

2024 Corporate Social Responsibility (CSR) Report **Orange Sierra Leone**



Empowering Communities





orange™

is here

Driving Our CSR Ambition

This Corporate Social Responsibility (CSR) Report presents Orange Sierra Leone's commitment, initiatives, and performance in promoting sustainable development for the reporting year 2024.

It captures Orange Sierra Leone's impact and engagement across our CSR pillars:



Health



Education



Environment



Youth & Women
Empowerment



Digital
Inclusion



Culture



Community
Relations

The data and narratives in this report reflect the efforts of Orange Sierra Leone and its community partners.

This report aims to inform our stakeholders and development partners of our social and environmental contributions and our alignment with national and international development goals and Orange and Sonatel Group's global CSR vision.

The report was prepared using the principles and guidance of the ISO 26000 Standard on Social Responsibility.

Driving Sustainable Impact in Africa and Middle East



Jérôme Hénique

Chief Executive Officer,
Orange Middle East and Africa

“In 2024, we increased our roots in Africa and the Middle East. The Dedication of our employees and the customers we serve are the driving force behind our regional presence. Our goal is to take full social and environmental responsibility, ensuring that technological progress benefits people and the planet first and foremost”.

3 out of 10 Africans are Orange customers

Over 100 million data users 161 million customers

100 million Orange Money accounts with over 40 million active users

600,000 households have access to clean and reliable energy

...a driver of local economies

Over 17% of revenue reinvested in taxes, duties, and social contributions

\$ 1.4 billion invested to support digital transformation

18,000 employees and hundreds of thousands of indirect jobs created

1.2 million beneficiaries of the Orange Digital program

Over 600,000 children supported each year through Digital Schools

Newly 600,000 women supported by Women's Digital Centers since their creation

Our footprint

2 continents, 17 countries in Africa and the Middle East,

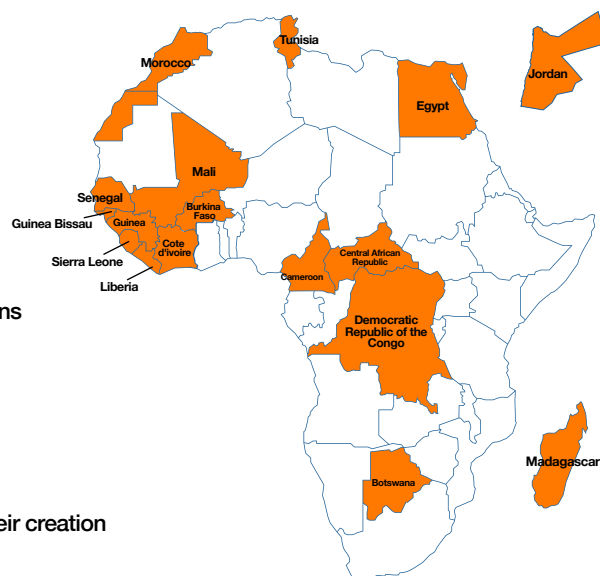
5 official languages, 984 local languages



Sékou Drame

Chairman of the Board of Directors
Orange Sierra Leone

“As a board we are proud to support initiatives that go beyond connectivity. Our goal is Empower communities and build a more resilient future for all for an inclusive growth”.



Empowering Communities, Enabling Tomorrow...

At Orange Sierra Leone, Corporate Social Responsibility is not a side initiative, it is at the heart of who we are and how we operate.



In 2024, our commitment to social impact continued to grow, guided by our purpose to serve, empower, and transform lives across the country.

Our CSR ambition is a direct reflection of our brand values, Care, Bold, and responsible and it speaks powerfully to our renewed brand message: Orange is Here! This presence is more than physical. It symbolizes our unwavering dedication to improving the lives of Sierra Leoneans in meaningful and sustainable ways.

Orange's goal is to lead the future, not just as a technology provider, but as a preferred and trusted partner for Sierra Leone's socio-economic development. Whether it's expanding access to digital skills for youth and women, improving maternal health, investing in education, or taking action on climate change, we are committed to driving inclusive progress and shared prosperity.

I thank our employees, partners, customers and stakeholders for their contributions to our 2024 CSR Journey. These achievements were only possible because of your collaboration and commitment that have helped us showcase the real impact of our initiatives across communities.

Sekou Amadou Bah

Chief Executive Officer
Orange Sierra Leone

Table of Contents

01 Company Overview

- Key Milestones
- Our Governance Structure
- Labour Practices
- Our Ethical values
- Our Economic Contributions

02 CSR Actions

- Environment
- Human Rights
- Digital and Financial Inclusion
- Women and Youth Empowerment
- Health and Education
- Community Relations
- Culture and Sponsorships

03 Consumer Issues

- Awards
- Customer Relations

04 Way forward

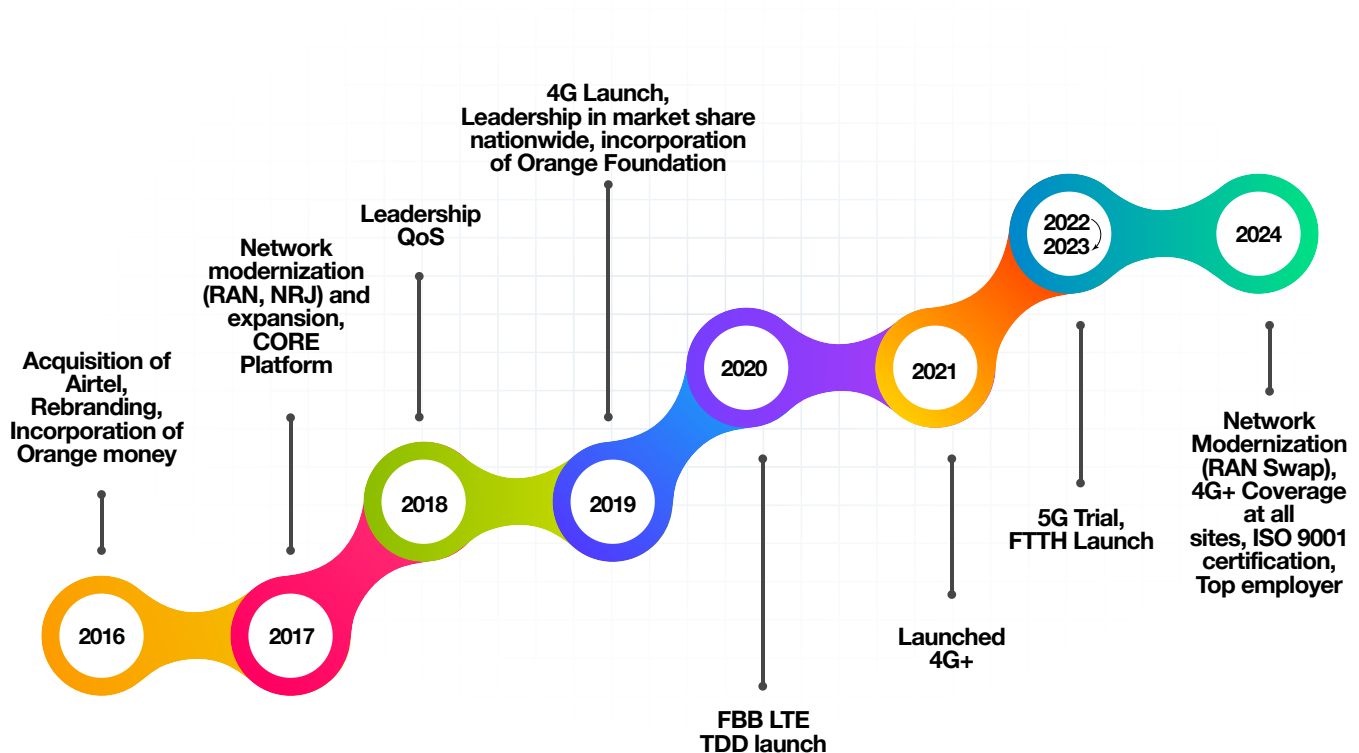
- Stakeholder Dialogue
- Looking Ahead

Company Overview



Key Milestones 2016 – 2024

our progress over the years reflects our unwavering commitment to digital transformation, accelerating technological advancement and delivering meaningful social impact across the country.



Our Cultures and Values



CARING

We are committed to offering the best for our customers, colleagues and stakeholders.



RESPONSIBLE

We keep our promises, act responsibly and speak the truth.



BOLD

We are ambitious and determined and take the initiative to seize opportunities.



Vision

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



Mission

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

“At Orange, our mission is to make digital innovation accessible to all. Through our CSR initiatives, we bring this to life by using technology to drive positive change”.

Rufina Adjivon Tucker
Program Director
Orange Sierra Leone



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, 2024, 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

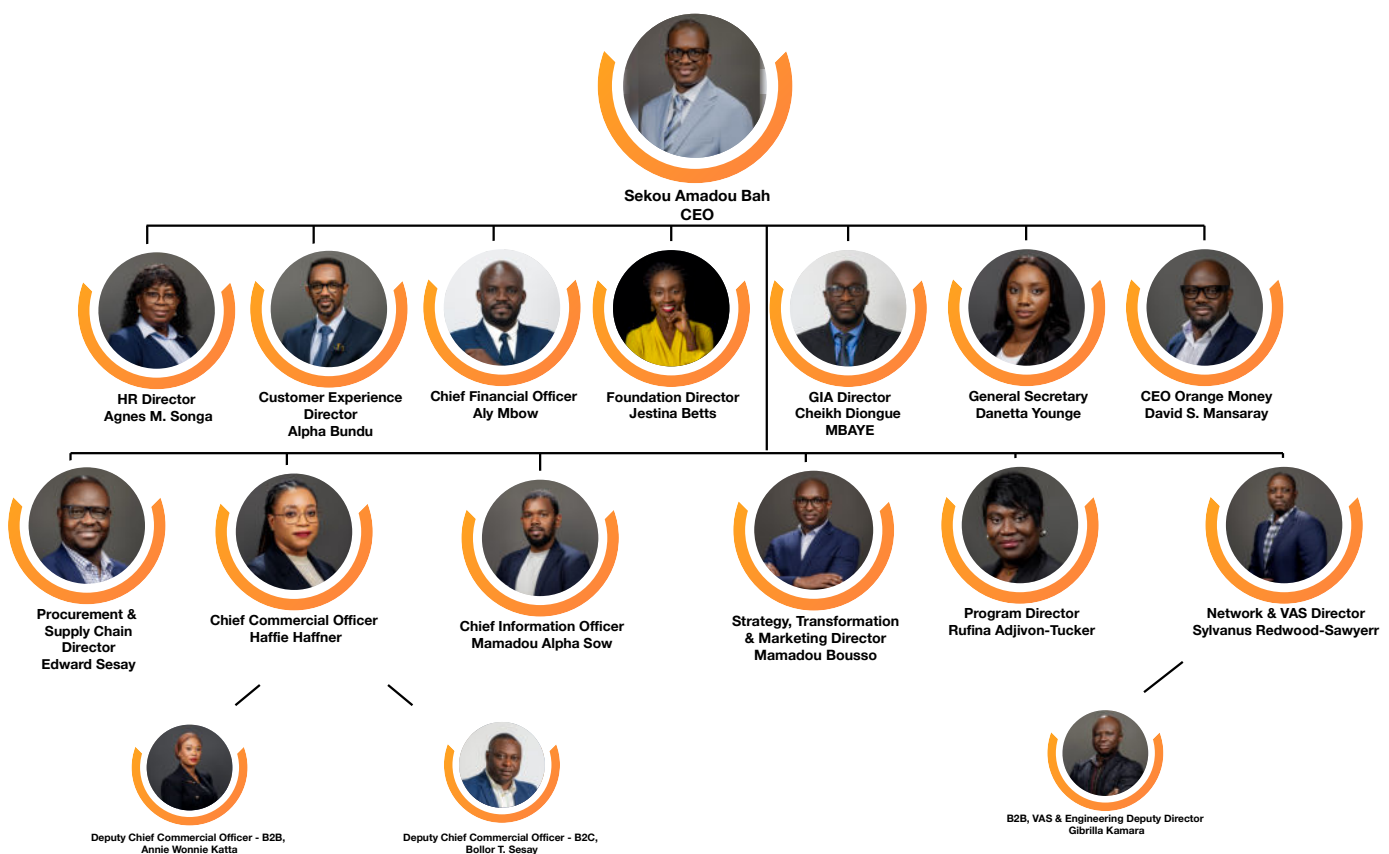


Bineta Dior Beye
Board Member

Our Executive Management structure

The Executive Management Committee is chaired by 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.

As of December 31, 2024, the executive committee of Orange Sierra Leone is composed of the following 17 members: (with a female representation of 35%).



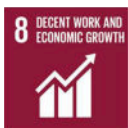
Driving Impact Through Sustainable Development Goals



At Orange Sierra Leone, the Sustainable Development Goals (SDGs) are more than a global agenda, they are a blueprint for our local action. Our CSR approach is deeply aligned with the SDGs, ensuring that every initiative we undertake contributes to inclusive, equitable, and sustainable development across Sierra Leone.

From bridging the digital divide to empowering women and youth, expanding clean energy access, protecting the environment, and strengthening partnerships, our work directly supports all 17 SDGs.

Through purpose driven programs, we are turning global goals into local impact building a more inclusive and resilient future for all.



Our People: the Heart of our Impact and strength Our Workforce, Our Strength

At Orange Sierra Leone, our employees are at the core of our success and social impact. We are committed to fostering a safe, inclusive, and empowering work environment where every individual can thrive. In 2024, we strengthened our focus on employee well-being, professional development, and ethical conduct.

Through targeted training programs, we enhanced digital skills, leadership capabilities, and workplace ethics across all levels. We promoted diversity and inclusion, with continued efforts to empower women, youth, and persons with disabilities within our workforce.

Health, safety, and mental well-being remained a top priority, supported by ongoing awareness and staff engagement initiatives. Our employees also played a vital role in community outreach engage for change initiative, by volunteering in key CSR programs that align with our values.

By investing in our people, we are building a resilient, responsible workforce that drives innovation and contributes to Sierra Leone's sustainable development.



*2024 Top Employers
Certification Awards –
Placing OSL amongst*

*Internationally
recognized Employers*

"The Top Employer recognition reflects our dedication as a company to fostering a supportive and dynamic workplace where our employees can thrive."

Agnes Songa

Human Resource Director
Orange Sierra Leone





Our People: the Heart of our Impact and Strength



Job Creation

- **+107** Distributors
- **231** Direct Jobs
- **+60,000** Indirect Jobs
- **33%** women in the overall workforce



Learning and Development

- Launched Postgraduate subsidies
- **560** training courses completed in 2024



Diversity and Employee engagement

- Sports Day 2024 and Quarterly Football matches to encourage employee health and wellbeing.
- 2024 Celebration of International Women's Day
- Launch of the Engage for Change platform for employee participation in CSR and Foundation activities.



Employee Well being and Safety

- **NLe 3M** disbursed through Loan schemes
- Monthly Aerobics sessions
- Free Breast Cancer and Diabetes screening



2024 Career Engagement Day with Methodist Girls High School



Maintaining highest Ethical standards in all aspect of our business operations....

Our ethics and compliance program is based on six pillars



In 2024, two mandatory trainings were completed:

Preventing and detecting Corruption: 96% employees trained

Ethical guiding principles in customer relations: 98% employees trained

At Orange Sierra Leone, ethics is not just a principle, it is the foundation of how we do business. Our commitment to integrity, transparency, and accountability guides every action we take, both internally and in our engagement with external stakeholders.

In 2024, we reinforced our ethical culture through continuous training and awareness on the Orange Group's Code of Conduct, anti-corruption policies, and responsible business practices. All employees, partners, and suppliers are expected to adhere to the highest standards of integrity, in line with our "zero tolerance" approach to fraud, bribery, and discrimination.

We continued to promote ethical leadership at all levels, ensuring that compliance is not viewed as an obligation, but as a shared responsibility. Our internal whistleblowing mechanism remained active and confidential, empowering staff to report concerns without fear of retaliation. Through ethics and compliance, we build trust with our employees, customers, communities, and partners. This trust is essential to sustaining our role as a responsible corporate citizen in Sierra Leone's socio-economic development.



2024 Ethics and Compliance Day Celebration

Our Ethics and compliance committee governance structure comprises of:

- **Ethics and Compliance Committee.**
- **Compliance Ambassador Committee.**
- **Conflict of Interest Committee and Risk and Audit Committee.**

Mechanism for reporting unethical conducts can be reported to:

- **OSL: slwhistleblowing@orange-sonatel.com**
- **Sonatel: alerte.ethiqueet compliance@orange-sonatel.com**
- **Orangegroup: <https://orange.integrityline.org> or on short code: 505.**



Powering Connectivity and Economic Progress

We remain a key driver of national development through our consistent tax contributions, strategic investments in network infrastructure, and strong market presence across the country. With expanded coverage reaching both urban and rural communities, we continue to bridge the digital divide, enabling greater access to communication, financial services, and digital opportunities.

In line with our mission, we are powering connectivity for key business partners such as Mercy Ships and Giga Schools, enabling essential services and digital inclusion. We proudly support business growth for local suppliers and help our distributors strengthen their profitability through reliable partnerships and by incorporating them into our distribution channel.

Additionally, we are powering the businesses of SMEs through Fiber solutions, enhancing productivity and competitiveness. Our presence in all regions reflects our commitment to inclusive growth, transparency, and long-term support to Sierra Leone's socio-economic progress.



Our Tax Contributions:

- **Total Tax paid: NLe 781M**
- **Generated Revenue for Local Supplier: NLe 998M**
- **Infrastructure Investment: NLe 748M**
- **Licences and Regulatory Fees: NLe +62M**

Our CSR Impact:

- **Total CSR Contribution: NLe 26M**
- **Number of People trained through ODC: 1935**
- **47% Women**
- **53% Men**
- **38% Job Insertion**
- **Total on Sponsorship: NLe +800,000**

Market Presence (GSM):

- **Customers: +3M**
- **POS: +40,000 Countrywide**
- **Orange energy: +13,000 household connected**
- **Fixed BB, Mobile, Internet Customers: +4.2M**
- **OM customers: +1.2M**

Our Network Coverage and Infrastructure:

- **Population coverage:**
- **96% 2G**
- **95% 3G**
- **95% 4G**
- **567 Sites**
- **\$50M on Network Modernisation (RAN Swap)**
- **5G Trial: 9 network sites**
- **2 Datacenters (Freetown and BO)**
- **70% of Sites Solarised**
- **9 Deep rural sites rolled-out**
- **408km Fiber Footprints (Freetown, Bo, Kenema)**

"Our mission goes beyond connectivity it's about building resilient infrastructure that reaches every corner of the country. Through continued investment in our network and technology, we're not only enabling access but actively contributing to Sierra Leone's digital transformation and economic growth."

Gibrilla Kamara

Deputy Director , B2B, Vas and Engineering,
Orange Sierra Leone



Our Energy kits promotes Sustainable Energy Access to clean, affordable energy boosting use of renewable energy

As part innovation of Oange energy services we launched the Orange Solar Energy (OSE) platform, a dedicated selling platform designed to enhances customer experience and operational efficiency.

We also introduced the new Home 500 solar package. This premium package includes a complete solar system and a 32-inch television, offering customers a higher-tier solution for their energy



Mi Orange

Think Smart, Go Solar

Solar

Free Installation • Two Year Warranty • Ease of Payment with Orange Money

Pricing and Payment Options		
Total cost	Initial Payment	Monthly Subscription
NLE 4,800	NLE 700	NLE 220

Basic Pack - Mi Day Light

Battery	Solar Panel 10W	Touch
3 Bulbs	1 USB Port	Radio

You can also get the Solar Kits on cash and carry basis

Orange Energies

Mi Orange

Think Smart, Go Solar

Solar

Free Installation • Two Year Warranty • Ease of Payment with Orange Money

Pricing and Payment Options		
Total cost	Initial Payment	Monthly Subscription
NLE 17,500	NLE 3,100	NLE 700

Premium Plus Pack - Mi Fanbul Light

Battery	Solar Panel 80W	Touch	Fan
5 Bulbs	32 inches TV	Radio	

You can also get the Solar Kits on cash and carry basis

Orange Energies

Mi Orange

Think Smart, Go Solar

Solar

Free Installation • One Year Warranty • Ease of Payment with Orange Money

Pricing and Payment Options		
Total cost	Initial Payment	Monthly Subscription
NLE 14,500	NLE 1,500	NLE 650

Premium Pack - Mi Fanbul Light

Battery	Solar Panel 80W	Touch
5 Bulbs	24 inches TV	Radio

You can also get the Solar Kits on cash and carry basis

Orange Energies

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Bridging the digital divide by making internet access more affordable and promoting inclusive digital access

Find My Orange and Orange Money

Max-it • Max-it • Max-it

Scan to download

in Max it the all-in-one Super App

We launched our revolutionary supper app. Max-it, that integrates telecom, financial services and e-commerce into a single, user-friendly platform.

Night Kola

Enjoy night browsing

Get 3 GB data everyday from 1 a.m to 4 a.m

Dial #147*34 to subscribe daily Subscription with NLE 5.

Only available on Orange Money

It is not available on Orange Money account. Dial #147*34 to request account.

Brings you closer to what matters

Orange Money

Night Kola allows customers to enjoy all night browsing and on-net calls for minimal costs. Subscribers can enjoy Night Kola voice from 12am to 4am and unlimited browsing from 1am to 4am upon subscription.

Yo Bundle

Price Drop

Bundle

Yo Bundle	Bundles
NLE 4,500	2 Mins - 25 MB - Unlimited SMS
NLE 7,200	4 Mins - 75 MB - Unlimited SMS
NLE 9,900	21 Mins - 1 GB - Unlimited SMS

Dial *100* to subscribe

Enjoy Yo bundles with voice, data, and sms.

Orange Money

The product offers a mix of voice, data and SMS with an added offer of a price drop.

Menteh Menteh

Orange is here

with Menteh-menteh Mifi bundle.

NLE 40 for 2 mbps

This package expires after 3 days.

NLE 15 for 1 mbps

This package expires after 24 hours.

Dial #147*34 then choose 8 to enjoy

Available only on Orange Money

Orange is here

Orange Money

Menteh Menteh free browsing bundle available in different packages for an affordable cost.

Our CSR Actions





Protecting Our Planet for Future Generations

At Orange Sierra Leone, environmental responsibility is central to our operations. We are committed to reducing our ecological footprint while actively contributing to climate resilience and environmental preservation.

2024 Environment week launched with the theme: **We only have one earth lets go Green!** The week kicked off with an opening session with keynote speakers including the Minister of Environment, Dr. Jiwoh Abdulai and CEO of OSL, Sekou Amadou Bah laying emphasis on the need for collective effort towards driving environmental sustainability.

Environmental awareness sessions were also held with over 300 employees across the company highlighting our environmental achievements and strategic environmental KPIs and the importance achieving our environmental commitments to enable attain Net Zero carbon by 2040.

We launched tree planting activity in Moyamba, Kasewe Hill Nature Reserve in partnership with the Ministry of Environment and Climate Change, planting over 10,000 trees to create long-term carbon sink and restore degraded ecosystems.

As part of our green agenda, over 70% of our sites has been solarised cutting fuel consumption and emissions.

We also engaged employees and local communities in beach cleaning exercises at the Aberdeen Lumley beach in partnership with International Organisation for Migration (IOM). Over 200 participants collected 6.1 ton of waste helping protect marine life and promote environmental awareness in coastal areas.

To strengthen **environmental accountability**, we began tracking our Scope 1 and Scope 2 greenhouse gas emissions, laying the groundwork for measurable carbon reduction targets, with achievement of a renewable energy ratio of 18%.



Tree planting Moyamba: Minster of Environment and Climate Change and CEO OSL



CSR Lead ,Orange Sierra Leone Engaging for Earth



OSL Beach Cleaning: Aberdeen Lumley Beach in Partnership with IOM



Upholding Human Rights Through Digital Inclusion..... We train today to equip for tomorrow

We train today to equip for tomorrow

At Orange Sierra Leone, we believe access to digital technology is a fundamental enabler of human rights in today's world. Our CSR initiatives are designed to bridge the digital divide and promote equitable access to opportunities, especially for vulnerable and underserved groups.

In 2024, we expanded our reach through inclusive digital programs that empowered women, youth, and persons with disabilities with essential digital skills. These initiatives supported greater participation in the digital economy and promoted social inclusion across communities.

Through innovation, entrepreneurship, partnership, and intentional outreach, we are committed to ensuring that no one is left behind in the digital age, reinforcing our role as a responsible, human centred business.

3 Orange Digital Center (ODC):

Freetown, Bo and Makeni

1935 trained in 2024

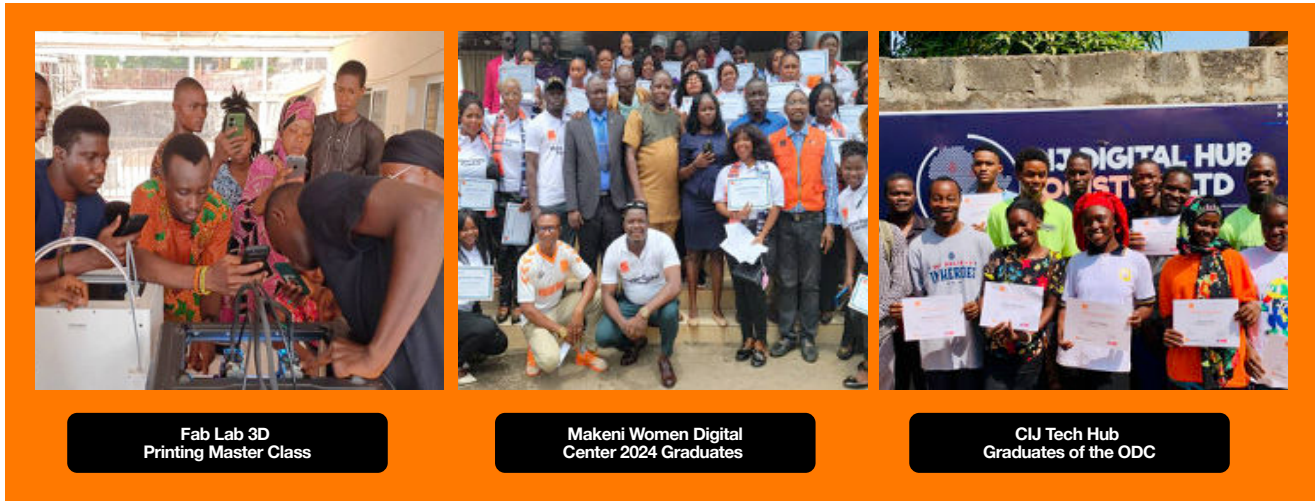
Male **1020** - Female **915**

3 Women Digital Centers

370 trained in 2024. 135 Freetown, 118 Kenema, 117 Makeni

Sustainable Partnerships

- ODC and Innovation SL Freetown hosted pitching competition for start-ups and Entrepreneurs.
- +700 youths trained by ODC and GIZ in the provinces.
- ODC and Limkowing hosted digital learning training sessions for +100 students.



Fab Lab 3D
Printing Master Class

Makeni Women Digital
Center 2024 Graduates

CIJ Tech Hub
Graduates of the ODC



Advancing Human Rights Through Financial Inclusion

We recognize that access to safe, affordable, and inclusive financial services is a key enabler of human rights and economic empowerment. Through our mobile financial services, we are helping to bridge the financial gap for underserved and unbanked populations, particularly women, youth, and rural communities.

We continue to expand our financial inclusion footprint by increasing access to Orange Money services across more regions, enabling secure transactions, savings, and digital payments for thousands of users. These services support dignity, independence, and participation in the formal economy, especially for individuals previously excluded from traditional banking systems.

By promoting financial inclusion, we contribute to reducing inequality, enhancing resilience, and supporting the right of every individual to access tools that improve their lives and livelihoods.

\$6 M

Disbursed to customers thorough micro loans

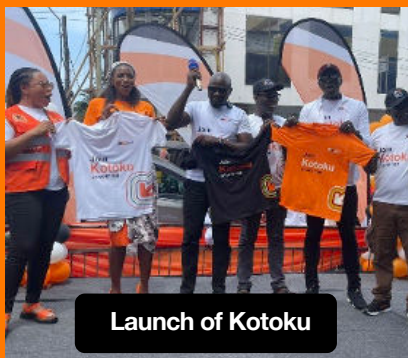
+1.2 M:

Active Customers

+21, 000
Active POS

Launch Kootoku, saving wallet for
SMEs and Informal Merchants

Reduction of Cash out fee to 1%
Increasing Affordability



“Our mission is to empower lives by making financial service accessible, affordable and secure for all. Through inclusion, we are not only transforming how people transact, we are helping them participate fully in the economy and improve their quality of life”

David S. Mansaray
Chief Executive Officer
 Orange Mobile Finance Sierra Leone



Empowering Women and Youth Through Skills and Innovation

Our CSR initiatives focus on entrepreneurship, digital skills development, and leadership empowerment.

We believe that investing in human capital especially women and youth is essential for driving innovation, reducing inequality, and building a resilient economy.

In 2024, we continued to support youth-led innovation through our annual Orange Social Venture Prize (OSVP), which identified and rewarded young entrepreneurs using technology to solve local challenges. We also partnered with national initiatives such as the Government’s 2024 Tech Summit, supporting programs that nurture digital talent and promote entrepreneurship among Sierra Leone’s youth.

Special emphasis was placed on women's empowerment with targeted programs that provided training, mentorship, and business support for women-led initiatives.

By enabling young people and women to realise their potential, Orange Sierra Leone is contributing to SDG 4 (Quality Education), SDG 5 (Gender Equality), and SDG 8 (Decent Work and Economic Growth) and helping shape the leaders and innovators of tomorrow.

2024 Winners of 7th Edition of OSVP

Abdul Karim emerged as the national winner with a cash-prize of Le200,000 for his mobile application project, **Emotions**, which offers inclusive mental therapeutic solutions through social platforms.

Monica Jackson emerged as the Tech Queen with a cash-prize of Le120,000 for her innovative mobile digital classroom, **Educube**, equipped with digital learning tools, designed to bridge the educational divide, especially in rural communities.

Since 2019 OSVP has awarded more than Le820,000 cash prize to 11 winners.

- **Two category prizes: National and Women's prize.**
- Beneficiaries of the Competition obtained access to funding and 6 mentorship through the Orange digital center to scale up their projects.
- Winners of the National OSVP also obtained exposure to the international OSVP pitch competition amongst 17 Orange footprints in middle east and Africa to compete for a prize of **€25,000.**

Free Training done in partnership with **GSMA** for **+2,000** women and youth on mobile internet usage.

OSL proud to be a key sponsor of the Government Tech Summit held in June 2024 hosted by the Ministry of Communication, Technology and Innovation. The summit attracted over +2,000 participants including, start-ups, government policy makers, private sectors stakeholders and development partners with the aim of promoting youth empowerment, fostering innovation, entrepreneurship and accelerating digital transformation.

At the 2024 summit, OSL signed a commitment MOU with the Ministry for construction of Orange Village at the Tech City in Moyamba District.



"Winning the Tech Queen title at OVSP 2024 was a turning point for me. It not only validated my vision but also gave me the platform, support, and confidence to scale my solution. Thanks to Orange Sierra Leone, I now believe more than ever that women can lead innovation and transform communities through technology."

Monica Jackson
Chief Executive Officer
EduCube, Sierra Leone.



Empowering Women, promoting digital safety, and supporting entrepreneurs through strategic partnerships



Partnership with Innovation SL to Host Freetown Innovation Week

Orange Sierra Leone sponsored the pitch competition awarding Le50,000 to the first-place winner in a bold move to fuel innovation and entrepreneurship. This initiative is part of our commitment to building a vibrant start-up ecosystem that empowers disruptive, high-impact start-up businesses to thrive.

By investing in local talent, we are helping shape a future where Sierra Leonean entrepreneurs drive economic growth, create jobs and deliver real value to communities.



Partnership with Ministry of Communication, Technology and Innovation to Host Safe Internet Day for students

Orange Sierra Leone proudly sponsored the Safer Internet Day Celebration, hosted by the Ministry of Communication, Technology and Innovation with the minister of Tertiary and Higher Education Dr. Ramatulai Wurie delivering the keynote.

The Safe Internet Day raises global awareness about the importance of responsible online behaviour, particularly among young people.

The event provided a platform to educate youth on how to use technology safely and creatively, addressing cyberbullying and responsible use.



Partnership with Female Parliamentary Caucus to Host Orange Day

Orange Sierra Leone proudly partnered with the female Parliamentary Caucus to commemorate International Women's Day through a special Orange Day event.

The event brought together women leaders to spotlight critical issues such as gender-based violence, discrimination and pursuit of gender equality.

As the sole mobile network operator sponsor, Orange reaffirmed its commitment to promoting inclusion, equity, and opportunities for women.



Partnership with Renewable Energy Association to Host conference for Women in Energy Conference

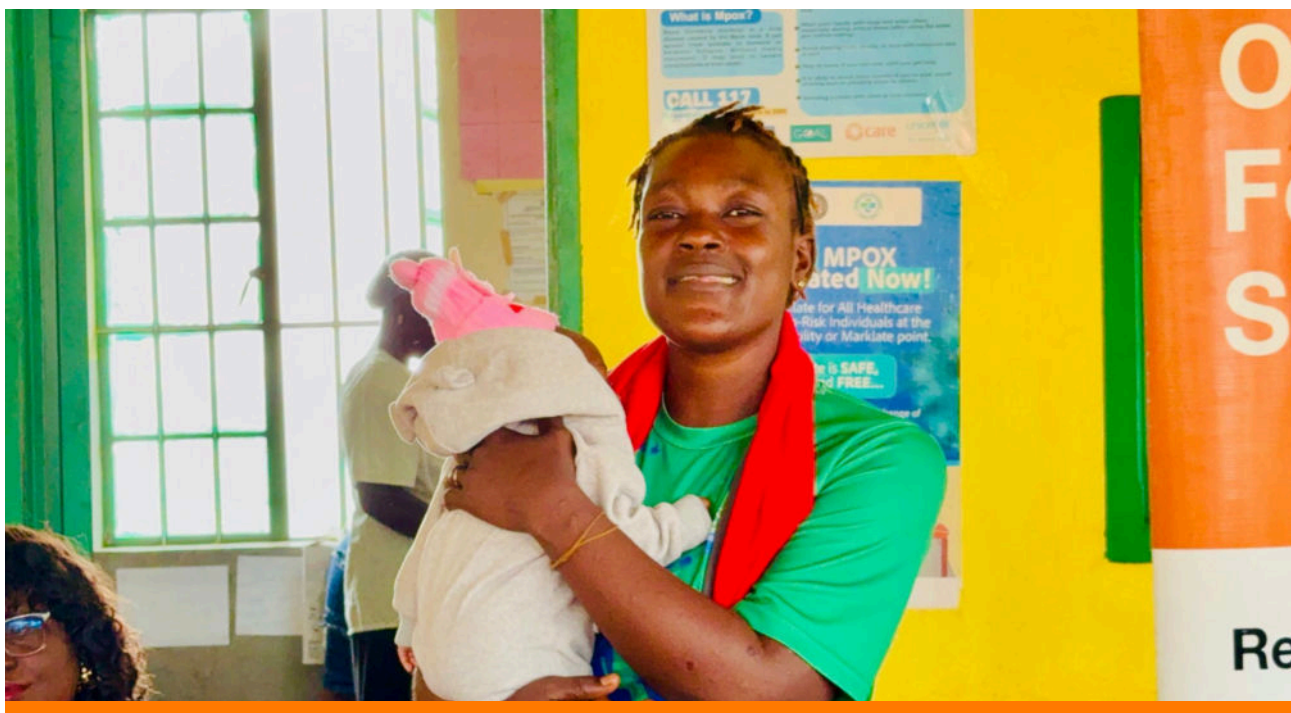
Orange Sierra Leone proudly supported the Women in Renewable Energy Conference, a landmark event that brought together over 200 women professionals from across the renewable energy sector.

By backing this initiative, Orange reinforced its commitment to gender inclusion and sustainable development, recognizing that women play a critical role in driving the clean energy transition.

Through such partnerships, Orange continues to champion women's leadership and support efforts that contribute to a resilient and inclusive green economy for Sierra Leone.



Advancing Health and Well-being for All



Orange Sierra Leone is committed to improving the health and well-being of the communities we serve. Our CSR health initiatives focus on maternal and child health, disease prevention, and community health education, with a strong emphasis on safeguarding vulnerable groups.

We supported national efforts to reduce maternal mortality through awareness campaigns and partnerships that improved access to safe maternity care. We also provided support for breast cancer awareness and screening, as well as malaria prevention and creating a platform for digital messaging.

Our safeguarding approach ensures that women, children, and other at-risk groups are protected and empowered to make informed health choices. By promoting inclusive and preventive healthcare, Orange Sierra Leone is contributing to SDG 3: Good Health and Well-being, while building healthier, more resilient communities.

Impact of our safeguarding maternal mortality Interventions:

+2120 pregnant women interface.
339 baby kit delivery baskets donated.
339 births recorded under our maternal mortality program.

Impact of our Breast Cancer Interventions:



+1074 beneficiaries screened (1044 female and 30 Male).
11 abnormalities detected.
7 surgeries funded.

Donation to Lumley Children Hospital:

We donated five (5) HP desktop computers to the Dr Julius Maada Bio's Paediatric Children's Hospital. The donation is aimed at supporting the hospital's facility with proper administration regarding patient's information and record keeping.



HE, The President of Republic of Sierra Leone administered the first Vaccine

In April 2024, the Ministry of Health with support from WHO, Orange Sierra Leone and other partners, launched its first-ever malaria vaccination campaign. The vaccine campaign has been rolled out across 15 of the country's **16 districts, targeting 6-month-old babies**, who are at high risk of malaria-related mortality. The introduction of **550,000 doses** of the RTS,S malaria vaccine marks a pivotal moment in the fight against malaria in the country.

As a sole private sector partner, we provided communication channels through SMS and shortcode to reach millions of households sharing information on the vaccination program.

"We believe that access to quality healthcare is fundamental right. Our commitment to supporting maternal health and community wellness reflects our dedication to building stronger, healthier communities".

Jestina Betts

Director
Orange Foundation Sierra Leone





Transforming Education Through Digital Empowerment

We believe that education is a powerful driver of equality and opportunity. Our CSR initiatives in education are focused on expanding access, enhancing digital literacy, and equipping students and schools with the tools needed to succeed in a digital world.

In 2024, we strengthened our commitment by donating Digital School Kits including tablets, projectors, and connectivity devices to underserved schools across the country. These kits have helped enhance teaching and learning outcomes, especially in rural and low-resource communities.

We also supported digital skills training for teachers and students, school infrastructure support, and awareness campaigns promoting girls' education and STEM learning.

By investing in the next generation, Orange Sierra Leone is bridging the education gap and contributing directly to SDG 4 Quality Education, ensuring no child is left behind in the digital age.



ICT Trainees of the program

Orange SL, Huawei and Ministry of Communications Technology and Innovation trained over **12,000** Secondary School Students in digital marketing, Cybersecurity and Protection and Web Development. Among the students **trained 37.7% were boys and 62.3%** were girls and the training reached **82 schools** nation-wide.



OSF participants at the Stem Fest

On 28th September 2024 Orange SL sponsored the Freetown Innovation Lab with the event STEAM FEST AFRICA 2024. STEAM FEST AFRICA is not just an event, it represents a dynamic celebration of curiosity, innovation, and the boundless potential inherent in Science, Technology, Engineering, Arts, and Mathematics (STEAM). OVER 1500 students participated. STEAM FEST AFRICA was conceived in 2021 by three pioneering women in STEM, driven by the imperative to cultivate STEAM interest in children and equip them for the evolving landscape of employment, characterized by rapid technological advancement.



2024 Beneficiaries of Orange Digital School Kits:

+11,520 beneficiaries (5,520 girls and 6,000 boys).

16 Primary school beneficiaries

30,000+ beneficiaries across 4 years.

“Digital learning is more than a tool; It is a bridge to opportunity. Through our education initiatives, we are opening doors for young people across Sierra Leone to access knowledge, develop skills, and build brighter futures.”

Desmond Spaine

Project Manager

Orange Foundation Sierra Leone



Supporting Community Well-being and Resilience

At Orange Sierra Leone, we are deeply committed to uplifting the communities we serve by addressing basic needs and fostering dignity, safety, and resilience. Our CSR programs focus on humanitarian support and community development.

In 2024, we provided food donations to vulnerable households during periods of hardship, ensuring families had access to essential nutrition.

We also continued our long-term support for children orphaned by Ebola, providing care, educational support, and emotional well-being through our adoption-style assistance programs.

To improve access to safe water, we funded installation of water facility in underserved communities, helping reduce waterborne diseases and easing the burden on women and children.

These actions reflect our belief that community well-being is the foundation of sustainable development, and that business success must go hand in hand with social impact.

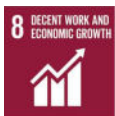


Water Facility at Wilberforce Community

Orange donated a **10,000 Litre** water tank to the Wilberforce community, providing clean drinking water members of the community. Access to safe water is a basic human right and cornerstone of public health and dignity.

During the Holy month of Ramadan, OSL donated food items to **14 communities** across the country. The food items enhanced communal meal among members of the local community.

In the spirit of Easter OSL donated food items to **10 communities** across the country. The food items enhanced communal meal among members of the local community.



Nurturing Culture, Creativity, and Local Talent

Music and the arts are powerful expressions of identity, creativity, and social connection. Through our CSR support for the cultural sector, we are helping to uplift local talent, preserve cultural heritage, and create economic opportunities for artists and young creatives.

We proudly sponsored key music festivals, talent shows, and art initiatives, providing a platform for emerging artists to showcase their work and reach broader audiences.

Our support also included event sponsorships, and media exposure contributing to a thriving creative economy. We sponsored a range of events including: **Oktoba Carnival, Drizilik Music Festival, Chill & Relax Carnival, Miss Freetown, Ballin- Thoa, Arsenal TV Fan, Sweet Bo, Rap Rampage, Base Outing.**

By investing in music and arts, Orange Sierra Leone promotes youth empowerment, cultural pride, and inclusive growth reflecting our commitment to community enrichment and sustainable development.

Consumer Issues



Recognising Excellence and Prioritising Consumer Trust

In 2024, Orange Sierra Leone received recognition as **Top Employer**, achieved **ISO 9001 Certification**, recognition by **UADF**, and earned an **Environmental Award**. These awards and certifications reflect the dedication of our teams to delivering quality services while upholding high ethical and operational standards.

We remain focused on addressing consumer issues through active listening, transparent communication, and continuous service improvement. As part of this commitment, we prioritize the protection of customer data, ensuring privacy, confidentiality, and secure handling of all information across our systems and services.

We launched a unique initiative, “**My Customer, My Boss**,” as a platform to strengthen customer relations. Our consumer engagement channels ensure that feedback is heard and acted upon, while our customer care initiatives promote accessibility, fairness, and responsiveness.

By putting consumers at the heart of our operations, safeguarding their data, and celebrating excellence, Orange Sierra Leone strengthens trust and reinforces its role as a responsible, reliable, and customer-focused brand upholding our values of responsibility and boldness.



**OSL CEO, & CX Director,
2024 My customer My Boss**

What started as Customer perception survey in Sierra Leone by employees going out physically to meet and build unique bonds with customers, metamorphosed into a huge customer engagement that has now been replicated in all 17 Orange middle east and Africa (OMEA) footprints.

‘**My Customer My Boss**’ seeks to strengthen our customer relations, galvanizing all levels of the organization, by mobilizing on the same day, employees from all functions of the company to go directly to meet customers at their various locations, making every employee an actor of customer satisfaction ensuring that the employees better understand the customer’s expectations and uses.



2024 Awards and Certifications

“we recognize that every interaction with our customers is an opportunity to build trust. Addressing consumer issues with transparency, fairness, and responsiveness is central to our promise of putting the customer first.”

Alpha Bundu
Customer Experience Director
 Orange Sierra Leone



Our Stakeholder Dialogue



Engaging Stakeholders: Fostering Dialogue for sustainable Impact

In our commitment to corporate social responsibility (CSR), engaging in meaningful dialogue with our stakeholders is paramount. This engagement not only helps us understand the diverse perspectives and concerns of those impacted by our operations but also fosters trust and transparency. By actively listening to our stakeholders including the Government, partners, employees, customers, community members, and investors we can identify shared values and address challenges collaboratively.

Our stakeholder dialogue initiatives are designed to create a platform for open communication, allowing us to gather insights that inform our sustainability strategies and decision-making processes. We believe that by incorporating stakeholder feedback, we can enhance our social impact, mitigate risks, and drive innovation.

Through regular consultations, surveys, and community engagement events, we strive to build lasting relationships that contribute to a more sustainable future. Together, we can create solutions that not only benefit our business but also enrich the communities we serve and protect our planet for generations to come.

“Engaging our stakeholders is not just a requirement it’s a responsibility. Their voices guide our actions, strengthen our impact, and ensure that our CSR efforts truly reflect the needs and priorities of the communities we serve”.

Danetta Younge
General Secretary
Orange Sierra Leone





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Looking Ahead: Our Commitment Continues

As we conclude this CSR report, Orange Sierra Leone reaffirms its unwavering commitment to being a responsible, inclusive, and impact-driven company. The progress made in 2024 from our education and Health initiatives, empowering youth and women to protecting the environment and promoting digital inclusion reflects our belief that business success must go hand in hand with social progress and sustainability.

We remain guided by our core values, the Sustainable Development Goals, and the voices of our stakeholders. Together, we will continue to innovate, collaborate, and invest in initiatives that improve lives and build stronger communities across Sierra Leone.

The journey toward a more inclusive and sustainable future is ongoing and Orange Sierra Leone is proud to be part of the change.

We are Here, Orange is Here!

We Value Your Feedback

Thank you for taking the time to read Orange Sierra Leone's 2024 CSR Report. Your insights and feedback are important to us as we continue to enhance our impact and strengthen our engagement with communities and partners

For inquiries, suggestions, or collaboration opportunities, please contact:

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