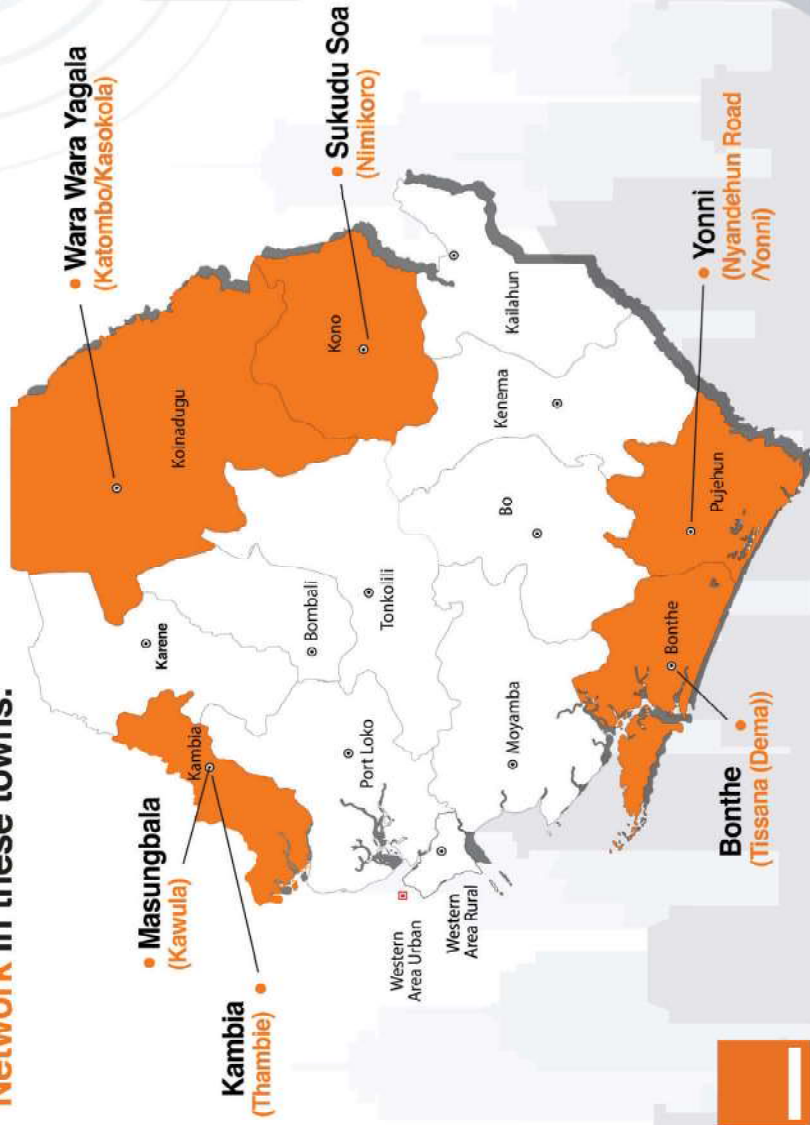




# 2022 ANNUAL **CSR REPORT**

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You can now enjoy the best  
experience with **Orange**  
**Network** in these towns.



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# Our CSR Story

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**Sekou Amadou Bah, CEO - OSL**

**Over the years,** our fundamental CSR obligation has been to give value to our communities with the aim of generating a positive impact. As a responsible corporate social investor, we play a positive role in our society by adhering to our corporate, environmental and social responsibilities.

We remain a major contributor to the Socio-economic development of the Country through our tax contributions and investment in Human Resources and CSR.

In 2022, our CSR and Orange Foundation contributions amounted to approximately NLe 11million.

Orange Sierra Leone is committed towards promoting digital inclusion, wellbeing and diversity and protection of our environment.

Today, we are proud of the positive social impact we have made in the communities within which we operate and this can be apparently seen from our CSR activities across the country. We have provided numerous philanthropic supports nationwide ranging from our renowned Orange Social Venture competition that promotes youthful entrepreneurship, building of early learning development centers, renovation of hospitals and health centers, supported disability and vulnerable members of our society.

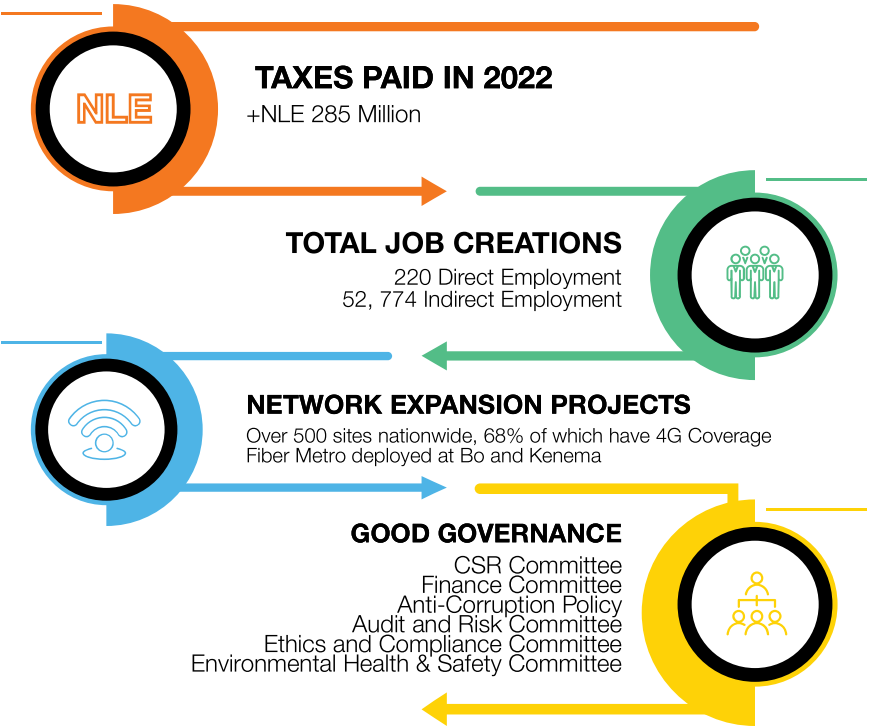
We continue to make sustainable efforts to ensure protection of the environment in which we operate. Our goal is to project Orange as a trusted partner in development and to reassure the community of Orange's commitment to remain a strong pillar for CSR in Sierra Leone.

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# Orange SL - A Trustworthy Partner

## For Economic Growth & Development



# At the Heart of OSL: **Employee Well-Being**

“ **Employee well-being creates** a healthy environment and positive work culture for individuals to thrive in an organisation. Good health and well-being is a core enabler of employee performance which in turn translates to delivering unmatched customer experience. That is why at Orange the well- being of our employee is at the here at of our operations

Our range of employee engagement activities are designed with the aim of increasing employee motivation and positive feelings about the work environment. ”



**Agnes Songa - HR Director**



**OSL Team at Youth Job Fair  
Bintumani Hotel**



**OSL Refurbished In- House Creche**



**Senior Management Football Team**



**Haffie Haffner - OSL Women  
Football Captain**



**General Secretary Team -Colour Your Day**



**Marketing Team –  
Colour Your Day**

# Environmental Awareness

## A step towards protecting our Planet

“ **We commit to** reduce our carbon footprint to Net Zero by 2040 through the acceleration of our solar projects.

In line with our ambition to reduce our CO2 emissions, 68% of our sites has been solarised with clean renewable energy.

This year, we held our EHS week to increase employee awareness and drive employee responsibility towards build a sustainable environment for a better future. ”



Tree planting at OSL HQ – EHS Week



# Environmental Preservations: The Green Effect

**“ We are accelerating** our solar projects in Africa and the Middle East to reduce our carbon footprint to Net Zero by 2024’”

- 1st Telco to acquire the Environmental impact Assessment License \*2018
- Migrated +68% of our sites to solar energy
- Established an Environment Health and Safety (EHS) committee to deploy and implement EHS programmes
- Fight against waste management and spillage
- Full compliance to local and international EHS Legal/ Regulatory requirements.
- Development of the circular economy
- Reduction of Carbon footprint – Increase RER from 23% to 26%
- EHS Week amplifying awareness to internal & external stakeholders on EHS



Beach Cleaning – Lumley Beach



Big House site – Wilkinson Rod



# CSR Community Stakeholder Engagement

Community Stakeholders Engagement conducted for 12 new sites localities



Bumpeh Nimikor, Kono



Port Loko Town



Kamal Abass, Head of PR & CSR

**“ As a company,** we pride ourselves in customer satisfaction and support and over the years we have successfully gained the trust of our stakeholders within Sierra Leone.

We continue to make a stand to meet some of today's challenges that affect the society we live in. This is based on a strong desire to ensure our commitment to transformation & positive social impact. OSL as a responsible Corporate Social Investor, consolidates its position through its CSR obligations.

In 2022, OSL conducted several community stakeholders' engagements to build a relationship with local communities where our new sites are installed. ”

# Recognition of the Holy Month with our Community Iftars

“ **At the heart** of Orange Sierra Leone is our Corporate Social Responsibility (CSR). One of the most prominent initiatives we undertake annually during the holy month of Ramadan is to distribute Iftar food items and meals to the less privileged.

In 2022, we extended this gesture to 8 communities and 18 mosques thereby feeding thousands of less fortunate people across the country supporting them to break their fast whilst bringing light and hope to them. ”



**Annie Wonnice Katta**  
**Head of CSR & PR 2019 - 2022**



**SS CAMP Mosque, Regent**



**Dwarzack Community Women - Freetown**



**Dwarzack Community - Freetown**

# The OSVP 2022 Story

## Orange Social Venture Prize

4th Edition in Sierra Leone | 12th Edition OMEA

“ In March 2019, Orange Sierra Leone launched the OSVP national competition to give Sierra Leonean innovators and aspiring entrepreneurs the opportunity to acquire funding, mentorship, and expansion of their businesses.

In three years, Orange SL has awarded seven winners under the general and women's category in the sum of 365 million Leones. This year, we are very proud that out of 17 countries with over 1,400 applications, Joseph Koroma one of our Sierra Leonean finalists emerged as winner for his innovative project known as Life Blood-Sierra Leone.

Our company is committed towards driving youth entrepreneurship and digital innovation. ”





# OSL Foundation “Dedicated Towards Meeting the **Socio-economic Needs of Sierra Leoneans**”

## Because We Care

“ **Our Foundation is** a non-profitable entity established by Orange SL Limited to cater for the social and economic needs of Sierra Leoneans purely on a philanthropic basis. The Foundation was launched under three main pillars: Education, Health and Culture and over the years we have funded numerous activities under these three pillars. Our goal is to make meaningful change in our communities through our sponsorships, donations and partnerships. Wherever there is a



**Jestina Betts - Foundation Director**

lack of essentials, we help to provide access to education, healthcare and promote culture for those in our society who would not otherwise have access, not to mention the socially excluded and unemployed. ”



**Day of the African Child 2022**



**Foundation Group Director Visits Women Digital Centre**



# Orange Digital Center: “Promoting Education Through Digital Inclusion”

Free and inclusive digital trainings, prototype manufacturing and start-up support



**Fab Lab - Prosthetic Hand Training**



**Summer Coding Camp**



**Super Coders COP 27 Workshop**



**Web & Mobile App Graduation**

- Coding School conducted international Super Coders Workshop COP 27 on the Environment
- Fab Lab trained 35 students in Prosthetic Arm Training to support people living with disabilities
- Completed Photography & Video Editing Masterclass inclusive of a Gallery/Exhibition of artwork
- 32 graduates from Web & Mobile App Development Course and 48 students in 2nd cohort.
- Telem & TuneCore held workshop at ODC for musicians, producers and creators
- Fab Lab trainees won the Limkokwing University Hackathon presenting Tech and App solutions
- Students held Career/demonstration Day to a panel of judges from different sectors
- 180 students trained in the province on office Assistant skills
- 1,000 + people trained so far on different courses at the ODC.

# Women

## Digital Centre

Digital training to empower women without qualifications

**WDC** is a digital and entrepreneurial educational Group project that kicked off in 2021 in Sierra Leone with NAYCOM as our Implementing Partner. It is designed for vulnerable Women, inclusive of drop out Girls & semi-Literate Women. We trained them on ICT; Life Skills; Personal Competency; Entrepreneurship & Business Plan Development Training; Transformational Leadership; Communication Skills; Interpersonal Skills and Conflict Resolution.

126 Vulnerable Women have graduated from the 1st Cohort while 146 is presently undergoing similar training. Such training brings immense potential to improve social and economic outcomes for women in Sierra Leone by enabling them

to be more informed by being digitally literate. They become more aware by having access to the internet and this information leads to women making more informed choices in life and motivates them each day to learn something new and develop new skills and interests.



WDC Launch & Graduation Ceremony



Tour of the Digital Centre



Opening of the Centre

# Early Childhood Development Schools

Children in rural areas benefitting from structured early childhood curriculum

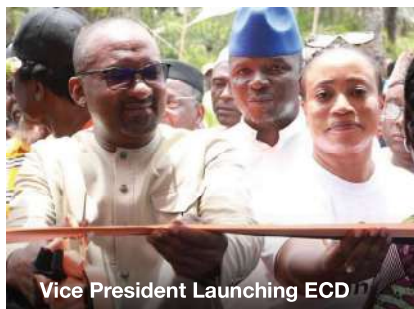


Desmond Spaine - Foundation Manager

“ In 2018, Orange SL pledged to support the Government in their Flagship Free Quality Education project. The Foundation in partnership with the Ministry of Basic & Senior Secondary Education, has constructed five ultra-modern Early Childhood Development Schools in the provinces 4 of which has been successfully launched in Kenema, Pujehun, Kambia and Port Loko respectively. ”



Moyamba ECD School



Vice President Launching ECD



ECD School in Port Loko



# Digital School Kits

Providing essential education through digital technology to less privileged schools

- **We successfully launched** the Digital School Kits Initiative in all 10 schools:
  - Juba Army Municipal, Juba Barracks
  - Church of Christ, Gloucester
  - Fourah Bay College, Korti
  - St. Edwards, Fovrt Street
  - St. Anthony Girls, Syke Street, Brookfields
  - SOS Primary, Beach Road, Lumley
  - Wilberforce Primary Municipal, Wilberforce
  - Ilmo Zikre Muslim, Hill Station
  - Emmet Primary UBC, Regent Road, Lumley
  - Maranantha School, IMATT
- The above schools each received a raspberry pi offline server, tablets, Bluetooth speakers, laptop and headphones
- The final school was launched by Ludovic Issartelle, Foundation Group Africa Sponsorship Director



Fourah Bay College Primary School - Korti



Emmet Primary UBC - Regent Road, Lumley



Maranantha School - IMATT



St. Anthony Girls School - Syke Street, Brookfields



# Safeguarding Maternal Mortality

Combating maternal mortality in the highest risk area in the country

86.5% (1730/2000) households in Kroobay community sensitized

125 (41.7) of the 300 project target women linked to healthcare facilities

355 community members screened:  
HIV = 21/355 (5.9%)  
Blood sugar = 55/355 (15.4%)  
Malaria = 31/355 (8.7%)  
Anemia = 45/355 (12.6%)

Project expanding into  
Mabella-Susan's Bay environs



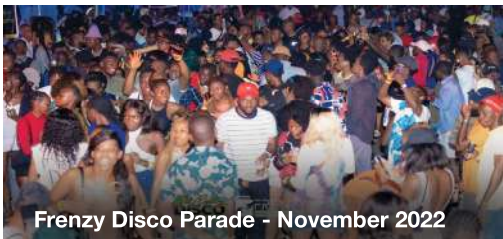
# 2022

## Sponsorships

**“ For OSL, we** are aware that sponsorship gives a company invaluable exposure by allowing them to reach and connect with the public in a direct way and on a heart-felt level, which keeps the brand in the hearts of the people and increases top-of-mind awareness, which in turn brings business growth ”.



**Felix Macaulay - Chief Marketing Officer**



**Frenzy Disco Parade - November 2022**



**National Girls' Summit  
November 2022**



**Miss Earth Sierra Leone - July 2022**



**Leicester Road Water  
Project - May 2022**



**Gbamgbaode Festival, December 2022**



**Power Women 232  
Conference - December 2022**

# Orange Money for all

**Orange Money  
now works on  
all networks:**  
**Orange, Africell  
Qcell, Sierratel**

scan to download the app



**Customer care no.**  
**075123999**  
**111 or \*747**



## **Orange Money is the electronic wallet that helps all customers carry out various financial transactions:**

- Cash in: Deposit money into an Orange Money account
- Cash out: Withdraw money from an Orange Money account
- Money Transfer: Transfer money from Person to Person within Sierra Leone
- Top Up and Data Bundle: Buy Orange airtime for voice calls and data bundle for internet browsing for yourself and others
- Bill Payment: Pay for goods and services from utility companies and service providers like Orange, EDSA, DSTV, Guma Valley Water Co., Supermarkets, Restaurants, etc.
- Bank to Wallet and Wallet to Bank: Perform Mobile banking transactions.



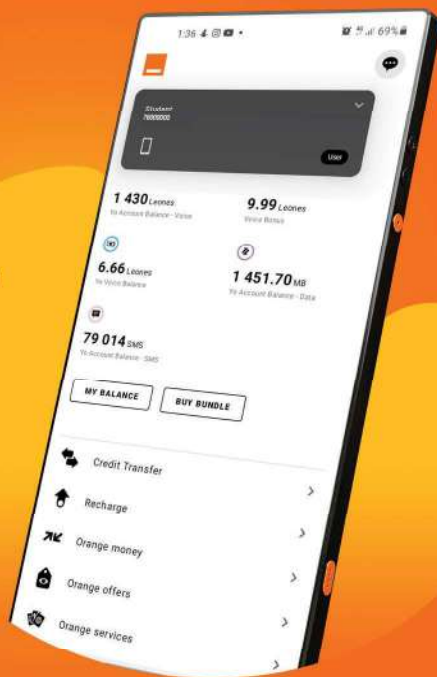
# My Orange App is ready for download

- Buy and Transfer Topup
- Send and Receive Money
- Buy and Transfer Bundle  
and more

Download Now



MY ORANGE APP



## My Orange is a free application, which allows Orange Sierra Leone prepaid customers to:

- Consult your account in real time: minutes, sms, internet
- Top up your account or a friend account
- Buy Internet Pass
- Discover the latest offers and promotions -
- Access to Orange services and applications
- Locate your Orange shops
- Find the answers to all your questions, the numbers of customer service in the support area

Thanks to My Orange application, get all USSD shortcuts with a tap of finger.





# 2022 Awards & Recognitions

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Awarded **Best Telecom of the year** by Women Forum Award 2022



Awarded **2022 Compliant Company** by Nassit Sierra Leone.



OSL CEO awarded **2022 National Climate Ambassador Recognition** from Shout Climate Change Africa for OSL's contribution on environmental protection.



OSL Foundation was awarded for **Excellent Corporate Social Responsibility and Outstanding Contribution to the Socioeconomic Development of Sierra Leone** by the Sierra Ovation Awards 2022.



# Borderless Transfer



## Send Moni Oversea

Send Money directly from your wallet to **Liberia, Guinea, Senegal, Ivory Coast, Ghana and Mali**



**Dial**  
**#144\*2\*5#**



## List of operators within each country:

Guinea - Orange and MTN  
Liberia - Orange, MTN and Tipme  
Senegal - Orange, Free and Emoney  
Ivory Coast -Orange, MTN and Moov  
Mali -Orange and Mobicash  
Ghana - MTN, AirtelTigo and Vodafone



# THANK YOU

We are doing everything we can to enable individuals, communities and whole regions to benefit from the digital world we are helping to shape, while respecting ethics, human rights and the environment.



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**Tel: 076600180**





# Server Hosting

**The best server hosts  
you can ever find.**

for more information contact  
[enterprisebusiness@orange-sonatel.com](mailto:enterprisebusiness@orange-sonatel.com)  
or call +23273420420

