Orange sustainability

Orange Group CSR

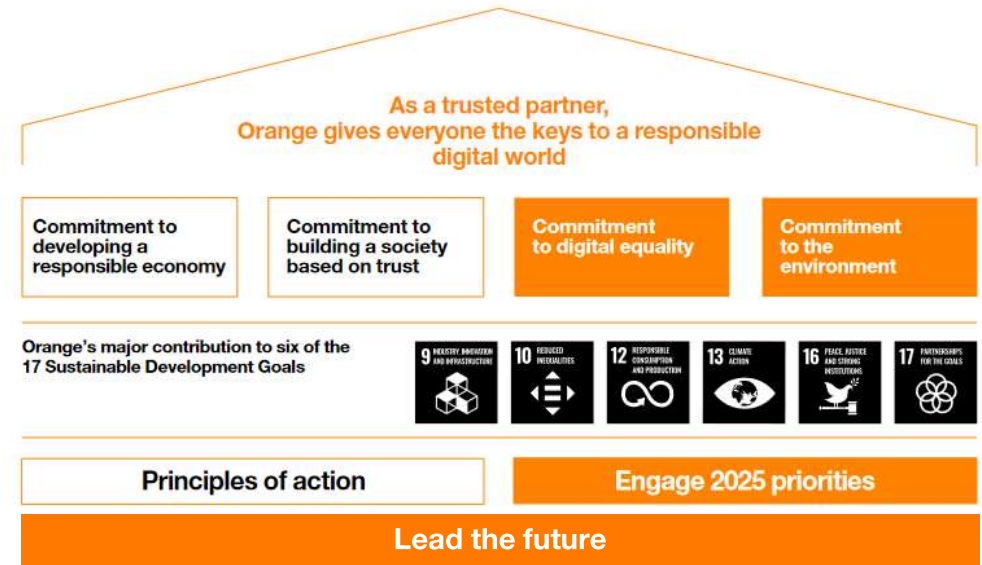**March 2023**

Purpose

Engage 2025 / Lead the future

Chairman and CEO as of April 2022

CSR's governance

Management incentive

As a trusted partner, Orange gives everyone the keys to a responsible digital world

| Commitment to developing a responsible economy | Commitment to building a society based on trust | Commitment to digital equality | Commitment to the environment |

Orange's major contribution to six of the 17 Sustainable Development Goals

| Principles of action | Engage 2025 priorities |

Lead the future

Stakeholder Committee

"Raison d'Agir" Committee (since November 2021)

Internal CSR governance

Board of Directors: dedicated GCSER Committee

ExCom: dedicated Ethic & Sustainable Performance Committee

Management incentive

- LTIP* 30% non-financial criteria (including Environmental target of CO_2 reduction)

- Variable compensation for Corporate Officers: 33% Social criteria

Long Term Incentive Plan

Net Zero carbon
by 2040 (Scopes 1/2/3) for the digital sector

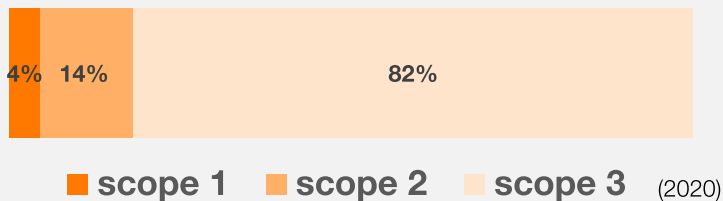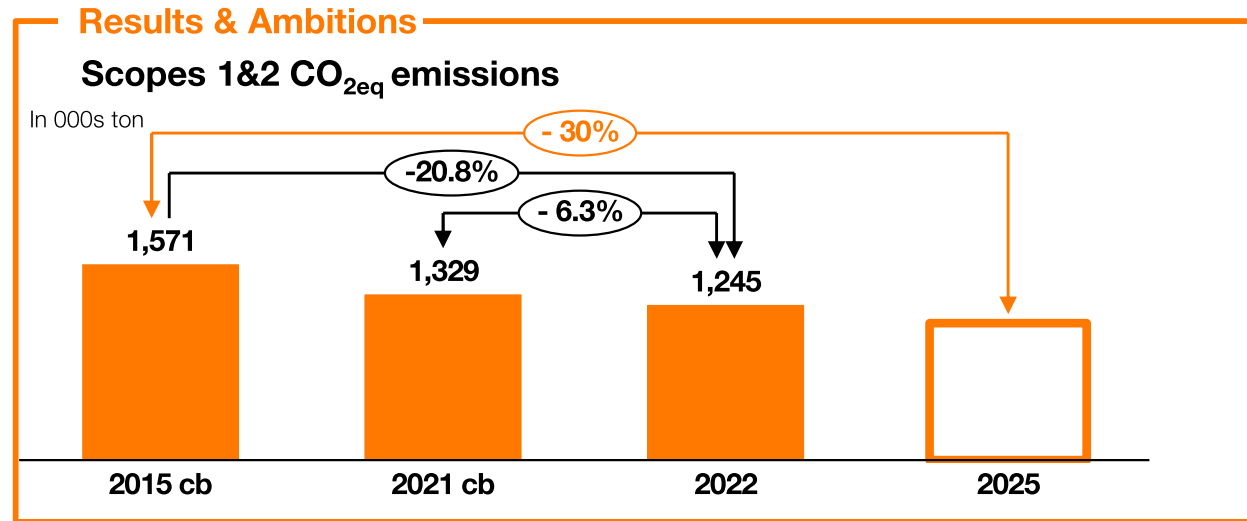## Intermediate objectives

in 2025:

- 30% scopes 1&2 vs 2015

SCIENCE BASED TARGETS

in 2030:

- 45% scopes 1&2&3 vs 2020

Orange 3 scopes for the digital sector
Total 3 scopes : 7 349 k metric tons

| 4% | 14% | 82% |

■ scope 1   ■ scope 2   ■ scope 3   *(2020)*

Committed to Environment
scopes 1 & 2 CO$_{2eq}$ emissions (1/4)

13 CLIMATE ACTION

Results & Ambitions

Scopes 1&2 CO$_{2eq}$ emissions

In 000s ton

- 30%

-20.8%

- 6.3%

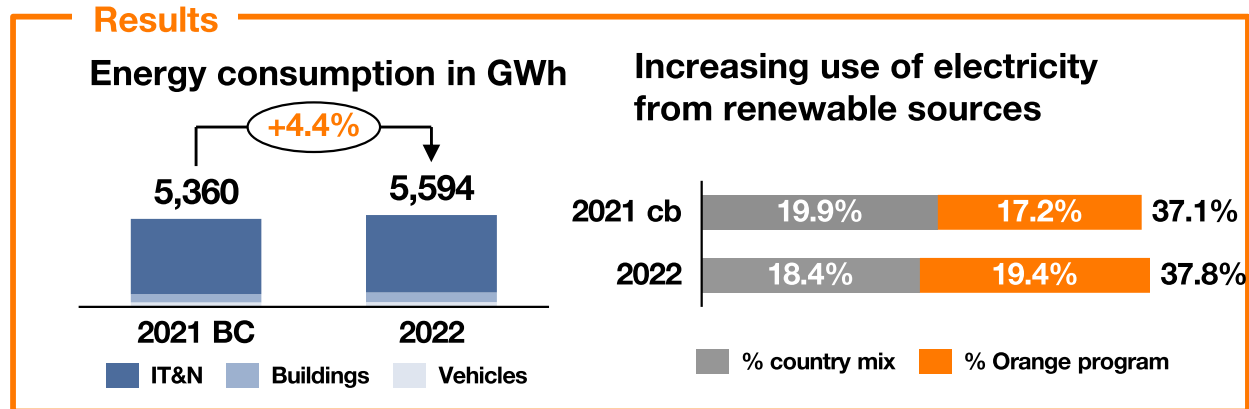| 1,571	1,329	1,245	
2015 cb	2021 cb	2022	2025

Scopes 1&2 : - 6.3% of CO$_{2eq}$ emissions in 2022 vs 2021 cb or - 84 k metric ton change driven by :

- + 54 k metric tons change in CO2eq, growth contained thanks to energy efficiency program (see next slide)

- - 118 k metric tons thanks to improvement in countries' scope 2 emission factors

- - 20 k metric tons due to growth in electricity from renewable sources from Orange's energy policy.

3

Net Zero carbon by 2040 (Scopes 1/2/3) for the digital sector

IT&N energy efficiency program

- RAN sharing
- Oldest technologies' decommissionning
- Advanced sleep mode in mobile access network (5G)
- Network architecture optimization
- Eco efficient datacenters (PUE France < 1.3)

Committed to Environment energy (2/4)

13 CLIMATE ACTION

Results

Energy consumption in GWh

+4.4%

5,360   5,594

2021 BC   2022

■ IT&N   ■ Buildings   ■ Vehicles

Increasing use of electricity from renewable sources

	% country mix	% Orange program	Total
2021 cb	19.9%	17.2%	37.1%
2022	18.4%	19.4%	37.8%

■ % country mix   ■ % Orange program

Main achievements

Contained Group's energy consumption

- Ongoing network deployment mainly in MEA driving energy consumption up
- Energy efficiency programs roll out : >1,000 GWh of electricity and 80 million liters of fuel oil saving in 2022

Electricity from renewable sources

- 18% of MEA radio sites with solar energy - ESCo* in 7 countries
- Solar farms in Jordan
- Solarization of tertiary and technical sites
- ¼ of the expected 2025 electricity consumption already under PPAs** in Europe

*Energy Services Companies   ** Power Purchase Agreement

Net Zero carbon
by 2040 (Scopes 1/2/3) for the digital sector

Intermediate objectives

in 2025:

- 14% scope 3 vs 2018

in 2030:

- 45% scopes 1&2&3 vs 2020

SCIENCE BASED TARGETS
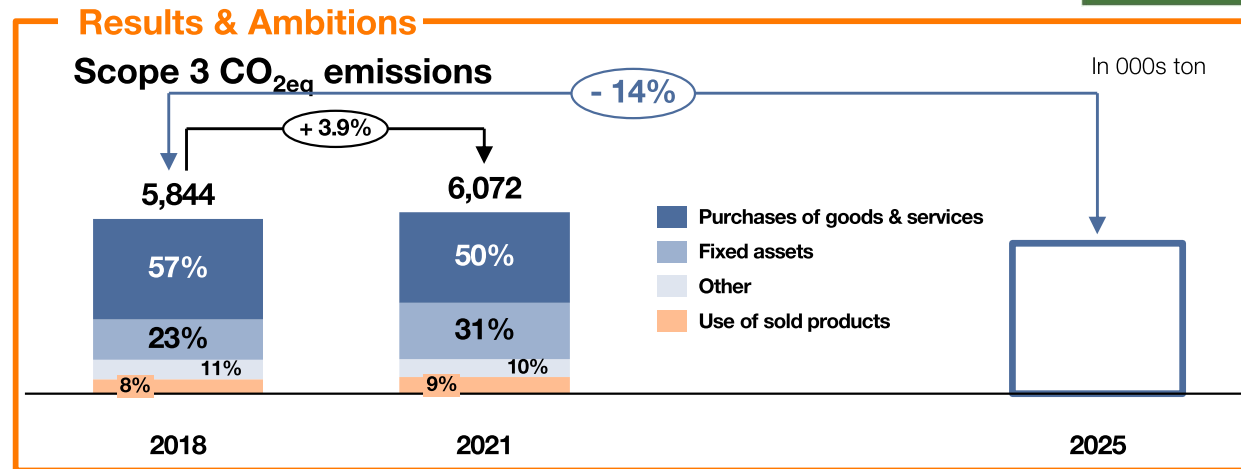
Carbon sequestration programs for residual emissions

- Orange Nature Fund
- Participation in LCF3 Livelihoods Fund
- Local projects (Alliance Forêt Bois, …)

Committed to Environment scope 3 CO$_{2eq}$ emissions (3/4)

13 CLIMATE ACTION

Results & Ambitions

Scope 3 CO$_{2eq}$ emissions

In 000s ton

- 14%

+ 3.9%

5,844   6,072

	Purchases of goods & services
57%	50%	Fixed assets
23%	31%	Other
11%	10%	Use of sold products
8%	9%	

2018   2021   2025

Main triggers

- Purchase of goods and services (1/3 customer equipment, 2/3 services) => modernize network operations, reduce sales of new terminals by expending lifetime and promote refurbished equipment

- Fixed assets => network capex to decrease thanks to our lead in FTTH deployment in Europe, circular economy and decarbonation in the value chain

- Use of sold products => eco design approach, country electricity mix decarbonation

Orange develops models to analyze the dynamics of emissions in more detail (focus on customer equipment, networks equipment, …)

Net Zero carbon

by 2040 (Scopes 1/2/3) for the digital sector
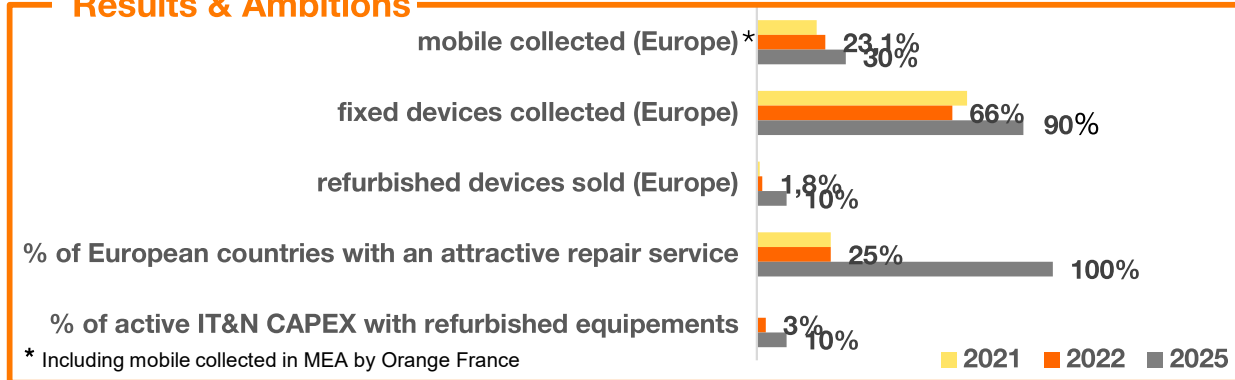
Save resources

Preserve biodiversity

Committed to Environment circular economy (4/4)

Results & Ambitions

	2021	2022	2025
mobile collected (Europe)*		23,1%	30%
fixed devices collected (Europe)		66%	90%
refurbished devices sold (Europe)		1,8%	10%
% of European countries with an attractive repair service		25%	100%
% of active IT&N CAPEX with refurbished equipements		3%	10%

* Including mobile collected in MEA by Orange France

Principle of action

- Deploy the principles of circular economy in all processes
- **Draw on international efforts** in the digital sector (IUT, GSMA and JAC)
- **Engage in dialogue with suppliers** so that they commit themselves / introduce CSR criteria in RFP
- OSCAR program for ITN equipment

## Main achievements for our customers

- Livebox 6 with an eco-design approach: optimized environmental footprint
- Founding member of the **Eco Rating** initiative
- RE program (refurbish, return, recycle, repair) in 7 European countries

Digital inclusion
Coverage for all

- **Digital exclusion compromises access to knowledge, essential services, economic benefits (job opportunities…)**
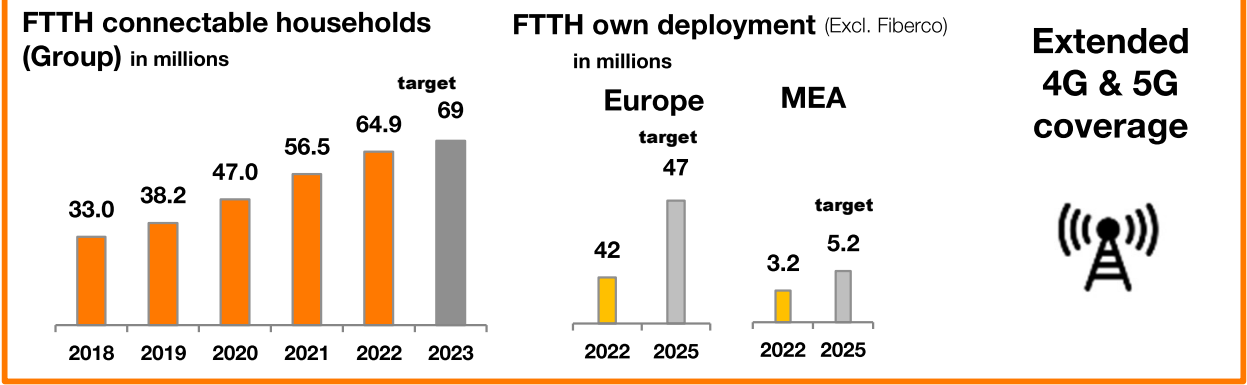
Population not covered (mobile broadband)

Region	Percentage
Europe, Asie Centrale	2%
MENA	6%
SSA	17%
Global	5%
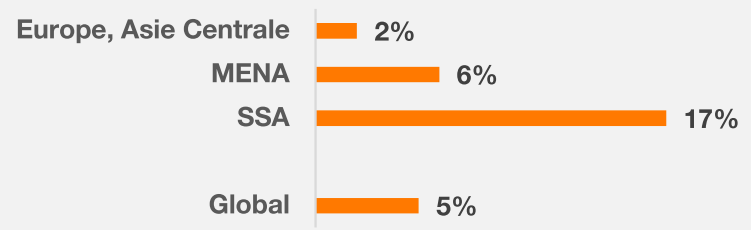
Source GSMA, The State of Internet Mobile Connectivity Report 2022

Commitment for digital equality (1/2)

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Results & Ambitions

FTTH connectable households (Group) in millions

2018	2019	2020	2021	2022	2023
33.0	38.2	47.0	56.5	64.9	target 69

FTTH own deployment (Excl. Fiberco) in millions

Europe

2022	2025
42	target 47

MEA

2022	2025
3.2	target 5.2

Extended 4G & 5G coverage
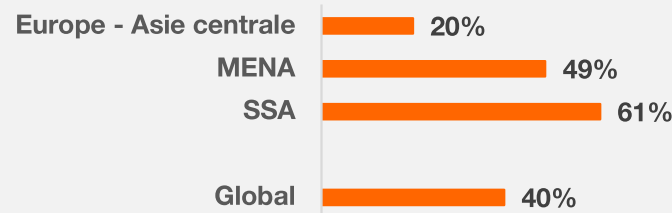
Main achievements

- **European leader** with **64.9m** FTTH-connected households by the end of 2022. Full coverage with satellite in remote areas

- **5G commercialized in 8 countries**

- **4G coverage >90% in MENA** and fast growth in other MEA countries – 53m 4G customer in 17 countries in 2022

- Investment in **more than 40 submarine cables on Europe** – Asia routes, Atlantic front, Mediterranean (West African and East African coasts)

- 1st pan-African backbone (Djoliba 10K km) 3.2m HH connectable to VHBB

- **Coverage of isolated rural areas in MEA** with solar-powered radio tower and with NuRAN partnership

Digital inclusion
Access for all

- **Reduce economic and cognitive barriers**

Gaps in usage*

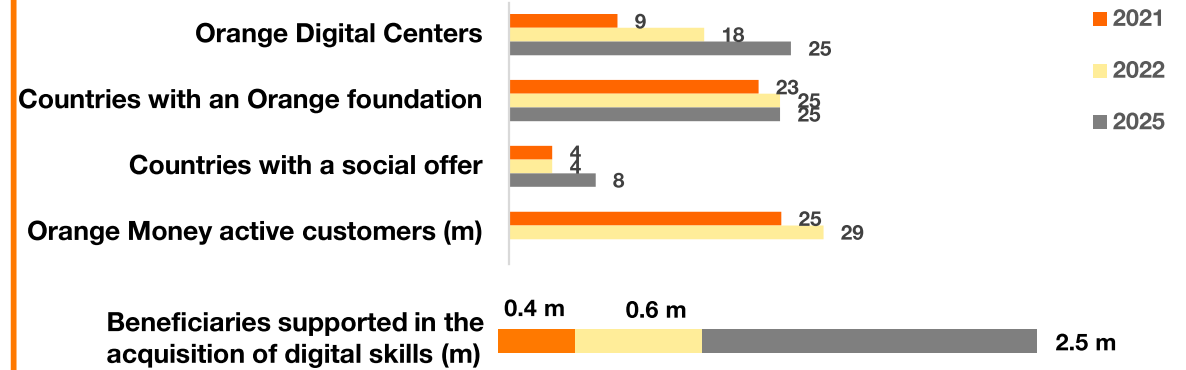| Region	Percentage
Europe - Asie centrale	20%
MENA	49%
SSA	61%
Global	40%

* % population covered by a telecommunication network not using the internet

Source GSMA, The State of Internet Mobile Connectivity Report 2022

banking rate in Sub Saharian Africa	35%

Commitment for digital equality (2/2)

Results & Ambitions

	2021	2022	2025
Orange Digital Centers	9	18	25
Countries with an Orange foundation	23	25	25
Countries with a social offer	4	4	8
Orange Money active customers (m)	25	29	
Beneficiaries supported in the acquisition of digital skills (m)	0.4 m	0.6 m	2.5 m

Main achievements

- **New targets for Digital skills' beneficiaries :** 2.5 m 2021/2025 cumulative, 6 m 2021/2030 cumulative

- **Orange Digital Centers : 18 in operation** in Belgium, Botswana, Burkina Faso, Cameroon, Côte d'Ivoire, DRC, Egypt, France, Guinea, Jordan, Liberia, Madagascar, Mali, Morocco, Poland, Senegal, Sierra Leone and Tunisia

- **Orange Money** : **29m** active customers at the end of 2022

- **Orange Bank Africa**, launched in July 2020 in Côte d'Ivoire – **1.1m** customers at the end of 2022

- **Solar kits :** providing access to energy for about **150,000** households in 11 countries

10 REDUCED INEQUALITIES

Trust

Data protection

![Orange Cyberdefense logo, VISA DE SÉCURITÉ and ANSSI logos]

- Common governance for OCD and Orange own cybersecurity
- European leader with sales of € 977 million in 2022
- >2 700 experts in cybersecurity and a cyber protection school
- 32 cyber threat detection centers

Customer appraisal

NPS* 2019/2022

+ 11 pt in France

+ 20 pt in Europe**

* Net promoter score

**Convergent NPS in European countries (excluding France) of A brands and Jazztel NPS and including Poland since H1 2020, Belgium since H2 2021 and Slovakia in H1 2022

Commitment to a trustworthy digital society

![SDG 16 Peace, Justice and Strong Institutions; SDG 17 Partnerships for the Goals]

Data security

- **Resilient network -** Close to real time recovery incident management thanks to network softwarization and automatization
- Orange to offer state-of-the art cybersecurity services to 100% customers by 2030

Safety for individuals in digital usage

- **Responsible usage**
  - Compliance with GDPR for **Data protection**
  - Privacy by design allows full control of personal data by customers
  - Over 675k families with parental control suite in 2022, "Safe zone" for gamers
- **Responsible use of AI**
  - Charter for an inclusive AI with Arborus and Impact AI
  - GEEIS-AI international label

Respect of human rights

- **Renewal of commitments toward human rights by signature of UN global compact**
- **Implementation of GNI* principles** within Orange positively assessed in 2022, showing respect of e—privacy and freedom of expression
- Responsible supplier policy promoting **decent working condition in the value chain** and monitored with a **Duty of vigilance's plan**
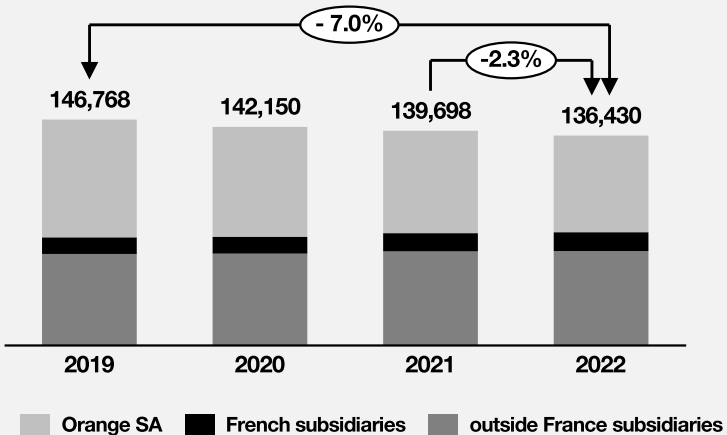
*Global Network Initiative

Leverage on human capital

Ambitions

Ensuring competencies

- **Attract and retain young talent**
- **Train the staff**

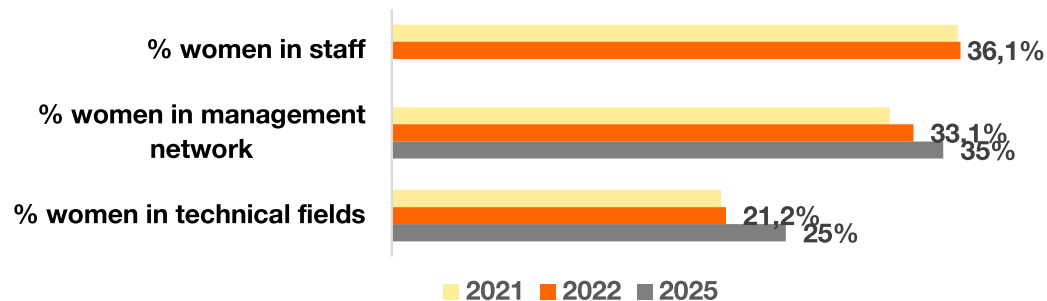**Promoting diversity**

- **Equal pay**
- **Diversity of profiles**

Encouraging individual commitment

Results & Ambitions

% women in staff — 36,1%

% women in management network — 33,1% / 35%

% women in technical fields — 21,2% / 25%

■ 2021 ■ 2022 ■ 2025

Active staff - end of period

- 7.0%

-2.3%

146,768 142,150 139,698 136,430

2019 2020 2021 2022

■ Orange SA ■ French subsidiaries ■ outside France subsidiaries

Main achievements

- **Ensuring competencies**
  - Intergenerational agreement 2022/2024 - recruitment of 8,000 permanent contracts with a focus on the under-30s in order to cope with retirements in France
  - Group training access rate: 91%
  - Telework rate: > 60% in France, > 33% outside France
  - Graduate Program
- **Promoting commitment**

  Social barometer: 85% of employees say they are proud to work at Orange (end 2022)

Recognized ESG performance

Additional CSR information is available here: https://gallery.orange.com/rse

Disclaimer

This presentation contains forward-looking statements about Orange's social and environmental responsibility commitments and strategy.

Although we believe these statements are based on reasonable assumptions, they are subject to numerous risks and uncertainties and there can be no assurance that anticipated events will occur or that the objectives set out will actually be achieved.

More detailed information on the potential risks that could affect our social and environmental responsibility commitments and strategy is included in the Universal Registration Document filed with the French Financial Markets Authority (AMF).