

2024 Impact report

Digital inclusion



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Orange Belgium Fund

 **Foundation**

 King Baudouin
Foundation
Working together for a better society

Orange
Digital Center



Introduction

Juliette Malherbe,
Head of Digital Inclusion

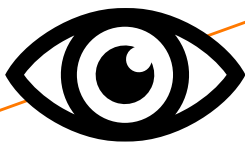
Today, the digital divide often reflects the social divide. This means not being able to apply for a job, handle administrative formalities, learn new skills or simply stay connected with the world. At Orange, we believe that digital technology should be a **lever for inclusion** rather than an obstacle. This is why we have a clear mission: **giving everyone the keys to a responsible digital world.**

To achieve this mission, we are focusing our action on **four essential areas:**

- **protection**, to educate young people about online risks and enable them to grow up in a safer digital environment
- **education**, to reinforce digital independence for vulnerable audiences and develop basic skills accessible to everyone
- **employability**, to help people outside the employment market move to the jobs of the future, especially in tech
- **entrepreneurship**, to encourage those who wish to create, innovate and build a sustainable future using digital technology

With **Orange Digital Center** and **Orange Belgium Fund**, we supported **9.900 people in 2024**. This is not just a number: this represents career paths coming back to life, dreams taking shape and ties forming.

All of this is made possible thanks to a **committed team, inspiring partners**, and a **shared vision**: the vision of a fairer, **more inclusive and connected future.**



Vision

Become the leader of digital inclusion in Belgium by giving **9.900 people in 2024** the tools and skills required to thrive in a digital society.

Mission

We aim to reduce the digital divide by encouraging **protection, education and employability** through innovative initiatives, strategic partnerships and community engagement. Together, we are giving everyone the keys to a responsible digital world and are creating a fairer, **more inclusive and connected future.**



Background

Digital divide in Belgium

A quick glance at the **Digital Inclusion Barometer 2024** based on the Belgian population aged between **16 and 74**.

40%

are experiencing digital vulnerability

- 5% are non-digital users
- 35% have limited digital skills

Persons at risk

- low-income persons
- persons with a modest level of formal education
- aged over 55
- jobseekers
- single-parent families
- persons suffering from health problems



Access difficulties

22%

of Belgians do not have a **smartphone to access the internet**, preventing them from taking online courses, attaching documents to an email, drawing up a CV, etc. (and up to **25%** of Belgians on low incomes)

5%

of Belgians do not have an internet connection at home

Risks

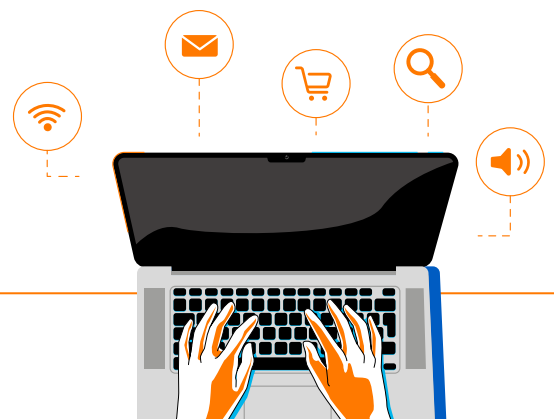
Online security is the greatest danger for persons with limited digital skills

30%

of Belgians need help dealing with **essential online formalities** (online banking, online healthcare, online shopping, online administrative tasks, etc.)

Additional help

High-quality alternatives to digital services remain necessary: **telephone calls, face-to-face appointments, etc.**





Key figures

In total, support was provided to **9.900 people** in 2024.



Orange Digital Center

905 people received free training on technological skills.

Care Corners

726 people benefited from free help in Orange shops to solve a difficulty with digital technology.



Orange Belgium Foundation and Orange Belgium Fund

8.269 people were provided free support to gain digital skills.





Our key structures

Orange Foundation and Orange Belgium Fund

Orange Digital Center

Mission

Enabling everyone to develop professionally in an ever-changing digital world.

Target audience:

Jobseekers, employees and entrepreneurs



Mission

Gaining basic skills and being ready to face the challenges of using digital technology.

Target audience:

- vulnerable persons
 - cut off from the digital world
 - with less digital knowledge



Objectives

- increasing the level of digital independence and self-confidence
- reducing digital abuse and cyberbullying
- fostering digital inclusion in Belgium

Objectives

- increasing the number of persons working in tech professions
- reducing the unemployment rate
- increasing the number of tech entrepreneurs launching products
- increasing the number of female entrepreneurs and women working in tech professions
- developing technical competencies (upskilling)





Challenges

Protection

- **objective**

Reducing online risks for young people via the #ForGoodConnections programme

- **background**

One in two parents worry about their child with regard to cyberbullying, screen time and inappropriate content

Education

- **objective**

Reducing the digital vulnerability of Belgians

- **background**

40% of Belgians (aged 16 to 64) are experiencing digital vulnerability

Employability

- **objective**

Filling the deficit in tech jobs in Belgium and reducing unemployment

- **background**

14,290 vacant tech jobs (end of 2024)

Entrepreneurship

- **objective**

Supporting entrepreneurs in the creation of sustainable tech businesses

- **background**

Unemployment rate
- Belgium: 6% (320.000 people)
- Brussels : 15,2% (95.000 people)



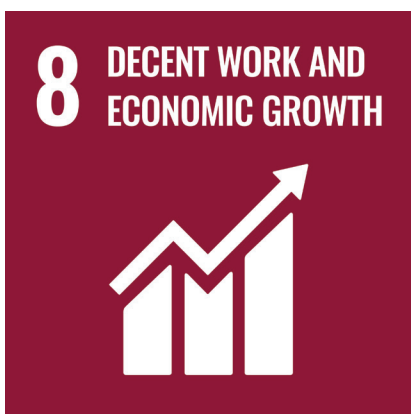


Our contribution to the Sustainable Development Goals

In our day-to-day operations at Orange, we contribute to the **Sustainable Development Goals (SDGs)** set by the United Nations.

These 17 goals act as a global roadmap for a more sustainable future by 2030.

Our action focuses on the following goals:





Our projects

Protection

To raise youth awareness on cyberbullying, inappropriate online content and screen time management, we have implemented a series of preventative and educational initiatives to help children and their parents adopt good practices and develop the right conduct so that they can use digital technology in the most responsible and safe way possible. These initiatives form part of the #ForGoodConnections programme to protect young people from online dangers.



Conferences and debates in secondary schools in Brussels and Wallonia to free up speech and raise youth awareness on the issue of cyberbullying, which affects one in six young persons in Belgium.

Support from the Orange Belgium Fund

2.775 h
of training



Digital workshops on online parenting and cybersafety. What is the goal? Tackling parenting challenges in the digital era, its opportunities and the pitfalls to avoid.

With experts from civil society and academia... and objectives:

informing, raising awareness and providing practical tools to parents and the general public to better manage use of digital technology by children and teenagers.

WETECHCARE

Support from the Orange Belgium Fund



486 h
of training





Our projects

Education

TOEKOMST ATELIER DE L'AVENIR

Digital support for socially vulnerable young people in Brussels with fun awareness workshops, information sessions for parents and synergies with other community partners, etc.

Support from the Orange Belgium Fund

4.788 h
of training



50%
♀



CodeNPlay

Activities in rural primary schools on programming, robotics and good digital practices in Wallonia and Flanders. The idea was to use a robot to engage with young people to raise awareness in a fun way about links between man and machine. And introduce them to good digital practices.

Support from the Orange Belgium Fund

4.886 h
of training



726 h
of training

Individual support for persons experiencing digital precarity. This training took place in special areas in Orange shops in Brussels and Flanders. The goal was to solve a digital difficulty and reinforce the independence of vulnerable people.



GIRLEEK

Training for women experiencing digital precarity. What is the goal? Offering in-person or online workshops and webinars to reinforce the independence of women living in precarity or experiencing digital precarity. On the programme: browsing the internet, drawing up a CV, good online practices, using social media, etc.

Support from the Orange Foundation and the Orange Belgium Fund



16.620 h
of training
100% ♀





Our projects

Employability

</becode>

Female mentorship programme for women living in precarity. With the aim of reinforcing their independence, self-confidence and chances of finding a job in the tech industry in the future.

Support from the Orange Belgium Fund

1.940 h
of training
100%



FabLab X Future of Tech is Female

Annual programme focusing on female inclusion in the tech industry, including practical workshops at FabLab at Orange Digital Center and collaboration with several non-profit organisations.

The • future
of -- tech is
female



270 h
of training

100%



Women Who Repair

Forme-toi à un métier d'avenir !

De Septembre à Décembre 2024

3 mois pour te spécialiser dans la réparation et le reconditionnement des smartphones et tablettes

Formation gratuite et limitée à 10 participantes

Contact :
info@womenpreneur-initiative.com
02 850 27 98

Délai de candidature : 18 mai 2024.



Womenpreneur
INITIATIVE

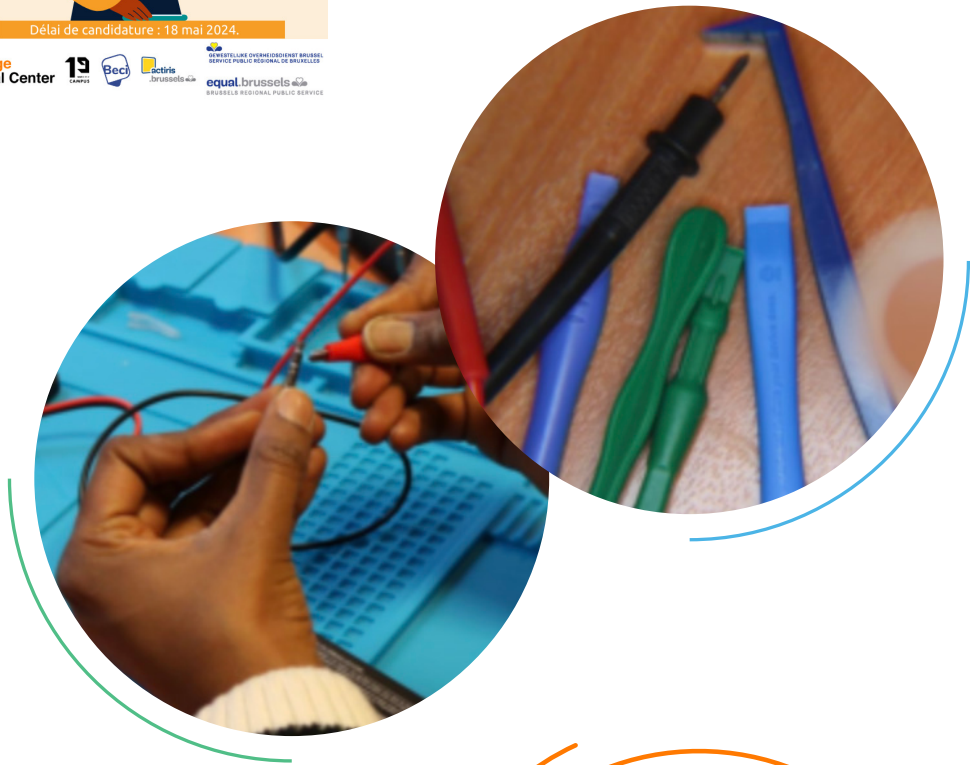
Orange
Digital Center

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Brussels
equal brussels
BRUSSELS REGIONAL PUBLIC SERVICE

FabLab X Women Who Repair

Three-day training course in collaboration with Womenpreneur to train women on how to recondition digital technology tools, such as smartphones and tablets.



27 h
of training

100% ♀

Orange Introduction & Design Thinking Week

For two weeks, hosting young people who are not in education, training or employment: a one-week collective course on Design Thinking followed by a one-week introduction to Orange, HR support and FabLab learning. Objective: boost their job search. More than half of the participants completed these two weeks with clearer ideas about their future.



147.000 h
of training

</becode>

Partnership with six Artificial Intelligence classes enabling training and professional redeployment of 125 jobseekers to AI professions.

490 h
of training
40%



Orange APIs Hackathon

Double edition of a hackathon focusing on Orange Belgium's APIs aimed at developing environmental and societal impact applications. This initiative enables students to gain practical experience on real use cases, while providing Orange with precious feedback on their APIs.



1.610 h
of training

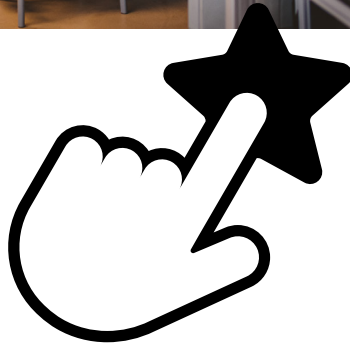
22%





OpenLab Workshops

The FabLab at the Orange Digital Center opens its doors every Thursday to contributors so they can work on their projects, share with others and create ties.



1.575 h
of training
43%



FabLab Training Courses

Free training programmes on the FabLab's equipment to access digital creation technology. Compulsory requirement to independently use equipment during OpenLab sessions.

1.029 h
of training
43%



26 h
of training
86%



Talent Coaching

Talent Coaching aims to help people identify their career goals and pinpoint the talents and skills required to achieve them. The coach and the coachee work together to draw up a development plan in a given timeframe.





Our projects

Entrepreneurship

10.220 h
of training
</becode>

NoCode training course for jobseekers. An in-person component boosted by Start-it KBC and an online component. This digital inclusion project aims to reinforce diversity and the employability of persons experiencing digital precarity.

Support from the Orange Belgium Fund



#startersprint #brussels

</bencode>



Business Case

Hackathon programme allowing BeCode IT students to work on Orange real use cases. The projects cover various technical fields (B2C, HR, Data) and offer practical experience in real conditions.



11.060 h
of training

24%





Ecosystem

BeCentral is a dynamic digital hub located in the centre of Brussels which promotes innovation and entrepreneurship. This working space encourages collaboration between start-ups, freelancers and technology buffs by offering them the essential resources to succeed. The Orange Digital Center and Orange Foundation benefit from partnerships at BeCentral to offer training programmes, support to improve digital skills or launch businesses. Together, they create a flourishing ecosystem that promotes local talent and stimulates digital transformation in Belgium.



Ambassador of



To combine our forces, we are active members of the non-profit organisation DigitAll, an ecosystem comprised of companies, social organisations and government bodies working together to foster digital inclusion in Belgium.

In addition to the charter containing firm commitments to bridge the digital divide, we take part in creating workshops, webinars, government recommendations and campaigns to raise awareness about digital inclusion.





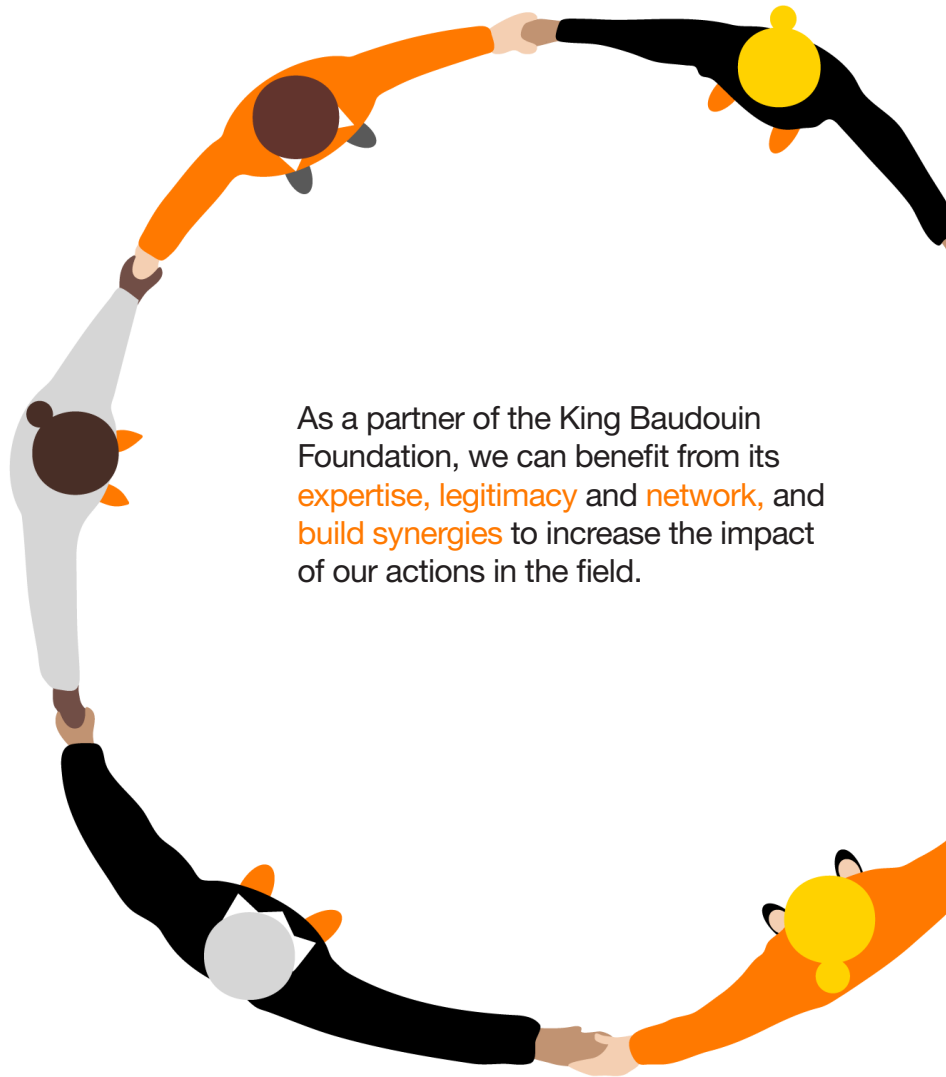
Ecosystem

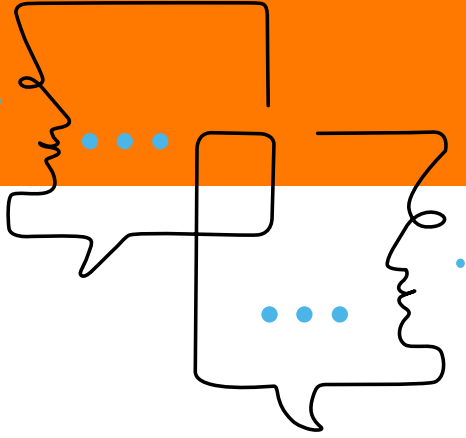
The Orange Foundation is present in Belgium through the Orange Belgium Fund. It is a corporate fund hosted by the King Baudouin Foundation.



The King Baudouin Foundation is an independent and pluralistic public interest foundation, which has been working to **improve society** for almost 50 years.

As a partner of the King Baudouin Foundation, we can benefit from its **expertise, legitimacy and network**, and **build synergies** to increase the impact of our actions in the field.





Ecosystem



‘The Orange Digital Center in Belgium represents a flagship initiative to promote equal opportunities thanks to digital technology. It supports people outside the employment market for whom digital technology is a fast track to professional insertion. And it promotes the emergence of start-ups by reducing the obstacles linked to entrepreneurship, in particular for women and young girls. Lastly, it creates a dynamic ecosystem through strategic partnerships for the benefit of the wider community.’

Alban Martin
VP Digital Inclusion and Social Affairs / Group



‘Our commitment goes beyond simply providing services; we have a social responsibility towards our users, in particular young people. Through our ‘For Good Connections’ campaign, we commit to equipping young people in Belgium and in all countries where Orange is present with the knowledge and skills required to navigate the internet in a safe and responsible way. Thanks to support from specialised associations and schools, this initiative promotes awareness of the importance of digital practices by tackling issues such as cyberbullying, online hate and hyperconnectivity. Together, we are creating a safer online environment for young people so they can thrive in the digital age.’



Christian Luginbühl
Senior Vice President ESG Orange Europe,
Member of the Board of Directors at Orange Belgium





Our team

Juliette Malherbe



Head of Digital Inclusion

Anouk Jurdant



FabLab Manager

Pierluigi Pelliccia



Orange Fab

Paul Rozaire



Project Manager - Orange Digital Center

Christine Goffart



Talent Manager

Yanouk Mathieu



Foundation Manager

Julien Doolaeghe



FabLab

Ariane Chan



Orange Fab Manager

Shawn Taylor



FabLab



Conclusion

2024 marks a **new step in the consolidation of our digital inclusion mission.**

Boosted by the success and learnings from 2023, we guided 9,900 people towards digital independence in 2024, while consolidating our ecosystem of committed partners. This pathway, highlighted by initiatives in **protection, education, employability** and **entrepreneurship**, confirms our role as a driver for a more inclusive and connected society.

Today, we are highlighting a number of flagship projects which show our dynamism and ability to innovate:

- **Orange Entrepreneurs** – In collaboration with Orange Fab, Orange's start-up booster, this project offers a personalised pathway targeted at tech entrepreneurs, facilitating their transition to the market
- **Digital Buddies** – This intergenerational and inclusive scheme aims to help vulnerable people with digital technology, through personalised support provided by specially trained young Digital Buddies

Together, we are building a digital future where technology is transformed into a real **opportunity for all**, by enabling everyone to access the tools required to thrive in an ever-changing digital world.

Driven by the goal to **bridge the digital gap**, we are consolidating our innovative and inclusive action to offer everyone the keys to independence.

Building on our achievements, we are approaching 2025 with contagious enthusiasm, eager to transform each digital challenge into an empowerment opportunity for all.

Thank you