

Our environmental policy

Orange Belgium



Based on the environmental policy of the Orange Group, here is **our environmental policy tailored to the specific needs of Belgium**. We strive to ensure that our commitment with regard to **social and corporate responsibility has a positive impact on people, society and the planet**.



10 key takeaways:

1. We have already **cut our CO2 emissions in half** (Scope 1 & 3) since 2011 and anticipate becoming Net Zero Carbon by 2040.
2. Every call, text message and byte of mobile data that transits our network can be considered **CO2 neutral**.
3. We are developing an **eco-design approach** in order to reduce the impact of our products throughout their life cycle
4. We are **optimising the service life of equipment**, thanks to our partners Recupel and Bebat.
5. We are promoting the principles of **the circular economy and recycling** among our suppliers and customers through our **Return** program.
6. We are the first company in the world to have put on the market the **Eco-SIM, made from 100% recycled plastic**.
7. We are building a **less energy-intensive network, notably thanks to a new, highly energy-efficient data centre launched in 2019**.
8. We maintain a **sustainable supply chain** by selecting those with the right credentials, and increasingly based on their EcoVadis score.
9. **We support innovative projects and scientific research** such as the Agoria Solar Team, a group of competing engineering students, and 'CurieuzeNeuzen in de Tuin', led by the University of Antwerp.
10. We are mobilising our Team Members via **CSR campaigns and Green Challenges**.

The ecological and energy transition emergency

Reducing our CO2 emissions

- > One ambition: being Net Zero Carbon by 2040
- > Understanding Net Zero
- > Reducing the networks' carbon footprint
- > Opting for more energy-efficient solutions
- > What's next?

Limiting our impact on natural resources

- > Taking an eco-design approach to reduce the impact of our products
- > Optimising the service life of equipment
- > Promoting the principles of the circular economy to our suppliers and customers and through our purchasing processes
- > Facts and Figures

Digital at the service of the environment

- > Digital innovation driving ecological transition
- > Employees working for the planet
- > Supporting scientific climate research

Towards a responsible digital world



The ecological and energy transition emergency

It is now indisputable. We are past the point of debate and observations, it's time for solutions. Because we believe that digital technology absolutely has to be part of the solution, we are taking appropriate action.

The **digital revolution is underway** and is already generating tangible benefits for the environment: intelligent cities, connected agriculture, carpooling... and that's just the beginning.

The Information and Communication Technologies (ICT) of the future will play an even more crucial role in introducing the kind of innovative services that will help **reduce the environmental impact of transport**, energy, agriculture, and other industrial and commercial sectors. While all of these advances are promising, their effects have not yet come to full fruition: **we have to give digital time to realise its full potential.**

Indeed, **all industrial activities need to reduce their impact on environment, and the telecoms sector is no exception.** It is even more vital since new technologies are constantly springing up: IDATE DigiWorld estimates that by 2030 the planet may be home to as many as 36 billion connected objects. Moreover, according to GSMA's (1) 2019 study, by 2025, 71% of the world's population will have access to mobile technology, representing some 5.1 billion mobile subscribers.

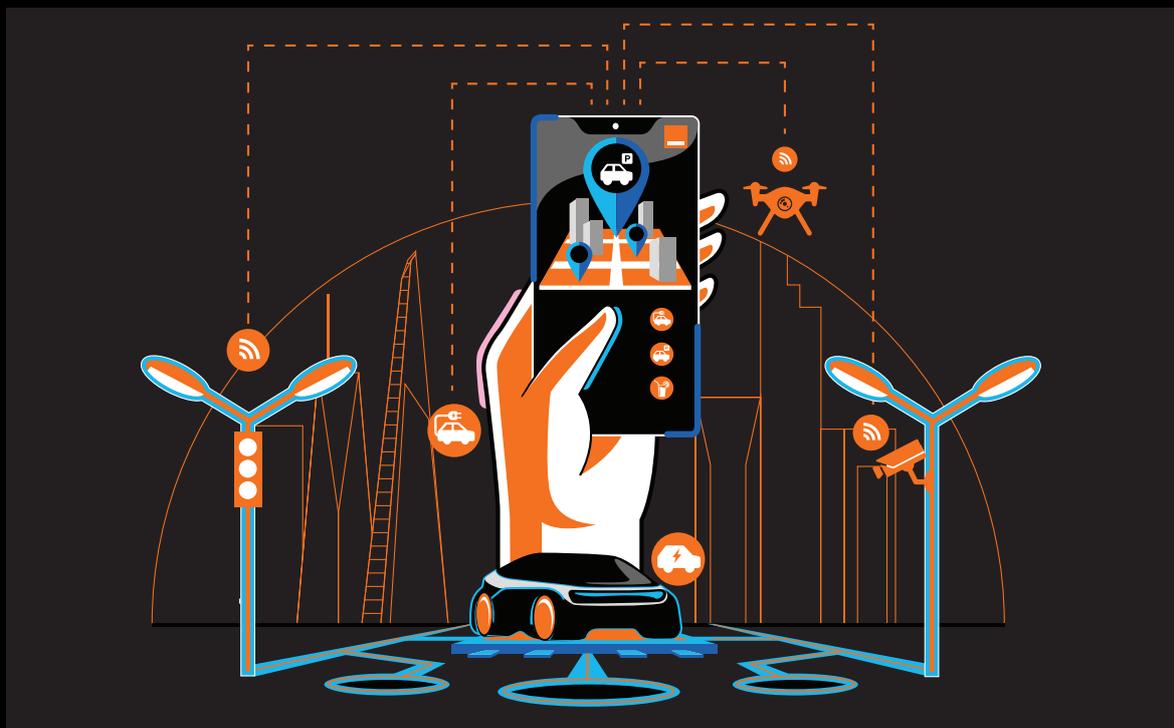
Early individual and collective efforts have already been made in this sector, with some organisations already succeeding in reversing their greenhouse gas emissions. For example, between 2011 and 2021, we slashed our CO2 emissions in half and in 2021, for the 9th year running, our business operations were awarded the CO2 Neutral Label from CO2logic and Vinçotte.



In addition to the work we are doing to reduce our energy consumption, we also need to **limit our impact on natural resources**. In a world of finite resources, it is imperative that we change model by putting a greater emphasis on the circular economy. One challenge is to reuse raw materials as efficiently as possible, and especially the rare metals contained in hardware and terminals.

The carbon footprint of digital (covering the entertainment and media sector as well as the telecoms sector) was estimated at 3.5% of the world's CO₂ emissions in 2015 (1,150 million tonnes of CO₂e) and that excludes deforestation and land use. This includes fixed and mobile networks, company networks, data centres and customer hardware including smartphones, PC, TV, etc. The telecom networks (landline and mobile) was estimated at 0.5% of the world's CO₂ emissions in 2015 (180 million tonnes of CO₂e) and that excludes deforestation and land use. **Telecoms operators can also contribute to the low-carbon transition process** by sharing their own CO₂ emission reduction solutions with other sectors.

We have a role to play in the fight against global warming, which is why we set ourselves the ambitious goal of becoming **Net Zero Carbon by 2040**. To achieve this, we must make an unprecedented effort towards greater energy efficiency, use more renewable energies and further integrate the circular economy into our production processes and activities. These challenges are the key priorities of the Engage 2025 strategy, which puts an **exemplary approach to the environment at the heart of the Group's commitment**.



¹ Global System for Mobile Communications

² 'CO₂e' means 'CO₂ equivalent', i.e. that the main greenhouse gases, including CO₂, were taken into account and the value is expressed in an equivalent of the quantity of CO₂ that would have the same warming potential.

³ Source: Lunden Malmödin study in the journal Sustainability, Malmödin - Lunden, 2018 and International Energy Agency.

Reducing our CO2 emissions



Within a context of constantly growing digital needs, operators are facing the challenge of having to offer ever greater connectivity and speed while reducing their carbon footprint. In other words, they need to successfully break the connection between increasing usage and increasing environmental impact.

Keenly aware of these challenges, industry players are taking action via a range of joint and individual initiatives. For our part, we have already achieved positive results. However, we cannot rest on our laurels but need to keep pressing ahead to constantly improve our efforts and results.

**One ambition:
being Net Zero Carbon by 2040**

Deeply involved in protecting the environment, we support **the Orange Group's environmental ambition: being Net Zero Carbon by 2040**, i.e. a decade ahead of the sector as a whole.

The implementation of our policy is based on deploying an Environmental Management System (EMS) aimed at reducing our environmental impacts, and energy consumption across all activities and at every level.

Our objective is clear: reaching Net Zero by 2040.

We support the group's goals of reducing scope 1 & 2 CO2 emissions by 30% between 2015 and 2025 and scope 3 emissions by 14% between 2018 and 2025. These goals have been approved by the Science-Based Targets initiative (SBTi).

To hit these targets, we have put in place a series of initiatives aimed at optimising our infrastructure and network energy consumption. We are rethinking our mobility strategy to make it more flexible, pushing for multimodal mobility which benefits both the environment and our workforce. Moreover, we are seeking to **strengthen the circular economy** (e.g. the **Buyback** scheme) and we intend to promote sustainable production and consumption (eco-friendly SIM cards, Eco-Rating, and reducing plastic, paper and cardboard in our packaging and communications).

Since 2006, we have been working hard to **minimise our carbon footprint**. In 2021, for the 8th year running, our business operations were awarded the **CO2 Neutral Label from CO2logic and Vinçotte**. This means that every call, text message and byte of mobile data that transits our network can be considered CO2 neutral. We intend to maintain this label, through the **use of more efficient technologies** such as 5G, as well as through the mobile access network sharing agreement with Proximus. This partnership enables us to continue to reduce our network's energy consumption, despite increasing traffic.

Orange Belgium only purchases **electricity exclusively from certified renewable sources**.

But that's not all. We are continuously working on reducing and optimising our electricity consumption. The reduction in our CO2 emissions is also due to **our less energy-intensive network**. 2019 saw the opening of our best-in-class TITAN datacentre. With an outstanding PUE, it was designed from start to finish with energy consumption and environmental impact in mind. In addition, the air conditioning in our offices was replaced by a cooling system that is ten times more energy efficient. We also installed low-energy light bulbs in all of our offices and solar panels on the roof of our HQ.

Aware that environmental protection is a global issue and one which affects everyone, in Africa we are financing **environmentally responsible local public utility projects**. In 2021, we supported three projects: in Liberia for the second year running, we have run an electrification programme, installing mini-hydroelectric plants; in Kenya an ecosystem and land conservation programme which is developing sustainable agricultural practices and land management; and in Zimbabwe, a forest protection programme.



Understanding Net Zero

Our operations and mobility are currently classified as Carbon Neutral. This means **we have offset all our calculated CO₂ emissions**. We are immensely proud of this achievement, demonstrating as it does our commitment to the environment. However, this is only the start: we are redoubling our efforts to achieve our long-term commitment of being Net Zero by 2040. It is the only way to prevent CO₂ accumulating in the atmosphere and, ultimately, to stabilise global temperatures and ensure sustainable social development.

The Net Zero framework was set by the Science Based Target initiative (SBTi) in 2021, and relies on the following:

- a **rapid and thoroughgoing decarbonisation** across the entire value chain (Scopes 1, 2 and 3)
- the use of off-setting only through **carbon absorption projects**
- an investment **beyond our own value chains**

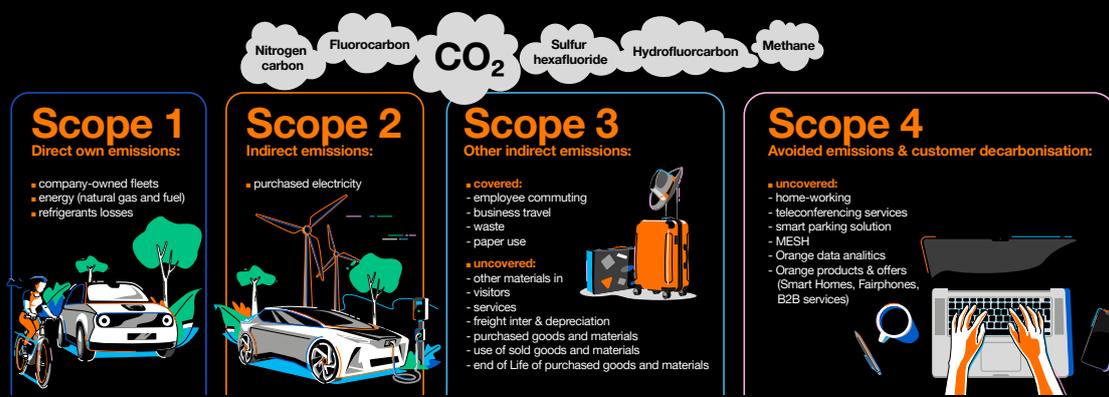
Therefore, Net Zero as defined by the SBTi goes beyond mere offsetting, emphasising the need to drastically decrease GHG emissions and to absorb any remaining irreducible emissions.

To reduce our emissions, we first need to identify and calculate them. We comply with **the ISO 14064 standard**, which divides the quantification of carbon emissions into three Scopes:

- **scope 1** covers **direct Greenhouse Gas (GHG) emissions**, produced within the course of our business. This includes any natural gas, fuel and refrigerants used in stores, premises, and our network, as well as staff company cars.
- **scope 2** includes **indirect GHG emissions** linked to business-related electricity consumption (e.g. that required for the network, for example).
- **scope 3** represents **any other indirect emissions**, those being included in scopes 1 and 2 of our suppliers. This includes the consumption of paper and packaging, the commuting journeys of employees without company cars, business trips and waste generation (e.g. food, paper, metal, etc.).

In addition to these three scopes, there is a **fourth scope** which relates to **customer decarbonation**. Still not very widespread, and tricky to measure, it focuses on reducing (or limiting the rise of) customer GHG emissions arising from the utilisation of a company's goods and services.

To ensure carbon neutrality, we use the independent certification bodies CO2logic and Vinçotte, who measure, certify and classify our efforts.



Acting on the carbon footprint of the networks

As a telecoms company, our network is a vital part of our business. It is composed of network antennae, related infrastructure, and Data Centres. The network needs electricity to function. All the electricity we consume is **100% certified renewable energy** and is supplied by Eneco, which helps us avoid a large proportion of GHG emissions.

In addition to electricity, the network requires fuel, natural gas, and refrigerants, all of which contribute to network GHG emissions. We are working to reduce and optimise our network's consumption through **innovation and efficiency gains**, such as our Data Centre and the sharing of our 5G network.

Opting for less energy-intensive solutions

Offering **multi-modal transport**, increasing the percentage of employees who choose **remote working**, reducing the fleet of petrol and diesel cars and increasing the number of vehicles with lower CO2 emissions (e.g. **hybrid and electric vehicles**) were some of the 2019 plans to be implemented and consolidated over the next few years. In 2020 and 2021 our CO2 emissions fell between 40 and 50%, because of the pandemic. Mandatory remote working cut our office electricity consumption by 14%, gas by 18% and water by 24%.

But it wasn't just down to that. On the infrastructure side, our **constant improvement initiative** contributed to **an almost 50% reduction** in emissions over 10 years, between 2011 and 2021. For instance, since it opened in 2019, we have started to reap the benefits of our TITAN Data Centre. Its **energy efficiency** cut consumption substantially, as did the **active mobile network sharing** (RAN sharing).

What's next?

Guided by innovative principles, **the green transformation of our networks** continues apace. Several areas for improvement are under investigation, backed by our Research and Development centres.



Limiting our impact on natural resources

Overshoot day is defined as the day of the year by which humanity has used up all the biological resources that Earth regenerates during the entire year. This calculation shows the limit of our natural resources, demonstrating how urgently we need to change our means of production and consumption. Earth's overshoot day has moved from 20 December in 1971 to 30 July in 2021 (in 2020, due to the COVID-19 health crisis, it actually dropped back by 3 weeks, putting it at 22 August 2020). The linear 'extract > produce > consume > throw away' model is no longer sustainable. It is imperative that it be replaced by a new model, namely: 'reduce > reuse > recondition > recycle'. This is this circular economy model to which we have committed ourselves.

Our policy is defined around 3 major objectives:

- **developing an eco-design approach** in order to reduce the impact of our products throughout their entire life cycle
- **optimising the useful life of our equipment**
- **promoting circular economy principles** to our suppliers and customers, and modelling it ourselves, through our purchasing processes



Taking an eco-design approach to reduce the impact of our products

Eco-design **considers environmental issues at all stages of the design process** for both goods and services, and for all stages of their life cycle. As a telecoms company, we don't manufacture our own goods, but we are in a position to influence the process, this includes reflecting on ways to increase the useful life of goods, to reduce their energy consumption, encourage repair and reuse and promote modular design. This approach also supports our goal of reducing our CO2 emissions.

In May 2021, the **Eco Rating** initiative was jointly set up by Deutsche Telekom, Orange, Telefónica operating under its brands O2 and Movistar), Telia Company and Vodafone to give accurate and coherent information on **the environmental impact** of smartphone manufacturing, use, transportation and waste generation.

The Eco-Rating's three key objectives are:

- to help customers **make more informed and sustainable choices**
- to encourage suppliers to **reduce the environmental impact** of their devices
- to encourage industry to **improve transparency and reduce their environmental footprint**

The initiative was developed with the technical support and supervision of IHOBE (a public corporation specialising in economic development, sustainability and the environment), with the participation of device suppliers, using the latest standards and guidelines from the European Union, ITU-T⁵, ETSI⁶ and ISO⁷ standards and guidelines, with recent additional specifications where appropriate. Following a detailed assessment, each mobile device is given an Eco Rating score out of a maximum of 100, indicating its environmental performance at each stage of its life cycle. The higher the score, the higher the environmental consideration built into its design. The Eco Rating label will also highlight five key aspects of mobile device sustainability, providing additional information on durability, repairability, recyclability, climate efficiency and resource efficiency. This will give our customers transparent, reliable, and comprehensible information on these environmental issues.

We are also working on **service eco design**, a complex undertaking which takes into account not just the requisite hardware but also the activities and processes involved in their life cycle. As part of the Orange Group's Engage 2025 plan, we are committed to ensuring 100% of Orange goods are the result of eco-design.

⁵ Commissions d'études du Secteur de la normalisation des télécommunications de l'ITU (International Telecom Union, l'Union Internationale des Télécoms)

⁶ European Telecommunications Standards Institute (ETSI) (Institut européen des normes de télécommunications)

⁷ International Organization for Standardization (Organisation internationale de normalisation)

Our shops are also eco-designed. Shop energy consumption has been reduced by introducing centrally managed power sockets for all point-of-sale screens and readers which enabled on-site interventions and energy consumption to be reduced. Shop IT equipment has also been replaced by more energy-efficient devices.

Optimising the service life of equipment

The **circular economy** and **recycling** are the driving principles behind all our products, services, and innovations, with the aim of having the lowest possible environmental impact. Coming out of this, one of our key intentions is to lead the development of a sustainable smartphone market.

We offered all our workers a flask and have got rid of all plastic cups by water dispensers. The results are in and we have saved 60,000 cups a year. We are also doing away with plastic containers in the canteen and replacing them with 100% recyclable, plant-based items. To set the recycling bar even higher, even our work zone flooring is now made from 100% recyclable material.

Because even long-life bulbs and neon tubes eventually give up the ghost, we are working with partners such as Recupel to recover them. We are also working with Bebat to recycle batteries. Moreover, consideration is always given upstream to our choice of materials, favouring those with high recycling and low waste generation potential.



Breathing new life into discarded mobile phones

In Belgium, more than **2 million mobile phones are not used**



Every year, we recover **thousands of mobile phones**

The mobile phone is returned to an Orange shop

If it still has residual value



2/3 of mobile phones collected

The customer receives a voucher in exchange for his old mobile phone which will be reused.

If it is at the end of its life



1/3 of mobile phones collected

90 % of a mobile phone is recycled.

For every mobile phone collected, we donate **2 € to Natagora/Natuurpunt** to plant trees/hedges in Belgium.



Together towards a sustainable world

Even for each Business recommendation, we donate **2 €** to Natagora/Natuurpunt.

With our **Return** programme, we are promising to take back old mobile phones in exchange for a credit note for their residual value. 40% of the phones collected go to **Recupet**, where up to 90% of the metals and materials they contain are recycled. The remaining 60% are reused. Half of them are used for spare parts, while the rest are offered for resale after having been reconditioned.

In all cases, for every device collected through the **Return** scheme, we donate 2 euros to the **Natagora/Natuurpunt** environmental protection scheme, as well as for every business recommendation.

We have introduced the sale of **reconditioned smartphones**. They are guaranteed for 2 years and come in 100% biodegradable packaging. Inspected down to the finest detail, they are cleaned and repaired as necessary and equipped with the latest software and new accessories.

We have also introduced the sale of **more environmentally friendly smartphones**, such

as the Fairphone 4. Created using 40% recycled plastic, it is made from easily replaceable parts and comes from a production chain that respects human rights.

Through the **collecting and reconditioning** of other devices, we encourage our customers to return their modems and set-top boxes. In 2021, nearly 88,826 devices were collected, of which 84,385 were reconditioned. Overall, we reuse 98% of these modems and 95% of set-top boxes. Devices at the end of their useful lives are recycled via our partner **Out of Use**. Working with this same partner in association with Natuurpunt, by collecting, reconditioning, and recycling set-top boxes, we have **planted 12 995 m² of forest**.

A new lease of life for modems and set-top boxes



At Orange, we recover **86 %** of our used modems and set-top boxes

Over 95 % of these devices are then reconditioned to give them a **new lease of life**



1. Customers return their devices in the post, free of charge



2. Orange sorts, cleans and repairs devices, cables and remote controls

3. Orange wipes the devices' memory

4. Orange sends out reconditioned devices to new customers



We give a new lease of life to around

45.000 modems and 60.000 set-top boxes every year

Together towards a sustainable world



In 2020, we also had a major re-think on SIM cards. The first innovation of the year was the **e-SIM**. Designed for residential customers, it allows those with a compatible smartphone to integrate the SIM chip directly into their device. This solution will rationalise our production of SIM cards and **substantially reduce our overall environmental footprint**.

We innovated by introducing the **Half ID SIM** cards, which are 50% smaller than traditional ones and make it possible to achieve annual savings on the order of 2 tonnes of plastic. Finally, we put onto the market the **Eco-SIM**, produced from 100% recycled plastic for residential and B2B customers.

We innovated by introducing the **Half ID SIM card**, which is 50% smaller than the traditional SIM, resulting in an annual saving of 2 tonnes of plastic. Finally, we released the **Eco-SIM**, made from 100 % recycled plastic, for both residential and B2B customers. We were the **first business in the world to deploy this new production system**. The Eco-SIM ensures reliable connectivity regardless of phone model or contract terms. By 2023, they will also reduce CO2 emissions by 14 tonnes, equivalent to the annual energy consumption of three Belgian households. These three strong initiatives put us at the cutting edge of more sustainable business practices.



Promoting the principles of the circular economy to our suppliers and customers and through our purchasing processes

We regularly develop tools and recommendations for our customers. Recently we proposed that they adopt certain green acts, and introduced the Eco Filter, which makes it possible to reduce the CO2 impact of Facebook and Instagram posts. Every day, 95 million photos and videos are shared on Instagram, which has a significant carbon impact on our planet.

For the sake of consistency and impact, we practice eco-branding by considering the environment in all our advertising campaigns, respecting sustainability guidelines in our sponsoring choices, etc. All of these actions then encourage our customers, employees, and partners to adopt our responsible approach as well.



We also make sure that we have a **sustainable supply chain**. An internal partner evaluation process has been deployed within the Orange Group, which we uphold. It covers the risk of corruption, the violation of international economic sanctions, money laundering, the funding of terrorism and fraud. This process allows us to get to know our partners better and to avoid any potential risks.

We are also running a project to help select the best suppliers, based on their EcoVadis score, which assesses suppliers' sustainability. We conducted our own **EcoVadis** evaluation and were awarded the EcoVadis gold medal for our certification. This makes us one of EcoVadis' top 5 companies. Furthermore, every supplier contract we sign contains a CSR clause covering issues such as CSR regulation compliance, code of conduct compliance, etc. Finally, we regularly assess the overall performance of our suppliers (considering economic, environmental, social, and ethical factors) using the specialist tool QREDIC®.

Adopting a circular economy applies not only to our customers and suppliers but also to us at Orange. Many of our purchasing processes can adopt a circular model. At group level we have set up a marketplace to **buy and sell reconditioned devices between organisations**. We have also set up a deal with a third-party broker, which can use both the Orange marketplace and its own platform to deal with internal and external sellers and purchasers. In 2021, some **€100,000 of devices** were sold by Orange Belgium for reuse by other organisations.

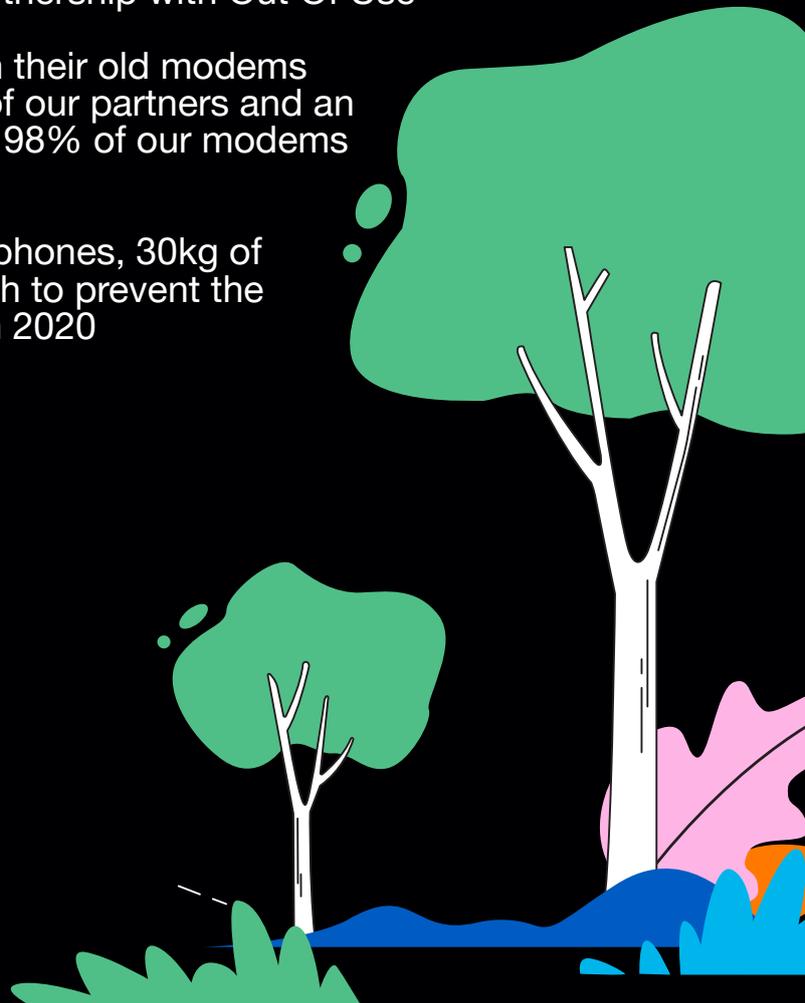
By creating this circularity within our own network infrastructure and equipment, we are able to **reduce our Scope 3**, by avoiding emissions related to the manufacturing of new assets, and at the same time, **avoiding creating waste, extending their life-cycle** and therefore emissions relating to the disposal of replaced assets.

What's more, from 2023 onwards, we will start to **manage our own facilities and equipment spare parts**. Equipment will be dismantled at the end of its useful life and we will store components ready for use for repairs.

Facts and Figures

- thanks to our **Return** programme, 688 tCO₂⁸ were saved in 2021 while thousands of trees were planted in Belgium, along with the replanting of an additional 12,995m² of forest via the recycling of devices such as modems and set-top boxes, in partnership with Out Of Use
- up to 80% of our customers return their old modems and set-top boxes. With the help of our partners and an accredited repair centre, we reuse 98% of our modems and 95% of our set-top boxes
- thanks to our reconditioned smartphones, 30kg of CO₂ was saved per device, enough to prevent the emission of 452 tonnes of CO₂e in 2020

⁸ On the basis that one recuperated mobile device is equivalent to the CO₂ saved by a reconditioned device.



Digital at the service of the environment

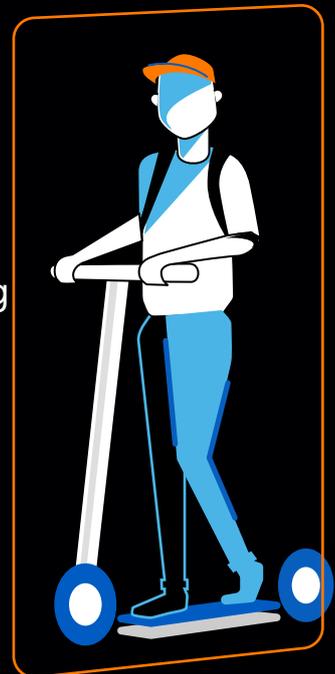
By making energy systems more connected, intelligent, reliable, and sustainable, **digital transformation is one of the key driving forces behind ecological transition**: according to GeSI's 'Smarter3030' report, digital technologies could be cutting energy consumption by 20% by 2030.

Digital already offers many opportunities for reducing our carbon footprint: replacing business travel with videoconferencing, facilitating carpooling, adjusting the light or heat in buildings and cities, modulating consumption patterns in order to save energy in all sectors, as well as combatting food waste and supporting a more sustainable agricultural model.

Digital also facilitates consumption model change, for instance shifting from possession to usage thanks to digital apps that make it possible to do things like borrow a bicycle, share your car, DIY or gardening equipment, or to purchase only what you need (several minutes of a service, for example, rather than purchasing a product that will be used only a few hours per year). This is known as the **functionality economy**.

Big data technology apps are particularly useful when it comes to urban environmental management. According to the World Bank, by 2045, the world's urban population will have risen to 6 billion. The big data technologies contribute innovative solutions for optimising transport flows, energy consumption, waste collection and preventing the consequences of natural risks. The stakes are especially crucial in Africa, where a booming urban population presents a particular planning and environmental challenge. According to the UN, by 2050 urbanisation will have increased by 590%!

With saturated public transportation systems, huge traffic jams and their related pollution, major cities will need to change. Mobile phone usage data can help give a precise overview view of phone traffic flows and thus of movement within a given territory so as to better evaluate, anticipate, and plan infrastructure and urban service requirements.



Digital innovation driving ecological transition

We are proud to be supporting innovative projects that are working for a better and more sustainable world. For example, as a Golden Connectivity partner we are sponsoring the **Agoria Solar Team**, a group of engineering students competing with similar teams throughout the world. Their goal is to imagine and build the most innovative solar car.

Employees working for the planet

Transitioning to a more social, digital, and sustainable society only works when we work together. We want to take care of our employees and motivate them to be part of this too. The company has allocated 2 calendar days per year to **getting involved in projects** related to the environment and digital inclusion. We see this as a win-win situation, as we align with the expectations, commitments, and values of our employees, while contributing to society and the environment.

A day is also devoted to a CSR-related Team Building exercise. In association with Good Planet, our teams get the opportunity to bond by **participating in a meaningful project** of their choice from a range offered on the platform. **In 2021, 145 team members** took part in these events, a slight increase on 2020. However, we are still behind on this, largely due to the COVID situation, which has forced us to make changes in line with consultation committee guidelines and limited participant numbers. Team events can run for a day or half day and cover issues such as revegetation to promote biodiversity, nature clean-ups, cycling activities or helping flood victims and the homeless.

The second allocated day is organised in partnership with Give a Day and allows our employees to **get involved in projects of their choice** from a given selection. **In 2021, 51 team members** took part in these initiatives, a 5-fold increase on the number involved in 2020. However, these figures were strongly affected by the pandemic, which meant that these activities were suspended during lockdown, severely limiting the number of possible project participants.

In 2022, buoyed up by staff morale, we anticipate a **considerable acceleration of these projects** and **increased participation**. To do this we will be working on upstream internal communications, expanding the lists of possible projects, and sharing participants' feedback.

In addition to these actions, we want to ensure that **all our staff are aware of social and environmental issues**, in order to ensure we have a common grounding in sustainable development and CSR knowledge. Through our CSR Visa scheme, we also want to ensure that everyone has an overview of Orange's actions and undertakings within the framework of Engage 2025, and all the key concepts for understanding our approach, e.g.

long and short term objectives, SDGs, etc. This initiative involves a short introductory quiz to assess employees' CSR awareness, following by a 2-section presentation of informative content. The CSR sessions should take about 75 minutes and will be based at Orange's offices. To validate their learning and for the employee to obtain the visa, employees will complete a final assessment for which the pass mark is 80%.

Supporting scientific climate research

In the field of research, the new technologies today make it possible for The new technologies available today now make possible experiments and observations that would not have been possible 30 years ago. Thanks to digital technologies, huge quantities of data are now available, enabling study in areas such as oceanography, animal migration, rainfall, etc. These resources make it possible to measure phenomena that are not always immediately obvious, like global warming.

We have formed a partnership with the 'CurieuzeNeuzen in de Tuin' project, the first of its kind in Europe.

Our part in this large-scale innovative experiment was to develop connected sensors, in collaboration with the University of Antwerp. These sensors collect real-time data on the quality and humidity of soils, gardens, farms and green areas from participating businesses and private individuals in Flanders.

A total of 5000 sensors are planned to be installed throughout Flanders. Ultimately, the results of this project will lead to the more precise management of our precious land and one which is more appropriate to its environmental reality. This study has been made possible thanks to cutting-edge technologies and the quality of our network coverage. This innovative project is just one practical application of our environmental and societal commitment. In addition to putting our technology and our network to work, we are participating in a joint citizenship initiative with a range of academic partners and public entities.

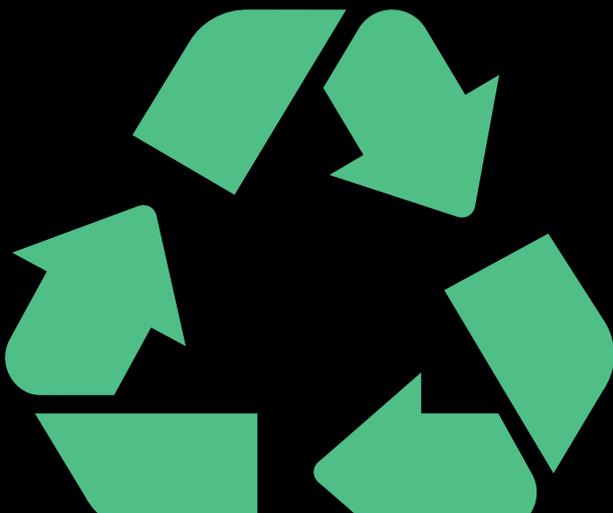
Towards a responsible digital world

While digital might provide solutions for ‘decarbonising’ the traditional economy, it in turn generates its own impacts and therefore must be used wisely.

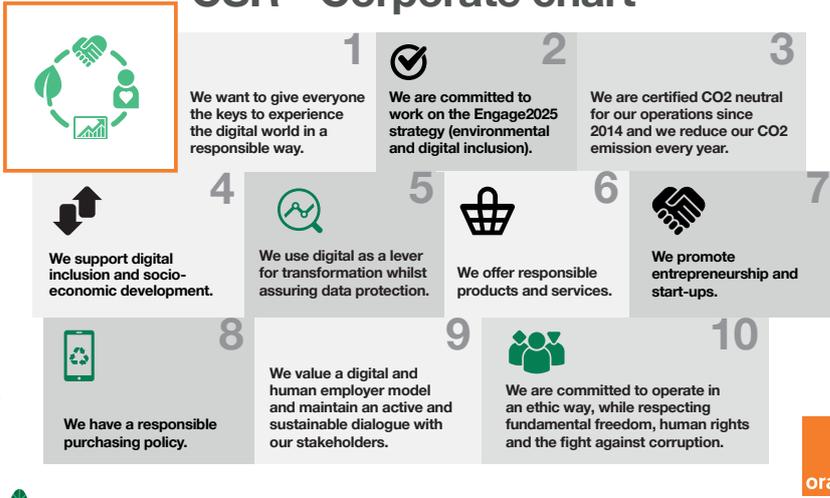
As an operator, it is our responsibility to promote the environmentally responsible use of new technologies by our customers. This can involve selecting equipment with better energy ratings, turning off devices when not in use, keeping them longer by having them repaired as needed, choosing a reconditioned device, avoiding unnecessary e-mails and printouts, etc. These are all ‘little things’ that can make a huge difference if everyone adopts them.

However, it is our view that a responsible digital world will go much farther: it means inventing streamlined digital services whose ecological benefits far outweigh their impact. Beyond what we as a company do to improve the energy efficiency of our telecommunication infrastructures, we also encourage our suppliers to adopt circular economy principles so as to manufacture products that consume less energy, that are more easily repairable and recyclable, and which use more recycled or durable components. We are working within international organisations such as the ITU to introduce standards which will contribute to these issues being tackled at an international level.

Transitioning from the current digital model to that of a carbon-neutral circular economy is a long-term effort that has implications for everything we do and involves all the players in our industrial and commercial ecosystem. It is a vast field of positive innovation and sustainable progress opportunities. Digital technology has yet to fully reveal its potential for the energy and ecological transition.



CSR - Corporate chart



Communication Team



Event Team

