

Orange's Policy Child Protection and Children's Rights in the Digital Age



Editorial

The Internet and cell phones have become an integral part of children's lives from an early age. Today, digital devices are everywhere, and the amount of time spent using a device with a screen has reached 7 hours a day for both adults and children. The digital world is an undeniable source of progress, offering powerful tools for learning, entertainment, and social connection. Yet, it wasn't designed with children in mind and poses specific risks.

Excessive screen time can lead to health issues like social isolation and insomnia. Despite these concerns, the time young people spend on screens keeps increasing, often at the expense of activities crucial to their well-being. Our children may also be exposed to inappropriate content, violence or harassment online.

Major international organizations such as UNICEF and the OECD are encouraging users to take greater account of the specific needs of young people when designing and using digital services. In 2022, the European Commission has also adopted a new strategy for a more child-friendly Internet, based on the principle that “children and young people should be protected online and trained in this environment”.

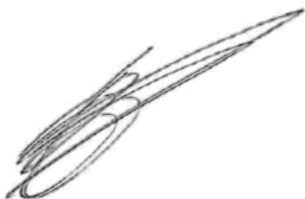
To this end, Orange wishes to continue the actions launched since 2010 as part of our “Better Internet for Kids” program. This new Policy on the Rights and Protection of Children in the Digital Age reinforces our commitment to encouraging children to engage with the digital world in a positive, safe, and creative way, while raising awareness and reassuring parents about these new uses.

We are convinced that the Internet can and must be a tool for children's development, but only under certain conditions. And we are committed every day to making these conditions a reality for as many people as possible.

14 February 2024*

Elizabeth Tchoungi

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(*) Updated in May 2025

Related policies: Orange Group Human Rights Policy; Orange's policy on the protection of personal data

Introduction

The International Convention on the Rights of the Child was adopted in 1989 and has been ratified by 197 countries. (1)

This international legal framework sets out four fundamental principles: nondiscrimination, the best interests of the child, the right to live, survive and develop, and respect for the views of the child. It recognizes the child as having social, economic, political, civil and cultural rights. For the purposes of the Convention, a child means every human being below the age of eighteen years. Today they represent 2.2 billion people worldwide. (2)

In 2012, UNICEF proposed a framework with 10 principles, called the Children's Rights and Business Principles, which aim to help companies improve the quality of life and level of well-being of children worldwide, in the workplace and beyond.

The rise of digital technologies is changing the world in which children live. While the benefits are clear, particularly in terms of education and equal opportunities, digital technology can also be a threat to their rights. In 2022, the European Commission adopted a new strategy for a more child-friendly Internet. It is the digital component of [the EU Strategy on the Rights of the Child](#) and reflects the [digital principle](#) that "children and young people should be protected online and trained to navigate this environment."

This is the background to Orange's Child Protection and Children's Rights Policy, which reaffirms the Group's commitment to the inclusion, well-being, safety and non-discrimination of children around the world and sets out the principles adopted to this end.

1 : Revised for the digital age in 2021

2 : UNICEF 2021



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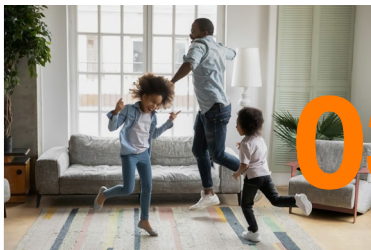
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Our belief



The Internet is an open, attractive world that offers children vast opportunities to access information, express themselves, interact and benefit from a wide range of knowledge. However, the use of digital technology also exposes them to risks and can encourage reprehensible behavior against them.

Orange gave itself a purpose in 2019 :

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

Through this promise of inclusiveness and responsibility across our footprint,⁽¹⁾ the Group works to consider and support vulnerable populations, including children, without discrimination.

Our belief

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1 : Orange is present in 26 countries in Europe, Africa and the Middle East and its Orange Business brand operates in 220 countries and territories.

To this end, Orange has signed global agreements, participates in international coalitions and complies with national laws and regulations in the countries in which the Group operates:

In 2000, Orange signed the United Nations Global Compact, affirming its commitment to respecting and promoting fundamental human rights in its activities and spheres of influence.	Orange has been a partner of the GSMA Mobile Alliance Against Child Sexual Abuse Content since 2008, which aims to curb the availability of such content.	In 2006, the Group signed a global agreement on fundamental social rights with the UNI Global Union, which covers the worldwide application of the fundamental conventions of the International Labor Organization (ILO) and prohibits child labor and exploitation in its activities.
As a founding member of the Joint Alliance for CSR (JAC), an association created by telecoms operators in 2010, Orange is committed to combating child labor within the supply chain.	Orange has been a partner of the European Commission's alliance to better protect minors online since 2017, whose aim is to help young internet users across Europe make the most of the online world and cope with its challenges and risks.	

For this reason, Orange believes that children need to be identified as stakeholders in their own right and, as such, recognizes their specific characteristics. Although children are not Orange's direct customers, it is important to educate them, together with their parents and other family members, about the best practices and risks of the digital world and to provide them with solutions to stay safe and protected.

These beliefs also apply to the ecosystem in which the Group operates and influences, as part of a broader approach to corporate social responsibility. In this regard, the company takes great care to respect the rights of children in all its activities and in the working environment.

Our belief



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The challenges of the Child Protection and Children's Rights Policy



The Group has adopted six of the United Nations' Sustainable Development Goals (SDGs) (1), three of which are specifically related to the challenges of defending children's rights and protecting children:

	reduce inequalities and offer every child the same opportunities to develop,
	peace, justice and ethical principles, in particular for a safer digital world,
	protect children in the borderless digital world through international cooperation.

These sustainable development goals guide the Group in its efforts to help build a more responsible digital world, particularly for younger generations. The Child Protection and Children's Rights policy aims to contribute to this by providing answers to the societal issues raised by our stakeholders (2) and identified by Orange's double materiality matrix (3) :

Physical and psychological health of users:	Working conditions and human rights in the value chain :
hyperconnectivity, intensive screen use, access to inappropriate content (violent, pornographic), product quality and safety (radio waves, etc.), cyberbullying, etc.	use of child labor.

The challenges of the
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1 : These are the goals that we have the biggest impact on and for which we will report on our progress

2 : The "stakeholder dialogues" organized by Orange inform our approach through regular consultations and meetings across our footprint. The theme of "children and the digital world" is a regular topic of consultations.

3 : Double materiality : Defined as the union between impact materiality and financial materiality. Impact materiality prioritizes sustainability issues that have actual or potential significant impacts on people or the environment, while financial materiality prioritizes sustainability issues that have a financial impact on the company.



Digital inclusion :

access to the Internet, education in good digital behavior and practices, development of critical thinking about online information, learning to code, professional integration, etc.

Protection of personal data and privacy:

dissemination of children's personal content, child pornography, account hacking, targeted advertising, etc.

Cybersecurity and data security:

fraud, scams, etc.

Equal opportunities :

combating discrimination (gender, disability, social situation, geographical location, religion, etc.), encouraging girls to pursue scientific careers, etc.

These are global challenges, which is why Orange is committed to developing collaboration with its stakeholders across its entire footprint.

Finally, in order to combat the main risks associated with digital technology, the Orange Group encourages exchanges between its subsidiaries and national and international actors in the field of child protection (NGOs, associations, governments).

The challenges of the Child Protection and Children's Rights Policy

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**The principles of the
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A. Orange provides and promotes the use of digital protection tools

Orange is committed to providing protection systems, such as parental controls that block inappropriate content and manage screen time according to the age of the child, across its footprint:

Orange wants to integrate these protection features into the offers and services most likely to be used by children in the home: devices such as mobile phones, TVs and computers. ⁽¹⁾

Orange takes care to respect the age limits set by regulations in the countries in which it operates. For parents who wish to give their children a mobile phone, Orange offers protection solutions for the child's personal mobile phone.

Orange is developing tools to combat cyberbullying. This commitment is reflected, for example, in local partnerships or the creation of "safe zones"⁽²⁾ in networked games and short, free victim support numbers. Orange also supports the use of other tools and systems to protect children from cyber-attacks, fraud and misuse of personal data.

The principles of the Group's Child Protection and Children's Rights Policy

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1 : Parental controls, Wi-Fi schedules for the LiveBox, parental codes on the TV; and also in compliance with the legislation in force in each country.

2 : [Safe Zone: how Orange is innovating by creating trusted spaces on gaming platforms | Orange](#)



B. Orange gives parents, children and educators the keys to understand the digital world

Orange is committed to providing its customers with age-appropriate advice on usage and best practices for their children. Orange wants to go further by raising awareness and training as many employees as possible in as many countries as possible.

Orange provides online resources to help customers, employees and educators learn about the key digital pitfalls, tools, advice and independent support services.⁽¹⁾ In addition, as part of the [#ForGoodConnection](#) international initiative, Orange is gradually rolling out face-to-face and online digital workshops in certain regions to raise parents' awareness of their children's digital use.

Orange supports children as they grow up and become digitally mature, helping them to understand how the digital world works (fake news, the role of algorithms in social networks, etc.), and raising their awareness of risky behavior.

Orange actively supports the fight against online child sexual in order to create a safe digital environment for children. Orange develops awareness campaigns in collaboration with the authorities and leading associations in this field.

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Orange provides its customers with practical advice on how to reduce their children's exposure to radio waves, notably through its website [orange.com](#), which features a dedicated section on [radio waves and health](#) and a page on [responsible mobile phone use](#).

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¹ : On the country's customer relations portal, on social networks, on local partner sites, or on a dedicated site for the general public such as [bienvivreledigital.fr](#) or sites for teachers such as [EducalInternet](#).



C. Orange ensures that its sales, marketing and communication strategy respects children's right to protection.

Orange undertakes not to target young people who do not meet the eligibility criteria defined by local regulations in its commercial offers, marketing or advertising campaigns.

Orange also caters to the needs of families with children by providing suitable offers.

Orange defines the rules for the portrayal of children in advertising, marketing materials or media through an internal charter on responsible communication.

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D. Orange strives to make digital technology a driver of equal opportunities

Orange works across in all its countries to promote digital literacy among children when they are old enough, by helping them to discover all the potential of new technologies, notably

through the #SuperCoders (1) program, the Cité des Télécoms Foundation's traveling

Workshops (2) in France and the Orange Digital Center coding schools in 24 countries.

Orange is working to attract women to technical and digital careers by supporting the younger generations in all its regions through school guidance programs, awareness programs such as #HelloWomen (3) and mentoring programs such as the one run by Capital Filles, an association created by Orange in 2012 in partnership with the Ministries of National Education and Higher Education.

Orange has made education for the underprivileged a key philanthropic focus of the Orange Foundation since 2014, through the "Digital Schools"(4) program in 24 countries in Africa and the Middle East, benefiting 600,000 schoolchildren. Orange intends to continue its decades long commitment to supporting children with autism spectrum disorders (ASD) through its Foundation: it is involved in the development of digital tools to promote and facilitate day-today learning and interaction with those around them.

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1 : The #SuperCoders program in partnership with the educational community, which has been training young people between the ages of 10 and 15 in computer coding since 2014 in Europe, Africa and the Middle East.

2 : See part 4 "Decision-making bodies"

3 : Launched in 2020 and present in more than 20 countries, the program has trained and raised awareness among more than 23 000 girls

4 :The Orange Group Foundation provides digital equipment and libraries to 600,000 students from primary school up to 7th grade to bridge the gap in access to knowledge.



E. Orange ensures that it complies with the principles of the International Labor Organization and UNICEF's "Children's Rights and Business Principles" regarding child labor.

Orange undertakes not to employ children under the legal age in force in each country.

In its purchasing policy and supplier code of conduct, Orange requires its suppliers, service providers and subcontractors to provide decent working conditions for their employees. It also prohibits the employment of people under the age of 15, or under the age of compulsory education in each country, as well as very strenuous and/or dangerous work for people over the age of 15.

Orange verifies that its suppliers, service providers and subcontractors take all necessary measures to comply with this prohibition in their supply chain by all appropriate means, including CSR assessments and on-site audits, in accordance with its vigilance plan.

Orange encourages a healthy work-life balance for its employees, in particular by promoting working from home, flexible working hours and the right to disconnect for a stress-free private life.

**The principles of the Group's
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Decision-making bodies



The Group's commitment to respect and promote human rights, and children's rights in particular, is reaffirmed and embodied at the highest decision-making levels. In line with corporate responsibility, it is supported by the following governance bodies to structure decision-making, ensure policy implementation and monitor results.

The CSR division is headed by a member of the Executive Committee. It covers the Group's social and environmental challenges, defines the Group's corporate social responsibility policies and is responsible for ESG reporting. It oversees the effective implementation of commitments within the various operating entities, providing them with the necessary technical and methodological expertise, notably through training courses. A network of officers, covering all Group entities and job lines, contributes to the operational implementation of the strategy and to the internal and external stakeholder dialogue.

The Executive Committee implements the strategic direction and validates the policies and commitments arising from the Group's corporate social responsibility. As such, within the framework of human rights governance, it approves objectives, sets priorities, allocates resources, mediates complex decisions and supports participation in sectoral coalitions. It regularly assesses the progress made through the action plans and performance indicators presented by the CSR division.

The Governance and Corporate Social Responsibility Committee (CGRSE) is a specialized committee of the Board of Directors. In line with the Group's strategy, it examines the Group's sustainability and corporate social responsibility policies, the main directions resulting from stakeholder dialogue and the results of the Group's sustainability and corporate social responsibility policies using all published extra-financial information, including human rights.

Children's Rights and Child Protection Committee: It brings together Orange's child protection and CSR managers in all its countries, as well as experts on public affairs, regulatory affairs, marketing and communications. It steers the Group's Child Protection and Children's Rights Policy and ensures that action plans are implemented in the various Orange entities.

Responsible Purchasing Committee: The Committee oversees the implementation of the responsible purchasing policy for all Group entities. It verifies that Orange's commitments, in particular the prohibition of child labor, are contractually guaranteed through a CSR clause referring to the suppliers' code of conduct (Group and local).

Decision-making bodies

The key players in policy deployment

Digital Inclusion and Societal Issues Department:

Reporting to Orange's Corporate Social Responsibility department, it defines the Group's policy on children's rights and child protection. It acts as a consultant in these areas, coordinating the implementation of this policy in all Group entities and ensuring compliance with the agreements signed with stakeholders. It represents the Group in dealings with international institutions and organizations in this field. It is responsible for all actions and communications relating to child protection to ensure consistency with the Group's policy. In particular, it works in synergy with the business units, the CSR Governance and Trust Department, the Public Affairs Department, the Group Diversity and Inclusion Department, and the Orange Foundation on the societal impacts of its actions.

CSR departments in Africa and the Middle East and Europe, as well as in subsidiaries:

As members of the Children's Rights and Child Protection Committee, they relay and coordinate the deployment of the policy in the entities covered by their respective scopes.

Group Purchasing Department:

The Purchasing function contributes to the protection of children in the digital environment through its supplier selection process, responsible procurement policies and monitoring of the prohibition of child labor in the value chain.

Orange Innovation Department:

As part of our socially responsible innovation, we consider children to be a vulnerable group and treat them as such.

Group Communications Department:

While amplifying the positive impact of digital technology, it is vigilant about the use of images of children in marketing, advertising and communications.

The Orange Group and country Foundations:

For a more inclusive digital world, the Orange Foundation's teams at Group level and in each country work to bridge the gap in education, guidance and training that can affect the most disadvantaged children and youth, notably through the "Digital Schools" and "Solidarity FabLab's" programs.

The Cité des Télécoms Foundation:

The scientific foundation of the Orange Group, it runs the Cité des Télécoms in Pleumeur-Bodou, Brittany, a place of scientific communication and culture. The Foundation's policy of welcoming children and schoolchildren throughout the year, and the scientific popularization services it offers in schools, are essential elements in the application of the French policy on children's rights and child protection.

Decision-making bodies



Orange SA –
Public stock corporation incorporated in France with registered
share capital of Euro 10 640 226 396 - RCS Nanterre 380 129 866