



Orange's CSR Policy

Prioritising sustainable development

We are working to ensure our corporate and social responsibility commitment has a positive impact on people, society, and the planet.

Orange is ensuring sustainable growth by prioritising social, societal and environmental issues. This is essential for preventing business-related risks and opening up innovation opportunities through stakeholder dialogue. As a responsible company, we are promoting the positive social, societal, environmental and energy transitions that digital technology makes possible.

We intend our technological contribution to be beneficial, ethical and respectful of human rights, as well as kinder to the environment, to provide individuals, communities and nations with the backing they need to take advantage of the digital world we are helping to shape.

Our ambition is to double down on our commitment to minimising digital inequalities by offering inclusive solutions that are accessible to as many people as possible. We strive to ensure that everyone we connect is empowered to act responsibly, exercise their free will with technology and become enlightened digital citizens.

Our 5 commitments

Our CSR actions are based on 5 commitments, which are supported and delivered thanks to our teams and partners throughout all of our operating countries.

1. Respecting fundamental freedoms and human rights
2. Promoting digital inclusion and socio-economic development
3. Helping to drive the environmental and energy transition
4. Offering responsible products and services
5. Encouraging employability and workplace well-being.

What is CSR?

- “Sustainable development means development that meets the needs of the present without compromising the ability of future generations to meet their own needs”, Ms Gro Harlem Brundtland, Norwegian Prime Minister (1987).
- Corporate Social Responsibility (CSR) is how companies approach, and are accountable for, sustainable development. It is the process whereby social, environmental, ethical, human and consumer rights are integrated into business activities and corporate strategy.
- CSR covers all the practices and policies that respect people's rights and freedoms and promote employee well-being, that have a positive impact on society and that respect the environment, all while remaining economically viable. It is based on compliance with legislation, collective regulation and international standards.

Governing CSR principles

Our CSR policy is based on fundamental principles including: ethics and the fight against corruption, vigilance and duty of care, close collaboration with stakeholders (within the public and private sector as well as civil society, business leaders, suppliers, shareholders, employees and trade unions) and ensuring the entire value chain (from suppliers to consumers) adopt more responsible practices.

Our governance bodies (which are dedicated to executives, investors and directors) ensure compliance with our policies and approach, and enable us to report on the results we achieve.

Ethics and the fight against corruption

In addition to complying with strict regulation, Orange is also committed to conducting business in an ethical way. Our international growth, the launch of financial services and the need to protect personal data all require us to address urgent ethical, anti-corruption and compliance priorities in association with responsible and transparent governance. Find out more in the Group Code of Ethics.

The Due Diligence principle

The 2017 French law on Due Diligence requires companies with over 5000 employees to implement a vigilance plan which covers human rights and fundamental freedoms as well as personal health and safety and the environment. The Orange Vigilance Plan enables us to establish pro-active and constructive working practices with our suppliers and subcontractors.

Stakeholder dialogue and feedback

Our CSR policy is based on active and structured listening between all our stakeholders to ensure that our business activities meet their expectations. In addition to this consultative approach, we also chair discussions via the Digital Society Forum, which is a platform for stakeholders and civil society partners focusing on the impact of digital technology.

Responsible purchasing to emphasise our commitment throughout our value chains

We extend our CSR principles to our entire industrial and commercial ecosystem, especially in terms of responsible purchasing. We are a founding member of the Joint Audit Cooperation, which is a consortium of 16 multinational telecoms operators that ensures our suppliers comply with human and environmental standards.

Links

- <https://www.orange.com/en/engagements/orange-s-commitment/to-the-environment>
- <https://www.orange.com/en/engagements/oranges-commitment/to-digital-equality>
- <https://www.orange.com/en/engagements/oranges-commitment/to-building-a-society-based-on-trust>
- <https://www.orange.com/en/engagements/oranges-commitment/to-supporting-a-responsible-economy>
- <https://corporate.orange.be/en/social-responsibility>

Frequently asked questions - Orange Belgique

What CSR certifications do we have?

- CO2 neutral
- Ecovadis
- Top employer
- GEEIS (Gender Equality European & International Standard)

For more information on our labels, rankings, and awards at the group level:

- <https://gallery.orange.com/h/hD7633>

What are our environmental goals?

Our goals are clear: reaching carbon neutrality by 2040. This starts by reducing our CO2 emissions, with an initial threshold in 2025. We support our group's goals to reduce CO2 emissions (under scopes 1 & 2) by 30% between 2015 and 2025, and scope 3 emissions by 14% between 2018 and 2025. These goals have been approved via the Science Based Targets initiative (SBTi).

For more information:

- <https://www.orange.com/en/environmental-commitment-net-zero-carbon-emissions-2040>
- <https://www.orange.com/en/engagements/orange-s-commitment/to-the-environment>

How are we contributing to the energy transition?

To achieve this, we are implementing a series of initiatives aimed at optimising our energy consumption within our infrastructure and our network. We are rethinking our mobility patterns, to make them more flexible, while pushing for multi-modal mobility, which is beneficial for the environment as well as for our employees. Moreover, we aim to strengthen the circular economy (through our **re** programme) and seek to promote sustainable production and consumption (greener SIM cards, Eco-Rating, reduced use of paper, plastic, and cardboard in packaging and in communications).

For more information:

- <https://corporate.orange.be/en/social-responsibility/sustainable-development>

In ten years, between 2011 and 2021, we have reduced our emissions (scopes 1 & 3) by almost half (47%). In particular, this is thanks to improved and more optimal mobility patterns, the implementation of a strengthened teleworking policy, and a new reward system for the use of public transport or cycling. We have greatly reduced CO₂ emissions from our infrastructure and network by limiting the use of generators, for example.

At Orange Belgique, we only buy electricity from renewable sources, guaranteed by certificates. But we don't stop there, and we are working continuously to reduce and optimise our electricity consumption. In 2019, we inaugurated our TITAN datacentre, which is our best-in-class datacentre, with an excellent PUE – it has been designed from the ground up to limit its

consumption and therefore its environmental impact. In addition, the air conditioning in our offices has been replaced by a cooling system that consumes ten times less energy. We have also installed low-energy light bulbs in all our offices and solar panels on the roof of our headquarters.

To reduce our indirect emissions, we have set up the Re program. We are committed to transitioning from a linear to a hybrid economy, emphasizing **repair**, **recycling**, **refurbishment**, and **return**. With **refurbishment**, we avoid the production of a new mobile phone, while fueling the demand for the collection and refurbishment of more devices. **Repairs** extend the life of a mobile phone, thus avoiding over-consumption. Our **return** and **recycle** program allows us to manage the end of life of mobile phones in the best possible way. We collect them and put them back into circulation when we can or recycle them. This is good for the environment and our customers' purchasing power. TV modems and set-top boxes are also collected and reconditioned or recycled. The circular economy should not only apply to consumers. That's why, at Orange, we have set up a platform for exchanging network equipment between the group's subsidiaries, as well as a collaboration with a third-party company to buy and sell equipment on the second-hand market.

We seek to promote responsible production and consumption, for example with the introduction of SIM cards made from 100% recycled and recyclable plastic, reduced consumption of paper, plastic and cardboard in our communications and our products. We also market sustainable smartphones, produced from 40% recycled plastic.

For more information on our initiatives:

- <https://corporate.orange.be/en/social-responsibility/sustainable-development>
- <https://corporate.orange.be/en/news-medias/orange-belgium-innovates-ecological-transition-its-operations-and-one-first-telecom>
- <https://corporate.orange.be/en/news-medias/orange-belgium-commits-sustainable-smartphone-market-being-first-belgium-launch-eco>
- <https://corporate.orange.be/en/news-medias/orange-belgium-ambitions-leader-position-developing-sustainable-smartphone-market>

What are we doing for the environment in Belgium?

Complementing our Re programme, which enables our customers to better manage the life cycle of their smartphones and thus avoid surplus CO2 emissions, we donate 2€ to Natuurpunt/Natagora for each mobile phone collected, in order to support Belgian environmental projects. In 2021, we enabled the re-greening of around 20,000 m2 in Flanders and Wallonia.

Through our partnership with Out of Use and Natagora, the collection and recycling of our set-top boxes enabled the planting of an additional 12,995 m2 of forest in 2021.

In honour of Orange Belgium's 6th birthday, we are offering our customers the possibility to convert their loyalty programme gifts into donations to local charities. The list of organisations includes Natagora and Natuurpunt. These donations will allow us to intensify our efforts already undertaken in existing natural areas and to accelerate their re-greening.

For more information:

- <https://corporate.orange.be/en/social-responsibility/sustainable-development/several-lives>
- <https://www.natuurpunt.be/partner/orange>
- <https://www.natagora.be/partenaires/commercial/orange-belgium>

What are we doing for digital inclusion?

As a major player in the telecoms industry, it is our duty to ensure that our services are available to as many people as possible, whether it be physically and geographically, economically, or demographically (IT skills and knowledge, disability). Digital inclusion forms the second part of our Engage 2025 strategic plan. We are convinced that digital can be an equal opportunities factor, which is fundamental for a sustainable digital transition.

In November 2021, we launched one of our flagship projects: the local arm of the Orange Foundation, a corporate fund hosted by the King Baudouin Foundation, with a philanthropic mission. The aim is to subsidise socially responsible projects active in the field of digital inclusion. In 2022, with the Orange Belgium fund, we chose to support the non-profit organisation ToekomstATELIERdelAvenir (TADA) to provide structured assistance for socially vulnerable young people in Brussels via a digital support programme. This partnership with a recognised grassroots association aims to develop extracurricular activities to bring new digital skills to children, young people, and their families.

Another major project, the Orange Digital Centre, was recently inaugurated. Located in the heart of Brussels, at BeCentral, it is a space devoted to learning digital and entrepreneurial skills, allowing individuals access to high added value jobs. Free and open to all, this project aims to promote innovation and digital skills to a diverse audience, with a particular focus on young people, women, and start-ups.

In 2019, we launched our Digital Workshops, which are information sessions enabling people with the greatest difficulties with digital technology to gain confidence in the digital world and in the use of digital tools in a sustainable and secure manner. The covid crisis prevented the project from continuing for a while. Now integrated in a larger transformation project, we want to focus more on supporting our customers in-store, and in particular problems related to the lack of digital skills they may have.

We pay particular attention to the coverage of our network, so that as many people as possible can have 4G access. We cover 99.80% of the Belgian population with 4G and are constantly improving our network to increase efficiency and meet everyone's needs.

We strive to ensure the affordability of digital tools, offering affordable mobile phone ranges, such as the Xiaomi Redmi A9, at €109.95 without a subscription, as well as refurbished ranges of iPhones, allowing access to premium smartphones at lower costs. We have mechanisms in place to enable purchasing of smartphones in instalments (without interest). Our social offering, "Orange for all" offers a monthly discount of up to €11.50 on fixed Internet connections, and/or television and/or landline telephone subscriptions. The social rate is granted under certain conditions defined by law. All applications are sent to the Belgian Institute for Postal Services

and Telecommunications (BIPT), the federal regulator. It decides whether the customer is eligible, with only one social tariff permitted per household.

For more information:

- <https://corporate.orange.be/en/social-responsibility/digital-for-all>
- <https://corporate.orange.be/en/news-medias/orange-belgium-launches-orange-belgium-fund-corporate-fund-foster-digital-and-social>
- <https://orangedigitalcenter.be/>

What are our main local and social partnerships?

We are 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.

We are also partners with Close The Gap association which collects used IT equipment and reconditions it into professional tools destined for educational, medical, and entrepreneurial projects in Belgium or developing countries, notably schools.

We have a partnership with ENTRA which propose high quality, adapted and sustainable jobs to persons who have certain limitations due to illness or disability.

We also have other important partners like Out of Use, which provides us a sustainable solution for waste from electrical and electronic equipment (WEEE) through recycling.

We are working with the associations Natagora and Natuurpunt for the conservation of biodiversity by planting trees and hedges in Belgium.

We support projects in innovation and scientific research such as ‘CurieuzeNeuzen in the Tuin’, led by the University of Anvers, and the Agoria Solar Team, a team of engineering students competing with other teams around the globe to build the most innovative and efficient solar car and showcase the potential of renewable energy. We have committed to providing financial and connectivity support for two years.

With our loyalty programme, Orange Thank You, we invite our customers to support numerous associations active in a variety of fields.

For more information:

- <https://corporate.orange.be/en/social-responsibility/business-practices/our-partners>
- <https://corporate.orange.be/en/social-responsibility/sponsoring/solar-car>

How do we invest in our human capital?

We are “Top employer” certified in employee conditions, thanks to, among other things, the many services allowing a better balance between private and professional life, sports activities during lunch breaks, free distribution of fruit, mindfulness meditation sessions, a prevention programme against psychosocial risks etc.

Regularly, internal surveys are conducted to collect employees' feelings (biannual survey ("Your Voice"), the social barometer...). In addition, numerous training courses (up to 5 days per year per team member) are available for employees.

There are internal prevention counsellors (at different levels) and an external service with a safety engineer, a nurse, a doctor, and a psychologist. We also facilitate voluntary initiatives, giving our employees the opportunity to be active players, through teams of first aid responders, firefighters, and trustworthy people (preventing psycho-social problems). Annual reporting to the CPPW (Committee for Prevention and Protection at Work) for the prevention department takes place (including, in particular, the number of accidents per month). All of its agendas and minutes of meeting are available to all employees on the intranet platform.

We have signed a worldwide global agreement with the European personnel representatives to ensure gender equality, equal opportunities, and non-discrimination. Orange Belgium has been GEEIS (Gender Equality European & International Standard) certified since 2011, for which a plan for monitoring specific actions has been set up (topics such as women's access, balanced representation, equal pay, etc. are covered).

How sustainable is our supply chain?

An internal evaluation process of partners has been deployed across the Orange group, covering the risk of corruption, breach of international economic sanctions, money laundering, terrorism financing and fraud. This process enables us to better know our partners and anticipate potential risks.

We are progressively integrating eligibility criteria for selecting suppliers based on their Ecovadis scoring, an internationally recognised CSR certification.

Every contract signed with a supplier includes a CSR clause containing points such as compliance with the CSR rules, compliance with the Supplier Code of Conduct, etc. We also have a process for evaluating suppliers (within the group), namely the QREDIC form, which covers, among other things, ethical, environmental, and social issues.

About Orange Belgium

Orange Belgium is a leading telecommunications operator on the Belgian market with over 3 million customers; Orange is also active in Luxembourg through its subsidiary Orange Communications Luxembourg.

As a convergent operator, we provide mobile telecommunications services, internet and TV to private customers as well as innovative mobile and fixed-line services to businesses. Our high-performance mobile network supports 2G, 3G, 4G and 4G+ technology and is the subject of ongoing investment.

Orange Belgium is a subsidiary of the Orange Group, one of the leading European and African operators for mobile telephony and internet access, as well as one of the world leaders in telecommunications services for businesses.

Orange Belgium is listed on the Brussels Stock Exchange (OBEL).

More information on: corporate.orange.be, www.orange.be or follow us on Twitter: [@pressOrangeBe](https://twitter.com/pressOrangeBe).