

Helped bring about a responsible digital world

In line with our purpose, strategic plan and contribution to the UN Sustainable Development Goals, we help bring about a responsible digital world, in particular through initiatives to reduce digital inequality.

enacting positive change, we have a part to play in bringing about a more responsible, fairer world. In 2020, after working with representatives from various bodies to assess its impact, the Group adopted the UN framework and identified six SDGs (see pages 90-91 and 134-135) where it can make the most significant contribution. These SDGs resonate deeply with our responsible attitude, guided by our purpose and strategy.

Establishing an Orange Digital Center in Cameroon

→ After Tunis and Dakar in 2019, Douala, Cameroon, became the next city to see a new Orange Digital Center (ODC) open its doors in 2020. These centers run a range of initiatives to promote digital equality, boost young people's career prospects, facilitate innovation and nurture budding entrepreneurs. ODCs include a tech center that provides training and organizes events (Coding school), a digital fabrication workshop where young people can develop prototypes for their projects (Solidarity FabLab) and an Orange Fab, our network of start-up accelerators, all under one roof. Online open days held in November 2020 gave people in Cameroon the opportunity to explore the first ODC in central Africa. "Free and open to all, the ODC provide practical skills training and networking opportunities. We're here to support any digital project that meets our eligibility criteria," explained the ODC Director, Emmanuel Etia. In line with our strategic plan and intention to set up an ODC in each of our operating countries by 2025, these centers form a network, encouraging people to share their knowledge and expertise on a wide scale throughout Europe and Africa. They also supplement a number of other tools we have already deployed to support and educate people around the world. They seek to harness digital technology as a vector to

Incorporating our purpose into our bylaws

→ "As a trusted partner, Orange gives everyone the keys to a responsible digital world." Such is our purpose, which was incorporated into our bylaws following a near-unanimous vote of 99.98% at the Shareholders' General Meeting of 19 May 2020. Going forward, this purpose acts as a compass to guide the Group's strategic decisions and achieve more sustainable and responsible growth. At the Shareholders' Meeting, Stéphane Richard said it was "a promise that connects us with the rest of the world, our customers, and our stakeholders."

Contributing to six Sustainable Development Goals

→ In 2015, all UN Member States adopted 17 Sustainable Development Goals (SDGs) for 2030, focusing on the economy, social progress and environmental protection. The SDGs apply to everybody, including public authorities, NGOs, companies and individuals. As an operator committed to

How the Orange Foundation promotes digital inclusion in figures

5,432

digital workshops in France

32

Solidarity Third Places in France

131

Solidarity FabLabs in 21 countries

1,000

Digital Schools in 16 countries

320

Women's Digital Centers in 23 countries

enhance economic and social inclusion, while also creating an entire innovation ecosystem. For example, 25 digital schools, five digital villages and 20 Women's Digital Centers have been opened in Cameroon. Additionally, 400 young teenagers received an introduction to computer coding.

Developing a new offering for low-income households in Spain

→ In order to combat digital exclusion, we intend to roll out special offers for low-income households in all our European operating countries by 2025. Following on from our 2019 discounted Coup de Pouce initiative that equips homes in France with a broadband and landline connection, we launched Tarifa Social in Spain in October 2020. Designed for households living on the minimum wage, this convergence offer is the first of its kind in Spain and provides access to fiber-optic internet, reaching speeds of up to 100 Mbit/s, a landline with unlimited calls to domestic landlines, a mobile line with unlimited domestic calls and 3 GB of mobile data for less than €15 a month.

Extending the Sanza range of affordable smartphones

→ Although the mobile phone market is developing rapidly throughout Africa, the price of handsets remains a major obstacle to adoption. Indeed, the price of a smartphone exceeds 60% of average monthly income in sub-Saharan Africa, which totally excludes a considerable number of people from a huge portion of economic activity in this part of the world often referred to as the "mobile-first" continent. In order to make smartphones more accessible and get more people online, our Sanza devices are available at affordable prices in 16 countries throughout Africa and the Middle East. The latest addition to the exclusive Orange smartphone range, the Sanza touch, stands out as the most affordable 4G Android (Go edition) device on the market, costing around €25. In collaboration with Google, it was first launched in 2020 in Guinea-Bissau, Côte d'Ivoire, Cameroon and Madagascar.

Helped combat climate breakdown

01

Agreements to purchase electricity from renewable sources in Europe

→ We strive to reach net zero carbon emissions by 2040, which is why we make increasing use of renewable energies. The Group aims to meet over 50% of its electricity needs with power generated from renewable sources by 2025, compared with 31% in 2020. In 2020, we signed several Corporate Power Purchase Agreements (PPAs), the first of which in France was concluded with Boralex and came into effect on 1 January 2021 for a five-year period. Boralex will supply Orange with 67 GWh of green electricity each year generated by the Ally-Mercœur wind farm in south-central France. In Poland, we signed a 10-year PPA with wpd AG that will also come into effect in 2021. Two wind farms will supply Orange Poland with 500 GWh of green electricity over the course of the contract. Furthermore, in Spain, we signed an agreement with Iberdrola, which from late 2020 will supply 200 GWh of green electricity every year for 12 years. Generated by a solar farm in Extremadura, the electricity will power over 9,000 facilities.

02

The first sustainability bond worth €500 million

→ In 2020, the Group entered the sustainability bond market by issuing its first bond to the value of €500 million, due to mature in nine years with an annual coupon rate of 0.125%. More than five times oversubscribed, the bond issue proved to be highly attractive to socially responsible investors in France and around the world, enabling Orange to expand its investor base and continue to optimize its finance structure. We intend to invest around 60% of the funds raised to projects relating to energy efficiency and the circular economy and the remaining 40% will be allocated to projects to promote social and digital inclusion. The chosen projects will be reviewed by the Sustainable Finance Committee and the funds allocated will be audited each year until the bond matures. Investors will be informed annually regarding the impact of their investment.

03

Data centers that consume less energy

→ Our Green ITN action plan launched in 2008 continued in 2020 with the “Green program” built around our commitments for 2025. It harnesses a number of new tools to enable the Group to better control its energy consumption, including artificial intelligence, advanced standby mode and

enhanced active network sharing. Furthermore, we have sustained efforts to improve the energy performance of data centers at new facilities, such as in Antwerp, Belgium, which cools servers using air from outside to reduce the need for conventional air conditioning. This innovative “free cooling” technology will also be deployed in the Normandie 2 data center in northern France following the positive results obtained at the first facility operating on the site. Meanwhile, Orange Poland began construction on the Warsaw Data Hub in 2020, which will also be equipped with this cutting-edge technology.

04

SIM cards that use less plastic

→ In 2020, Orange Belgium joined other entities in the Group by launching its new “Half-ID” SIM cards, where the surrounding casing uses half the amount of plastic of standard SIM cards. These “Half-ID” SIMs are available in 17 of the Group’s operating countries throughout Europe, Africa and the Middle East. By the end of 2021, 100% of our SIM cards will come in this format, with a view to avoiding up to 300 metric tons of plastic each year. Orange Belgium also markets eco-SIMs, which are made from fully recycled plastic.

05

Making customers aware of their digital footprint

→ Available since December 2020 on the customer account page as well as the two apps Orange et moi and My Sosh, the “Carbon footprint” service gives the 14 million Orange and Sosh customers in France the opportunity to quantify the

carbon equivalent of their digital habits on the mobile network. This feature also informs people of best practice they should adopt to become more eco-friendly by minimizing the environmental impact of their phone and other connected devices. Through this initiative, we not only raise awareness but also offer tangible solutions that people can put into practice in their daily lives.

06

Orange proposes sustainable digital solutions at the ChangeNOW Summit

→ Partnered by Orange, the ChangeNOW Summit represents the world’s largest positive impact gathering to create a powerful ecosystem and source solutions to the biggest social and environmental challenges posed by digital technology. Held in Paris from 30 January to 1 February 2020, the event was attended by 20 start-ups who have joined Orange’s various support programs in France, Italy, Senegal, Tunisia, Côte d’Ivoire, Japan and Taiwan. For example, Map Action, a start-up from Mali, presented a tool that maps problems related to water management, sanitation and wastewater to the public sector and local authorities. While Enerbrain, an Italian start-up, identified potential clients for its Internet of Things solution that improves the energy efficiency of buildings. The ChangeNOW Summit also gave Orange the opportunity to communicate about the various initiatives up and running throughout the Group to control and reduce its own environmental footprint and the solutions it is putting in place to reduce the impact of digital technology, such as recycling mobile phones.