

2023 CSR Report

Orange Sierra Leone

Corporate Social Responsibility Report



Table Of Contents

- 1 About the Report**
- 2 Message from the CEO**
- 3 On Governance and Ethics**
 - Governance Body
 - Executive Management
 - Ethical and Compliance Policy
- 4 Our Economic Contribution**
 - Financial and operational Figures
 - Our workplace
- 5 Our Social Footprints**
 - Contribution to Digital Economy
 - Youth Empowerment
 - Sustainable Education
- 6 On Culture and Sports**
- 7 Listening to our stakeholders**



About the Report

Our Corporate Social Responsibility (CSR) Report for 2023 reflects our commitment to transparency, engagement, and responsible business practices and ethical operations. It is an opportunity for us to share our impact on various aspects of sustainability.

We firmly believe that businesses have a broader responsibility to society, beyond profit-making. Our CSR efforts are guided by our mission to create a positive impact in areas like environmental sustainability, social responsibility, and economic development and to also build trust among stakeholders by showcasing accountability.

Throughout the report, you will find a comprehensive overview of our sustainability practices across different dimensions focusing on our economic contributions in 2023, the significant strides we have made in reducing our carbon footprint by implementing energy-efficient measures and our social footprints.

We remain committed to continuous improvement, seeking solutions to collaborate with our stakeholders to contribute towards the socio-economic development of Sierra Leone.

We would like to express our sincere gratitude to our employees, customers, partners, and communities for their unwavering support. Your collective effort and collaboration have been instrumental in achieving our CSR goals.

We firmly believe in the power of collaboration to drive positive change, together we can build a sustainable future.

Thank you.



CEO Message

Our ability to deliver on strong Corporate Social responsibility is deeply rooted in our mission to improve the daily lives of the people of Sierra Leone through responsible and wonderful digital experiences.

At Orange we believe our company play an important role to make our society a better place. As a business our successes should not only be measured by financial performance but also by the positive impact we create in society and the environment.

We have integrated social and environmental considerations into our business operations and have sought to align our actions with our values.

At the heart of our CSR strategy is sustainability. We understand the importance of preserving the planet and we are dedicated to minimizing our environmental footprint to build a more responsible digital world to be aligned with the Orange group strategy to be net zero carbon by 2040. This translates into considerable efforts to reduce our direct and indirect CO2 emissions, whether via energy efficiency, renewable energy, the circular economy, or carbon capture.

In this magazine you will find details of our economic and social contributions, the difference we are making in communities and actions we are taking to reinforce our corporate, social and environmental responsibility. Our commitment is to make meaningful difference by giving back in a profound and sustainable manner to change the lives.

We are deeply committed to continuously evolving our CSR approach and I thank all our stakeholders for your contributions towards building a sustainable future for all.



Sekou Amadou Bah
CEO, Orange Sierra Leone



1

On Governance and Ethics

The Governance Body of Orange Sierra Leone

sets the overall mission and strategy of the company, ensures that the company remain ethical and accountable to their stakeholders while providing the strategic direction and oversight necessary for long term success. The board of directors is regularly informed on the company's performance and financial cash flow.

As of December 31, 2023, the Board of Directors of Orange Sierra Leone is composed of the following 4 members:



Sekou Drame
Chairman of the Board



Aminata Ndiaye
Board Member



Nat-sy Missamou
Board Member



Bineta Dior Beye
Board Member

Our Executive Management Structure

The Executive Management Committee is made up of the Chief Executive Officer, and the operational and functional Directors of Orange Sierra Leone. The committee plays a crucial role to translate the company's strategic vision into action to ensure the company remains competitive and sustainable.

The executive committee of Orange Sierra Leone is composed of the following 18 members: (with a female representation of 35%):



Sekou Amadou Bah
Chief Executive Officer



David S. Mansaray
CEO Orange Money



Agnes M. Songa
HR Director



Cheikh Diongue Mbaye
GIA Director and
Acting P&L Director



Haffie Haffner
Chief Commercial Officer



Felix Z. Macauley
Chief Marketing Officer



Jestina Betts
Foundation Director



Sylvanus Redwood-Sawyer
Chief Technical officer



Rufina Adjivon-Tucker
Program Director



Aly Mbow
Chief Financial Officer



Mamadou Alpha Sowe
Chief Information Officer



Alpha Bundu
Customer Experience Director



Danetta Younge
General Secretary



Edward Sesasy
Wholesale & Roaming



Guy Roland
Transformation &
Strategy Director



Annie Wonnie Katta
Deputy Commercial
Director B2B



Bollor T. Sesay
Deputy Commercial
Director B2C



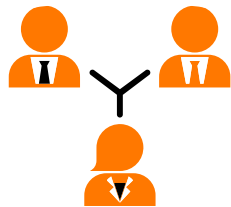
Gibrilla Kamara
Deputy Director
Networks – SMC &

Maintaining highest Ethical standards in all aspect of our business operations

Our ethics and compliance program is based on six pillars:



Tone at the Top:
Affirms management commitment to zero tolerance on corruption



Governance:
Ethics and Compliance committee in place to monitor our compliance



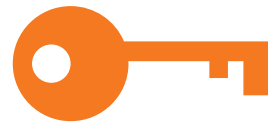
Risk analysis:
Identification and Assessment Risk, combined with mitigation plan



Policy & procedures:
In place to manage our operations



Awareness and training:
Raise awareness through trainings for employees



Control:
Internal Controls on our ethics and compliance program



“We are committed to conduct our business with the highest ethical standards and to maintain trust and confidence of our stakeholders.

Cheikh Diongue Mbaye
Chief Compliance Officer

11th Edition of Ethics and Compliance Day seminar hosted for external partners



We maintain a compliance programme aimed at guaranteeing mitigation, deterrence and detection of bribery and corruption in line with local and international laws against corruption. We encourage all our stakeholders to report any instances of suspicious fraud immediately.

Mechanism for reporting unethical conducts can be reported to:

OSL: slwhistleblowing@orange-sonatel.com

Sonatel: alerte.ethiqueet.compliance@orange-sonatel.com

Orange group: <https://orange.integrityline.org> or on short code: 505.

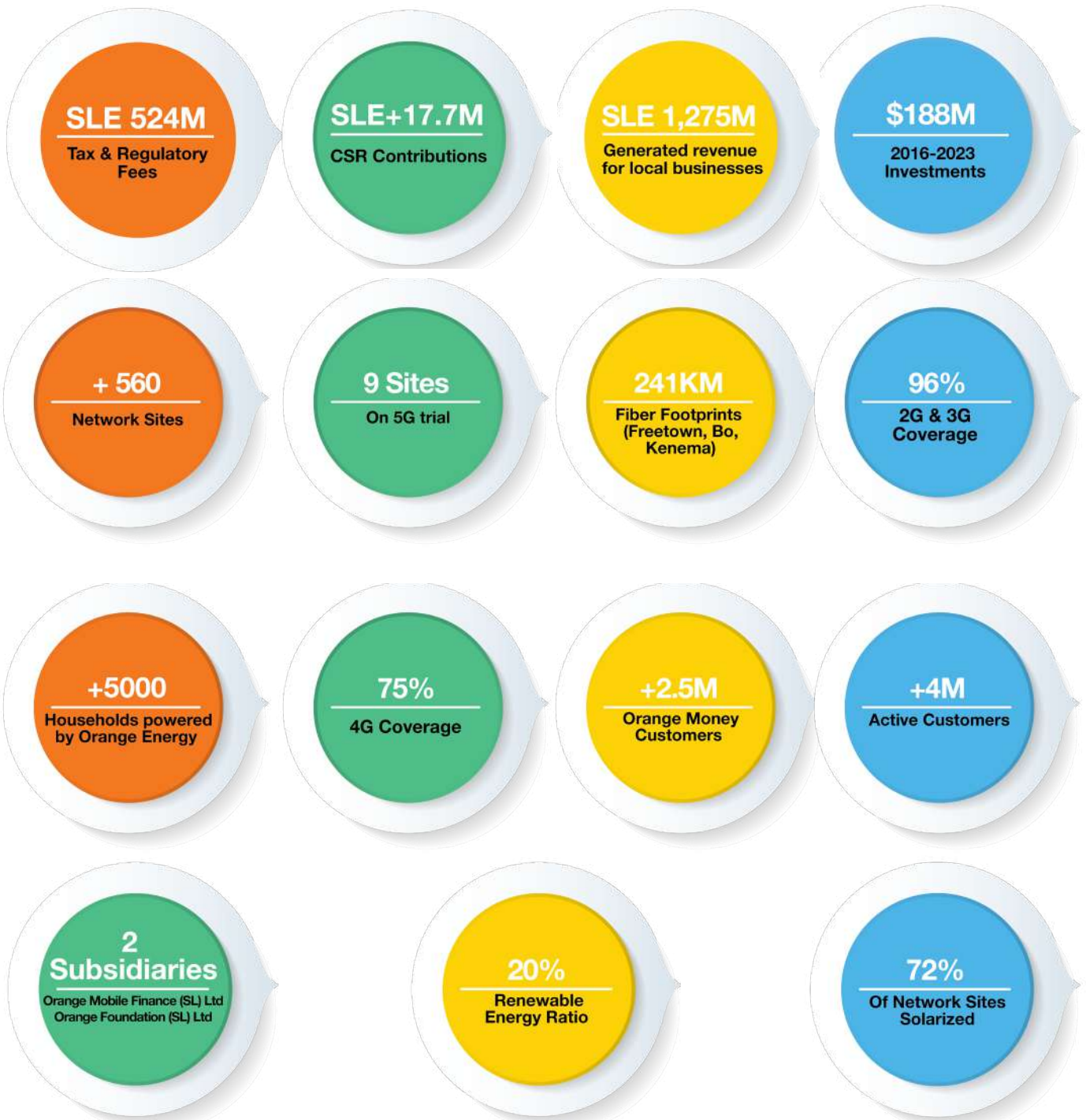


2

Our Economic Contribution



Operational and Financial Figures for 2023



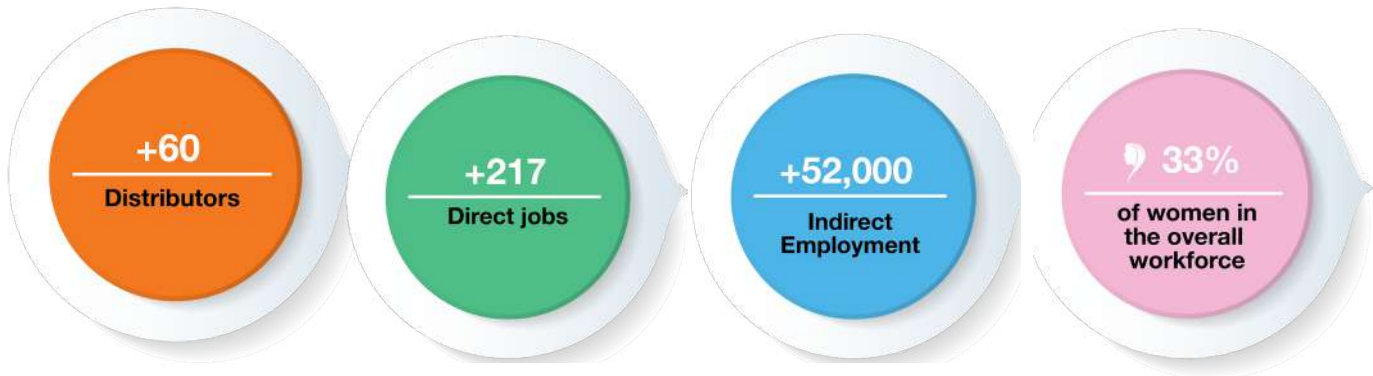
“ Our target is to achieve 100% +4G coverage at all of our sites by EOY 2024. ”

Sylvanus Redwood-Sawyers
Chief Technical Officer



Committed to fostering a workplace environment that prioritize wellbeing, inclusion and diversity of our employees

Job Creation:



Core Values:

Our Mission:

To improve the daily lives of the people in Sierra Leone through responsible and wonderful digital experiences

Our Ambition:

To be the undisputed, responsible and preferred market leader in Sierra Leone

At OSL, we strongly believe that our success lies in the well-being and satisfaction of our employees. Therefore we aim to foster a positive work environment and employee relations.

We are proud to be one of the leading top employers in Sierra Leone, creating more and more employability opportunities. Whilst promoting job employability, we also ensure gender equality is fully represented in our work force and today, 33% of our workforce is made up of female representation, taking the lead to set the baseline for an inclusive environment for gender balance.

We provide employees with resources and diverse trainings for skills development and growth.



Employee football team can be a great way to improve employee relations and it represents teamwork and camaraderie among employees.



Abdulai Daboh
Football team Captain



Orange SL Football Team



3

**Commitment to
Development goals**



Contributing To Sustainable Development Goals

Fulfilling the sustainable development goals will take an unprecedented effort by all sectors in society and as a business we aim to contribute to achieving these goals.

We are all in this together, at **Orange Sierra Leone** we believe we have a significant impact on 10 of them.



Supporting vulnerable communities with donation of food supplies to Fire disaster victims at Kroo Bay and Funkia Community. Launched Mi Farm Padi agricultural services to provide agricultural tips to local farmers to promote their products.



Donation of food supplies to: 20 community mosques during Holy month of Ramadan, to over 100 youth in the provinces and to Paul school for 50 blind children in Bo City.



Safeguarding maternal mortality project in which 296 pregnant women were screened. Renovated a health center to provide high-quality maternal and child health services. Breast cancer awareness and screening program which benefited over +5,000 people, with 840 abnormalities detected.



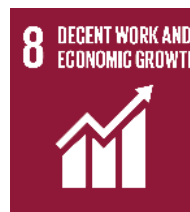
Orange Foundation has constructed 5 Early learning development centers schools within the last two years at the following districts: Kambia, Pujehun, Port Loko and Moyamba, and Tihun Bonthe District respectively. Renovation of the Beamay Preparatory school at Wilberforce Barracks, the school hosts about 280 pupils and has 7 classrooms.



33% of women in the overall workforce, three established Women digital centers in Freetown, Makeni and Kenema. The centers are dedicated to the social and professional integration of women with no qualifications, no employment and living in poverty. It aims to foster the women's independence and promote their digital inclusion through training. Hello Women program launched with Tekgal to raise awareness about the importance of tech careers and the role of women in these fields, training sessions conducted at 20 schools and 5 universities, mentoring provided for 60 secondary school students and 20 university school students.



Our Orange energy services has powered +5,000 households. Solar home kits sold at affordable price. 72% of our sites powered by mix of solar energy.



One of the top employers in Sierra Leone and a leading contributor to human capital development in Sierra Leone. Over 100 variety of training programs available to employees with internal policies and process that prioritize the well being of our employees. Top employer certification application launched in 2023.



Roll out of 5G Trial at 9 of our network sites in 2023, 75.3 4G coverage, 100% 4G coverage is planned in 2024 at all sites, +1,100 OM customers boosting financial inclusion, +560 network sites, 241km fiber footprints in Freetown, Bo and Freetown, +28 start ups supported.



Orange Money - Financial inclusion everywhere, for everyone, launch of OM microloan for low income earners with +1million users; 1 Orange digital Center; 3 Women digital centers promoting digital inclusion, employment and entrepreneurship, +1809 youths benefited from free trainings through our digital center with 421 job insertions, financial sponsor for the welfare of 50 Orphans under the care of SOS children's village.



3,000 trees planted in collaboration with Youth Alliance community group at the Mortomeh Mudslide site at Hill Station, migrated 72% of our sites to solar energy, 20% of our network sites is powered from renewable sources.



4

**On Environmental
Sustainability**



Taking Sustainable steps towards a green future...

As part of our commitment to environmental responsibility OSL planted 3,000 trees in May 2023 at the Mortomeh Mudslide site. The initiative is part of our environmental action plan to mitigate climate change.

20% of our business operation is powered from renewable sources. Our plan is to solarize all our shops and offices and datacenter. 72% of our sites are powered by solar energy.



Tree planting at Mortomeh Mudslide site

World Environment Day at Orange Sierra Leone

Key focus on raising awareness on eco-friendly practices and fostering a culture of sustainability for a green future by taking collective responsibility to save our environment. The key note speaker addressing employees was the former Minister of Environment.

Partnership with Commonwealth Games Association

OSL joined the Commonwealth Games Association in collaboration with the Ministry of Environment and Climate Change to clean Lumley Aberdeen Beach and symbolic tree planting along Lumley beach coastal line.



Prof. Foday Jaward
Former Minister of Environment

Orange Sierra Leone receives an Environmental Recognition

The CEO of Orange SL Sekou Amadou Bah on the 24th of November 2023, received the prestigious award for being an Environmental Champion CEO of the year at the 7th Annual Shout Climate Africa awards ceremony held at Radisson Blu Hotel.

Orange SL was also awarded the Carbon Zero Champion Mobile Company of the year for taking sustainable steps to reduce the impact of its operation on the environment.



Environmental Care Award



5

Our Social Footprints



Driving Human Capital Development through Digital Inclusion

Our Orange Digital Center (ODC) was formally inaugurated in February 2023. Our ODC has driven innovation and empowerment to improve young people's employability, encourage innovative entrepreneurship and promote the local digital ecosystem. Globally +5000 students trained since inception. 1809 Youths Trained in 2023 with 23% job insertion rate. The digital school provides three main strategic programs:

- A Coding school.
- A solidarity FabLab which is a digital manufacturing workshop.
- An Orange Fab start-up accelerator.



ODC Sierra Leone Inauguration

Developing digital skills through our digital school kits program

Every year Orange Foundation donates digital school kits to primary schools across the Country. The digital offline kits that include a laptop, a mini-server connected to 25 tablets, a video projector, a Bluetooth speaker, and numerous accessories. A total of 10 digital kits were donated to various schools in 2023.



Digital School Kits Donation

Empowering women through digital technology

The Orange Women digital center is an Orange group foundation led initiative launched 2022 in partnership with the National youth Commission to empower vulnerable women by providing them with free training in digital technology, confidence & morale boosting sessions and entrepreneurship. Over +1000 women have been officially trained and certified. We have established 3 Women Digital Centers in Freetown, Makeni and Kenema, 2 of which were inaugurated in 2023, providing training for 134 women aged between 18 and 45.

Promoting Careers for Women in Tech

In 2023 Orange Sierra Leone in partnership with STEM Women launched the TekGal project that identify and support women pursuing tech-related courses across the country by providing mentoring and sponsorship for young girls pursuing careers in Tech.



STEM Women Sensitization

Commitment to Health and Well-being

Orange Foundation embarks on Safeguarding Maternal Mortality in partnership with ICAP & Mama Pikin Foundation to contribute towards the Ministry of Health target to reduce maternal mortality rate in Sierra Leone. The project provides multi-screening facility to detect disease in pregnant women and children under the age of 5 years, giving access to free medical care for under privileged communities.



Kroobay Community Engagement

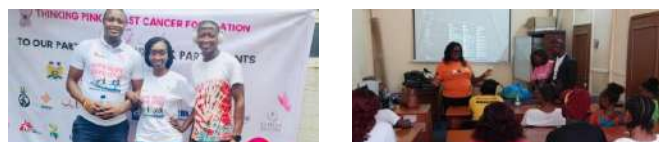
- Households (+10000, in Kroobay and regions community sensitized with tailored health care education
- Pregnant 296 women linked to Anti-natal clinics with safe delivery ,via the clinics
- 2000 Over community members screened for HIV, Blood sugar Malaria, Anaemia
- More 1327+ Women reached in Bombali, kenema and York.
- Public Health Units 9 Supported through the safe guarding maternal mortality project

Autism Awareness Day

Orange Foundation, in collaboration with The Autistic Society held awareness sessions to affirm and promote the full realization of all human rights and fundamental freedoms for autistic people on an equal basis with others.

Breast Cancer Awareness Month

Orange Foundation in partnership with Thinking Pink Breast Cancer Foundation undertakes a month sensitization on breast cancer and screening exercise in communities, offices and the regions.



Breast Cancer Awareness

+5000 Beneficiaries Screened

- 770 school pupils
- 1367 – Deprived communities
- 1174 - Corporations
- 1573 – Markets
- 147 – Marathon
- 74 – Health Fair

World Malaria Day

Orange Foundation celebrated World Malaria Day in collaboration with AutoHealth Group to raise sensitization and awareness on prevention and treatment of Malaria Disease.

USAID in Partnership With Orange Sierra Leone Launch

The health-Grid project to support the Ministry of Health and Sanitation (MoHS). The Health grid will install and support sustainable energy systems for twenty-six remote, off-grid healthcare facilities in Sierra Leone.

The energy systems will be based on solar/ photovoltaic (“PV”) electricity generation equipment, which will be sized to meet the needs of each of the twenty-six health facilities (ranging from 5KWH to 10KWH).

The remote health centers will receive a reliable supply of electricity, enabling healthcare workers to use critical equipment and access the internet and providing them and their patients with a reliable source of clean water.

Promoting Youth Empowerment and Entrepreneurship

The OSVP Competition started in 2019 with the ambition to give Sierra Leonean innovators and aspiring entrepreneurs the opportunity to acquire funding, mentorship, and expansion of their businesses. The competition also has a special women's category to boost projects that offers a technological solution to improve the living conditions of women.

In 2023, James Bangura emerged as the National Winner for his innovative project Sierra Electrics whilst Hawanatu Sesay for her innovative technological Project: IOT Plant Monitoring device.

In the last 6 years, 9 winners has been awarded SLE+ 500,000cash prize.



Sponsorship of the 2023 National Youth Entrepreneurship and Employment Fair 2023

Orange Sierra Leone hosted a mini hackathon and entrepreneurship pitch competition at the fair, free training and Mini Workshops on Coding, Entrepreneurship, Digitalization, Innovation, Creativity, Business development and growth, prototyping, Digital Fabrication. More than 500 youths benefited from our various programs offered at the fair.



Sponsorship of the International Youth Day Hosted by Ministry of Youths Affairs

International youth day conference was celebrated with the theme green skills for youth Towards a Sustainable World, more than 200 youths were in attendance. The theme of green skills highlights the importance of equipping young people with the skills they need to contribute to a sustainable future. Training young people with green skills is important to create jobs and opportunities for young people in the growing green economy. This will help to build a more sustainable world for future generations. Orange Sierra Leone utilized the conference to highlight its digital Inclusion and youth empowerment programs offered by our digital center.



Commitment to Sustainable Development goals on Quality Education

As part of our contribution towards the Government's Free Quality Education, Orange Foundation, in March 2023, commenced construction of the first Early Childhood Development Center in Sarguehun Town Pujehun District with His Excellency, the President and other senior government officials performing the turning of the sod.



Pujehun ECD Schools

Orange Foundation has constructed 5 ECD schools within the last two years at the following districts: Kambia, Pujehun, Port Loko and Moyamba, and Tihun Bonthe District. The ECD schools enrols children between the ages of 2-4 years and holds at least 60 pupils. All ECD Schools are certified by the MBSSE.



Tihun ECD Schools

Renovation of Beamay Preparatory School

OSL in September 2023 commissioned renovated Beamay Preparatory school at Wilberforce Barracks with Her Excellency the First lady, Sonatel group CEO and OSL CEO. The refurbished school with 7 classrooms will host about 280 pupils giving the children of the Beamay school better facilities for an effective learning environment to nurture the leaders of the future.



Commissioning of Beamay School

Donation of 5 Desktops

Orange Sierra Leone donated five desktop computers to the authorities of Rogbaneh Secondary for girls in Makeni.

Sponsoring for spelling Bee Competition

Orange Foundation sponsors the 4th National Spelling Bee competition for primary and secondary school pupils. With the winning prize being awarded as the Orange Foundation Trophy.



Beamay School Before and After

Connecting with our Local Communities to make a positive impact

Every year, during the Holy month of Ramadan we donate Iftar food items to communities across the country, building connection to make a lasting impact. In 2023 a variety of food items were donated to 16 mosques and 60 churches in our local communities across the country.



Ramadan & Easter Food Donations

Joint Sponsorship of 50 Ebola Orphans in collaboration with SOS Children's Village

In 2015, Orange Sierra Leone adopted 50 Ebola orphans and signed a Memorandum of Understanding (MOU) with the government to provide financial support for them until each child attains the age of 18yrs. This shows a strong commitment to the well-being of these children. Orange Sierra Leone through its Foundation continues to make a difference in the lives of those in need by saving these 50 children through the support of SOS from risk of abandonment.



SOS Children's Village

Responding to fire disaster Victims at Kroo Bay and Funkia Community

We promptly responded to support community victims of fire disaster in Kroo Bay and Funkia that left hundreds of people homeless. Variety of food items, toiletries and school materials to help reduce the trauma of affected victims and school children from the consequences of the incident.



Kroobay Fire Response Donation

BO Paul School for the blind benefits from donation of food items

Donated food items (such as Rice, Oil, sugar, Onions etc.) to Paul school for the Blind in Bo District to support with upkeep of 50 vision impaired pupils of Paul School.

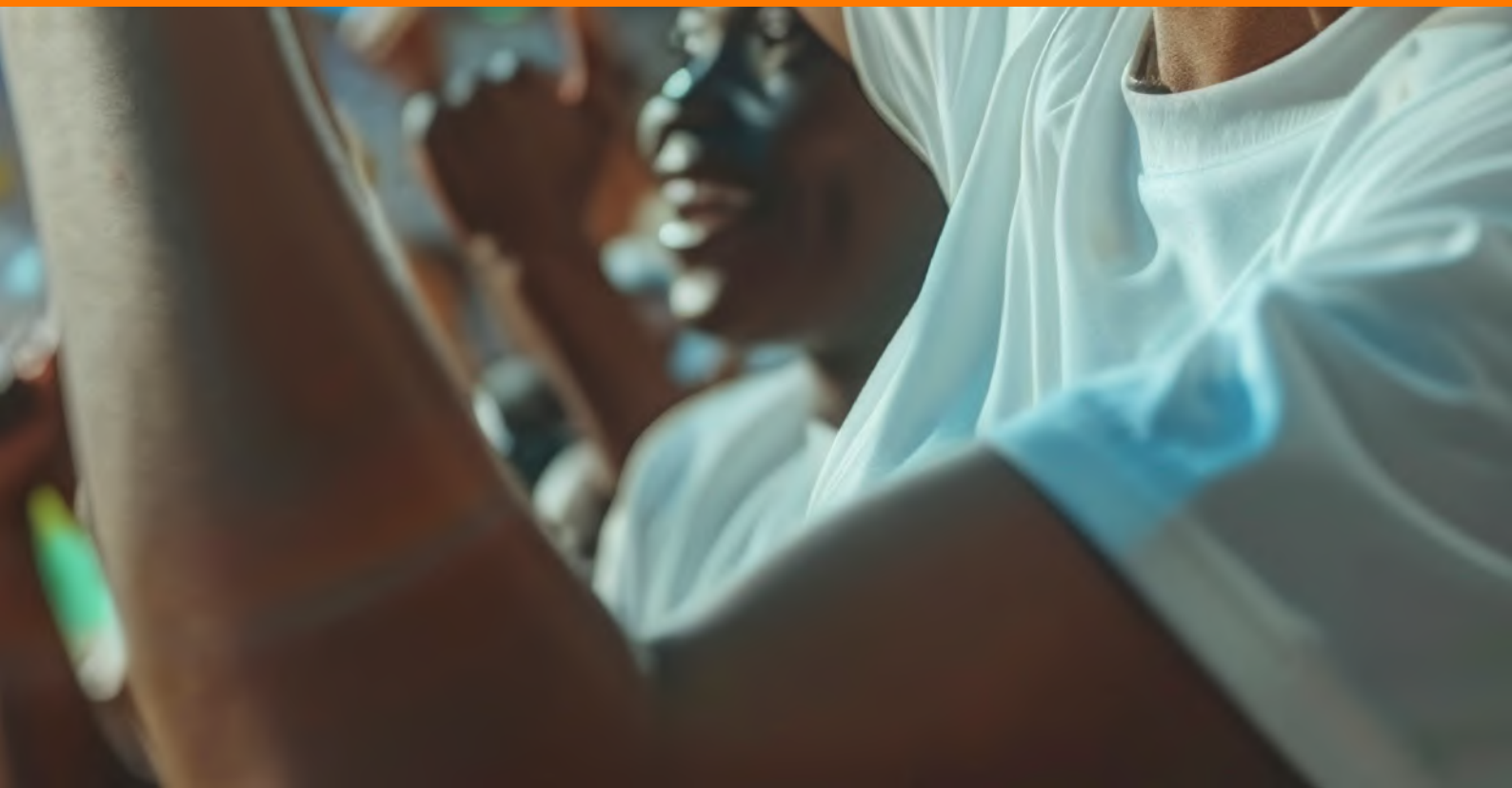


Blind School Food Donation



6

On Culture and Sports



Promoting Culture and Sports

We promote culture, sport and music to leverage their influence for the betterment of society. By supporting and embracing initiatives that promote sustainability, equity, and social justice, the sports community can truly become a catalyst for positive transformation.

In 2023, we supported 9 music festivals across the country to promote local musicians. These festival fostered responsible partnerships to increase our brand awareness and product distribution opportunities.



Gbamageade



The Music Industry remains an industry that cannot be overlooked, as it is a part of the fabric of our culture and binds us together as a people.

We invested in Festivals and Music Carnivals which are pillars of the industry – empowering event producers, music makers, and artistes.



Drizilik SL Tour



University Beach Festival

2023 End of Year sponsorship - we worked with 21 partners in bringing their projects to life.

We also had the Orange Esport Experience. This project brought in hundreds of gamers in SL together.



2023 E-Sports Winning Team

Online gaming enthusiasts never had the platform to show off their skills, compete with others, be recognized, and validate and endorse Esport. This is what Orange has done through the Orange Esport Experience. The winner of the Esport Experience competition travelled to Ivory Coast to compete with 14 other countries, making it the largest Esport project in Sierra Leone.



7

Listening to Stakeholders



Listening to our stakeholders to Guide our CSR approach

Our CSR Commitment is to produce an overall positive impact on local community and society at large. As a service provider, we strive to be trusted partner and by being socially and environmentally responsible, we help to create that trust. We are committed to the communities in which we operate.

We understand the impact we create on the local community and CSR provides a robust framework for companies to contribute to the nation's socio-economic development.

The approach also resonates with the big five game changers of the government objective and also the SDGs (9, 10, 12, 13) that we feel we can have the greatest impact and correlate them into our approach to add value.

Every year we dialogue with our stakeholders, to assess the impact of our corporate, social and environmental responsibility to enable us to improve our CSR impact. More importantly, the dialogue provides an opportunity for our stakeholders to share their challenges and their key areas of needs.

In 2023, we conducted a stakeholder survey with 1,200 stakeholders



The focus areas from our 2023 Stakeholder Survey are as follows:

What do they want to see?

Area of focus		Actions
Education		Building schools (ECDS) Refurbishment of schools Partnership with schools and Universities to promote digital skills
Youth Empowerment		Promote digital literacy for women and young girls Entrepreneurship Projects to enhance employability of youths
Environment		Environmental protection and preservation Promote green energy Reduce carbon footprint
Health		Building and renovating health centres Health interventions of women and children
Agriculture		Support small scale farmers
Communication on CSR Projects		Leverage on communication of our CSR projects to promote visibility

Meeting our Stakeholder Expectations

2023 CSR Report



Visit the **OSL CSR website:**

Click or Scan to download the
Orange Money App: