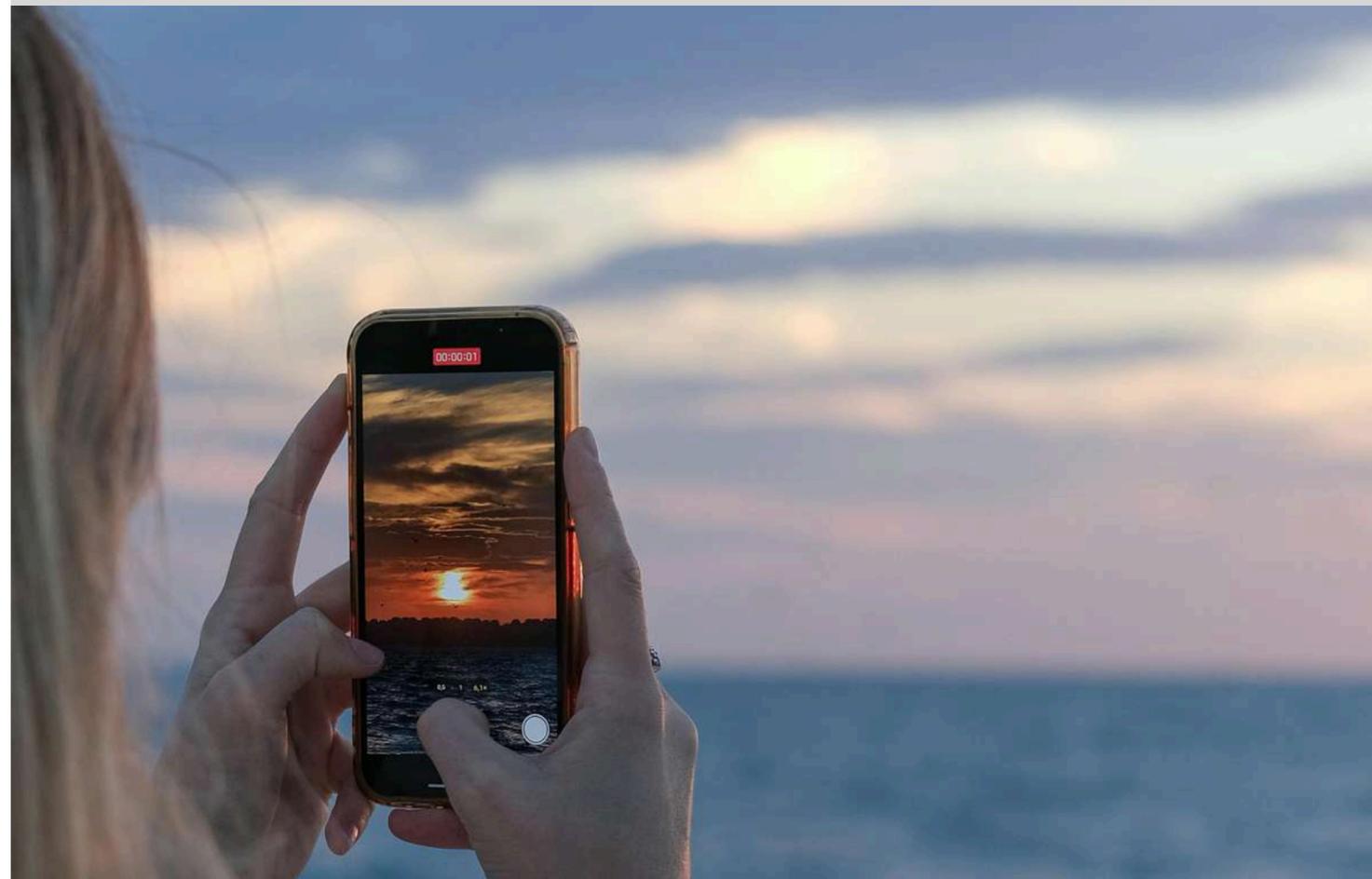
We regularly train our employees on data privacy regulations and best practices for handling customer information. We have implemented measures to identify and mitigate potential data breaches, minimising risks to customer data security. We believe that a secure and trustworthy digital environment is essential for a thriving digital society. By prioritising customer privacy and data security, Orange Egypt builds trust with our customers and fosters a more inclusive digital future for all Egyptians.



Safeguarding trust in a digital world Privacy and Data Security

Orange Egypt recognises that privacy and data security are fundamental rights in the digital age. We are committed to earning and maintaining the trust of our customers by upholding the highest standards of data protection. Our guiding principles:

- ✓ **Transparency:** We are transparent about how we collect, use, and protect customer data. Our privacy policy clearly outlines these practices and empowers customers with control over their information.
- ✓ **Security:** We implement robust cybersecurity measures to safeguard customer data from unauthorised access, disclosure, alteration, or destruction. This includes regular security audits, data encryption, and employee training on data protection practices.
- ✓ **Compliance:** We adhere to all applicable Egyptian and international data privacy regulations. While the General Data Protection Regulation (GDPR) is not currently directly applicable in Egypt, we maintain a strong data protection framework aligned with its principles.



The digital inclusion: Making digital services accessible to all

We, at Orange Egypt, believe that digital technology is a powerful tool for social and economic empowerment, and we strive to ensure no one is left behind.

Setting the base for inclusion:

Network expansion and affordability:

At the core of inclusion lies access to our mobile and internet networks. We are continuously expanding our network coverage and improving internet speeds across Egypt. Additionally, we offer various affordable data packages to ensure our services are accessible to a wider population.

Inclusive equipment and services:

We have a longstanding commitment to providing inclusive services and equipment for our customers in Egypt.

This involves:

- ✔ Offering a range of affordable smartphones to cater to diverse budgets.
- ✔ Implementing mechanisms for customers to acquire smartphones through installment plans or other financing options.
- ✔ Developing social offers specifically designed for low-income families, making essential communication services more accessible.
- ✔ Developing adequate digital products catering to diverse customer needs.



Leveraging our strengths:

Enabling educational medium:

Supporting students with free data lines and discounted data services enabling the official student tablet program in collaboration with the Ministry of Education.

Accessible digital tools:

We strive to design and develop our products and services with accessibility in mind. This ensures that people with disabilities can utilise our offerings seamlessly. Universal design principles are becoming an essential part of our solution development, aiming to deliver natively accessible products and services to all customers.



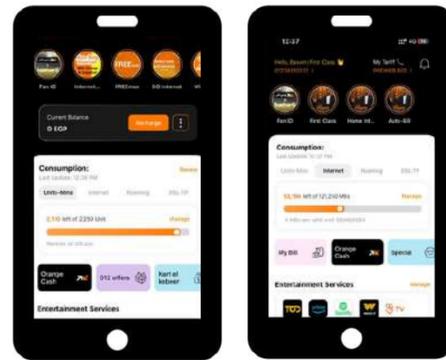
Orange becoming more digitally inclusive for our customers

Growing our self-service channels to embrace “all”



My Orange

Digitalisation has resulted in a 50% increase in the number of people using the My Orange app. Users can seamlessly manage their mobile and financial services, access content, monitor their consumption, and manage their options and devices.



Digital seal and digital signature

The Digital Seal is the digital electronic form of a company’s rubber stamp. It enables enterprises to electronically secure transactions and documents guaranteeing authenticity and security. Any company that deals with the taxation authority and uses e-invoices will need a digital seal.

Digital signature is the digital legal form of an individual’s normal handwriting signature. It’s used in signing and authenticating all types of transactions, documents, requests, electronic correspondence and e-mail.

Securing data and completing a company's digital work, will now be feasible with the digital seal and digital signature service from Orange Egypt whether in banking transactions, customs, taxes, and/or other purposes. The service aims to support digital transformation and financial inclusion initiatives in Egypt. E-signature service is now available across Orange Egypt shops, in cooperation with Egypt Trust Company, the market leader for Digital Signature services.

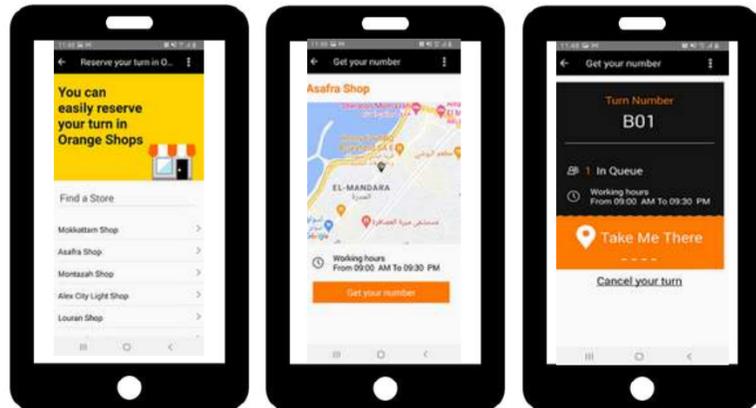
33

No. of active shops

17,818

No. of sales of digital seal & digital signature

Reserve your turn using My Orange



To ensure a smooth and rewarding customer experience, customers can now reserve their turn through My Orange facilitating the customer journey through the below steps:

1. Selection of the service needed at the shop.
2. Selection of the shop location (on map) with the ability to calculate the estimated arrival time at the shop.
3. Check the number of waiting customers in queue.

Orange Self Service Terminals (SST)

Orange Self Service Terminals (SST) across our shops spares its customers from having to wait in queues, covering several services (a) bill payment, (b) e-recharge, (c) e-voucher, (d) Orange DSL payment and (e) monthly buckets renewal. Orange SST is a real-time cash and credit card acceptance touchscreen that ensures the speed and privacy of payments.

100%
of Orange Egypt's flagship stores

650K
transactions completed on Orange SST



Chatbot



Furthermore, Orange Egypt has developed chatbots. These conversational AI robots answer customer queries around the clock.

Orange Egypt is among the first mobile operator to avail WhatsApp Chatbot, covering top use cases for the consumer segments across different technologies and streams (voice, data, DSL, Orange Cash).



Orange becoming more digitally inclusive for our customers

Orange Cash doubles up in 2023 to become the fastest growing mobile financial service in Egypt



Orange strives to ensure that everyone benefits from the digital revolution contributing to the country's efforts in transforming the society into a cashless community.

We have a longstanding commitment to be "here" for our customers, and that includes offering mobile financial services. More than 67% of the Egyptian population are unbanked customers which is where Orange Cash comes in.

Orange Cash is a digital financial service, powered by one of the most dominant banks in Egypt, the National Bank of Egypt (NBE).

It's an enabler that aims to transform the cash market to digital payments by receiving or sending money to any local wallet (mobile/banking) in addition to bill and telco payments, utilities, government payments, etc. with complete security.

Orange Cash service also provides great benefits such as recharging balance for others, paying electrical, water, gas and mobile bills, donations, and many other services.

It is also worth noting that Orange Egypt launched several competitive and generous promotional activities in 2023 to accommodate the economical circumstances.

Orange Egypt also has an agreement with Visa to provide a suite of advanced, unique, and exclusive digital payment solutions e.g. companion card.

Data as of 31 December 2023*

104.4m

Egyptian population

69%

unbanked population

* [FinTech Egypt New and Events, FinTech Egypt Releases the 3rd Edition of Egypt's Landscape Report 2023](#)

By the end of 2023, Orange Cash proved to be the fastest growing wallet across all fronts, acquisition, revenues, money circulation and transactions.

Digitalisation: a more inclusive digital education

Orange Egypt is actively engaged in driving digital transformation across the country. We develop strategic and extensive collaborations leveraging on established infrastructure and expertise to empower businesses and individuals, fostering a more inclusive digital ecosystem.

Orange Digital Schools

Bridging the knowledge gap

Orange Egypt is actively committed to bridging the digital divide in education through the innovative Orange Digital Schools initiative. Established in collaboration with local authorities, these schools aim to transform the learning experience for primary school students across Egypt, particularly in underserved areas.



Leveraging on tablets and IT

The core of the program lies in utilising tablets and information technology as effective learning tools. This technology-driven approach simplifies information delivery, making complex concepts more engaging and accessible for young students.

A sustainable model for educational equity

Orange Digital Schools represent a sustainable model for enhancing educational quality in underserved communities. By leveraging technology and partnerships, this innovative program provides students with access to engaging learning experiences, bridging the digital divide, and preparing them to thrive in the digital future of Egypt.

Empowering young minds through technology

Orange Egypt prides itself on over 49 Orange Digital Schools operating in Assuit, Sohag, Qena, Beni Suef, and Cairo. These schools provide access to high-quality education for more than 1,000 students annually.

Building digital skills

Beyond curriculum content, Orange Digital Schools introduces students to fundamental digital skills. This equips them with the necessary tools to navigate the digital world confidently and prepares them for success in the digital age.



Orange Digital Schools



Students annually

Orange Egypt and Fab Lab Egypt

Since 2015, Orange Egypt has been supporting young innovators by sponsoring a network of Fab Labs in six different governorates to be part of Fab Lab Egypt's network. These Fab Labs are located in Zagazig, Ismailia, Mansoura, Assuit, Aswan and Cairo.

One of the main Fab Lab objectives is raising the awareness and spreading the culture of making digital fabrications, through partnerships with different students clubs and organisations for their events such as universities, open days and TEDx , etc.

- Each Fab Lab provides the makers with
- access to the machines and tools,
 - technical support for the community,
 - diverse educational programs.

The network of Fab Lab Egypt exceeds 6,000 beneficiaries, hundreds of orientation sessions, workshops and activities covering topics such as 3D printing, digital fabrication, programming, arts & crafts, etc.



Beneficiaries



Fab Lab across governorates

Orange Digital Centre (ODC)

We also promote digital inclusion by providing user support and encouraging skills development, through the ODCs in Egypt.



ODC Egypt brings together several strategic programs into one place!

Coding School

A freely accessible and totally free-of-charge technological center that offers training and events for the community of young developers, whiz-kids and people with ideas for projects. It is particularly aimed at students, young graduates and young entrepreneurs.

Orange Fab

A startup accelerator with an aim to build national and international business partnerships with the Orange group and the international Orange Fab network. This program helps improve managerial capabilities and provides support for the commercial development of promising startups, and it is mainly aimed at entrepreneurs.

Orange FabLab

A digital production workshop for creating and prototyping with digital equipment, such as 3D printers, milling machines and laser cutters. It brings together both young people who are unemployed and have no qualifications as well as students, young graduates and young entrepreneurs.

6000+

Beneficiaries trained by ODC

40+

Startups accelerated with the support of ODC

Startups Demo Day

A six-month acceleration program specifically designed for FinTech and e-commerce startups.

The beneficiaries presented their startups before a committee of investors and governmental officials for possible future collaborations.

The demo day was hosted pioneering the startup arena at the Sultan Hussein Palace.



Techie Kit v1.0 Hackathon

Techie Kit was designed specifically for distant governorates in collaboration with **Creativa**. Creativa is a national initiative launched by the Ministry of Communication and Information Technology (MCIT) with the aim of promoting the new technology support standard for youth in Egypt. The initiative empowers youth by linking technology skills with the required demand driver ranging from the future job market, freelancing/ remote job market and the entrepreneurial activities.

Focus	Software Engineering
Duration	2 weeks
Governorates	8
Participants	800



Techie Kit v2.0 Training FabLab and Coding School

Focus	Software and digital manufacturing programs
Duration	2 weeks per governorate
Governorates	9



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Community and People

Our Community and People

Building a thriving workforce

Upskilling

Active engagement with our community

Impactful partnerships

Preserving and promoting culture

Equity, and inclusion

Awards and certificates

06 Planet



giving back to our community

includes workforce diversity, equity and inclusion, reflecting Orange Egypt's commitment to societal well-being. People-focused initiatives, including employee health and safety, training and development, are integral to our commitment and to our workforce and broader society.



Our community and people

Orange Egypt recognises that our success is intricately linked to the well-being of our employees, the communities we serve, and the broader Egyptian society.

This section of our ESG report focuses on the core principles that guide our commitment to "Community and People".



Community engagement and impact

We believe in partnering with local communities to create positive social and economic impact. This may involve supporting education initiatives, promoting environmental sustainability projects, and fostering local economic development.

Diversity, equity, and inclusion

We are committed to fostering a diverse and inclusive workplace that reflects the richness of Egyptian society. We strive to create an environment where everyone feels valued, respected, and empowered to reach their full potential.

Employee health and safety

The health and well-being of our employees are paramount. We implement comprehensive safety measures, promote healthy work practices, and invest in employee wellness programs.

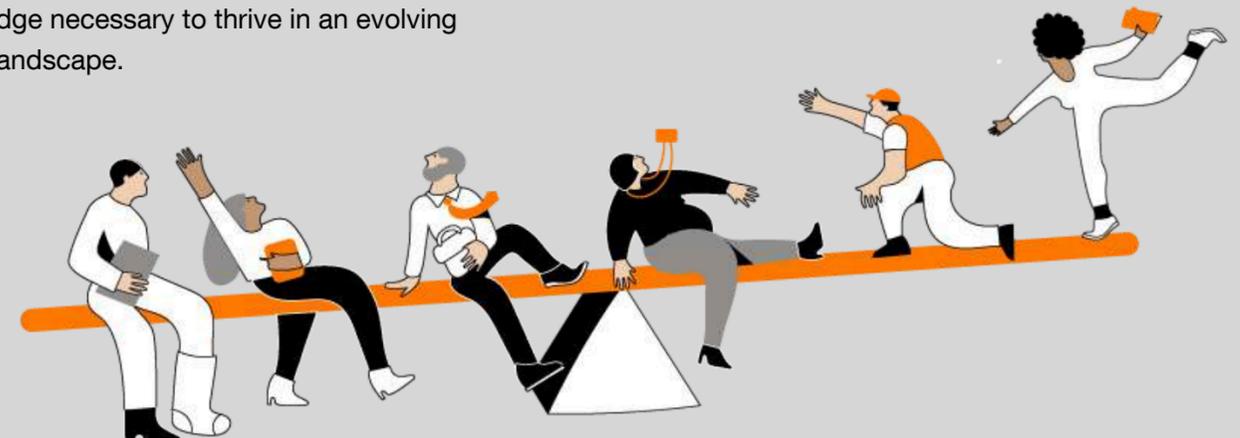
Employment and employee retention

We are committed to providing fair and competitive compensation, creating a positive work environment, and offering opportunities for career development. This fosters a culture of employee engagement and retention.

Training and development

We believe in investing in the continuous learning and development of our employees. We offer training programmes and resources to equip our workforce with the skills and knowledge necessary to thrive in an evolving digital landscape.

Investing in our communities and people is key to connecting and being present for everyone.

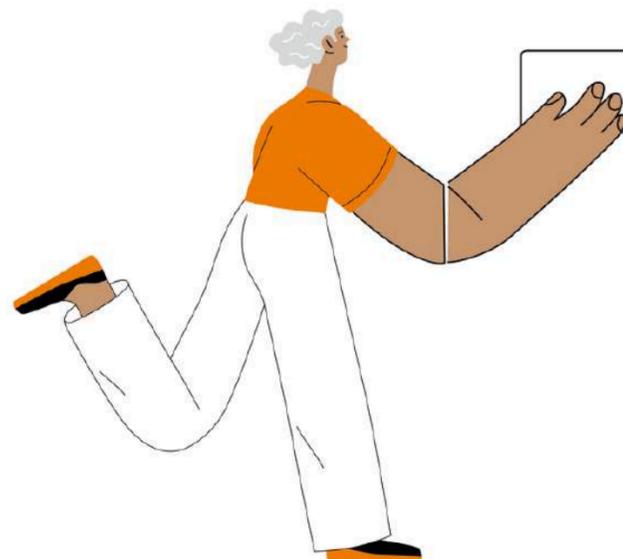


Building a thriving workforce

At Orange Egypt, we recognise that our employees are our most valuable asset. We are committed to fostering a work environment that attracts, retains, and develops top talent, in addition to safety awareness and well being.

We offer competitive compensation packages that include comprehensive benefits and retirement plans.

Most importantly, the well-being of our employees is paramount. We have implemented a robust Occupational Health & Safety (OH&S) Management System that encompasses all employees, activities, and workplaces, including third parties. This comprehensive system ensures a safe and healthy work environment.



Equal benefits for all:

We firmly believe that all employees deserve equal access to our benefits programs. Benefits are extended fairly and consistently across the entire Orange Egypt workforce.

Supporting Work-Life Balance:

We understand the importance of work-life balance for our employees. We offer progressive programmes that support this balance. This includes a generous parental leave policy.



fathers

2-day paternity leave

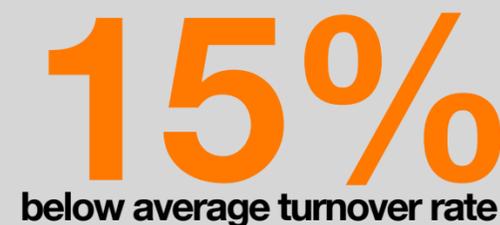


mothers

maternity leave

A healthy indicator reflected in our turnover rate

Our dedication to employee well-being is reflected in our low average turnover rate. This stability allows us to build strong teams and fosters a culture of knowledge sharing and collaboration.



Beyond employees:

We collaborate with other employees, such as:

- ✓ **Cleaning and maintenance companies:** We typically utilise service agreements with cleaning and maintenance companies to ensure our facilities and infrastructure are well-maintained.
- ✓ **Consultants:** We engage consultants on a project basis to access specialised expertise.

Accident prevention and response:

Our 2023 records confirm we have zero work-related injuries and zero ill-health cases confirming our commitment to safety as we constantly strive for continuous improvement.

We maintain a focus on accident prevention through risk assessments, regular inspections, and emergency preparedness measures. However, we also understand the importance of effective response. In the unfortunate event of an incident, we have established procedures for accident investigation and the implementation of corrective actions to prevent recurrence.

Investing in employee wellness:

Orange Egypt goes beyond simply managing workplace risks. Our dedicated medical team organises regular wellness sessions delivered by healthcare professionals.

In 2023 alone, 23 such sessions were held, addressing topics like breast cancer, chronic diseases, and dental health. This commitment to preventive healthcare contributes to a healthier and happier workforce.

Proactive hazard identification and mitigation:

- ✓ **Regular and special audits:** Our health and safety team conducts routine and non-routine audits to identify and address potential hazards.
- ✓ **Employee reporting:** We empower employees to report any work-related hazards through an online tool and by notifying dedicated health and safety officers.
- ✓ **Security involvement:** Our security personnel in each location are vigilant in identifying and reporting potential safety concerns.

Training for a culture of safety:

We believe that a culture of safety is essential for employee well-being. To achieve this, we provide comprehensive health and safety induction training to all employees.

Furthermore, we offer annual health and safety training programmes, covering critical areas like fire prevention, first aid, and public health awareness. Additionally, voluntary training opportunities are available for interested employees.

Active engagement and continuous improvement:

Our H&S Committee, comprised of employees at all levels from various departments, plays a vital role in promoting and monitoring health and safety compliance within the company. This committee meets quarterly to discuss concerns, suggest improvements, and make informed decisions regarding employee safety.

Upskilling: our people are our biggest asset

We are keen on investing in their continuous learning and development as it is fundamental to our success. We are dedicated to providing our employees with ample opportunities to enhance their skills and knowledge. In 2023 alone, we facilitated a remarkable average of 54,000 training hours for permanent employees. These comprehensive programmes encompass a variety of areas, including:

- ✓ **Functional training:** We equip employees with the technical skills and knowledge required to excel in their specific roles.
- ✓ **Soft skills development:** We emphasize the importance of soft skills like communication, leadership, and teamwork through dedicated training programs.
- ✓ **Induction programmes:** New employees are welcomed and integrated into the Orange Egypt family through comprehensive induction programmes that provide them with a strong foundation for success.



21 mEGP

investments in talent development

54K

total training hours

920

programmes completed in upskilling / re-skilling



Talent development: an ongoing process

We recognise that career development is an ongoing process. All permanent employees participate in a structured performance management cycle. This program includes regular performance reviews followed by the creation of personalised development plans (PDPs). These PDPs outline specific training opportunities and goals tailored to each employee's career aspirations, ensuring they have a clear roadmap for professional growth.

In keeping with our commitment to environmental and social responsibility, we offer a range of sustainability-focused training programmes.

These programmes, such as "CSR Visa," "Circular Economy," "Towards a Net-Zero Transition," and "The Great Climate System," to equip our people with the knowledge and skills to be sustainability champions within their roles and beyond.

Being an active player by engaging with our community

At Orange Egypt, we are committed to being a responsible corporate citizen who actively contributes to the well-being of the communities we serve and empower our people.

This section of our ESG report focuses on community engagement and impact, a significant pillar that demonstrates our intent to be here for our community, making a difference and creating lasting positive change.

Supporting breast cancer fighters

In collaboration with the Baheya Foundation, a leading institution dedicated to cancer care, we are empowering breast cancer survivors by providing them with economic opportunities. This initiative involves:

- ✓ Donating 15 sewing machines to Baheya.
- ✓ Offering specialised technical sewing training to over 400 breast cancer fighters throughout the year.
- ✓ Facilitating the sale of their handcrafted products through the Baheya foundation.

This program not only provides financial support but also fosters a sense of community and purpose for survivors. Furthermore, during Breast Cancer Awareness Month, we actively raised awareness through various initiatives:

- ✓ Lighting up our headquarters and shops in pink.
- ✓ Hosting a bazaar for Baheya survivors to showcase and sell their products within Orange premises.
- ✓ Organising medical sessions for employees on breast cancer self-examination and awareness.



The well-being of our communities is paramount, demonstrated by our support for healthcare institutions and initiatives that improve the lives of Egyptians.

Supported Al-Nas Hospital in several ways:

Funding a series of heart surgeries for children.

Contributing a dedicated fund for acquiring new hospital equipment.

Raising awareness about donation opportunities for the hospital during the "Run for Your Heart" marathon.

Organising a heartwarming visit by our employees to the hospital, bringing gifts and toys to the children.

Weqaya initiative

Orange Egypt recognises that positive societal change requires a collaborative approach. We actively forge partnerships with official entities to leverage our combined expertise and resources for maximum impact. Through strategic collaborations, we strive to create a more prosperous and equitable future for all Egyptians.



Building on its dedication to healthcare initiatives, Orange Egypt proudly continued its partnership with the Weqaya program for a second year. This initiative, launched in collaboration with the Egyptian Ministry of Health and Dr. Sharif Omar Foundation, tackles a critical issue: reducing wait times for government-provided breast cancer surgeries.

Orange Egypt emerged as a frontrunner for Weqaya, demonstrating its commitment to the well-being of the Egyptian community. By taking the lead and securing funding, Orange Egypt paved the way for other corporations to join the cause. This collaborative effort has the potential to significantly improve access to vital healthcare services for countless women in Egypt.

Through impactful partnerships and collaborations

Magdi Yacoub Heart Foundation:

In line with our 25th-anniversary celebrations, our ESR volunteers visited the foundation's new site. This state-of-the-art facility represents a model for healthcare delivery and innovation.

During the visit, the volunteers offered a donation to the hospital, and received a tour of the construction site, highlighting the dedication and progress towards a brighter future for cardiac care.



Digital Women Centers

Orange Egypt, in a powerful collaboration with the Assuit Childhood and Development Association, has demonstrably empowered women in Upper Egypt. The joint initiative established 16 digital women centres across six governorates (Cairo, Sohag, Qena, Assuit, Aswan, and Luxor).

These centres focused on equipping women with the tools and skills they need to succeed in the digital age. Orange Egypt provided tablets to all participants, facilitating their training in information technology and the ability to implement small business projects. The program's success speaks for itself, nearly 15% (over 1,053 women) launched their own businesses.

Helped over **7,590** women hone their skills

15% launched their own businesses

Learn to Earn initiative

In partnership with RoboGarden, CIT, MCIT, and Haya Karima, Orange Egypt introduced a new program "Learn to Earn" through a pilot phase that started off with 200 graduates to be scaled up to include more graduates later. The initiative aimed to equip non-technical graduates with the necessary skills to succeed in the vast freelancing market, offering a range of benefits, including:

- ✓ An official web development certificate from the University of Calgary.
- ✓ Access to the RoboGarden Self-Paced platform.
- ✓ Canadian instructors.
- ✓ Career sessions with experts.
- ✓ Full support to secure their first freelance gigs.

Scan for more info



Bab Rizk: a development campaign empowering change

Orange Egypt's commitment to community engagement extends beyond traditional Ramadan advertisements. Our "Bab Rizk" ("The Gate of Provision") campaign serves as a powerful example of this dedication.

Unlike conventional Ramadan ads, Bab Rizk is a unique development campaign. It focuses on the message that "as long as you strive, the world will always be on your side." This message empowers Egyptians to take charge of their lives and create positive change.

**Concrete
Actions,
Lasting Impact!**



1. Partnering for livelihood support:

Orange collaborated with Al Orman to provide fully equipped kiosks in various governorates across Egypt. These kiosks, stocked with merchandise and equipped with fridges and shelves, allow families to start their own businesses, promoting self-sufficiency and economic empowerment.

2. Ensuring food security:

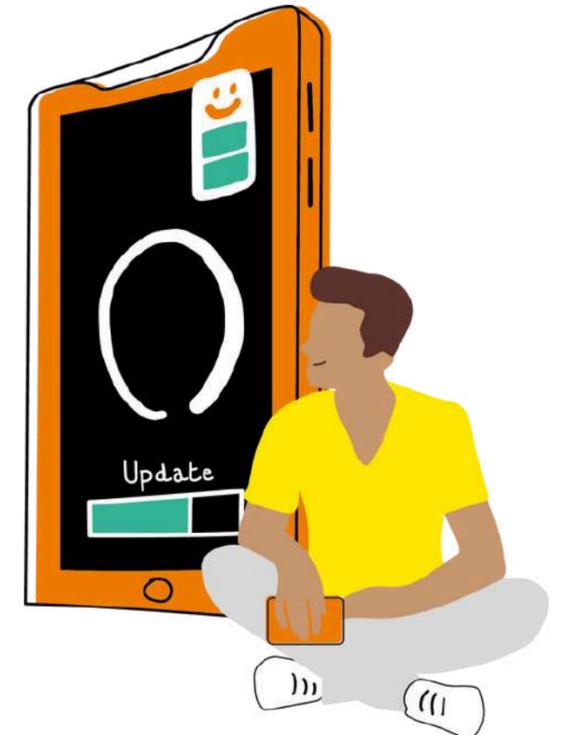
Continuing a longstanding tradition, Orange Egypt partnered with the Food Bank to distribute essential Ramadan food boxes to families in rural areas. These boxes, packed with the help of Orange employees, ensure families have access to nutritious meals throughout the holy month.

3. Strengthening community bonds:

Orange partnered with the Misr El Kheir foundation to provide daily Iftar meals (the breaking of the Ramadan fast) in 30 villages across Egypt. This initiative, reaching 30,000 individuals over 30 days, fostered community spirit and ensured access to healthy food while maintaining beneficiary privacy.

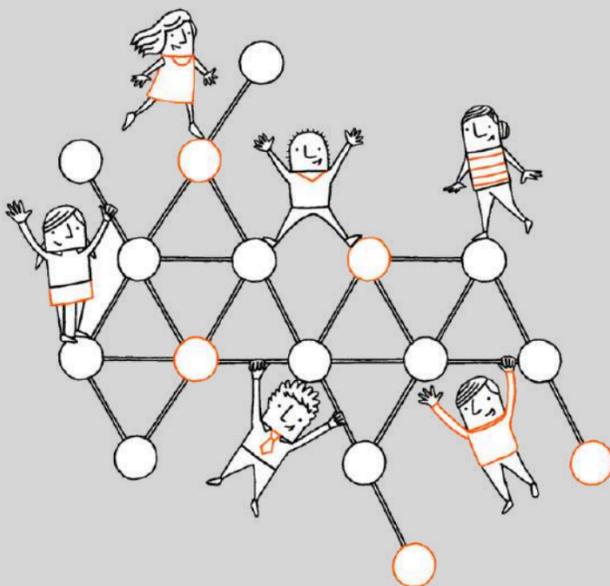
4. Expanding job opportunities:

Recognising the importance of employment opportunities, Orange collaborated with Shaghalni, a platform connecting job seekers with employers across various fields and governorates. This partnership facilitates job placement within Orange shops, empowering individuals and contributing to economic growth.



Investing in future leaders: Empowering university students

Orange Egypt recognises the potential of young people to drive positive change. We are dedicated to fostering the talents and ambitions of passionate university students through our longstanding support of the Enactus Competition.



Enactus: a platform for social innovation

For 17 consecutive years, Orange Egypt has proudly partnered with Enactus, a global organisation that empowers student leaders to develop innovative projects addressing pressing social and environmental challenges.

National competition and global recognition

Empowering student innovation:

The annual national competition provides a platform for students from 33 universities across Egypt to showcase their creativity and social impact projects. This fosters a culture of social entrepreneurship and equips students with valuable skills.

Celebrating excellence:

The competition recognizes outstanding projects, with Kafr El Sheikh University consistently demonstrating remarkable achievements. In 2023, their project secured them first place at the national level and propelled them to represent Egypt at the Enactus World Cup competition.

Building a legacy of success:

Our continued support has significantly contributed to the Egyptian Enactus team's success. In 2023, Enactus Kafr El Sheikh University proudly brought home the Enactus World Cup for the fifth consecutive year, a remarkable achievement for Egyptian students and a testament to their dedication and innovation.

17 years
33 Universities across Egypt



Orange Social Venture Prize (OSVP): Fostering digitally sustainable innovations



Orange Egypt's commitment to community engagement extends beyond immediate social needs. We actively foster long-term positive impact by nurturing a culture of social entrepreneurship. The Orange Social Venture Prize (OSVP) is a cornerstone of this commitment.

Scan for more info



Scan for more info



Elsewedy University of Technology (SUT)

Scan for more info



Exclusively for our people

Upon the launch of Elsewedy University of Technology, Polytechnic of Egypt, a cutting-edge university taking higher education in Technology to new heights, Orange Egypt locked an exclusive value proposition for its people.

Upon enrolling their children to Elsewedy University of Technology, Polytechnic of Egypt, they would be granted a 20% discount and a 4-years locked fee on tuition until graduation, ensuring a worry-free experience about any annual increases, especially in light of the economic challenges faced in 2023.



Elsewedy Technical Academy (STA)

Scan for more info



Graduation of the Orange class of 2023

For three years, Orange Egypt collaborated with Elsewedy Technical Academy as part of its CSR efforts to provide scholarships to students enrolled in a certificate program at Elsewedy Technical Academy under the direction of the Ministry of Education and Technical Education. This program follows the dual education system, providing a three-year technical diploma for 40 students, where each student attends 80% of their studies in practical training inside a factory and 20% in theoretical studies inside schools. The diploma qualifies the graduate in the specialisation of IT systems and networks. December 2023, the graduation ceremony was held at Elsewedy Technical Academy premises, where the Orange Class was celebrated in the presence of the Minister of Education and Orange Egypt's Senior Manager of CSR.



Preserving and promoting culture: the Art D'Égypte exhibition

At Orange Egypt, we believe that a thriving society values not only progress but also its artistic heritage. Our unwavering support for the Art D'Égypte exhibition, spanning six consecutive years, reflects our commitment to fostering a vibrant cultural scene.

Art D'Égypte's mission aligns perfectly with our values. This annual exhibition takes place in a historic Egyptian location, showcasing the nation's rich artistic legacy.

By connecting the art of the past with the 21st century, Art D'Égypte fosters cultural appreciation and inspires future generations.

Connectivity for All

Recognising the importance of technology in enriching the art experience, Orange provides full Wi-Fi coverage throughout the exhibition. This allows visitors to access a dedicated mobile application developed by Orange Labs, offering deeper insights into the event's offerings and artworks.

Expanded Awareness

In addition to sponsoring the event, Orange leverages SMS campaigns to raise public awareness about Art D'Égypte. This ensures a wider audience can access and appreciate the cultural treasures showcased at the exhibition.



Maker Faire Cairo fostering innovation

Orange Egypt recognises the power of innovation to drive progress and create a brighter future. We actively support initiatives that empower individuals to explore their creative potential and develop innovative solutions. Our longstanding partnership with Maker Faire Cairo exemplifies this commitment.



Actively contributing to a reviving culture in Egypt and enhancing the art experience

Maker Faire Cairo is the largest and most significant event of its kind in Egypt. This annual gathering brings together makers, innovators, and artists to showcase their skills, share knowledge, and foster collaboration. It serves as a platform for science enthusiasts, creators, and lifelong learners to explore and experiment.

Championing innovation for seven years

For seven consecutive years, Orange Egypt has proudly sponsored Maker Faire Cairo, demonstrating our unwavering support for the maker movement. This year, our commitment extended beyond financial backing.

Empowering makers in Orange Digital Centre

- ✓ **Dedicated booth:** Orange Egypt showcased the success story of our ODC at a dedicated booth within Maker Faire Cairo. This provided an opportunity to introduce the various ODC sections, programs, and resources to the maker community.
- ✓ **Interactive workshops:** Attendees actively engaged in ODC workshops, gaining valuable skills and knowledge relevant to their creative pursuits. One such workshop focused on creating Orange Cash wallets, demonstrating the practical applications of digital tools.

Diversity, equity, and inclusion is strengthened by our engagement

We embrace equality and inclusion as core values. Our workforce is represented by 26% females. We actively promote equal opportunities for all employees to grow and succeed within the company.

Fostering women empowerment

At Orange Egypt we firmly believe in the power of women as agents of change. We actively support initiatives that empower women economically and socially, fostering a more inclusive and equitable society.

Women Championship 2023

This event, held under the auspices of the National Council of Women (NCW), served as a platform for our female employees (ESR volunteers) to network and learn from inspiring leaders on topics like women's mental health, gender diversity, and leadership.

The event also aimed to raise awareness on women empowerment and their vital role in shaping society. Sponsorship proceeds were directed towards projects supporting women in rural areas.



Orange community schools in Upper Egypt

Asserting the importance of education in empowering individuals and fostering a brighter future, we are dedicated to promoting equitable access to quality education, particularly in underserved communities.

Our collaboration with **Misr El Kheir Foundation** in Upper Egypt exemplifies this commitment.

Investing in revitalised learning environments

For three years, Orange Egypt has partnered with Misr El Kheir to renovate and maintain seven community schools across six Upper Egyptian governorates: Aswan, Luxor, Sohag, Assiut, Beni Suef, and Minya. This initiative goes beyond physical infrastructure improvements. We believe in creating stimulating learning environments conducive to academic success.

Empowering students, reducing burdens on families

Renovations and maintenance:

We contribute to enhancing the learning experience by financing interior and exterior renovations across these schools. This ensures safe, comfortable, and well-equipped learning spaces for students.

School supplies and uniforms:

Understanding the financial challenges faced by some families, Orange Egypt provides school uniforms and essential educational supplies to students. This initiative removes a significant barrier to education, allowing children to focus on learning without worrying about additional costs.

Affirming we are best in CSR and best L&D Hub for start-ups

Orange Egypt was awarded "Best CSR Telecom Company" and "Best L&D Hub for Start-ups" for 2023 by The Global Economics. This recognition showcases our strong commitment to our community with a positively significant impact on society.

The Global Economics Awards honours businesses that prioritise creating a strong work culture and contribute to their regional and global impact. It recognises exceptional market players and aims to motivate and inspire other enterprises. This program celebrates perseverance, credibility, and the success of businesses across various industries worldwide.

At Orange Egypt, we believe that businesses have a responsibility to contribute to the communities in which they operate. This award highlights our ongoing efforts to create a sustainable future through various initiatives that focus on education, environmental conservation, and community development.

Scan for more info



And re-certifying for Gender Equality and Diversity for the seventh time

Gender Equality European & International Standard (GEEIS) acknowledges our HR practices that promote gender and cultural diversity in talent acquisition and development.

Certifying our best practices

ISO 14001 Environmental Management System



Orange Egypt demonstrates its commitment to excellence across all aspects of its operations. In September 2001, we were the first telecommunications company in the Middle East to achieve ISO 14001 certification, signifying our adherence to best practices in environmental management. We actively promote environmental awareness within the community.

ISO 45001 Occupational Health & Safety

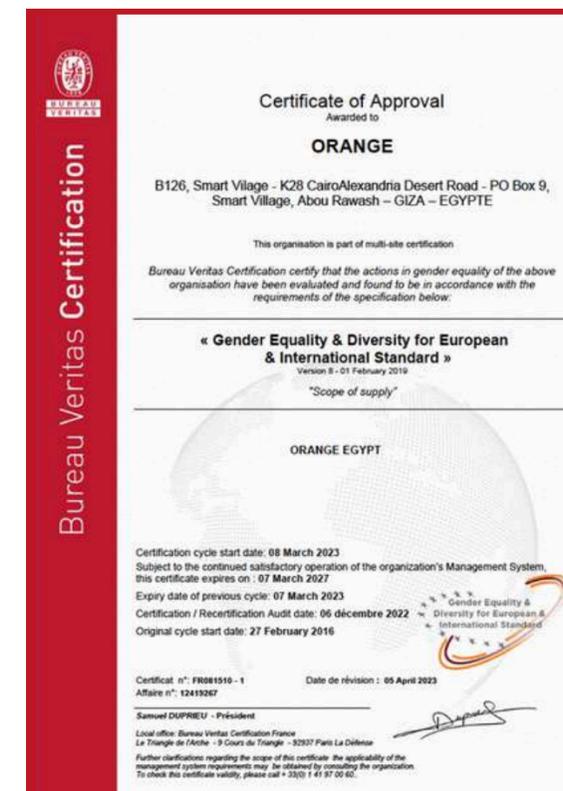


Orange Egypt prioritises the well-being of its employees and the environment by integrating health and safety considerations (ISO 45001) into every business decision and daily operation. This commitment goes beyond just workplace safety. We actively manage and reduce our consumption of non-renewable resources and strive to eliminate environmental pollutants. Our focus on environmental health and safety extends to waste management, ensuring responsible recycling practices to minimise our overall impact

ISO 50001 Energy Management Systems



Demonstrating continuous progress towards environmental responsibility, Orange Egypt implemented an ISO 50001- certified Energy Management System in 2022. This system prioritises ongoing reductions in energy consumption through innovative solutions and a focus on preventing unnecessary energy use at the source. This commitment factors in business objectives, employee well-being, and the impact on the local community, while fostering a culture of continuous improvement within the Energy Management System itself.



01 Introduction

02 Materiality

03 Responsible Business

04 Digital Inclusion

05 Community and People

06

Planet

Elevating sustainability

Our Green Committee

Net Zero Carbon by 2040

Effective energy management

Optimising energy use in our buildings

Water Optimisation & Fuel Optimisation

Refurbishment

Waste management and circular economy

E-waste and Green spaces

Our 1st Green shop

Our First Climate Campaign

The Group is targeting a

30%

reduction in its scope 1 and 2 CO₂ emissions between 2015 and 2025 in line with our net zero carbon ambition

Egypt's National Climate Change Strategy 2050 [NCCS 2050]

Egypt's National Climate Change Strategy 2050 was designed to consolidate all aspects of climate change in one document as a core reference that ensures the integration of climate change dimension into general planning of all sectors in the country. The strategy contains five key goals:

- ✔ Achieving sustainable economic growth and low-emission development in various sectors
- ✔ Enhancing adaptive capacity and resilience to climate change and alleviating the associated negative impacts
- ✔ Enhancing climate change action governance
- ✔ Enhancing climate financing infrastructure
- ✔ Enhancing scientific research, technology transfer, knowledge management and awareness to combat climate change

Orange strategy Lead the Future

Lead the Future [LTF] has put in place a new enterprise model guided by an ambitious policy of social and environmental responsibility. With global warming representing a major concern for us all, LTF is pushing ahead with its program to cut its CO2 emissions, targeting a reduction of over 30% in scopes 1 and 2 in 2025 (vs. 2015 base) plus additional commitment to reduce by 45% its emissions across scopes 1, 2 and 3 by 2030 (vs. 2020 base). To achieve that, we're committed to:

- ✔ digital equality
- ✔ build a society based on trust
- ✔ responsible business

Our climate ambition is reflected through a vigorous action plan in line with NCCS2050 and Lead the Future

- ✔ **Deploying green energy projects**
Orange Egypt actively pursues the integration of renewables into its operations. This may involve exploring on-site renewable energy generation, entering into power purchase agreements and identifying opportunities to reduce our overall energy consumption.
- ✔ **Adopting circular economy practices**
We are committed to minimising waste generation and promoting resource efficiency. Orange Egypt is continuously striving to adopt circular economy practices across the organisation. This strategy encompasses initiatives like responsible product design, extended product lifespans, and efficient waste management practices.
- ✔ **Raising awareness**
Effective environmental change requires collective action. The Climate Department is dedicated to raising awareness about environmental issues and fostering a culture of sustainability within Orange Egypt. This includes educational programmes for employees, engagement campaigns aimed at customers and stakeholders, and partnerships that promote environmental responsibility across the broader community.
- ✔ **Establishing governance including the creation of the Green Committee**
We have a robust reporting system in place that provides stakeholders with a clear picture of our environmental performance and progress towards sustainability goals.
 - Monthly energy consumption reporting
 - Quarterly Green Dashboard
 - Quarterly Enablon reporting
 - Annual Taxonomy & CSRD reporting



Our Green Committee advocates sustainability

January 2023, Orange Egypt established the Green Committee, a dedicated team composed of experts from all business functions across the company. It convenes monthly to focus on critical areas that contribute to our green goals.

Green Committee mandates

- ✔ Establishing initiatives and ensuring their execution to achieve our targets.
- ✔ Knowledge sharing for collective impact.
- ✔ Tracking progress and optimizing initiatives



Tania Asmar
 Chief of Staff, Climate, Transformation & Governance Officer
“ I am delighted to be leading the Green Committee and I am particularly keen to raise awareness on the subject of sustainability to our people and the public believing this to be the best way for impact. ”

Ehab Samir
 Senior Manager, Climate Strategy & Sustainability Programs
“ In collaborative effort across all business units, we are driving the measurement and strategic planning to reduce carbon emissions across all three scopes, ensuring we meet our targets and ultimately contribute to the efforts against global warming. ”



Ihab Anwar
 Sr. Supervisor, Environmental Awareness
“ We’re serious about helping ourselves and consumers to reduce their waste footprint everyday, providing constructive information and spreading ways of being sustainable by extending the product lifetime as much as possible. ”




Mariam G. Nagib
 Senior Manager, Transversal Management
“ In one way or the other, we all have a role in combating global warming. So, if we intend to be a part of the solution, it’s crucial to develop our understanding on the subject. It’s not too late to step in and contribute to a sustainable ecosystem for the benefit of our children. ”

Mahmoud Abdelhamid
 Manager, Employee Experience, Engagement and Culture
“ Our role is to engage with our people to spread awareness on climate action. Supported by our Employee Social Responsibility initiatives, people get hands on exposure to the need for immediate action towards inclusion, equity and sustainability for the benefit of all. ”



Amira El Tohamy
 Senior Manager, Public Relations
“ As the last generation with the power to impact our planet's fate, we embrace our responsibility to take bold steps today for a better sustainable world tomorrow. ”



Shady Hanafy
 Director of Facilities Maintenance & Operations
“ I strongly believe we all have a part in maximising assets through innovative, efficient, and sustainable facility management, whether corporate or personal, ensuring seamless and reliable operations in line with the rapid growth in telco and techno. ”



Heba Ismail
 Director, Procurement & Supply Chain
“ By integrating sustainability principles into every stage of our procurement and supply chain process we will minimise negative environmental and social impacts while maximising positive contributions to our community and ecosystem ”



Dr. Moustafa Hegazi
 Director, ITN Innovation and Strategy
“ It is our duty to promote a sustainable culture to everyone, inside Orange Egypt and beyond. As part of our commitment, we ensure that the environmental aspects are elemental in our decision making as well as our day to day activities. ”




Abdel Hamid Youssef
 Head of Regulatory Affairs
“ Innovations tend to draw attention for changes in public policies. Hence, the need to work consistently with regulatory and policy makers to test some of these innovations and should they prove promising, work to materialise them! Having said so, it’s worth acknowledging that every single contribution is a step forward and is a source of hope for generations to come! ”



Abdel Rahman Mohamed
 Sr. Manager, Save & Retention and MNP
“ Behind our vision (Nazra) and promises today; stands our passion to create a better tomorrow through sustainable actions and consistent progress. ”



Mohamed Mohamadi
 Head of Devices
“ Embracing sustainability in the consumer electronics and devices industry is both an environmental duty and a market requirement. With growing consumer demand for eco-friendly products, manufacturers must adopt green technologies to lower carbon emissions and set a precedent for a more sustainable future. ”



Laila El Nofely
 Senior Manager, Corporate Social Responsibility
“ By partnering with civil society and organizations we can spread the awareness and ultimately achieve our sustainability goals. ”



Mohamed Azmy
 Director, Corporate Smart Cities & TP
“ Our ambition for Orange Egypt is motivated by sustainably conscious minds and actions. As we’re intent on exercising this attitude, we’re also keen on extending it to our partners in the real estate sector. This is reflected in our offerings, where we implement I4.0 solutions guided by I5.0 principles. Moreover, we are constantly exploring potential horizons of super-smart communities by drawing insights from Society 5.0 initiative. ”

Set on achieving net zero carbon by 2040

At Orange Egypt, we recognise the importance of environmental stewardship. We are committed to reducing our environmental footprint and contributing to a more sustainable future. This section details our approach to carbon emission reduction, a key material topic within the "Planet" pillar.

Scopes 1 and 2 targets

Scope 1 & 2 Emissions: For the year 2023, our total direct greenhouse gas (GHG) emissions (Scope 1) amounted to 36,145 tons of CO₂ equivalent. Our total indirect GHG emissions from purchased energy (Scope 2) were 89,570 tons of CO₂ equivalent.

We are committed to robust carbon emission reduction targets validated by the Science Based Targets initiative (SBTi). Our 2025 target aims for a 30% reduction in both scope 1 and scope 2 emissions compared to our 2015 baseline. This ambitious goal reflects our dedication to mitigating our environmental impact and aligning our operations with a low-carbon future.

Scope 3 targets

Orange Egypt recognises that our environmental responsibility extends beyond our direct operations. We are committed to addressing the broader impact of our value chain by tackling Scope 3 emissions, which encompass indirect greenhouse gas emissions from our upstream and downstream activities.

We are committed to significant reductions in Scope 3 emissions. Our 2025 target, validated by the Science Based Targets initiative (SBTi), aims for a 14% decrease compared to our 2018 baseline. This ambitious goal reflects our dedication to minimizing our overall environmental footprint and fostering sustainability across our entire value chain.

Orange Egypt demonstrates its comprehensive approach to environmental sustainability by addressing Scope 3 emissions. Tackling scope 3 emissions is no easy feat, but it's a critical step towards true environmental responsibility. At Orange Egypt, we're committed to collaborating across our value chain to achieve significant reductions and build a more sustainable future.

By 2030, we aim for an even more ambitious reduction of 45% across all emission scopes compared to 2020. These measurable benchmarks ensure we stay on track towards achieving our ultimate goal of net-zero carbon emissions by 2040.



Year 2023

Scope 1 36,145 tCO₂eq
Total direct GHG emissions

Scope 2 89,570 tCO₂eq
Total indirect GHG emissions

Scope 3 118,677 tCO₂eq
Total indirect value chain emissions

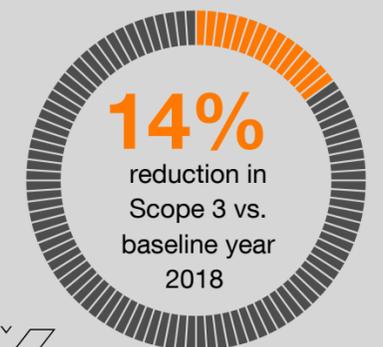
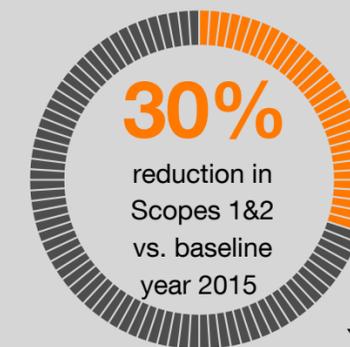
18%

CO₂ emissions reduction S1+S2 YoY (2023 vs 2022)



Year 2025

Target validated by SBTi



45%

Emission reduction by year 2030

ZERO

Net emissions by year 2040

Powering a sustainable future through our efficient energy management

We are actively implementing strategies to minimise our CO₂ equivalent (CO₂eq) emissions across all scopes. This includes optimising energy efficiency in our operations, transitioning to renewable energy sources, and embracing circular economy principles.

At Orange Egypt, we recognise the importance of managing our energy consumption responsibly. We are taking concrete steps to reduce our environmental impact. We are committed to continuous improvement in this area, striving to minimise our reliance on fossil fuels and build a more sustainable future for generations to come.

Investing in renewable energy:

Our renewable energy portfolio has grown considerably demonstrating our commitment to a sustainable future.

48%



renewable energy generated and purchased

1,260 MWh



generated renewable energy

60,650 MWh

purchased renewable energy

Reducing reliance on fossil fuels:

Our consumption of non-renewable fuels for energy generation has significantly decreased.

52%



non-renewable energy purchased and consumed

286,400 MWh



total purchased electricity

2.15 m litres



fuel reduced in 2023 compared to 2022



Solar panels for network sites:

We have actively deployed solar panels at our network sites, further reducing our dependence on the national grid and minimising our carbon footprint.

Solarisation of headquarters and data centers:

Investing in solar power for our headquarters and data centers represents another significant step towards energy efficiency and environmental responsibility.

The Power Purchasing Agreement (PPA): collaboration for change

End of 2022, in the lead-up to COP27, Orange Egypt took a significant step forward by signing a cooperation protocol with the New and Renewable Energy Authority (NREA). This agreement laid the groundwork for our commitment to purchasing renewable energy and powering our networks and sites across the country with clean sources.

Following through on this commitment, a landmark PPA was signed in June 2023 between Orange Egypt, other telecommunications operators, and NREA. This agreement marks a significant milestone in our journey towards sustainable operations. The PPA ensures the purchase of clean, renewable energy for our network operations, aligning perfectly with our environmental strategy.

Three key benefits resulted from the agreement's focus on renewable energy purchase, including:

- ✓ Reduced carbon emissions
- ✓ Enhanced cost efficiency
- ✓ Leadership in sustainability

While our core operations are important, we understand that our environmental impact extends beyond them!



Optimising energy use in our buildings

We recognise the importance of operating our facilities in an energy-efficient manner.

Strategic optimisation for maximum impact:

We have implemented a multifaceted strategy to optimise electricity consumption across our buildings portfolio. This approach includes the following key elements:

- ✓ **Seating optimisation:** We have strategically reviewed and optimised seating arrangements within our offices. This ensures efficient space utilisation and minimises unnecessary energy consumption for lighting and air conditioning in unoccupied areas.
- ✓ **Teleworking initiatives:** By actively promoting teleworking opportunities, we have significantly reduced the number of employees commuting to physical offices. This not only enhances employee well-being but also translates to lower energy use in our buildings.
- ✓ **Dynamic building operations:** We employ dynamic building operation systems that adjust lighting, heating, and ventilation based on real-time occupancy and environmental conditions. This ensures occupant comfort while minimising unnecessary energy expenditure.

Measurable results:

These collective efforts have yielded significant results. Through our strategic optimisation initiatives, **we have achieved a reduction of 3,800 metric tons of CO₂ emissions, equivalent to 8,500 MWh of electricity savings.**

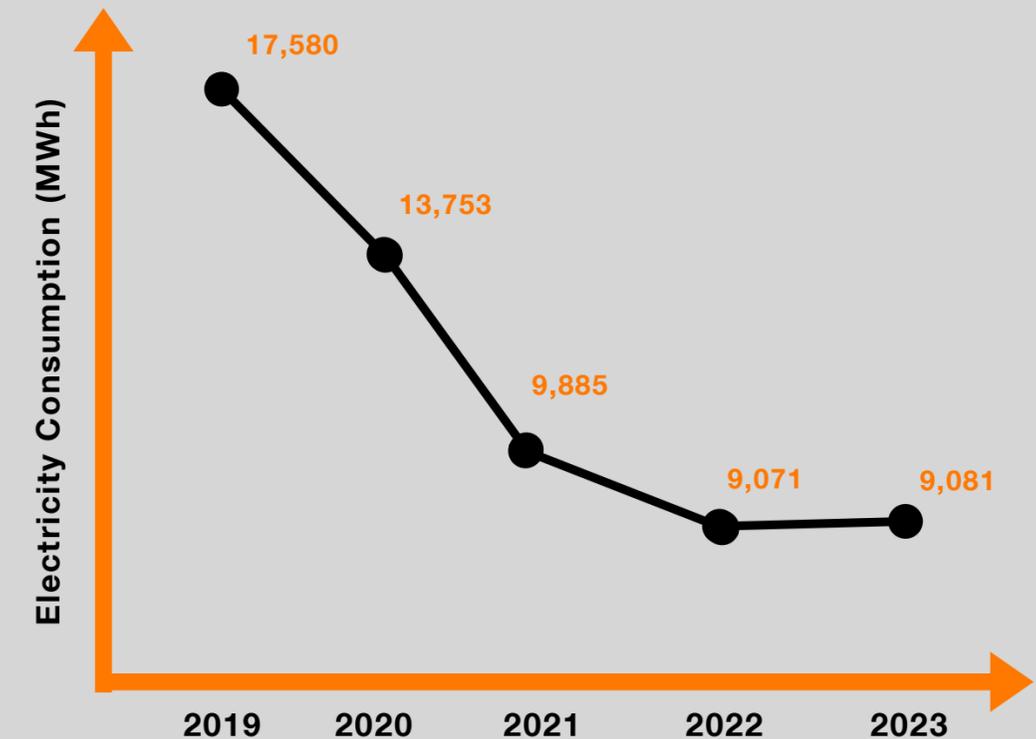
Furthermore, our total electricity consumption has decreased from 17,580 MWh in 2019 to 9,081 MWh in 2023, representing a remarkable 48.5% reduction.

48.5%

Total reduction in electricity consumption in our buildings

3,800

Tonnes of CO₂ emissions reduction



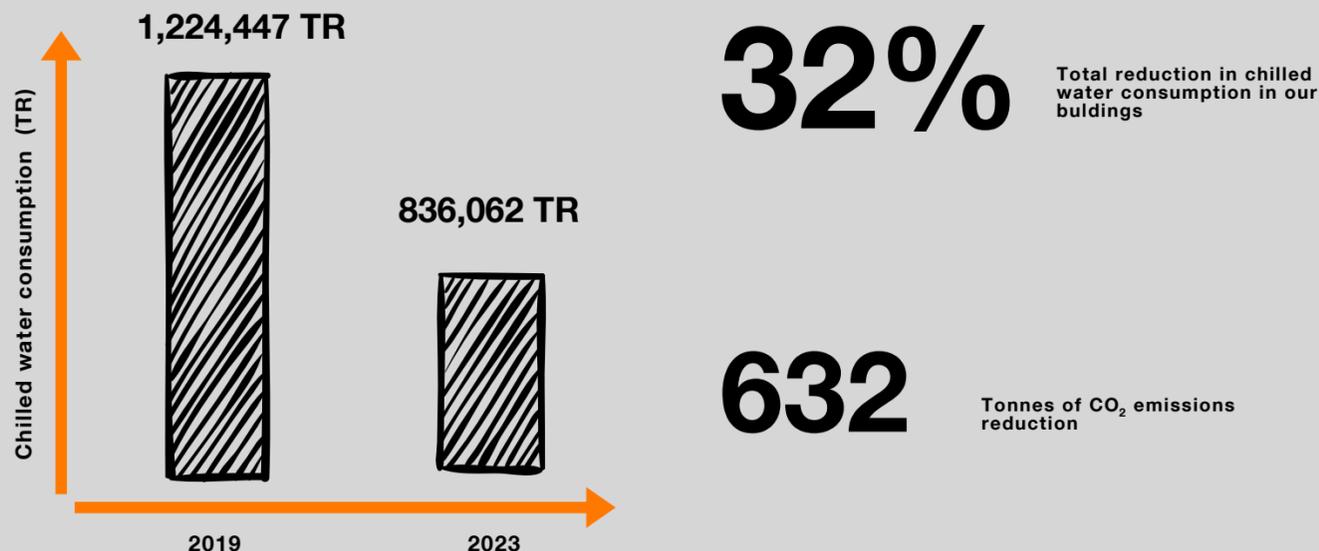
Water optimisation

In addition to optimising electricity consumption within our buildings, we are committed to maximising the efficiency of our chilled water systems, innovative strategies for sustainable cooling. Chilled water not only plays a vital role in maintaining comfortable working temperatures, but it also represents a significant energy consumption factor.

We have implemented the following strategies to optimise chilled water usage:

- ✓ **Teleworking impact:** As with electricity consumption, our teleworking initiatives have demonstrably reduced chilled water requirements. With fewer employees physically present in offices, the demand for air conditioning and chilled water circulation is significantly lowered.
- ✓ **Recycling inlet chilled water:** We have incorporated innovative technologies to recycle inlet chilled water. This approach leverages the cooling capacity of previously used water, minimising the need for fresh, energy-intensive chilled water production.

By optimising our chilled water systems, we have achieved a reduction of 632 metric tons of CO₂ emissions, equivalent to 388,385 TR (tons of refrigeration) of chilled water savings.



Fuel optimisation



Green Driver software tool

In 2023, Orange Egypt launched this software tool across almost 500 fleet vehicles to measure:

- ✓ **Overspeed**
- ✓ **Cornering**
- ✓ **Harsh breaks**

The tool releases penalty points for any internal violations of these three measurement criteria. Green Driver aims to enforce driving safely, and skillfully while developing awareness and consciousness of each one's contribution to carbon emissions. The driver is notified of the penalty points which keeps them on the alert. Ideally, drivers with the least points get monetary rewards such as acknowledgment and recognition.

This tool has had a great impact on fuel and energy efficiency, maintenance services, and car lifetime demonstrated by better monitoring of fleet operations at the company level on CO₂ emissions and a significant reduction in violations.

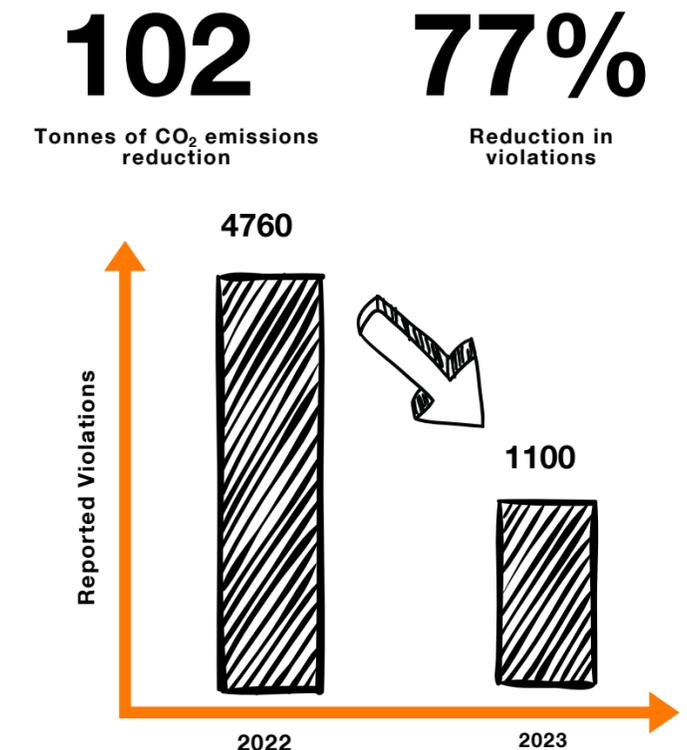
The beauty of this tool is that it educates drivers on fuel-efficient and responsible driving practices contributing significantly to reducing fuel consumption and CO₂ emissions.

Continuous improvement for a greener tomorrow

These combined strategies have yielded positive results. In 2023 alone, our fleet optimisation initiatives achieved a reduction of 102 metric tons of CO₂ emissions. These results motivate us to continue exploring new methods for minimizing our environmental impact.

Prepaid fuel cards

By transitioning from fuel allowances to prepaid fuel cards, we promote greater accountability and cost-consciousness among drivers. This incentivises fuel-efficient choices and minimizes unnecessary fuel usage.



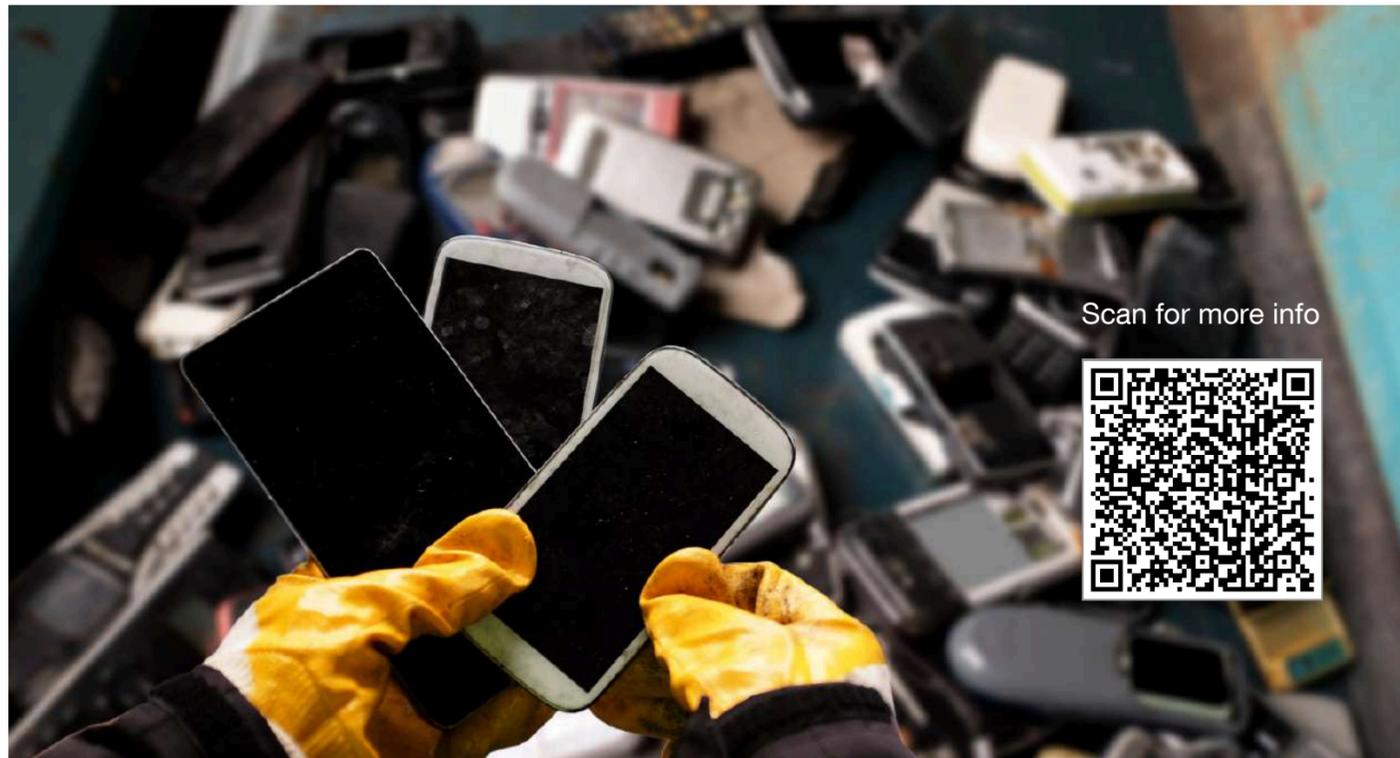
Refurbishment | a business model for extending product lifetime

Orange Sustainable and Circular Ambition for Recertification | OSCAR program

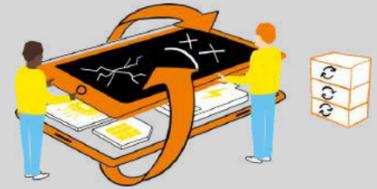
Orange Egypt is actively embracing the principles of a circular economy within our waste management strategy. A key initiative in this area is the OSCAR program, a transformative approach to network equipment management. OSCAR prioritises the purchase of refurbished hardware over brand new equipment whenever possible.

This initiative yields significant environmental and financial advantages. Network equipment is a major contributor to Scope 3 greenhouse gas emissions, and OSCAR directly addresses this challenge. Studies have shown that refurbished equipment benefits from 90% embodied carbon avoidance compared to new devices and is enhancing Orange’s overall raw material usage. Equipment typically priced at 50% discount compared to new options.

Additionally, Orange Egypt is fostering circular economy beyond its own operations. Collaborations with suppliers like Nokia aim to increase the availability of refurbished equipment, while partnerships with other telecom operators seek to establish industry-wide best practices for a more circular approach to network infrastructure.



Pioneering circularity: Switch to Circular Economy Value Chains (SWITCH2CE)



Further solidifying our commitment to a circular economy, Orange has joined forces with the United Nations Industrial Development Organization (UNIDO) in a groundbreaking initiative. This pilot project, co-funded by the European Union and the Government of Finland, tackles the challenge of e-waste head-on by transforming Egypt's mobile device and network equipment markets.

This multi-faceted approach addresses the entire lifecycle of electronic devices. Refurbished and recertified equipment re-enters the market, extending lifespans and reducing reliance on new device production. Meanwhile, residual e-waste is responsibly collected and recycled by project partners.

An extensive network of local and international partners, including Nokia, Cordon Group, Sofrecom Group, eTadweer, and many others, have joined in this transformation. The General Authority for the Suez Canal Economic Zone and respective government partners will play vital roles in creating an enabling environment for this pilot and the overall circular transition in Egypt’s electronics value chain.

This comprehensive program goes beyond simply establishing a secondary market for refurbished devices. It fosters a systemic shift towards circularity within the Egyptian ICT sector, as follows:



Reduce, reuse and recycle: three practices we value to protect our planet's resources

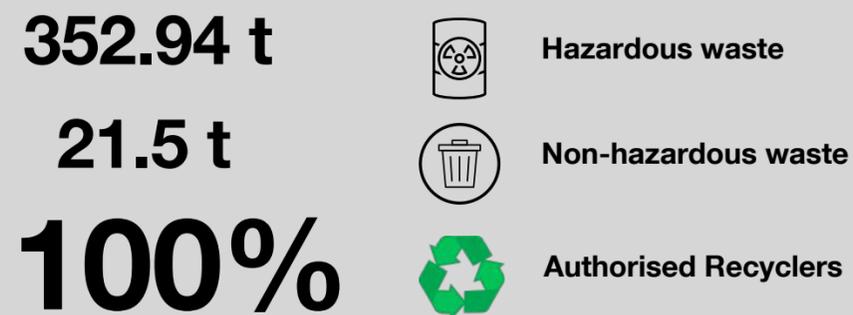
Our commitment extends beyond simply disposing of waste. We have implemented a comprehensive waste management strategy that prioritises the following principles:

- ✓ **Reduce:** We actively seek ways to reduce waste generation at the source. This may involve optimising processes, extending equipment lifespans, and exploring alternative materials.
- ✓ **Reuse:** Whenever possible, we prioritise reusing end-of-life (EoL) items within our operations, giving them a second life and reducing overall waste generation.
- ✓ **Recycle:** For waste that cannot be reused, we implement responsible recycling practices. We partner only with authorised recyclers who adhere to the highest environmental standards.



Waste segregation and management:

We segregate hazardous and non-hazardous waste streams to ensure proper treatment and disposal. In 2023, we responsibly managed a total of 352.94 tonnes of hazardous waste and 21.5 tonnes of non-hazardous waste.



Our closed-loop approach

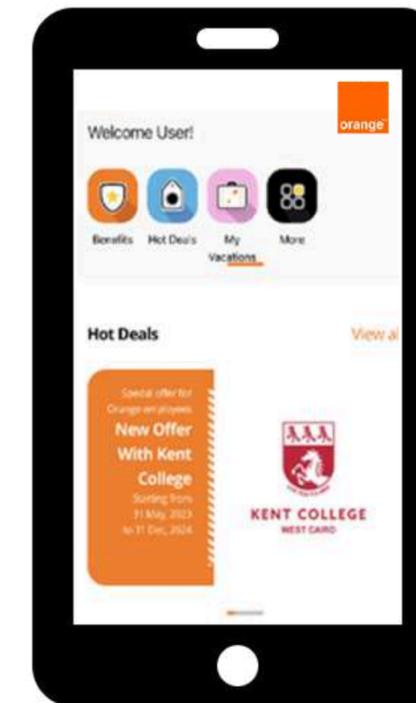
Our waste management process begins with receiving end-of-life (EoL) item write-off memos from our technology teams. We then explore reuse possibilities within our operations. If reuse is not feasible, we conduct transparent auctions to sell the waste exclusively to authorised recyclers on the Ministry of Environment list. This closed-loop approach ensures responsible waste disposal and minimises our environmental footprint.

Paperless: Towards Zero Waste Management

We are actively pursuing a "Towards Zero Waste Management" strategy, prioritising waste reduction at the source. Digitalisation plays a critical role in this approach.

We significantly reduce paper consumption, minimising paper waste generation by embracing digital solutions like

- ✓ MyHR personalized digital business cards and
- ✓ e-certificates for employee recognition.



Promoting responsible e-waste disposal

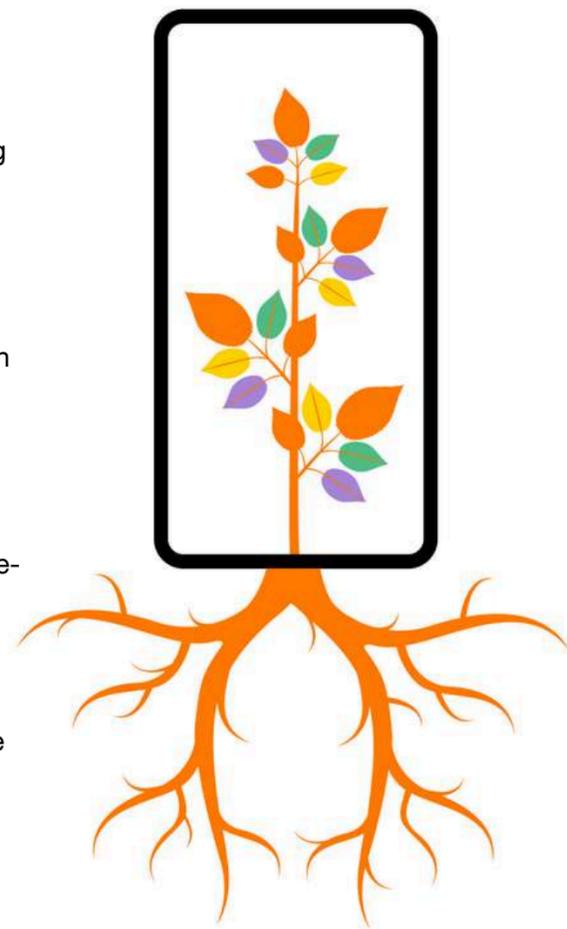
E-waste represents a specific challenge within the waste management landscape. Orange Egypt addresses this issue through comprehensive initiatives:

Internal and external campaigns:

We actively raise awareness about responsible e-waste disposal practices among both employees and the broader public. These campaigns educate individuals on the importance of proper e-waste management and encourage participation in responsible disposal solutions.

Transparent e-waste auctions:

We conduct transparent e-waste auctions, ensuring that e-waste generated from our operations is securely collected and recycled by authorised entities that adhere to the highest environmental standards.



Eco-designed products confirm our responsibility



Our commitment to the environment extends beyond our operations and waste management practices. We are working on designing products and services with sustainability in mind.

Eco-SIM Cards:



Orange Egypt offers eco-friendly SIM cards made from recycled materials. This initiative reduces our reliance on virgin plastic and contributes to a more circular economy.

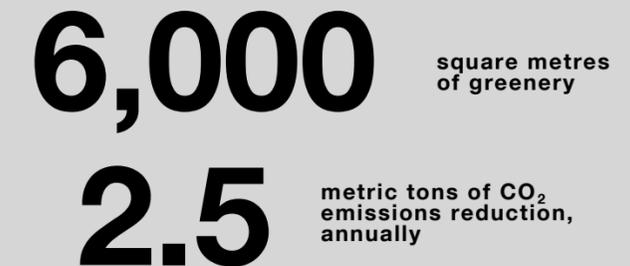
Reducing Plastic Waste:



We are actively working to minimise plastic waste across our sales channels. One key initiative involves replacing traditional plastic bags with biodegradable alternatives in our shops. This approach significantly reduces the environmental impact of our product packaging.

Cultivating green spaces for our people and CO₂ sequestration

Orange Egypt recognises the importance of integrating green spaces into our operations. At our headquarters in Smart Village (SV), we have taken a significant step towards environmental responsibility by upgrading and optimising the surrounding 6,000 square meters of greenery. This enhanced green space not only provides aesthetic benefits but also plays a crucial role in CO₂ sequestration.



These strategically planted trees and shrubs function as natural filters, absorbing carbon dioxide from the surrounding air and releasing oxygen sufficient for almost 6000 individuals. This translates to a reduction of 2.5 metric tons of CO₂ emissions annually.

As the leading company in Smart Village with such a substantial green space, Orange Egypt demonstrates its commitment to environmental stewardship and sets a positive example for the broader business community.



Orange Egypt Green Shop: the first in Middle East and Africa

The launch of Orange Egypt's Green Shop in Sharm el Sheikh, is one of our key innovations, that gained widespread media attention. This store stands out as one of the most eco-friendly workplaces ever, and serves as a model for future branches, as it provides efficient services to customers while respecting the environment and climate, and by embracing self-sufficiency in water, energy and waste disposal.

- ✓ Drinking a glass of water produced by a device that converts humidity in the air into pure water (via **UV filtration**) at a rate of 20 litres per day, enough for 125% of the store's customers. It also saves up to 1700 plastic bottles annually
- ✓ Breathing clean, impurity-free air thanks to the **green walls** that are watered and cared for inside the store by AI technologies that provide oxygen for 18 people for 24 hours (72,000 cubic metres of fresh air annually), reducing the temperature, humidity, and noise, and creating an optimal workplace for employees and customers.
- ✓ **AI Automatic Sorting Waste** container that sorts and separates waste into recyclable and non-recyclable parts while also absorbing strange odours caused by waste.
- ✓ **Sensors** are strategically placed throughout the store, including around doors, windows, and other entry points; to minimise energy use. The degree of cooling inside the store changes automatically based on the number of customers, the time of day or night, or the temperature outside. Furthermore, the humidity levels are automatically adjusted to a comfortable level.
- ✓ All of these systems are linked to a **cutting-edge intelligent quality monitoring system** that calculates and regulates the energy consumed during heating, ventilation, and air conditioning, as well as counting the number of people who have entered the store, monitoring carbon dioxide and oxygen levels, detecting viruses, and performing other tasks.



It is not a surprise that this iconic store, with all of its eco-friendly technologies and innovations, can **reduce emissions by 0.64 metric tons per year**, which will have a significant impact on our planet once replicated across all branches.

Scan for more info



Proudly kicked off our first Climate Campaign

In 2023, Orange Egypt kicked off its first Climate Campaign, filled with exciting activities, challenges and workshops, which successfully raised awareness of energy saving, climate change, plastic waste, recycling and upcycling. The Climate Campaign hosted several influencers/activists like Mostafa Magdy and Yara Yassin.

Social media influencer, Mostafa Magdy gave a workshop and podcast tackling the subject of the impact of our actions on the climate and how we can make a difference in protecting environment and support in establishing waste segregation and recycling.

Co-founder of Up-Fuse, Yara Yassin and her team delivered an engaging and innovative workshop on converting plastic waste to bags, purses, card holders, and setup a booth to set their colourful and trendy recycled products from product waste.

On top of this was the fun and engagement through several mini mic series with employees on the go on climate trivia and setting up a smoothie bike; a stationary bike that boosts the cyclists' pedaling energy to mechanically power a blender. Pure fruit juice would flow into the blender jug and after 30 seconds of pedaling cyclists earned their soft drink.

The Climate Campaign succeeded in engaging with more than a thousand employees!



Scan for more info



Appendices

1 Stakeholder Engagement



3 SASB Index



5 Limited Assurance Statement



2 UNGC Index



4 GRI Index





Orange Egypt
ESG Report
Year 2023



Innovating for resilience