



Orange CSR policy

Making sustainable development a priority

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

Orange ensures sustainable growth by making social, societal and environmental issues a priority. This is essential for preventing risks relating to our activities and opening up opportunities for innovation through stakeholder dialogue. As a responsible operator, we promote positive social, societal, environmental and energy transitions brought about by digital technology.

We want our technological contribution to be beneficial, ethical and respectful of human rights and kinder to the environment to give individuals, communities and whole nations the confidence to take advantage of the digital world we are helping to shape.

Our ambition is to reinforce our commitment to reducing 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 founded 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." Mrs Gro Harlem Brundtland, Norwegian Prime Minister (1987).
- Corporate Social Responsibility (CSR) is how companies approach, and are accountable for, sustainable development. It's the process whereby social, environmental, ethical, human and consumer rights are integrated into business activities and corporate strategy.
- CSR brings together all of 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 protection of personal data means we're facing urgent priorities in terms of ethics, fighting against corruption and compliance associated with responsible and transparent governance. Find out more in The Group Code of Ethics.

The duty of care principle

The 2017 French law on duty care requires companies with more than 5,000 employees to provide a Vigilance plan that covers human rights and fundamental freedoms as well as the health and safety of people and the environment. The Orange Vigilance plan enables us to carry out voluntary 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 our business activities meet their expectations. In addition to this consultative approach, we also chair discussions through the Digital Society Forum, which is a platform for stakeholders and civil society partners focused on the impact of digital technology.

Responsible purchasing to emphasize our commitment all the way along our value chains

We extend our CSR principles to our entire industrial and commercial ecosystem, especially in terms of responsible purchasing. We're 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/oranges-commitment-environment>
- <https://corporate.orange.be/en/social-responsibility>

Frequently asked questions – Orange Belgium

What CSR certifications do we have?

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

How do we contribute to the energy transition?

Our objectives are clear: reaching carbon neutrality by 2040. This starts by reducing our CO2 emissions (30% fewer tons of CO2 between 2019 and 2023) through different initiatives related to our infrastructure and energy network, our mobility patterns and our paper consumption. Moreover, we aim at reinforcing the circular economy (recycling of mobile phones, modems and TV decoders, greener SIM cards, more ecological packaging).

We have been CO2 neutral for 6 years in a row. What we cannot reduce is offset by financing local public utility projects in Africa that are environmentally responsible. In 2019, we have provided support for 2 projects: an electrification program in Senegal by installing solar panels, and the production of cookers in Ghana.

For more information:

<https://corporate.orange.be/en/news-medias/orange-belgium-co2-neutral-its-operations-6th-year-row-furthermore-orange-belgium>

Moreover, our CO2 emissions have dropped by almost 80% since 2006. This is also due to a less energy intense network; for instance, in 2019, we launched a new data center that is highly energy efficient (and which on its own replaces four smaller structures). The air conditioning in our offices has been replaced by a cooling system that uses 10 times less energy. We also installed energy-efficient light bulbs in all of our offices and solar panels on the roof. We have ambitions for our shops and point of sales initiatives in order to tackle energy use, such as a centrally managed database for opening hours and reducing on-site interventions. Globally, all of the electricity used in our offices and technical buildings is 100% green.

In our circular economy initiatives, we have put in place a collection and recycling program for our client's used smartphones, called BuyBack. The customers can therefore return their old smartphones (online or in our shops) so that they can be refurbished or recycled. We also sell sustainable smartphones made of 40% of recycled plastic. The form of our SIM cards also evolved responsibly; we have launched a half ID SIM that contains 50% less plastic, and also an eSIM which is 50% smaller than even the smallest SIM card. Finally, a circular process exists for the modems and decoders disposed at the customer's homes. Up to 80% of our customers bring their old modems and decoders back. With the help of our partners and authorized repair center, we reuse 98% of our modems and 95% of our decoders.

For more information about our initiatives:

<https://corporate.orange.be/en/social-responsibility/sustainable-developmenthttps://corporate.orange.be/en/news-medias/orange-belgium-introduces-half-id-sim-cards-reduce-its-plastic-consumption>

<https://corporate.orange.be/en/news-medias/orange-belgium-ambitions-leader-position-developing-sustainable-smartphone-market>

<https://corporate.orange.be/en/news-medias/orange-belgium-innovates-ecological-transition-its-operations-and-one-first-telecom>

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 them 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 handicap.

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

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

We support the Agoria Solar Team, a squad 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 pledged financial and connectivity support for 2 years.

For more information:

<https://corporate.orange.be/en/news-medias/orange-belgium-becomes-golden-connectivity-partner-agoria-solar-team>

How do we invest in our human capital?

We are “Top employer” certified in employee conditions, thanks to, among others, the many services allowing a better balance between private and professional life, sports activities during the lunch break, free distribution of fruit, mindfulness meditation sessions, a prevention program 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 counselors (at different levels) and an external service with a safety engineer, a nurse, a doctor and a psychologist. There are also voluntary initiatives by making the employees actors, through a team of first aid responders, a fire brigade, and trustworthy people (preventing psycho-social disorders). 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). On the intranet platform, all the agendas and minutes of the meeting are available to all employees.

We have signed a world-wide Global Agreement with the European Personnel Representatives to ensure gender equality, equal opportunities and non-discrimination. Orange Belgium is GEEIS (Gender Equality European & International Standard) certified since 2011, for which a specific monitoring of actions plan has been set up (topics such as access of women, balanced representation, equal pay,... are covered).

How sustainable is our supply chain?

There is an internal evaluation process of partners 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 mitigate potential risk.

In addition, we are in the process of carrying out a pilot project on the choice of suppliers also based on their Ecovadis scoring, a CSR certification.

Each contract signed with a supplier has a CSR clause containing points such as the compliance with the CSR rules, the compliance with the Supplier Code of Conduct etc. There is also a process for evaluating suppliers (from within the group), the QREDIC form, which covers, among others, 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 actor, we provide mobile telecommunications services, internet and TV to private clients 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 enterprises.

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).