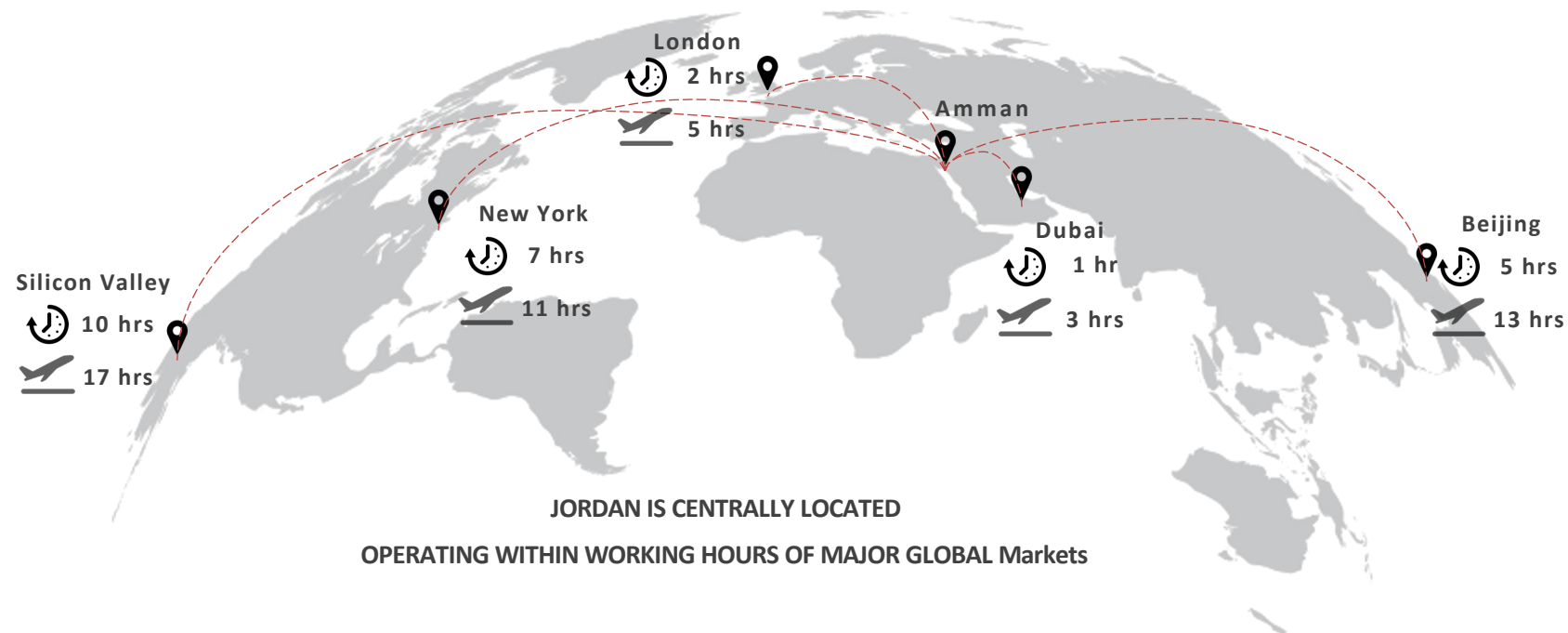


Promoting Jordan as a perfect home for ICT investment

Overview on ICT Investment

OUR COUNTRY: CENTRALLY LOCATED, GLOBALLY CONNECTED, AND OPEN TO BUSINESS



Proven Ecosystem

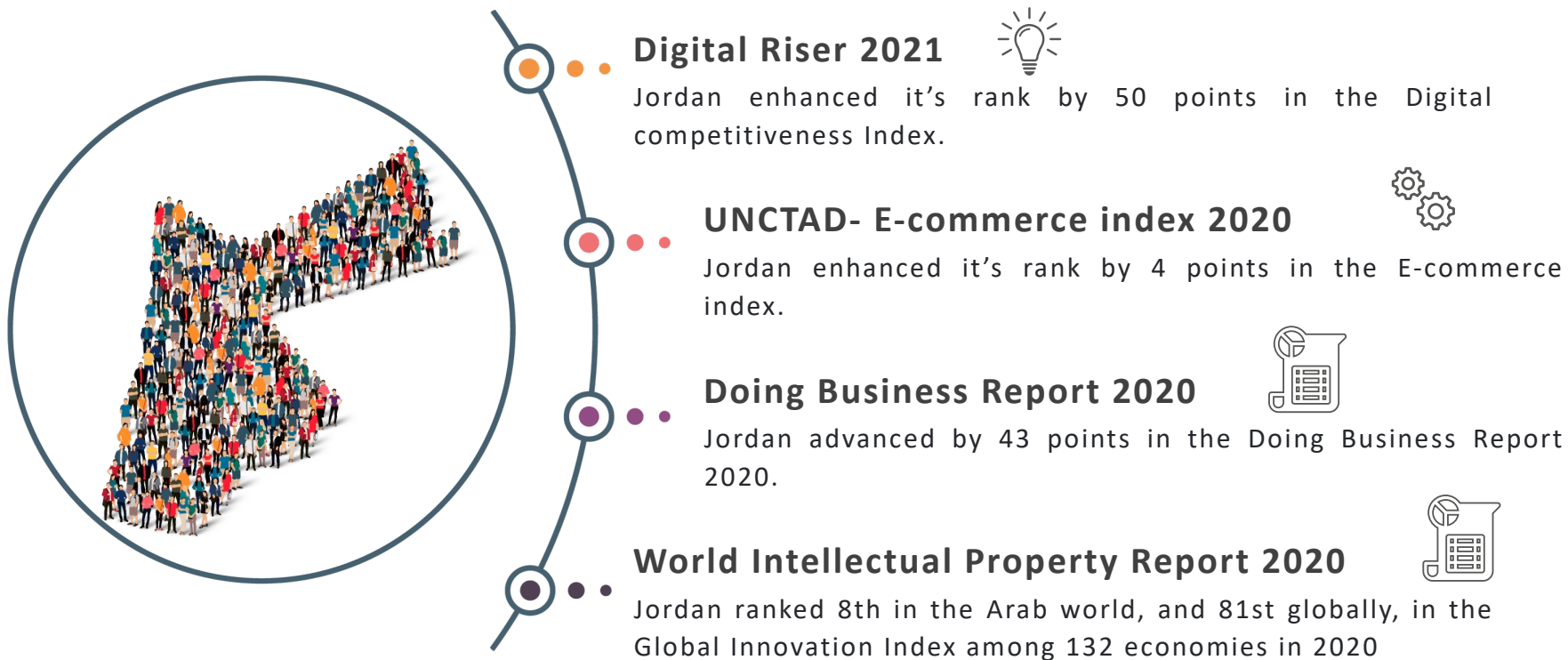
29 universities, 14 incubators, 2 techno parks, an angel network, and multiple business promotion entities.

23% of MENA Tech Entrepreneurs

Reside in Jordan, while Jordan's population is only 3% of MENA's.

IT Incentives

0% Sales Tax on ICT Companies, 0% Income Tax on exports, and 5% Income Tax.



Jordan's in Global Reports

World Digital Competitiveness Ranking

+1

Jordan has stepped one rank in economic performance indicator

Doing Business Report 2020

+10

Jordan has been placed among the MENA top ten improvers in implementing business climate enabling measures.

Women, Business and the Law report 2020

%

Jordan has obtained 100/100 in the Entrepreneurship indicator.

Global Innovation Index 2021

+50

Jordan has maintained the same rank during 2020-2021, which is 81st among the 132 economies featured, noting that Jordan performs best in Market Sophistication pillar which has been ranked 47 among 132 countries

Female Opportunity Index 2021

+90%

- I. According to the Female Opportunity Index 2021, Jordan has obtained 56.3 out of 100 and has been ranked 98 out of 100
- II. Although Jordan has been ranked 90.9/100 in terms of Women Entrepreneurship.

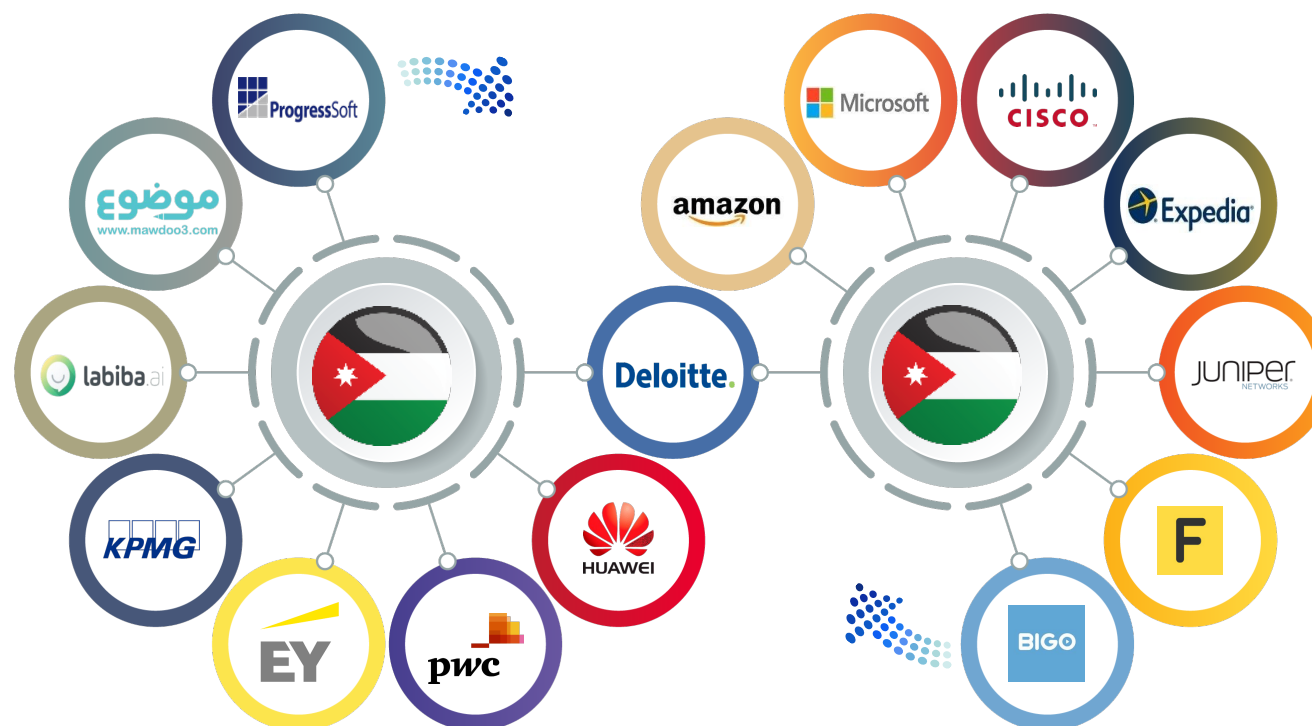
The Global Gender Gap Report 2021

5TH

Jordan has been ranked 131 worldwide and 5th in the region among 156 countries

Jordan has succeeded in creating and developing a highly competitive ICT sector, a pioneering sector in the MENA region and currently serves larger regional markets and global markets.

Jordan Innovation- Enabling Ecosystem



As Jordan continues to foster an innovation-enabling ecosystem, it has managed to attract several global tech giants to set up in Jordan, including Microsoft, Bigo, Amazon and Webhelp.

Jordan: MENA's Destination for Digitally-Enabled Services

RESILIENT INFRASTRUCTURE



Stable, competitive, and predictable business costs.



98%

of the Kingdom is covered by 4G Nation-Wide Fiber and Broadband Connectivity.



Located in the center of the MENA region, in a time zone close to Europe and USA.



Strategically located to serve the Levant, GCC and East Africa with an Arabic speaking market of around 400 million customers.



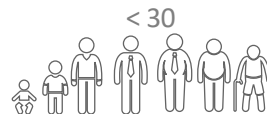
Politically and financially stable country with incentives for investors.

ABUNDANT SKILLS



<\$15/hour

Jordan's blended rate for IT human capital with 3-5 years of experience.



70%

of population is **<30** years old.

98%

Literacy rate, and top 5 in English proficiency⁴ in MENA.



29

Private and Public Universities (all of which are bilingual).



22%

University Graduates hold degrees in IT, and Engineering.

13th

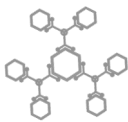
Globally and 3rd regionally in availability of scientists and engineers.



30%

of the Contribution to the Tech Sector is by Females.

ENABLING ENVIRONMENT



0%

Sales Tax on IT Services



0%

Customs Duties



0%

Exports Income Tax



5%

Income Tax for Profits
Generated in Jordan



5%

Ceiling Interest Rate for IT-
Related Soft Loans from
Commercial Banks



55

Bilateral Investment
Treaties



27

Double-Taxation
Agreements



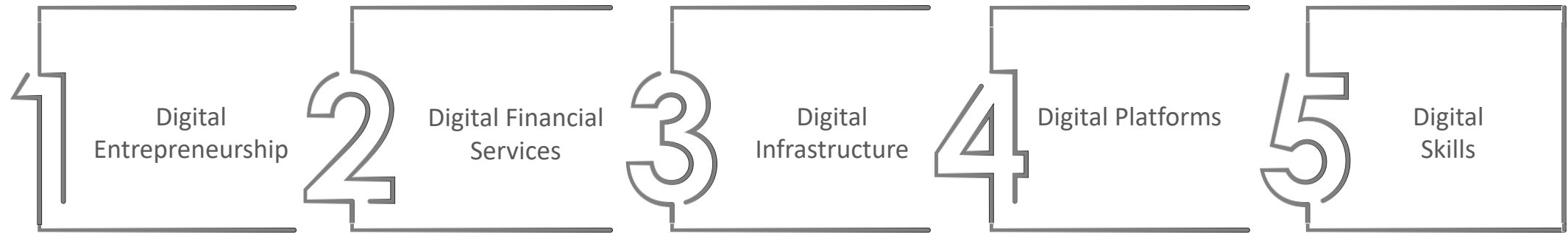
7

Free Trade Agreements
including 155 countries



New Secured Lending Law
Moveable Assets such as Intellectual
Property can be used as Collateral

The Ministry of Digital Economy and Entrepreneurship has evolved from its previous role as the Ministry of ICT, with the aim of creating the policies to enable the economy's transformation towards a digital one, by supporting the following **5 key enabling pillars**:



Digital Economy's 5-Year Growth Targets



Upskilling **Programs for Youth in Jordan**



Support the Expansion
& Growth of **Digital Firms**



Double the Growth Rate of Job Creation in the Sector



Accelerate **Digitization and Adoption of Government Services**



Digitize **Government Payments**



Establish **3 Tech Hubs**

ICT STRATEGIC SECTOR VISION 2033



A thriving ecosystem for digital entrepreneurship in the Arab world



A top 20 country globally in innovation capability



A top three country regionally in technology adaption



Leading digital talent provider regionally



Attractive investment destination for digital solutions



Strong skills throughout the education system



Ethical user and digital tools



Supporting policy and regulatory environment



Entrepreneurship and innovation hub



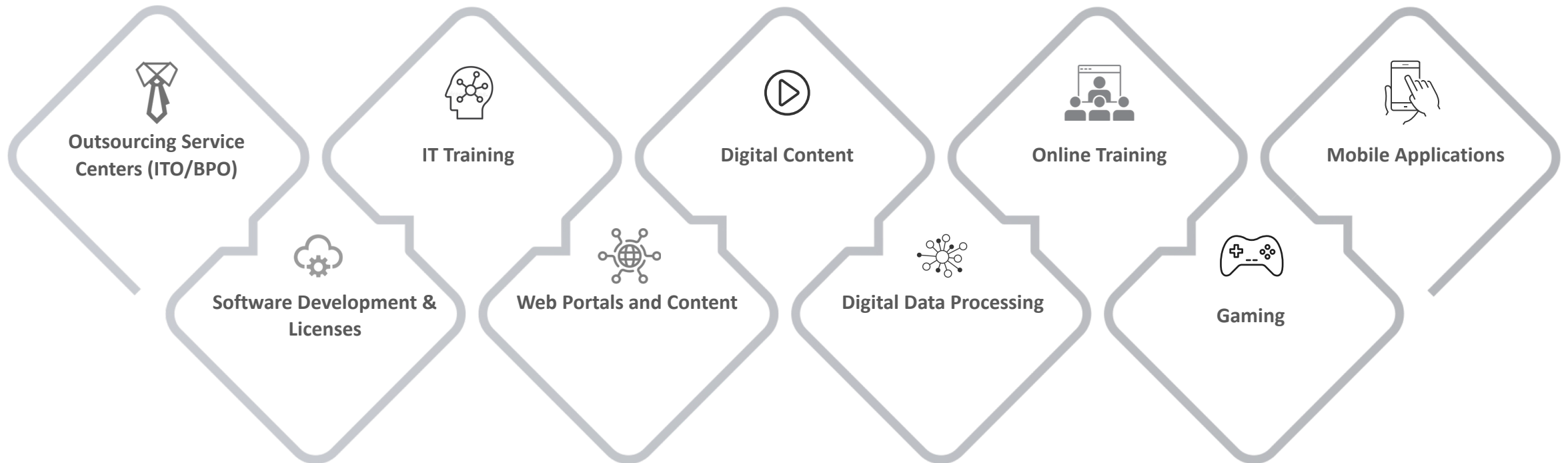
Knowledge economy



A center for digital innovation in commerce, healthcare, transport, education, and gaming.



R&D driven culture



ITO/BPO investment opportunities

Opportunities with international **BPO/ITO** companies establishing their own operations in Jordan or partnering with local firms, Jordan's **BPO/ITO** sector proved its resilience and job-creation capabilities even at the peak of the **COVID-19** pandemic. During the nationwide three-month lockdown, the sector created more than **1,000** jobs, with women representing **60%** of new hires.

➤ Key BPO/ITO Sector Performance Indicators:

- **200%** Employment Growth Rate
- **480%** Domestic Market Revenue Growth Rate
- **134%** Foreign Market Revenue Growth Rate
- **161%** Domestic & Foreign Markets Revenue Growth Rate

➤ BPO/ITO Services Offered in Jordan:

Web & Software Development	Mobile Development	Cloud DevOps	Infrastructure	Quality Assurance & Testing	Digital Transformation	Data Analytics & Security
Design and Multimedia	Data Entry and Administration Support	Social Media	UX & UI Design	Technical Support	Application Support and Management	Customer Care

Jordan Source helps you reach tomorrow's business, TODAY!

Jordanian youth hold the talent and forward thinking to launch innovative business solutions, with a forever-replenished pool of upskilled technology talent and a commitment to being a global leader in IT customer experience, where a significant investment in world-class technology infrastructure was made to acknowledge Jordan's Source unique experience in taking any global company's digital business to the next level through BPO and ITO.

In the last three years...

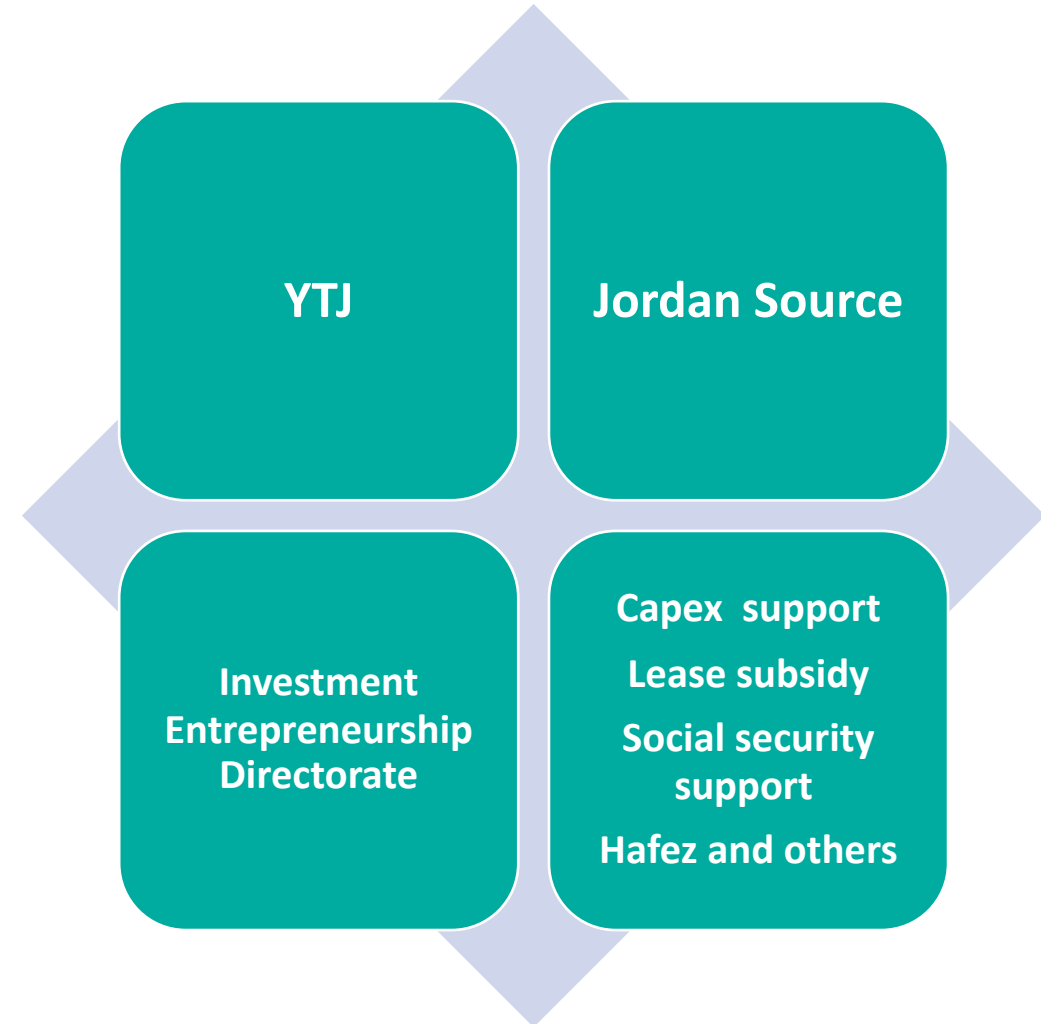
- ICT sector contributions to GDP: 5%
- ICT sector growth (CAGR): 11.64%
- Investments in Jordan's ICT sector: US\$100 million
- Domestic market ICT revenue growth rate: 31.3%
- Foreign market ICT revenue growth rate: 82.6%
- ICT sector employment growth rate: 115.2%

ICT Investors' Incentive Package

ICT Incentives

We provide exceptional added value to businesses looking to make ITO/BPO investments in the Kingdom

- A strong ecosystem of partners has been created to empower investors making the decision to setup shop in Jordan.
- A supportive government with a plethora of grants subsidies and forms of support.





Employment Subsidy

Employment subsidies that will cover up to **50% of new employees' salaries** for the **first 6 months of their employment**. The Incentive is open for digital or digitally enabled firms (**focusing on BPO/ITO**) with at least one year of operation, and a clear hiring plan.



Market Expansion

Matching grants (**up to USD 100,000**) to cover up to **50% of the cost of business development plans** such as seeking to expand and secure new contracts in new local, regional, and international markets. The incentive is open for digital or digitally enabled firms (**focusing on BPO/ITO**) with at least one year of operation, and a clear market expansion plan.



Upskilling

Training grants (**up to USD 150,000**) to qualify and contract training service providers to upskill youth on the latest and highly demanded digital technologies.



Internship

Graduates Internship Program (GIP): through this program, ICT graduates are trained for 12 months in private sector companies, with government support provided through subsidizing 50% of the trainees' monthly salaries. Since 2009, the total number of beneficiaries from the program reached 4,295 with an employment rate reaching 70%.



Upskilling

National Upskilling Program: in cooperation with Hussein Technical University (HTU), 500 graduates are trained annually in soft skills, English language, and modern technology, including: Python & Advanced Data Structure, AI, Cybersecurity, Java, Computer Networks, Virtual Reality, HTML, CSS and JavaScript for Web Developers, amongst other fields, for a period of three months. As of 2019, the total number of beneficiaries from the program reached 1,000 in 2021, with an employment rate reaching 76%.

Leasing Incentives

Companies invested in *The Abdali business area* enjoy several tax & customs exemptions, as well as other benefits related to the transfer fees!

- Prime Ministry has introduced new tax benefits that include reduction on Property Tax.
- Exemption from the general sales tax on all goods and services purchased or imported for the purpose of establishing projects under special conditions.
- Exemption from customs duties on goods purchased or imported for the purpose of establishing projects under special conditions.
- All non-Jordanian employees who work in these projects shall be exempted from income tax on income received.
- Installment fees for the transfer of ownership to foreigners wishing to purchase residential units within the New Abdali.



Company Registration

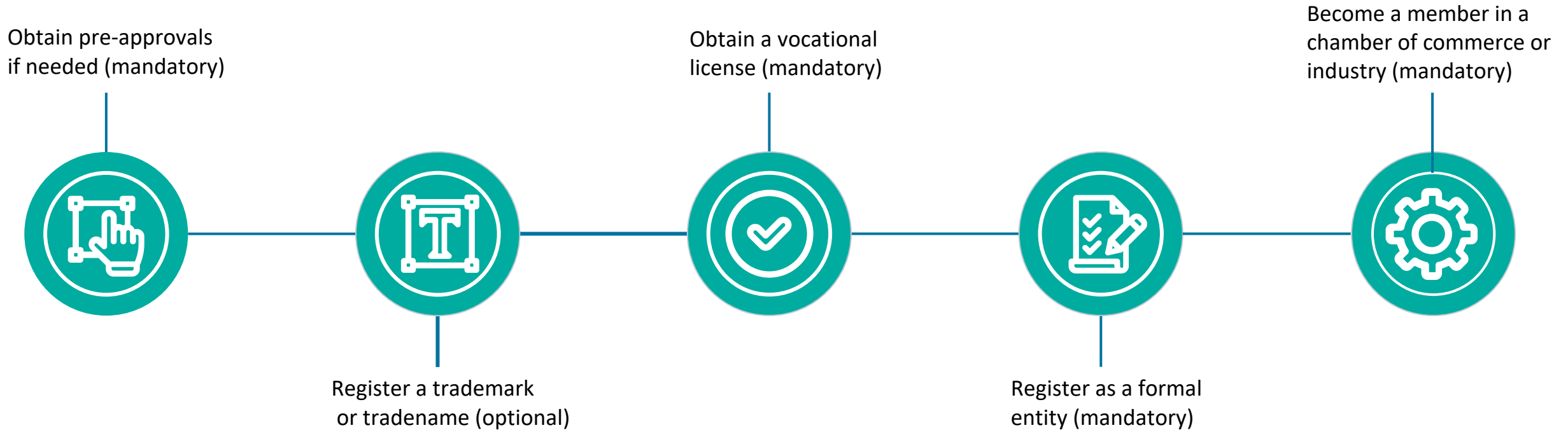
Company Registration – Types of Business to Register

Business Type	Description & Liability	Partners (Y/N)	Capital	Lawyer Required (Y/N)	Auditor Required (Y/N)
Individual Establishment	The simplest business structure that can be established by applying for a permit from the Central Registration Directorate at the Ministry of Industry and Trade, or the Commercial Registrar in areas outside of Amman. This type of business is not seen as separate from the owner, therefore the owner does not have limited liability.	N	The minimum capital required is JD 1,000. You are not required to provide evidence of capital when applying to register an individual establishment however the Registrar may request to see documentation at his or her discretion.	N	N
General Partnership Company	A general partnership company must have at least two owners. Each owner is fully obligated to the business, meaning that they do not have limited liability.	Y At least 2. The number of partners can range from 2 to 20. Each partner must be at least 18 years of age.	The minimum capital required to register a general partnership company is JD 1,000.	N General partnerships do not require lawyers, unless the capital of the business exceeds JD 50,000.	N
Limited Partnership Company	This business structure allows for a combination of general partners (just like General Partnership Companies) and limited partners (just like Limited Liability Companies). General partners are responsible for the day- to-day operations of the business and do not have limited liability. Limited partners contribute to the capital of the business but are not permitted to be involved in the company's operations. They are limited to their own shares in the company.	Y At least 2. The number of partners can range from 2 to 20. Each partner must be at least 18 years of age.	The minimum capital required to register a limited partnership company is JD 1,000.	N Limited partnerships do not require lawyers, unless the capital of the business exceeds JD 50,000.	N

Company Registration – Types of Business to Register

Business Type	Description & Liability	Partners (Y/N)	Capital	Lawyer Required (Y/N)	Auditor Required (Y/N)
Limited Liability Company	In limited liability companies (LLC) all partners are considered limited partners. Limited partners contribute to the capital of the business but are not permitted to be involved in the company's operations. They are limited to their own shares in the company.	An LLC usually has 2 or more owners, however if there is only one owner, then you will need approval from the Company Controller at the Companies Control Department. The maximum number of owners (or shareholders) is unlimited.	The minimum required capital to set up a limited liability company is just JD 1.	Y LLCs are required to have a lawyer if their capital exceeds JD 20,000. (Note: the lawyer is required to file papers that confirm he or she is the legal counsel for the company).	Y
Private Shareholding Company	Private shareholding companies are limited liability companies that do not offer or trade their company shares to the general public on the stock market. Rather, the company's stock is offered, owned and traded privately. The stocks are usually owned either by non-governmental organizations or by a relatively small number of shareholders.		The minimum required capital to set up this business is JD 50,000	Y	Y

Company Registration Steps



Company Registration Steps

Three Additional Steps for a Business to Become Operational



Register your business with the tax department (mandatory)



Enroll in Social Security (mandatory)



Obtain work permits for any non-Jordanian employees (mandatory if non-Jordanians will be hired)

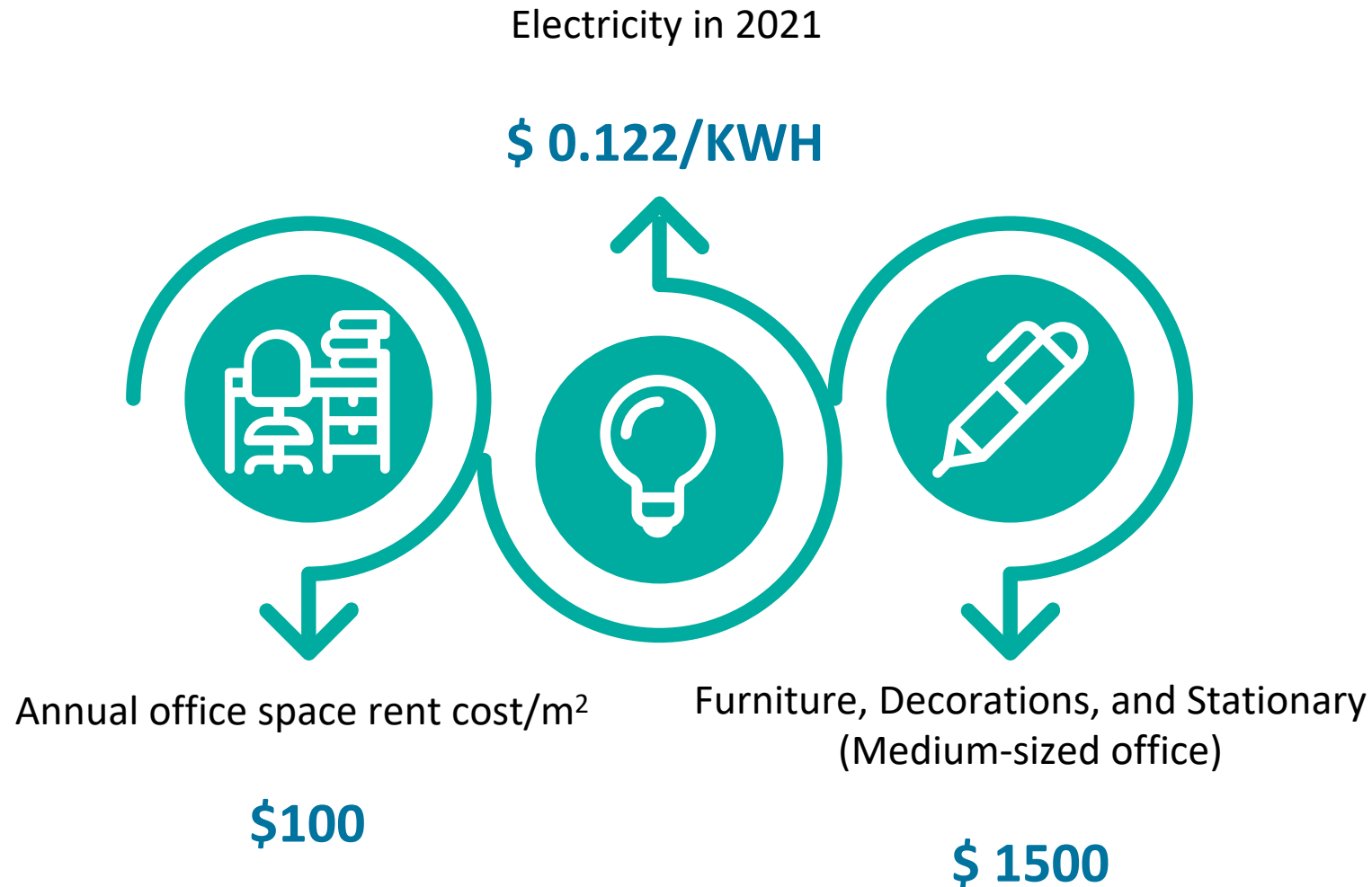
For more information, please visit:

[Startup Guide Jordan | How to Register a Small Business in Jordan](#)

The Investment Law No. 2014/30 States:

- Foreign nationals and firms are permitted to own or lease property in Jordan for investment purposes and are allowed one residence for personal use, provided that their home country permits reciprocal property ownership rights for Jordanians.
- Work permits are required for any non-Jordanian employees.
- To further facilitate business registration for investors, the Ministry of Investment has established the Investment Window in relevant governmental entities to register, issue permits and licenses directly for investors.
- Registering any business will take less than 10 days to complete.
- You can register your business online within an estimate of 48 hours using a legal representative.

Cost of Running a Technology Business in Jordan (USD)



Average Tech Team Monthly Salary Scale (USD)



VP of Engineering
(10+ years of
experience)

\$ 7,000



Software Engineer
(7-10 years of
experience)

\$ 4,935



Software Engineer
(5-7 years of
experience)

\$ 3,032



Software Engineer
(3-5 years of
experience)

\$ 2,115



Software Engineer
(0-3 years of
experience)

\$ 1,119



Customer Support
(0-3 years of
experience)

\$ 500



Customer Support
(3-5 years of
experience)

\$ 729



Customer Support
(5-7 years of
experience)

\$ 915

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YOU