

Boldly responsible...



... towards the Belgian society

Orange Belgium takes pride in acting responsibly and sustainably for the benefit of Belgian society. In 2018, the company's efforts continued to focus on responsible products and services, social inclusion, and limiting impact on the environment.

Responsible products and services

As a key player in developing the local economy, Orange's primary responsibility is to guarantee its customers impeccable service, which means providing high-quality, reliable and trustworthy goods and services. This also means that the company must constantly remain vigilant to data protection and child protection issues in relation to certain content.

A Carbon-Neutral Company

All of Orange Belgium's business activities have been carbon neutral since 2014: the buildings, network and Orange stores are all neutral in terms of CO₂ emissions. The domains covered

by CO₂ neutrality are: electricity, gas, fuel, paper, waste, business trips by plane and by train, and refrigerants in air conditioning systems.

The company's irreducible carbon emissions are compensated for by contributing to a civil project in Africa.

For the 4th year in a row, Orange Belgium has been awarded the CO₂ neutrality label by CO₂Logic and Vinçotte, meaning that the company's operational activities (network and buildings) are neutral with regard to CO₂ emissions.

Orange Belgium's ambitious plan to significantly reduce its environmental impact has included: moving to a much greener building in Brussels,

installing solar panels, using green electricity, sorting waste, reducing paper usage, and more. As a result, since 2006, Orange Belgium has reduced its CO₂ emissions by 80%.

To eliminate the remaining 20% (the so-called incompressible emissions) and become CO₂-neutral, the company supports 'CO₂ compensation' actions, whose objective is to reduce CO₂ emissions elsewhere on the planet (generally in developing countries). Concretely, in 2018 Orange Belgium participated in the construction of ovens in Uganda to reduce the use of wood and coal, and thus curb deforestation while improving the living conditions of the population.

And Orange Belgium made an extra gesture: at the end of November, many team members and their families participated in 'Nature Day' (organized by partner Natuurpunt) by planting 1,000 trees to reforest the Waverwood in St-Katelijne-Waver, Belgium.

Addressing the skills gap in an inclusive way with 'be<\code>'

As part of its mission to connect people, Orange Belgium actively contributes to the 'be<\code>' project, which was introduced early 2017. Through BeCode, Orange plays an active role in helping those who want to be part of society's digital revolution to acquire the digital skills they need. In February 2018, be<\code> presented its first graduates, ready to enter the job market!

www.becode.org

A gift that warms the heart

The holiday season is also synonymous with generosity. In 2018, Orange Belgium supported 'Christmas for All' – an initiative to offer a Christmas worthy of the name to people living on the street. The action, led by young people in Brussels, organized a large distribution of essential goods at Brussels' Central Station. To support this good cause, Orange Belgium collected clothes, sleeping bags, hygiene products and non-perishable foods at the company's offices in Brussels and Ghent.

Another initiative came from Orange's team members. During the Christmas period, 350 refugees spent the night near the Orange building in Brussels. Social workers from the City of Brussels and volunteers helped prepare and distribute meals and took care of administration and the collection of clothes and furniture.

A WiFi connection was needed, so that the refugees could communicate with their families via social networks. Orange Belgium provided a technical solution for deploying WiFi in the common area, where the refugees could call their loved ones.

Listening to Employees' Needs and Well-Being

Employee satisfaction is one of the company's major strategic priorities. In 2018, Orange made further strides to establish a strong feedback culture. In addition to listening to customers, the management makes a special point of listening to the team members.

The aim is to co-create solutions to workplace challenges. In this regard, Orange created Principles of Action Champions: employees who were voted by their peers as outstanding examples of living the principles of action in their jobs. These representatives are now working closely with management to tackle the top priorities in improving the company's ways of working.

Orange is also keen to provide a working environment that ensures a good work-life balance and a healthy lifestyle. In 2018, the company restaurant was completely refurbished and more healthy and fresh choices were added to the offering, from special sandwiches to a wide variety of freshly cooked meals. Moreover, the company provides free fruit at work, lunch-time sports classes, flu vaccinations, and more.

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