

Boldly responsible... Committed and responsible

Orange Belgium remains faithful to its commitment to act responsibly and sustainably for the benefit of Belgian society, without compromising on its operational excellence. The year 2019 was marked by efforts made concerning both respect for the environment and attention for employee well-being, as well as by initiatives relating to social and digital inclusion.

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... Vis-à-vis its customers and society

Innovative and responsible products and services

As a player in the development of the local economy, Orange Belgium guarantees its customers an irreproachable experience by offering them reliable and high-quality products and services. The responsible use of screens was one of the major themes of the year. A commitment translated notably by a broad awareness-raising campaign on the possibilities, but also the risks, posed by digital technology.

The commitment of Orange Belgium with regard to a responsible use of screens also prompted the organisation of free interactive workshops, intended for parents, in several shops, providing them with practical advice on accompanying their children in their digital lives. This initiative will be expanded to the national level in the spring of 2020.

Environmental impact and CO₂ neutrality

Carbon neutrality is one of Orange Belgium's priorities: our total CO₂ emissions have been reduced by nearly 80% since 2006.

For the fifth consecutive year, the company was certified and labelled 'CO₂ Neutral' by CO₂ Logic and Vinçotte. These two independent bodies issue a label based on the internationally recognised PAS 2060 standard: only companies that make substantial efforts receive it. This label certifies that Orange's buildings, network and shops are neutral in terms of CO₂ emissions.

Orange Belgium compensates the non-reducible emissions arising from its operational activities by investing in social projects in Africa, typically the construction of ecologically-responsible local public utility installations. In 2019, for example, Orange Belgium supported an electrification project in Senegal whose

ultimate goal is to meet the needs of 50,000 people on an annual basis.

So far, Orange Belgium's ambitious plan for significantly reducing its environmental impact has been translated by the move to a much more ecological building in Brussels, the installation of solar panels, the use of green energy, the sorting of waste as well as the management of paper and plastic.

With regard to network infrastructure, the company's objective is to henceforth assure a systematic traceability of its waste. In 2019, Orange Belgium eliminated 10,000 tonnes of batteries via networks that recycle them at a rate of 99.8%. Lead batteries have been preferred expressly for the quality of their recycling.

2019 also saw the inauguration of a brand-new data centre in Antwerp, particularly efficient in terms of energy consumption, to replace 4 smaller structures with an older design.

Solar panels will also be installed shortly on antenna sites in Belgium, so that they can have a direct energy source. Their additional needs will be covered by the purchase of green energy from accredited suppliers.

Finally, the Buyback process allows customers to bring their old mobile phone back to Orange Belgium, which pays

€2 to Natagora/Natuurpunt to support environmental protection in Belgium. The customer is offered a purchase voucher corresponding to the residual value of his or her device. Mobile phones that no longer have any market value are recycled by Recupel. A large share of the materials can be recycled, the rest being melted down in order to recover up to 90% of the raw materials and give them a second life.

... Vis-à-vis its employees

Within the framework of its positioning as a digital and caring employer, Orange Belgium attributes great importance to the well-being of its employees. Employee satisfaction is one of the company's major strategic priorities.

In 2019, special attention was paid to initiatives on mobility, waste management, the environment and improvement of work spaces, which were revised in accordance with the needs expressed by the employees so as to facilitate project-based working and social interactions, while at the same time reducing noise.

Orange Belgium is also concerned to offer a working environment that guarantees a proper work-life balance, as well as a healthy lifestyle, notably by proposing sports activities at lunchtime, free fruit baskets every week, a prevention programme against psychosocial risks and a mindfulness meditation cycle.

Also worth mentioning: in 2019, Benefits at Work was launched, a service offering a series of well-being advantages and discount vouchers in an app.

Diversity

Orange Belgium has turned diversity, sexual equality and equality of opportunity, during both recruiting and professional life, into an advantage for innovation and attractiveness. Moreover, Orange Belgium has been audited and received the European GEEIS certification (Gender Equality European & International Standard) for an additional two years, something it has held since 2011 in recognition of its practices with regard to diversity, professional equality and inclusion.

Orange Belgium promotes teleworking, which also permits a better work-life balance, and which already involves more than 1,000 employees out of 1,400.

At the end of 2019, Orange Belgium organised a dialogue with its many stakeholders – internal and external – in order to better understand their priority expectations in terms of diversity and to identify levers that will enable it to improve its performance.

In addition, Orange Belgium launched a broad internal campaign on the occasion of International Women’s Rights Day, March 8th, highlighting the fact that the company’s key operations are assured in the same way and with the same passion by men and women.

Mobility

Orange Belgium appreciates the importance of a responsible mobility policy and offers facilities to employees to encourage the use of bicycles and public transport (leasing of electric bikes, promotional actions and participation in mobility week). The company also offers its employees the possibility of opting for an electric or hybrid car, or a smaller vehicle in combination with a public transport subscription, thanks to an expanded list of company cars. The carbon footprint is thus declining progressively to the advantage of soft mobility alternatives.

Moreover, via the provision of adapted equipment Orange Belgium promotes teleworking, which also permits a better work-life balance, and which already involves more than 1,000 employees out of 1,400. In December 2019, Orange Belgium launched a survey amongst its employees to put together a mobility plan that is even better adapted to their situations.



Waste management

Environmental impact and waste management have been points of constant attention for Orange Belgium for several years now. In 2019, the company offered water bottles to its employees and eliminated the plastic cups that had been provided at the water fountains, thus saving nearly 60,000 cups per year. The plastic food containers used in the past were also entirely replaced in favour of 100% recyclable vegetal materials, while the floor covering of the renovated work zones is now also 100% recyclable.

Involved employees

In 2018, Orange Belgium launched Oz, a programme that stimulates innovation, creativity and entrepreneurship within the company. In 2019, the theme of the summer was the environment, in order to involve the employees in managing the company’s ecological footprint.

In 2020, the employees will participate in implementing 2 winning ideas, i.e. cleaning up the areas around the buildings and the creation of a bio-diversified garden.

2019 was also the year of the co-creation of solutions to rethink the working methods and ergonomics of the workplaces. Orange Belgium launched several pilot projects on these subjects: new types of individual or collaborative work spaces, new digital tools, ... The efforts to improve the quality of the workplaces will continue in 2020.



Charitable actions

For many years, various charitable actions have been launched, in particular during the period of the end-of-year celebrations. This year, Orange Belgium once again supported the ‘Pêcheur de lune’ association and organised a collection of toys, either new or in good condition, to be offered to needy children. Nearly 500 toys were donated to the association. Throughout the year, the company participates in various sporting events for the benefit of charities. Each year many employees participate in the ‘Run for Parkinson’, for example.

<https://www.pecheurdelune.be/>

... Vis-à-vis its local partners

BECODE

Orange Belgium is an active partner of BeCode, an initiative of three Belgian entrepreneurs who in 2016 decided to do something about the shortage of developers and inadequate digital inclusion. In addition to recurrent financial support, Orange Belgium is also represented in the management of this company, which addresses itself to people wishing to master the techniques of coding and enter the job market as a web developer. At BeCode, students can become junior developers in a mere 6 months. They then join companies as trainees in order to sharpen and apply their newly-developed skills. Since February 2018, BeCode has been training students who are ready to embrace the job market as soon as they graduate. Several hundred people now leave BeCode each year with skills matching the needs of companies.

<https://becode.org/>

ENTRA

In 2019, Orange Belgium celebrated its 20 years of partnership with ENTRA, an adapted work company (ETA) based in Belgium and created in 1968.

ENTRA’s mission is to propose high-quality, adapted and sustainable jobs to persons who have certain limitations due to illness or handicap. 79 jobs are covered by this partnership between the two companies, jobs that are useful, remunerative, stable, gratifying and capable of evolving.

<https://www.entra.be/fr-fr/groupe-entra>

Close the Gap

Orange Belgium was one of the first partners of the CLOSE THE GAP association when it was created in 2003. This non-profit association collects used IT equipment in companies and reconditions it into professional tools destined for educational, medical and entrepreneurial projects in Belgium or developing countries, notably schools. In 2019, Orange Belgium donated 2 tonnes of IT equipment such as PCs, mouses, keyboards, cables, etc.

<https://www.close-the-gap.org/>

The Orange Foundation

The Orange Foundation is at the heart of the group’s sponsorship and social responsibility.

It has adopted the goal of enabling everyone to access the possibilities offered by the new technologies and to contribute to the social and economic development of the countries where the Orange Group is present. It puts digital technology at the centre of its action.

In 2019, Orange Belgium financed the equipment of a digital carpentry shop at the heart of an art centre: iMAL. iMAL has been installed in the Brussels municipality of Molenbeek since 2007 and possesses a FabLab where local artists, contractors or teachers can use cutting-edge equipment. It’s the link between art, technology and inclusion.

<https://www.imal.org/fr/fablab>



...Vis-à-vis society, with its new ‘Engage 2025’ plan

In December 2019, Stéphane Richard, Chief Executive Officer of the Orange Group, presented the strategic plan ‘Engage 2025’, which reconciles economic performance and sustainable approach vis-à-vis everyone.

‘Engage 2025’ contains several action programmes on the environmental, social and technological levels which will begin to be implemented in 2020 in order to conclude in 2025, with in particular energy needs covered 50% by direct energy and 50% through the purchase of green energy, in each country where the group is active. Most importantly, each national entity of the Orange Group will have to have achieved carbon neutrality between now and 2040.