

Seeds of change

Orange Africa and Middle East

Corporate Social Responsibility Report 2023





Seeds of change

Orange Africa and Middle East



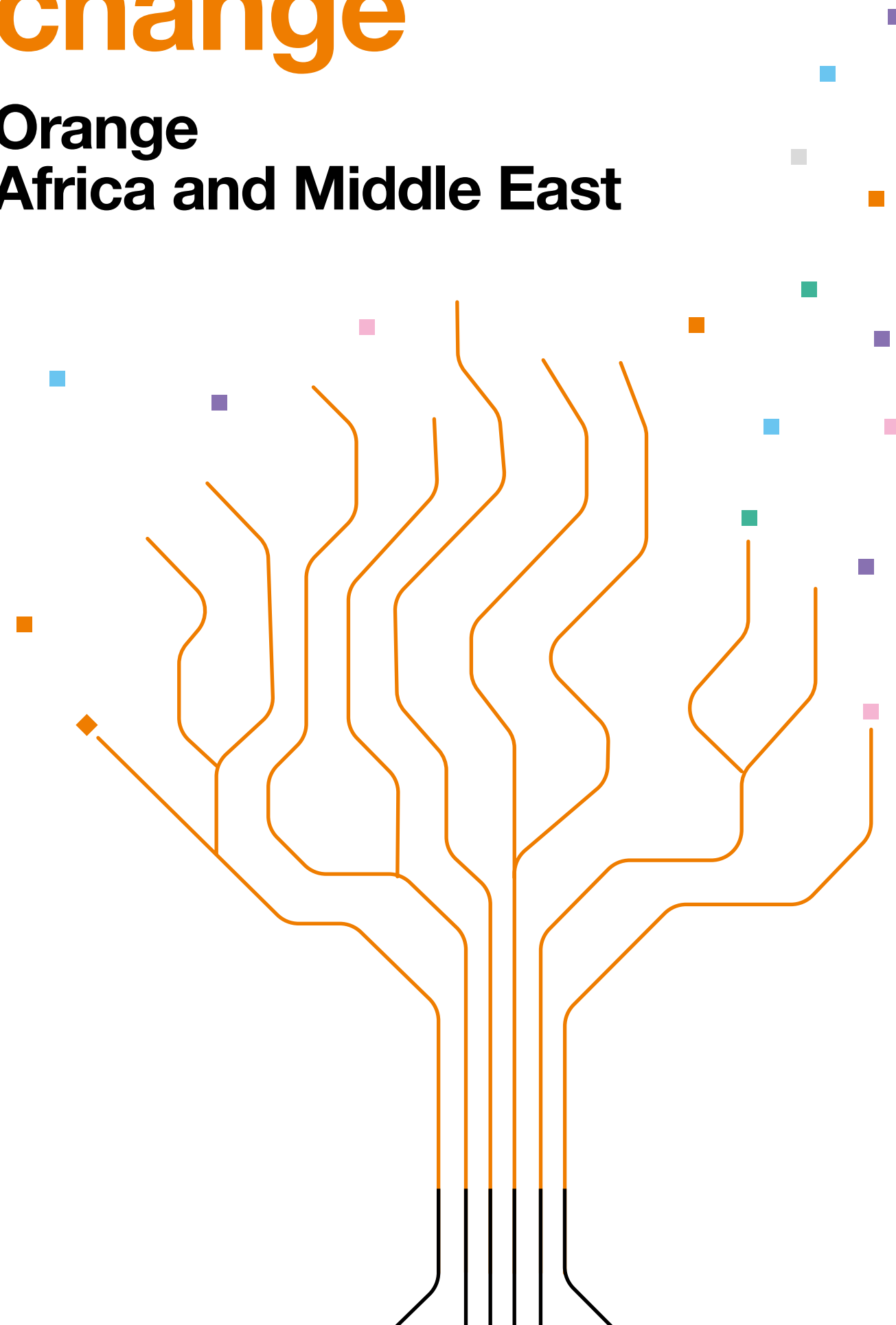
The Africa I envision is a prosperous Africa, proud of its values and looking forward to the future; a continent that is 100% connected and that relies on the creativity of its youth and its entrepreneurs

Alioune Ndiaye

Chairman of the Orange Middle East and Africa Board of Directors

We thank you, the people who, every day, in the 17 countries of Africa and the Middle East where the Orange brand is present give meaning to our commitment to human communities and the environment.

We would also like to express our gratitude to all to all the contributors and to the editorial team of this sustainability and impact report.





We believe in a virtuous model where our performance is based on inclusion and local roots.

Jérôme Hénique,
Chief Executive Officer, Orange
Africa and Middle East (OMEA)

2023 in a few words

Dear colleagues, partners and stakeholders,

Orange is here, more dynamic and resilient than ever before in Africa and the Middle East, with revenue growth of 11.4%, reflecting the dedication of our 18,000 employees serving 149 million customers in 17 countries. Our employees, the hundreds of thousands of indirect jobs we create and our contribution to national GDPs are a testament to our local roots.

Digital technology is a real catalyst for development. As we strive to limit our environmental impact, we are also witnessing and playing an active role in these changes that are transforming people's lives, boosting economies and strengthening social inclusion.

The energy transition is a core concern for our Group, which has set a target of net zero carbon emissions by 2040. Currently, 32.8% of OMEA's energy comes from renewable sources, and we are working to improve this proportion and to limit our carbon footprint as data traffic continues to grow.

It is our infrastructure that enables us to meet people's essential needs.

Our services contribute to digital inclusion and make life easier for millions of people.

Max it, our 'super app', is a good illustration of this. It provides access to a full range of mobile offerings and services, e-commerce solutions and financial services, helping us to bring financial inclusion to a large proportion of the population.

Orange Money has become an essential contributor to financial inclusion and to the economy of countries with more than 34 million active users per month, and Orange Bank Africa is also a real success with 1.3 million customers in Côte d'Ivoire.

We are also committed to energy inclusion through Orange Energies, which provides more than 300,000 households with access to clean, reliable electricity.

We believe that Orange is more than just an operator, and we are proud to contribute to the emergence of a dynamic technological and entrepreneurial ecosystem. One million people have benefited from free digital training programs and support for startups in our Orange Digital Centers. The Orange Social Venture Prize in Africa and the Middle East (OSVP) enables us to support initiatives with a strong social and environmental impact. The digital centers have helped more than 45,000 women to become more independent, and hundreds of thousands of schoolchildren have benefited from Orange's support as part of the "Digital Schools" program.

All of these actions benefit from the involvement of employee volunteers, and we decided to encourage and facilitate this commitment through the "Orange Engage for Change" program.

We believe in a virtuous model where our performance is based on inclusion and local roots.

Our purpose is to be a trusted partner who gives everyone the keys to a responsible digital world.

It's a powerful motivator driving us forward, resolutely sowing the seeds of change for a future that delivers on the promise of technological development that benefits each individual, society and the planet.

Jérôme Hénique,
Chief Executive Officer, Orange Africa and
Middle East (OMEA)

Contents

Sowing the seeds of change and widening the field of possibilities so that everyone can create the future that suits them best.



Introduction

1

Sowing

**the seeds
of change**

Alongside our partners, we are helping to create an inclusive digital ecosystem. Reliable, sustainable infrastructure and continuous innovation enable us to serve more than 149 million customers. Supported by our networks, each of our services is designed by our employees as a "seed of change" to be cultivated with confidence by everyone.

We ensure that we operate within a framework of governance built around the highest standards to guarantee the implementation of our strategic vision, the fulfilment of all our commitments and the deployment of our services right down to the last mile in each of our 17 countries.

2

Giving life

**to millions of
opportunities**

We offer our customers solutions tailored to their needs. Each service becomes a new promise, a new path in life for each of our customers. Whole communities put down roots with us and write their own story. Schoolchildren learn to cultivate their curiosity, shopkeepers simplify the management of their businesses, entrepreneurs see their innovations develop, and farmers develop digital skills and reap the rewards on their farms. Together with our stakeholders, we are building a flourishing digital ecosystem.

3

Developing

**together,
sustainably**

In the countries where we operate, we take our role as a major economic player seriously and recognize our responsibility to all communities and our employees.

We make it a point of honor to strengthen access to essential services for all, to promote digital and social inclusion, and to be a digital and human employer, valuing every talent and hearing every voice. We are aware of the environmental impact of our activities and strive to limit it. As such, we are undertaking major initiatives to reduce our ecological footprint and ensure a sustainable future for generations to come.

Conclusion and outlook

Sharing the value created

17 countries in Africa and the Middle East

2 continents	5 Official languages	984 Local Languages	
Botswana	Egypt	Madagascar	Senegal
Burkina Faso	Guinea	Mali	Sierra Leone
Cameroon	Guinea Bissau	Morocco	Tunisia
Central African Republic	Jordan	Democratic Republic of Congo	
Côte d'Ivoire	Liberia		



Our business lines


Building, deploying and sharing digital infrastructure


Operating fixed and mobile networks


Providing connectivity, financial services, helpful digital services and sustainable energy solutions

Our footprint

3 / 10 africans are Orange customers

149 million customers

1.5 million points of sale

Social commitment

18,000 employees and hundreds of thousands of indirect jobs

1 million people have benefited from the Orange Digital Centers free of charge

325,000 households have access to clean electricity

94 million people connected to mobile data (including 57 million using 4G)

More than 90 million Orange Money accounts

32.8% of OMEA's energy comes from renewable sources

Economic contribution

Over \$1.2 billion invested in infrastructure and technology

18% of sales redistributed in the form of taxes, etc.

11% revenue redistributed to distribution partners

Our stakeholders

■ Thanks to our investments and competitive prices, we offer our individual and business **customers** high-quality products and services that play an essential role in their daily lives.

■ We provide **our employees** with appropriate and safe working conditions, development opportunities, and competitive salaries and benefits.

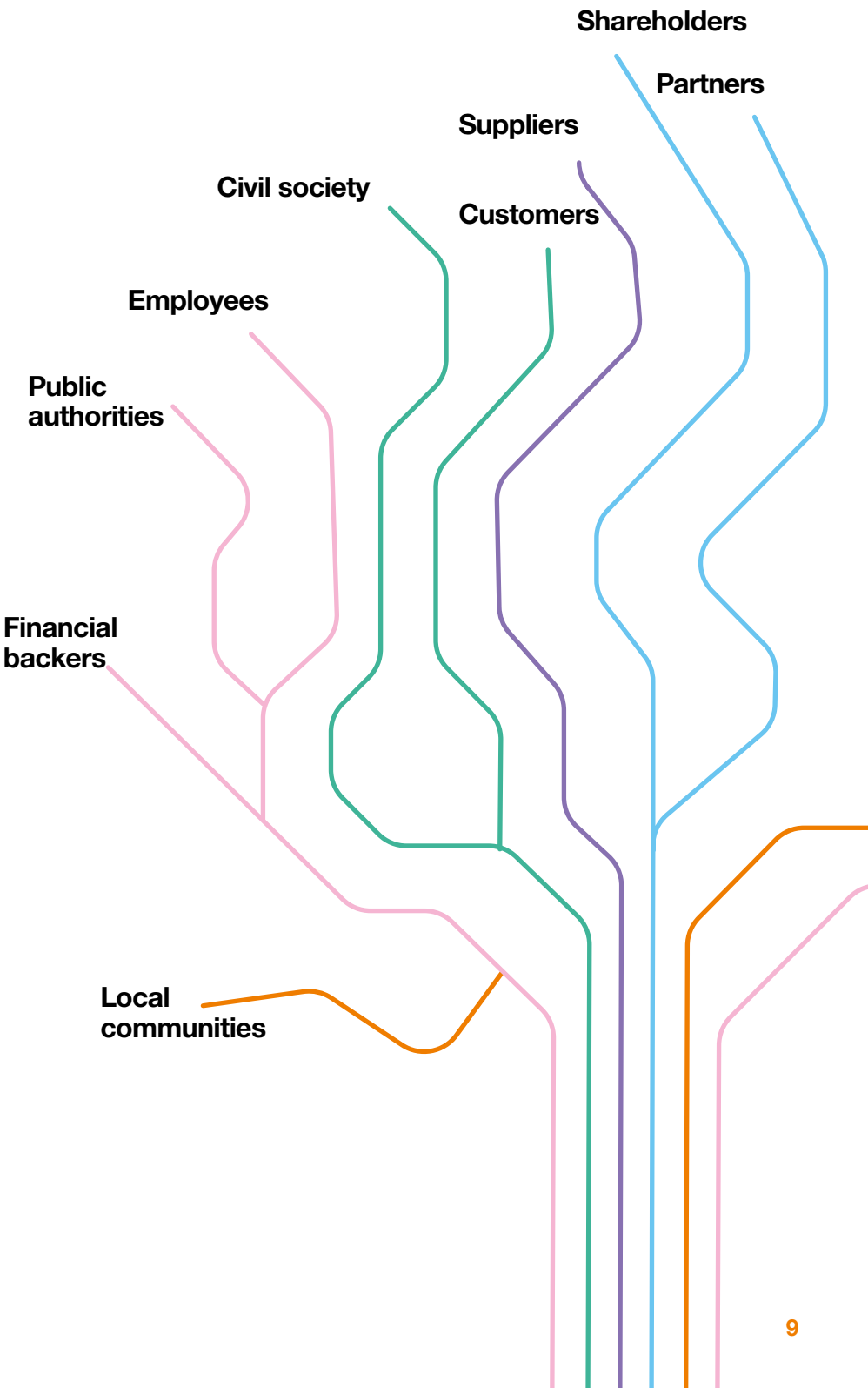
■ **Our shareholders** receive a portion of our profits in the form of dividends, and our investments in growth initiatives maximize long-term value.

■ **For the benefit of local communities**, we are investing in education and training, promoting digital inclusion and making essential services easier to access.

■ We maintain fair and transparent relationships with **our suppliers and distributors**, and compensate them fairly. We encourage them to adopt high ethical and environmental standards and responsible practices.

■ Our tax contribution to **governments** is generally among the highest. The direct and indirect jobs we create, as well as our purchasing volumes with our local suppliers, make a major contribution to national wealth.

■ We consult with **civil society and all our stakeholders**, act transparently and report on our economic, social and environmental performance.



Contributing to the Global Agenda

Digital technology plays a key role in achieving **Sustainable Development Goals**.

 Orange we contribute to the achievement of all SDGs, but we believe we have a significant impact on 6 of them.

At Orange Middle East and Africa, our commitment to access to clean and sustainable energy means that we contribute to the achievement of Sustainable Development Goal 7 on a daily basis.

7



CLEAN, AFFORDABLE ENERGY

325, 000 homes connected and 1.6 M beneficiaries

Orange Energies operational in 12 countries

9



INDUSTRY, INNOVATION AND INFRASTRUCTURE

Rollout of 5,000 4G and 5G sites in 2023

More than 90M people connected to mobile data

1M households connected to the fiber optic network

More than 90M Orange Money customers

Tik Tak loans obtained in under 10 seconds

366 startups supported

10



REDUCED INEQUALITIES

5 international certifications for diversity and inclusion

Orange Money - Financial inclusion everywhere, for everyone, via all types of connectivity, and at an affordable cost

1M people have benefited from the 16 Orange Digital Centers and 22 ODC Clubs promoting digital inclusion, employment and entrepreneurship for young people and women free of charge.

14 Foundations working for the digital and social inclusion of young people and women in difficulty, access to education and culture and improved living conditions.

12



RESPONSIBLE CONSUMPTION AND PRODUCTION

500+ local suppliers in 17 countries

Oscar program for refurbished network and IT equipment

Collection and recycling of the equivalent of 24% of mobile phones sold



13



CLIMATE ACTION

100,000+ trees planted by employees of 8 subsidiaries

8,000 sites with solar power in 2023

32.8 % share of renewable energies in MEA consumption (+6 pts vs 2022)

3 solar farms

16



PEACE, JUSTICE AND STRONG INSTITUTIONS

3,400 employees trained in ethics and anti-corruption principles in 2023



17



PARTNERSHIPS FOR THE GOALS

25 large-scale projects launched with international partners in the fields of health, agriculture, education and the digitization of public services

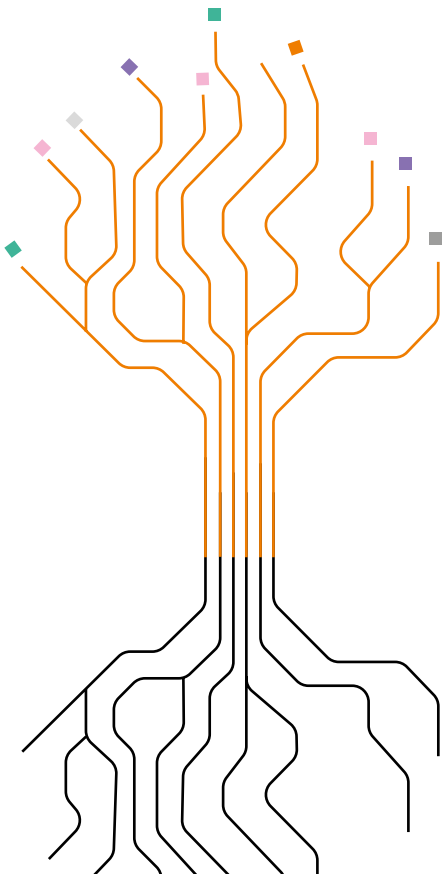
Partnership with the Global Fund to Fight AIDS, Tuberculosis and Malaria in 4 African countries

Sustainable growth with Lead the Future

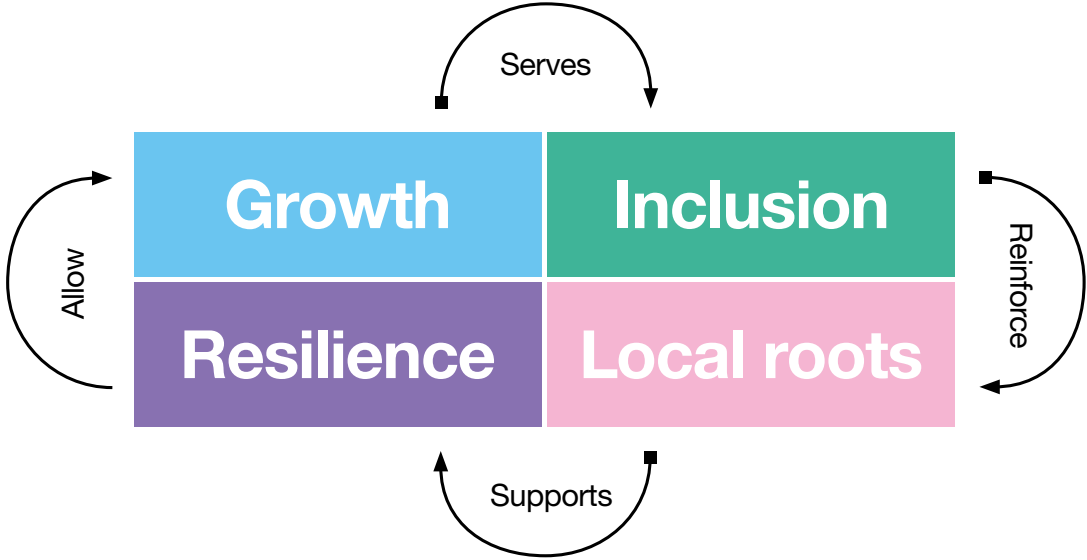
With Lead the Future, the Orange Group's new strategic plan deployed in February 2023, we intend to promote excellence in our core business in order to achieve sustainable growth.

Continued development in Africa and the Middle East - the 4th pillar of the Lead the Future strategic plan, reaffirms Orange's ambition in this region of the world.

Jérôme Hénique,
CEO, OMEA



At Orange Middle East and Africa, we are consolidating our regional commitment around 4 key axes



Performance

- Capitalize on our assets and growth drivers
 - Mobile data
 - Fixed broadband
 - Business services
 - Mobile financial services
 - Digital services
- Address risks
 - Economy
 - Geopolitics
 - Security
 - Health
 - Environment and energy
 - Reputation

- Connect all populations
 - Digital inclusion**
Network coverage (incl. rural areas)
Affordable devices and flexible payment terms
Max it super app and services
Orange Digital Center and Foundation
 - Financial inclusion**
Orange Money
Orange Bank Africa
 - Energy inclusion**
Orange Energies
- Take advantage of the resources in our zone
 - Inclusive and responsible employer
 - Employee development
 - Operational headquarters and shared services centers
 - Strong local partners
 - CSR commitments, Orange Digital Center & Foundation

Development

Collaborating to make a lasting impact

Working with our employees, the foremost ambassadors of our commitment to sustainability

Our **18,000 employees** are the key players in our CSR policy. In 2023, we worked to implement "**Orange Engage for Change**", a program enabling each employee to devote several days a year to Orange projects with a social or environmental impact.

In 2023, **16,000 employees** took at least one training course, of which **4,000** participated in programs related to our environmental, social and governance commitments.

Our challenges are to raise awareness, empower and engage employees, and improve our CSR performance by ensuring that it is adopted at all levels of our organization.



Forging strategic partnerships to promote digital, financial and energy inclusion



In our subsidiaries

We dialogue with our stakeholders,

to develop our strategy and incorporate their expectations into the design of our projects.

Our Corporate Social Responsibility policy is based on actively listening to our stakeholders so that we can align our actions with their expectations.

In **Côte d'Ivoire**, since 2009 we have conducted more than **10 dialogues** and consulted more than **150 stakeholders**.

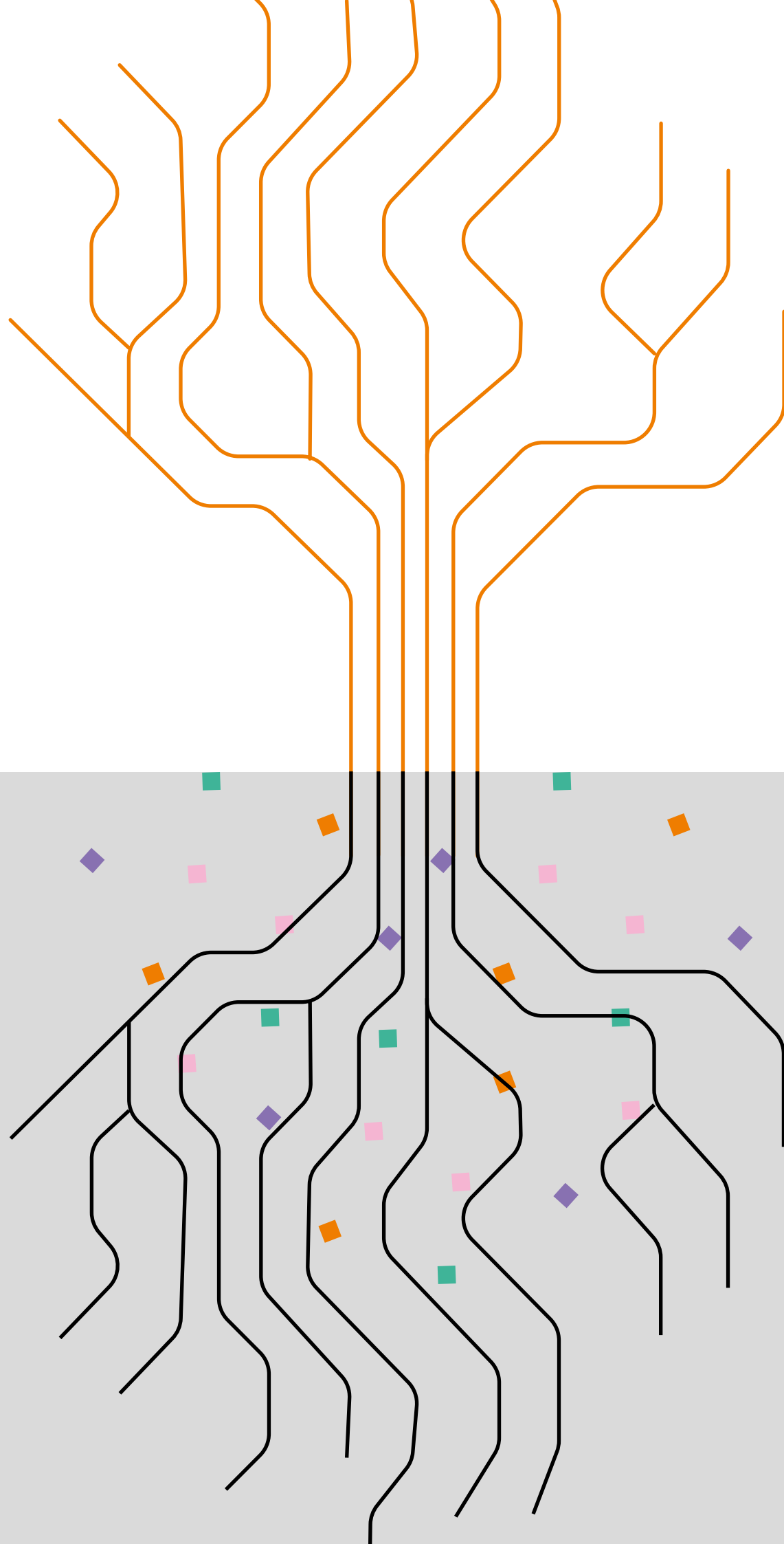
In **Sierra Leone**, we launched a digital survey on the perception of our CSR policy among more than **1,200 stakeholders**.

We work with our stakeholders,

including governments, non-governmental organizations, corporate partners, and community representatives.

In **Madagascar**, we worked with the **ministries of telecoms and vocational training and the GIZ** to create Zah@ Geek, the first digital jobs fair. In 2 editions, we attracted 7,000 participants and over **300 young people found jobs**.

In **Senegal**, "**Sonatel ci sen gox**" is a framework for sharing and creating value with our stakeholders in terms of employability, inclusion and regional digital integration. **185 young people from 5 regions identified the problems facing their communities and worked together to develop solutions** under the supervision of local development authorities.



1

Sowing the seeds of change

Navigating the digital ecosystem with confidence

Our goal is to enable everyone to thrive in a reliable and secure digital ecosystem.

This means:

Strong, committed governance bodies with clearly defined roles and responsibilities.

Defining clear policies adapted to each context to guarantee transparency, ethics, and compliance in all our activities. This means complying with standards and certifications in terms of data protection and reliability, the security of people and applications, and anticipating and mitigating the associated risks.

Reinforced control and action systems, enabling us to periodically assess risks and compliance with our policies, and to guarantee rapid problem resolution and business continuity, whatever happens.

Staff with a safe and inclusive working environment, who are regularly trained in their jobs and in our risk management, safety and compliance policies.



We strive to be a trusted partner of the African continent, deploying responsible business conduct, sustainable resource management, and a strong commitment to economic and social development through digital

Elizabeth Tchoungui
Executive Director Corporate Social
Responsibility Orange Group

Governance bodies that structure our corporate project

(composition in 2023)



Alioune Ndiaye,
Chairman of the OMEA
Board of Directors

Under the supervision of the Board of Directors, the Executive Committee, is strongly committed to sustainability and drives the strategy. It steers the direction and oversees its implementation, ensuring that every decision reflects our values and commitments.

Executive Committee



Jérôme HÉNIQUE
Chief Executive
Officer



Brelotte BA
Deputy Chief Executive Officer
and Director of Operations



Mireille HELOU
Director, North Africa and
Middle East Zone and
Director of Security



Aminata NDIAYE
Director, West Africa
Zone and Deputy CEO,
Sonatel Group



Fabrice ANDRÉ
Southern, Central Africa
and Indian Ocean Zone



Nafy SILUE
Director West & Central
Africa Zone and Deputy
CEO OCI Group



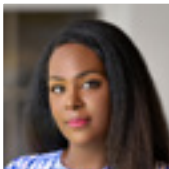
Elisabeth MÉDOU BADANG
Director of Human Resources
and Spokesperson



Dorothee VIGNALOU
Chief Financial Officer



Asma ENNAIFER
Director of CSR, ODC
and Communication



Aminata KANE
Director of Mobile
Financial Services



Alban LO GATTO
Director of Corporate
Affairs and Compliance



Stéphane VARRET
Director of Strategy and
Development

Country management

17 Orange subsidiaries in Africa and the Middle East, local companies whose workforce is made up of over 98% nationals. The CEOs, supported by their management committees, drive the contribution of these entities to the economic and social development of their countries.



Néné MAÏGA
CEO Orange Botswana



Mamadou COULIBALY
CEO Orange Burkina Faso



Patrick BENON
CEO Orange Cameroon



Max FRANCISCO
CEO Orange Central Africa



Mamadou BAMBA
CEO Orange Côte
d'Ivoire (OCI) Group



Ben-Cheick HAIDARA
CEO Orange Democratic
Republic of Congo



Yasser SHAKER
CEO Orange Egypt



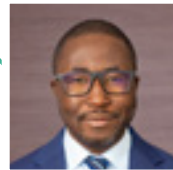
Ousmane Boly TRAORE
CEO Orange Guinea



Nogaye Therese TOUNKARA
CEO Orange Guinea-Bissau



Philippe MANSOUR
CEO Orange Jordan



Jean Marius YAO
CEO Orange Liberia



Frédéric DEBORD
CEO Orange Madagascar



Aboubacar Sadikh DIOP
CEO Orange Mali



Hendrik KASTEEL
CEO Orange Morocco



Sékou DRAME
CEO Sonatel Group

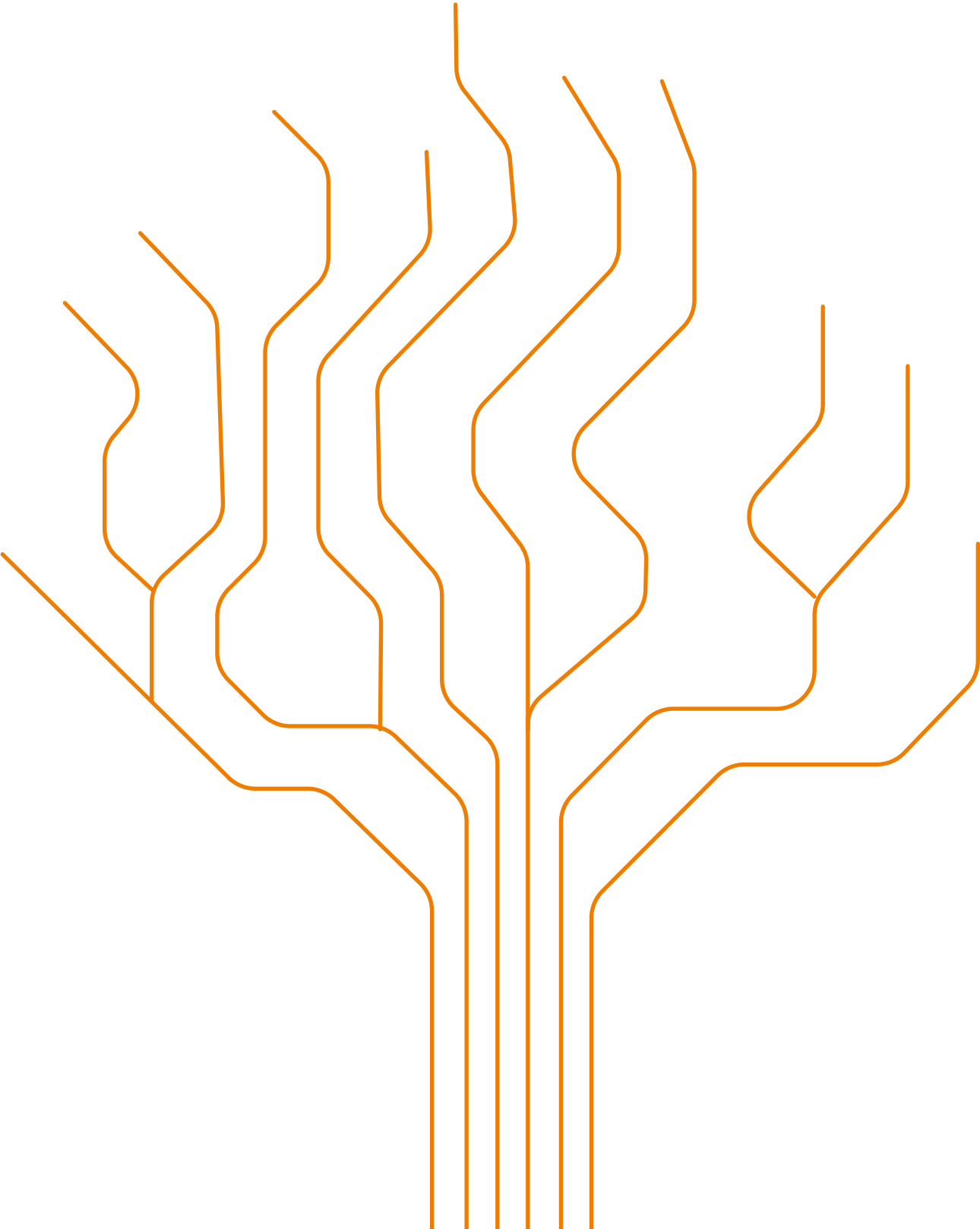


Sekou Amadou BAH
CEO Orange Sierra Leone



Thierry MILLET
CEO Orange Tunisia

Control and prevention



Tax contribution	Compliance with network regulation and security	Responsible purchasing policy	Limiting the environmental footprint
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Our responsibility in terms of ethics and compliance, international legislation, **the development of our mobile financial services**, and the need to **safeguard our human resources** all place demands on us.

The duty of vigilance

Pursuant to the relevant law of 27 March 2017 on the duty of vigilance, Orange Group subsidiaries must ensure that they put in place action plans and control systems to avoid and prevent any serious harm in terms of

Human rights

Health, safety and security of people

Environment

Our human rights policy

The vigilance plan describes all the associated measures to respond to these risks

“The vigilance plan is our compass : it helps us to better assess and respond to our risks.

Corinne Jégou,
Duty of Vigilance Manager,
Orange Group

Risk management within the scope of our financial services

The Orange Money Compliance Expertise Center (CECOM) controls the risks associated with the activities of electronic money institutions (EMI).

It supports Orange Bank, providing second-level control over the Orange Money business and ensuring compliance with local and international standards.

CECOM also works with our partners to help them meet the same standards.

This approach protects our operations and those of our partners. It is essential for the sustainable development of our mobile financial services.

100 %

- of our assets are validated against KYC requirements
- of transactions are monitored using scenarios adapted to our business model

A strong Ethics and Compliance policy, for renewed confidence

Our Ethics and Compliance program is organized around **6 pillars**

1

The Group's commitment to zero tolerance for corruption and influence peddling, and the tone set by senior executives and managers in implementing the program

2

An appropriate organization with governance bodies involved in examining issues related to Ethics and Compliance, allocating resources and monitoring actions

3

Varied and targeted training, awareness-raising and communication initiatives

4

An Ethics and Compliance **policy and procedures** implemented at the operational level

5

A structured risk analysis, based on a prioritized, action-oriented and documented approach

6

Efficient controls to measure the effectiveness of our programs

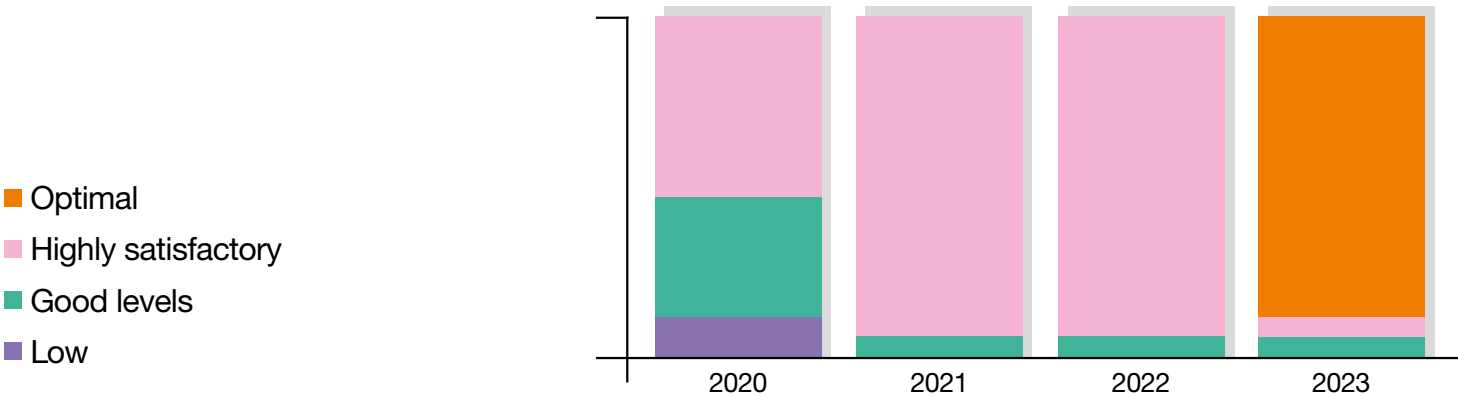


We support each of our **17 subsidiaries** and assess the maturity of the **Ethics and Compliance** programs they implement every year.

Country compliance systems are assessed annually for each of the six pillars of the programme. This enables us to assess the maturity of the programmes and refine the action plans for the following year. The maturity of all countries has improved year on year since 2020.

In 2023, the objectives were to preserve our achievements in the area of ethics and compliance, while aiming for optimum maturity in the areas of management commitment, governance and training/awareness. The majority of countries confirmed the robustness and consistency of their systems.

On our way to optimum global maturity in the countries



Ensuring a safe and inclusive working environment for our employees

Our commitment to health and safety at work, formalized in the November 2014 Worldwide Health and Safety Agreement, sets standards for health, safety and quality of life at work.

Diversity, equity & inclusion, drivers of sustainable performance

The Group's Diversity, Equity & Inclusion (DEI) policy addresses 5 major challenges

- Combating all forms of discrimination
- Creating an inclusive environment
- Designing accessible products and services
- Increasing competitiveness by diversifying profiles
- Creating an inclusive and supportive society by supporting guidance, skills development, integration through employment and the consolidation of employability.

When it comes to gender,

We pay particular attention to the fight against sexism, harassment, and violence.

In 2023, we helped 4 more countries to set up systems to prevent and address these situations: Botswana, Côte d'Ivoire, Morocco, and Senegal.

Other countries, including Cameroon, Egypt and the Democratic Republic of Congo, will be helped to set up systems in 2024.

32% of our employees are women

6 Orange MEA entities are GEEIS certified (Gender Equality & Diversity For European & International Standard)

- Jordan,
- Egypt,
- Côte d'Ivoire,
- Morocco,
- Senegal
- Tunisia (in 2023)

Developing our employees' skills

We fine-tune our employees' skills, taking into account their aspirations and needs, and implement strategic workforce planning.

We prepare them for the jobs of tomorrow with courses leading to qualifications and mobility programs.

I was able to develop my skills in a supportive way with regular feedback.

Amanda,
Human Resources Project Manager



89 %

of employees took at least one training course in 2023

Aligning interests and strengthening stability and commitment with employee share ownership

Our performance is based on the commitment of our employees. The Sonatel Group, in Senegal, Mali, Sierra Leone, Guinea and Guinea Bissau has been listed on the BRVM for 25 years, and employee shareholding now stands at 8%.

Employee profit-sharing in the Orange Côte d'Ivoire Group (Côte d'Ivoire, Burkina Faso and Liberia), which has been listed on the BRVM since 2022, rose from 0.5% to 1.5% in 2023.

Employees of Orange Jordan and Orange Cameroon are also shareholders in their companies.

The employee-shareholder approach will be gradually rolled out across the board, and we are determined to do so as quickly as possible.

We firmly believe that investing in our people is the most valuable investment we can make. Orange Campus reflects this belief by offering training courses tailored to current and future challenges, ensuring that our team remains at the forefront of innovation.

Elisabeth Medou Badang,
Human Resources Director and OMEA spokesperson

The Hello Women program



Launched in 2020, this program develops gender diversity in technical and digital professions. It aims to support more than 6,000 girls and women in the MEA region in these careers, thanks to the support provided to 12 partners in 12 countries in the region.

In Madagascar,

the "Viavy Tech #HelloWomen" program was deployed from March to October 2023.

- We raised awareness among more than 600 high school girls, and our webinars attracted nearly 1,200 female participants.

In Liberia,

the program was launched in 2023 in partnership with local NGO YOCEL.

- 500 high school girls have been supported in 3 counties and 15 schools.



Putting down lasting roots in our ecosystem

Networks for all uses

Our **fixed** networks, such as broadband, fiber (FTTH), radio and satellite networks connect all of our customers to each other and to the rest of the world.

Our 2G, 3G, 4G and 5G **mobile networks** support voice and data communications.

Our **command and service networks** support and control access and transmission networks, provide communications and manage services.

Our **international** terrestrial and submarine networks ensure global connectivity for all services on every continent.

We have deployed 35 points of presence in Africa, interconnecting all African operators and eliminating the need to route communications and data through Europe, which is a source of latency and malfunctions. We are involved in inter-operator initiatives such as the consortium for the new 2Africa cable, initiated by Facebook. A cable almost 37,000 km long, which will eventually go all the way around Africa

“ In 2023, together with all the countries, we defined a common five-year master plan, Lead the Market, to accelerate the democratization of 4G and Internet in the home, starting with Fiber, and to strengthen customer trust through ever greater transparency, simplicity and commitment to serving the people of our countries.

Jean-François Arnod,
Marketing, Digital and Customer Experience
Director OMEA

In 2023,

\$ 1.2 billion
invested in our network infrastructure

More than 1 million
homes connected to fiber in Morocco, Jordan, Côte d'Ivoire, Senegal, Mali, Burkina Faso, Egypt, the Democratic Republic of Congo and Guinea



Ensuring the resilience of our infrastructure and service continuity

We deploy dedicated infrastructure to ensure the resilience of our networks. **Djoliba**, our unified and secure network, serves nearly **330 million inhabitants in 8 West African countries** (Burkina-Faso, Côte d'Ivoire, Ghana, Guinea, Liberia, Mali, Nigeria, Senegal).

“ Djoliba is the No. 1 pan-African network in West Africa, giving local populations access to even more health services, education and cloud computing.
Alioune Ndiaye,
Chairman of the Board of Directors OMEA

In some countries, security conditions have led to a lot of our infrastructure being destroyed..

In these situations, like in **Burkina Faso** or **Morocco** following the earthquake, we have ensured service continuity by using technologies such as satellites to keep people connected.

#TousSolidairesAvecLeMaroc
Messages of solidarity from the Orange Africa and Middle East family.



Our backbone of technological assets and the excellence of the network deployed enable us to guarantee our customers reliable means of connectivity that meet each of their needs.

The foundation of our business as an operator,

our networks are the root of our 3 pillars

1 Digital inclusion

2 Financial inclusion

3 Energy inclusion

Net Zero Carbon by 2040

Guided by our Lead the Future strategic plan and our ambition to achieve Net Zero Carbon emissions by 2040, we aimed to significantly reduce our CO2 emissions.

The Orange Group is continuing its program to reduce its scope 1 and 2 emissions by more than 30% by 2025 (2015 baseline) and is making an additional commitment to reduce its combined scope 1, 2 and 3 emissions by 45% by 2030 (2020 baseline).

We rely on 3 main levers

1

Reducing our energy consumption

2

Developing our use of renewable energies

3

Strengthening our transition to a circular economy



We have always placed environmental and energy issues at the heart of our strategy for the region, recognizing their crucial importance. The recent crises have strengthened our commitment to ensuring sustainable management while responding to the specific challenges of local communities..

Dorothee Vignalou,
Chief Financial Officer OMEA

Optimizing and reducing our energy consumption

We are working to limit our energy consumption, especially that associated with our networks and information systems, which account for 80% of our total energy use.

Reducing our consumption means modernizing our technical infrastructure to optimize its consumption. This involves, for example, replacing obsolete, energy-intensive equipment with more environmentally friendly equipment. For example, modernizing air conditioning systems.

We are also putting in place initiatives to raise awareness of best practices among our employees and partners, and we are investing in innovative technology to minimize our environmental footprint. These actions are complemented by regular audits and continuous improvement of our processes and infrastructure, to ensure that our greenhouse gas emissions are effectively reduced.

Strengthening the resilience of our infrastructure in the face of energy instability, to ensure service continuity

In some of our geographies, the energy situation is marked by frequent and unpredictable interruptions to the electricity supply.

In response to these challenges and to minimize the impact of power cuts on its services, Orange Mali has integrated solutions based on machine learning. These technologies enable us to analyze trends and patterns of power cuts, anticipate potential interruptions and adapt proactively to these unstable conditions.



One of the keys to our energy transition is the use of solar energy. We already have more than 8,000 solar-powered sites and around twenty data centers.

Solar power is part of the standard configuration for new sites. 11% more solar sites every year.

Jean-Michel Canto,
Chief Climate Officer OMEA

Developing our use of renewable energy

We are continuing our energy transition with hybrid solar electricity production solutions, combining solar energy, batteries and diesel.

In 2023, we stepped up our efforts and increased the use of renewable energy in our operations by **more than 70% compared with 2022, bringing the share of renewable energy** in our total energy consumption to **32.8%, up 6 points** on the previous year.

Wherever possible, we install solar panels at our sites and work with our energy partners (ESCO - Energy Service Company).

As a result, we have been able to equip our telecom towers with solar systems, maximizing the configurations to meet demand as much as possible. More than 8,000 sites in our 17 countries are now solar powered.

Use of renewable energy

70% increase compared with 2022



In **Liberia**, where the electrification rate is 12%, we have long used generators.

With 77% of our sites now solar powered, we have reduced our carbon footprint and fuel consumption by 25% in 2023 compared with 2022.

Jabateh Dweh Charles,
Power Manager Operations,
Orange Liberia

In Tunisia, Jordan and Morocco,

we have adopted an innovative approach to accelerate the transition to renewable energy. The **'Solar as a Service'** model is part of this strategy, allowing our local business to benefit from solar energy without the costs associated with installing and maintaining solar panels.

Given the urgency of climate change, uncertainties about fossil fuels and the need to control ITN costs, the Group has embarked on several **innovative large-scale solar farm projects**.

In 2023, **3 solar farms** are operational in **Jordan**, and discussions are underway to replicate this model in other countries where regulations do not yet allow it.



The project to install solar panels at our sites is part of an ongoing global corporate strategy to better manage our electricity consumption and reduce our carbon footprint. The aim is for at least 1,000 sites to be solar powered.

Ultimately, our aim is to cover 15% of the network's energy requirements with clean energy. **This will reduce our footprint by the equivalent of 3,550 tons of CO2.**

We have partnered with an approved local supplier, and all the financing will be Tunisian.

Mourad Ben Kheder,
Network Infrastructure Director,
Orange Tunisia



At **Orange Jordan** we are proud to be pioneers in the adoption of renewable energy. Our solar farms in Mafrqa and Amman have reduced our carbon emissions by more than 149,823 tons since 2018, covering 52% of our energy needs in 2023.

We are continuing our efforts to achieve our sustainability objectives.

Samar Hijjawi,
Corporate Social Responsibility Team
Leader, Orange Jordan



Strengthening our transition to a circular economy tailored to the specific characteristics of the countries in which we operate

Faced with the challenges of recycling in Africa and the Middle East, we are committed to minimizing our environmental impact by adopting the circular economy.

By 2025, our networks and data centers will be using more refurbished equipment, supported by our **OSCAR** program, which promotes reuse to reduce CO2 emissions.

We are also integrating sustainable practices to manage waste electrical and electronic equipment.

Collection of the equivalent of
24 %
of devices sold by Orange in
Africa and the Middle East

Since 2010, Orange has partnered with **Emmaüs International and Les Ateliers du Bocage**, a company in the social and solidarity employment sector, to open mobile waste collection workshops in Africa.

This partnership enabled the collection of the equivalent of **479,853** mobile phones in several countries in 2023. Specifically, the equivalent of **264,000** mobile phones in waste state were collected for recycling in workshops located in three Orange Middle East and Africa presence countries: **Burkina Faso, Cameroon, and Côte d'Ivoire**.



In **Egypt**, we reached a significant milestone in 2023 with the signing of a strategic partnership with the United Nations Industrial Development Organization (UNIDO) to set up a **state-of-the-art plant in Egypt** specifically for refurbishing electronic devices.

This project supports our goal of reducing the environmental impact associated with the life cycle of technology products and contributes to the creation of local jobs and training in specialized skills in this area.

Our Orange Middle East and Africa **supply chain** is also measuring and reducing its carbon footprint. **The Supply-Chain O'GREEN program** measures the carbon footprint of distribution flows and draws up plans to reduce their impact.

In 2023, the footprint measurement perimeter was extended to include 2 further countries in the MEA zone: **Senegal** and **Jordan**, in addition to **Egypt, Côte d'Ivoire, Mali** and **Morocco**.

Strengthening digital inclusion

Connecting our regions to the last mile

Rural areas are among the most difficult to cover. To bring connectivity to everyone, we rely on innovative technical solutions and partnerships adapted to the specific conditions of these isolated environments: lightweight pylons that are easier to install, fully solar-powered sites, equipment that facilitates upgrades to 3G+/4G, consumes less energy and is powered by solar panels.

Governments and local and regional authorities are involved in setting the political and regulatory framework and have a central role to play in fostering innovative partnerships that enable coverage of hard-to-reach rural areas.

In **Côte d'Ivoire**, we are working with the government on the Digital Solutions Project for Opening Up Rural Areas and e-Agriculture (PSNDEA), which aims to digitize the agricultural sector. We are extending digital coverage to **175 localities in the north of the country**.

“Before, we had a lot of problems. There was only one place in Tindikoro where we could find a signal to call our brothers. And to get there we had to walk 1 km. You come in from the field, you're tired. And to do our transactions, we had to travel 22 km to Segoulon, another village. Since the installation of the antenna, the population has felt a sense of relief. We don't have any problems anymore.

Moussa,
PSNDEA beneficiary in Tindikro, a village in the north-west of Côte d'Ivoire

Strengthening our 4G coverage

We have stepped up our efforts, **with 4G coverage** rates of **over 90%** in some countries.

Our efforts enabled 2.5 million people **in Guinea** and 15 million **in Egypt** to access 4G at the end of December 2023.

In **Côte d'Ivoire**, we carried out a major program in 2023 to reduce congestion on 4G networks, adapt them to new uses and resize the network. As a result of these efforts, 4G radio congestion has been halved, and Orange Côte d'Ivoire has received the **OOKLA International Prize** for the fastest mobile and fixed-line network.



What about 5G?

We are working on 5G and its development prospects. It will enable the development of new digital services linked to health, education and security.

10 countries launched 5G pilots between 2021 and 2023.

Botswana was the first Orange MEA country to deploy 5G, covering 30% of the population.

In **Jordan**, the first commercial 5G offers were launched in 2023, and **Senegal, Côte d'Ivoire, Tunisia** and **Madagascar** have a 5GLab, an open space for experimenting with new uses alongside our partners.

In **Senegal**, we are committed to providing 5G coverage for all **regional capitals** and **municipalities with more than 100,000 inhabitants by 2025**, as well as strategic priority areas. More than a hundred sites were covered at the end of 2023.

Accelerating our digital transformation

Our aim is to ensure optimum quality of service by listening to and anticipating customers' needs, with clear, secure and tailored offerings. We combine high-quality networks with customer relations that integrate digital and physical channels.

For businesses, we are developing targeted offerings and building ultra-modern data centers, such as the new ones in Douala, Dakar and Abidjan.

In 2023, **Orange Botswana** inaugurated its **new data center in Gaborone**, the first-Tier III infrastructure in the country.

In 2023, we launched Max it, a super app that simplifies daily life in Africa and the Middle East, integrating telecoms, fintech and e-commerce into a single interface.

Launched at the end of 2023, Max it is a true hub of mobile services that makes life and the digital experience easier for all users, whether they are Orange customers or not.

Max it brings together three essential services in a single smartphone interface:

- Telecoms functions for managing mobile and fixed lines.
- Orange Money with all its services
- An e-commerce space offering digital content, complemented by an innovative digital ticketing service that allows customers to buy tickets for concerts, transport, and so on.

By 2023, just a few weeks after its launch, Max it was being used by more than 8 million people.

Max it



Since I started using Max it, the way I manage my daily activities has completely changed. Everything is so much simpler and faster now. Whether I'm paying my bills, buying products or simply managing my communications, everything is just a few clicks away. It's like having a bank, a shop and a communications center, all in one, in my pocket.

Ndeye Cisse,
Max it user, Senegal



The roll-out of Max it represents a significant step forward in our mission to make digital services more accessible and integrated for our users. Max it is the embodiment of our long-term vision for innovation and customer engagement, offering an all-in-one solution that simplifies lives, enriches experiences and opens up new possibilities.

Brutus Sadou Diakité,
Director of the OMEA Digital Platforms

3.4 billion people in the world do not use mobile Internet despite living in areas with coverage

*Source : GSMA

Facilitating access to essential networks and services for **information, communication and work** by providing affordable mobile devices, combined with appropriate payment methods, is one of the key dimensions of digital inclusion in our region.



Affordable mobile phones

We have introduced a range of affordable mobile devices, including low-cost 4G smartphones, such as the **Sanza Touch2 sold in Mali for FCFA 16,200** (around €24), with a data bonus for new customers.

In **Côte d'Ivoire, Senegal** and most other countries, we are encouraging our customers to migrate from 2G/3G to 4G to enable them to take full advantage of the speed and benefits of 4G and enhance the user experience. We do this by offering a wide range of smartphones at preferential prices and data bonuses.



Appropriate payment terms

To help people buy devices, we offer credit facilities in collaboration with financial partners that are now available in **6 countries (Côte d'Ivoire, Egypt, Madagascar, Mali, Morocco and Senegal)**, with plans to extend availability in several more countries.

In **Côte d'Ivoire**, sales of mobile devices on credit accounted for up to 15% of smartphones sold in Orange shops in 2023.



The **Sanza mobile** illustrates our dedication to reducing the digital divide and fostering greater technological integration across the region.

Sébastien Boulon,
Senior Devices Portfolio Manager
OMEA



In 2023, we launched the Magic 4 program to provide our customers with the most affordable equipment, in particular 4G smartphones and TDD and 5G boxes.

Hadjara Illa,
OMEA Sales Director



Increasing financial inclusion

Mobile financial services create employment opportunities, increase productivity and help to formalize the economy. They also help to bridge gender inequalities. Women have access to information and services that meet their needs in an increasingly digital society.



Orange Money

Available at our points of sale and on all mobile phones, our mobile money transfer and financial services offer allows users to carry out instant, secure and reliable transactions. You can send money to your family using your mobile phone, pay your day-to-day expenses or receive your salary on your mobile phone.

In **Jordan**, we have consolidated our digital leadership through the acceleration of **Orange Money**, reaching the milestone of one million accounts opened in 2023.

In **Senegal**, we offer an unrivalled experience based on the **kalpé** (electronic wallet), which gives access to a range of mobile financial services such as: money transfers, bill payments, payment for goods and services free of charge for the customer, fundraising, free withdrawals, banking services, savings, and credit to encourage financial empowerment in **Senegal**.

Over 90 million
accounts opened

More than 450,000
points of sale



In addition to money transfers, we have been able to digitize informal sellers and merchants and increase the number of international transfer corridors. Today, the African diaspora can send money to Orange Money accounts in 127 countries around the world.

Aminata Kane,
Director of Mobile Financial Services

Orange Bank Africa

In July 2020, the Orange Group launched one of the continent's first 100% digital banks in Côte d'Ivoire: **Orange Bank Africa**. The bank facilitates access to credit and savings, and enables customers to carry out the small-value transactions they need daily directly from their phone.

With a function that lets you initiate savings and micro-credit transactions for as little as FCFA 5,000, Orange Bank Africa has quickly become a fixture in the daily lives of more than a million customers.

Innovation for inclusion with our Tik Tak loans

At Orange Bank Africa, we are facilitating access to credit with Tik Tak, our fast and mobile solution for personal loans. This service enables our customers to obtain financing in just a few clicks, promoting financial autonomy and economic inclusion for populations underserved by traditional banks.



Thank goodness I'm on my 4th Tik Tak Prestige in a row without no problem at all. This time, I bought a woro woro (vehicle of public transport), which I always take and repay before the due date. Tik Tak really is Tik au Tak.

Ba Mauri Koné,
Orange Bank Africa customer

Chiffres clés

Less than 10 seconds
to take out a Tik Tak loan

More than 1.3 million
Tik Tak loans
granted in 2023

1/3 of our customers
are women

More than 1/3 of our
customers
are SMEs

Providing access to clean energy with



We offer sustainable and affordable energy solutions that meet the needs of off-grid communities.

Our customers have access to solar equipment and can even purchase it.

Following in the footsteps of Orange Money, which provides millions of people with financial services thanks to digital technology, Orange Energies provides access to electricity and much more.

Our impact

- 12 countries covered
- 325,000 households connected
- 1,625,000 beneficiaries
- One “Orange Smart Energy” platform
- 3 solutions : Solar kits, smart meters, mini-grids

To meet people's needs, in October 2023 we partnered with the startup **Koolboks** to provide freezer and refrigeration solutions, using a single piece of equipment, in 12 countries.

Sébastien Koffi, a hairdresser in Côte d'Ivoire, uses a solar-powered clipper to do his job.



In the **Democratic Republic of Congo**, with the Bagira mini-grid, we are supplying clean energy to more than **600 households**.

Orange Energies' flagship initiative for 2023, the mini-grid:

- provides access to sustainable energy infrastructure
- powers health centers and local businesses, catalyzing the socio-economic development of an entire region

Dare with Orange Smart Energies

Given that **40% of the energy** consumed in Africa is not paid for by customers, we are offering energy producers a digital platform: **Orange Smart Energy (OSE)**.

- It enables them to:
- manage their **smart meters**
 - detect fraud
 - offer an electronic wallet service
 - reduce the risk of non-payment by their customers through prepayment



In all, we spent 3 months without electricity, but with the system provided by Orange, there are no more power cuts and the children can follow their series on television.

Neema Clzungi Mapenzi, resident of Bagira, Democratic Republic of Congo



Digital technology to help develop priority sectors

Supporting the digital transformation of businesses and administrations

We are a major player in the digital transformation of businesses and governments. As **partners in their development**, we offer a comprehensive range of services **encompassing connectivity, the Internet of Things, the cloud, artificial intelligence and application development.**

We are continuing to work with governments to develop e-solutions for tax payments via Orange Money.

In **Burkina Faso**, we offer businesses specific digital solutions and services to improve their **operational performance, or strengthen the security and resilience of their business.**



On the African continent,

14 services dedicated to farmers

800,000+ people use these services

Sowing the seeds of quality digital education

To meet the challenges of primary, secondary and higher education, and to improve the quality of education and better prepare young people for more productive jobs, **we are developing solutions and providing services to public education establishments.**

We work with partners in the world of education and training, such as the ministries of education in each country and specialist NGOs.

In 7 countries: Cameroon, Côte d'Ivoire, Guinea, Madagascar, Mali, Democratic Republic of Congo and Senegal,

we offer the Education Pass, which provides access to online educational content at a negotiated price as part of your mobile data plan.

With the launch of Max it in 2023, we have started the process of integrating Education solutions developed by startups on the continent.

Supporting the development of digital health

To provide solutions to the many healthcare issues facing **Africa and the Middle East**, **we are developing and supplying services** that enable remote diagnosis, appointment scheduling and management, **geolocation of healthcare facilities, authentication of drugs in circulation and remote medical monitoring.**

We also provide dedicated solutions for healthcare professionals.

In **Côte d'Ivoire, Guinea-Bissau, the Democratic Republic of Congo, Senegal and Cameroon**, we are partners in innovative e-health technology solutions such as mobile applications for tracking medical records, telehealth platforms that enable patients to consult doctors remotely, and medical alert systems.

Using digital technology to transform the primary sector

Alongside our NGO, startup and government partners, we offer farmers tailored services that enable them to:

- **Improve their income** with services that provide access to daily market prices, financial services such as micro-credit/savings/ insurance, buyer/seller matchmaking services and weather alert services.
- **Increase their productivity** with training services in cultivation techniques, information services and/or weather alerts, professional directories with geolocation and financial services such as credit and insurance.
- **Strengthen** the value chain as a whole, with solutions for collecting field data in real time, tracking the logistics of vehicles and goods, and improving irrigation systems.

In Mali

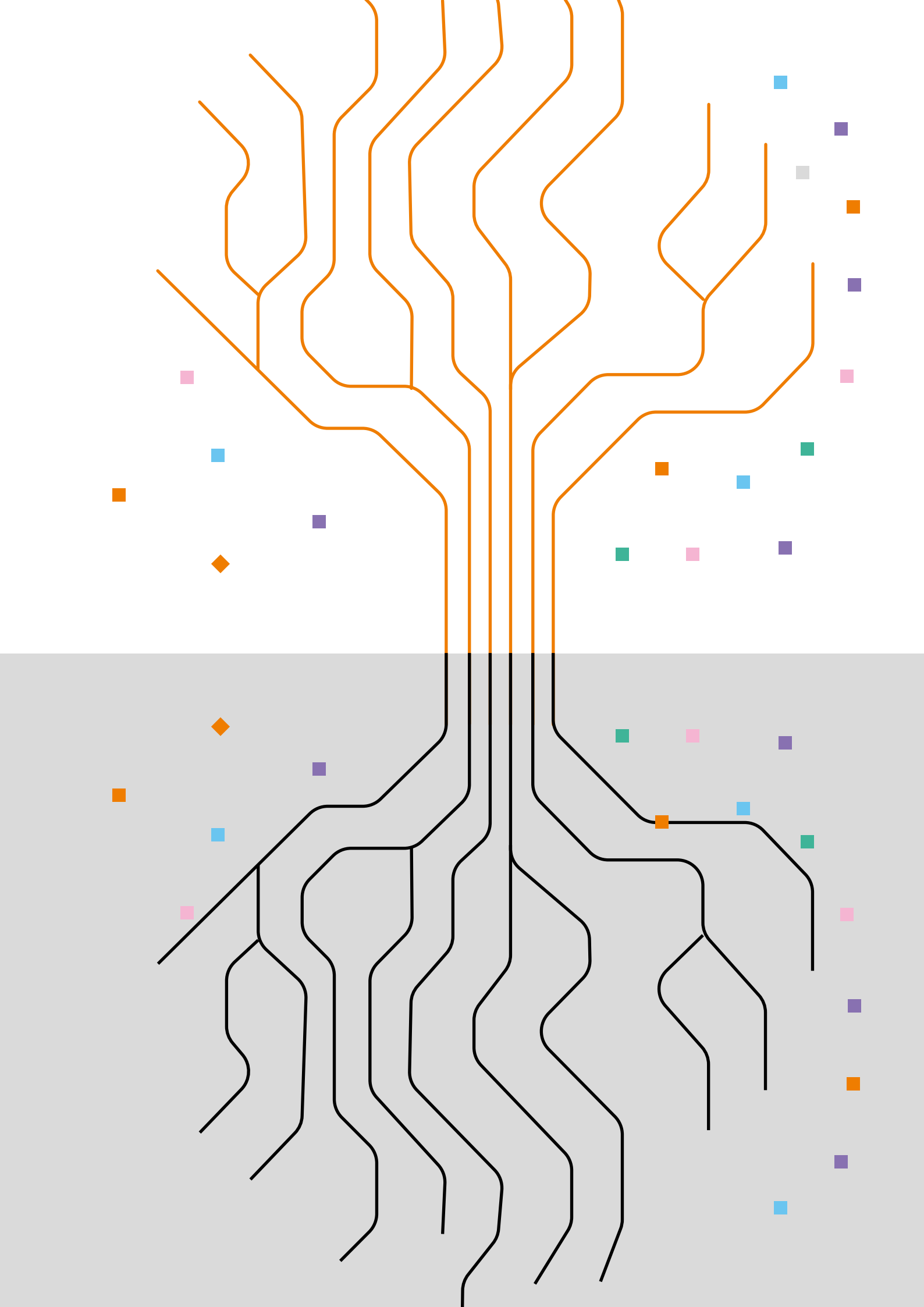
In 2023, Orange Mali joined forces with SNV, a first-rate partner, to launch the m-Agri platform, aimed at improving the productivity and income of Malian farmers.

Sénèkela provides information on cereal prices and agricultural advice and techniques.

Sandji provides information on rainfall and localized weather conditions in the fields

Garbal provides information for farmers on animals, biomass, water and animal health.





2

Giving life to millions of opportunities

Ensuring responsible digital inclusion for young people

We are rolling out programs aimed at reducing the digital divide, supporting all sections of the population, particularly the most vulnerable, and equipping young people with the skills they need for the world of tomorrow.



Education is not only a right, but also an essential driver of development.

Brelotte Ba,
Executive Vice-President and Head of Operations

1 in 5 children

(aged 6 to 11) does not attend school in Africa

*Source: Article on the Unesco.org website dated 21/09/2023

230 million jobs

in sub-Saharan Africa will require digital skills by 2030

*Source: The IFC's "e-Conomy Africa 2020" report



Developing digital skills

Digital Schools: education for all

In partnership with the ministries of education in each country, we provide schools with digital offline kits that include a laptop, a mini-server connected to 25 tablets, a video projector, a Bluetooth speaker, and numerous accessories.

These tools give children access to a range of educational resources.

Orange employee volunteers sponsor schools in their region and provide training and technical support for teachers and pupils.

Since its launch in **Botswana**, 71 schools have benefited from the **Digital Schools program**. In 2023, 14 new schools joined the program.

In **Guinea Bissau**, the first **Digital School** was launched in 2023. More than 600 pupils have benefited from this initiative.

In 2023,

1,700 digital schools supported

600,000 beneficiaries each year



Supporting people with disabilities

In Africa, only 10% of disabled children attend school.

In **Liberia**, **Digital Schools** have given more than 15,000 children access to online educational content. 5,000 of them are disabled.

The **Orange Liberia Foundation** has launched the **Wologizi Computer Lab**, a computer laboratory with remote e-learning capabilities and software for the hearing impaired.



With the tablet, we can do lots of lessons and help each other in class. With it, I can read, I can speak, and I can understand.

Fathia, 11 ans,
beneficiary of a Digital School, Morocco



In my class, in the first term, the pass rate was 65.24%. With the digital tablets, the pupils have discovered new ways to learn about Africa and general culture. After the mock exam, the success rate rose to 74%.

Dabilgou Kientega,
teacher at Dori school, Burkina Faso

#SuperCoders: learning to code while having fun

The aim of this initiative, aimed at young people aged 9 to 13, is to code and decode the digital world through fun workshops and open the doors to a digital world in which young people are not just consumers, but actors.

To mark COP28, the Orange Digital Center network organized #SuperCoders workshops for children aged 10 to 13 on the theme of "Let's code for the planet", with 11 countries taking part: **Madagascar, Burkina Faso, Morocco, Tunisia, Liberia, Botswana, Côte d'Ivoire and Senegal, Democratic Republic of Congo, Guinea Conakry, Mali.**

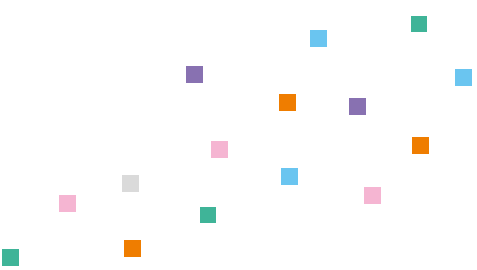
In **Morocco**, in 2023, we renewed the agreement for the "**SuperCoders**" program with the Ministry of Digital Education to strengthen the ability of young Moroccans to program and understand digital technology. Nearly 80,000 children have benefited from the program since it began.

Testimonial from "SuperCoders"



Coding simple applications has opened the door to creativity and innovation.

Kofi,
participating in #SuperCoders





Responsible digital workshops to promote better use of digital technology by secondary school pupils

Digital confidence is at the heart of our DNA, and even more so when it comes to young people. Responsible digital workshops are just one example.

In collaboration with the **Internet Society's** Mali chapter, **Orange Mali** organized an awareness campaign on the responsible and efficient use of social networks in schools. This initiative also made it possible to carry out digital sobriety tests and share methods for using digital more sensibly in a world of over-solicitation and over-exposure.

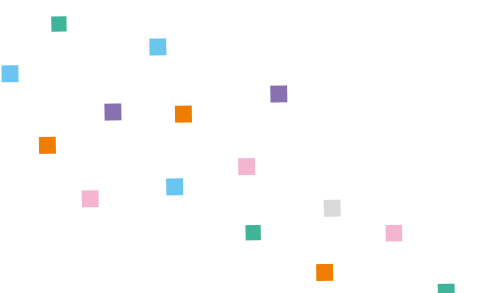
The first campaign in 2021 raised awareness among **6,211 pupils in 30 secondary schools.**

In response to strong demand from parents and schools, a second campaign was carried out in 2023.

It raised awareness among **23,278 pupils (52% of whom were girls), almost 4 times as many as in the previous year**, in 41 schools and 5 towns.

When I heard about this awareness-raising event at my children's school, I made a point of attending. After the session, my children understood that I had been right to wean them off digital technology and this has greatly improved their behavior with regard to my decision.

Youba,
father of 2 children aged 13 and 16, Mali





The teachers were enthusiastic and took ownership of the awareness-raising mission, and the parents were relieved that their children learned this. The schoolchildren were both amazed by the uses and surprised by the risks. This reinforces our commitment to continue this campaign and make a greater impact in our communities.

Amadou Gallo Bocoum,
Head of CSR Division Orange Mali



Developing hotbeds of innovation

Learning and entrepreneurship thanks to Orange Digital Centers

In Africa and the Middle East, we are investing in digital training and support with our many collaborative training centers.

What is an Orange Digital Center?

A single space for imagining and developing innovative projects. An innovative, free ecosystem dedicated to training young people in digital technology, technology incubation, startup acceleration and financing.

The **Orange Digital Centers** are a veritable hub of opportunities, bringing together several strategic programs in a single space:

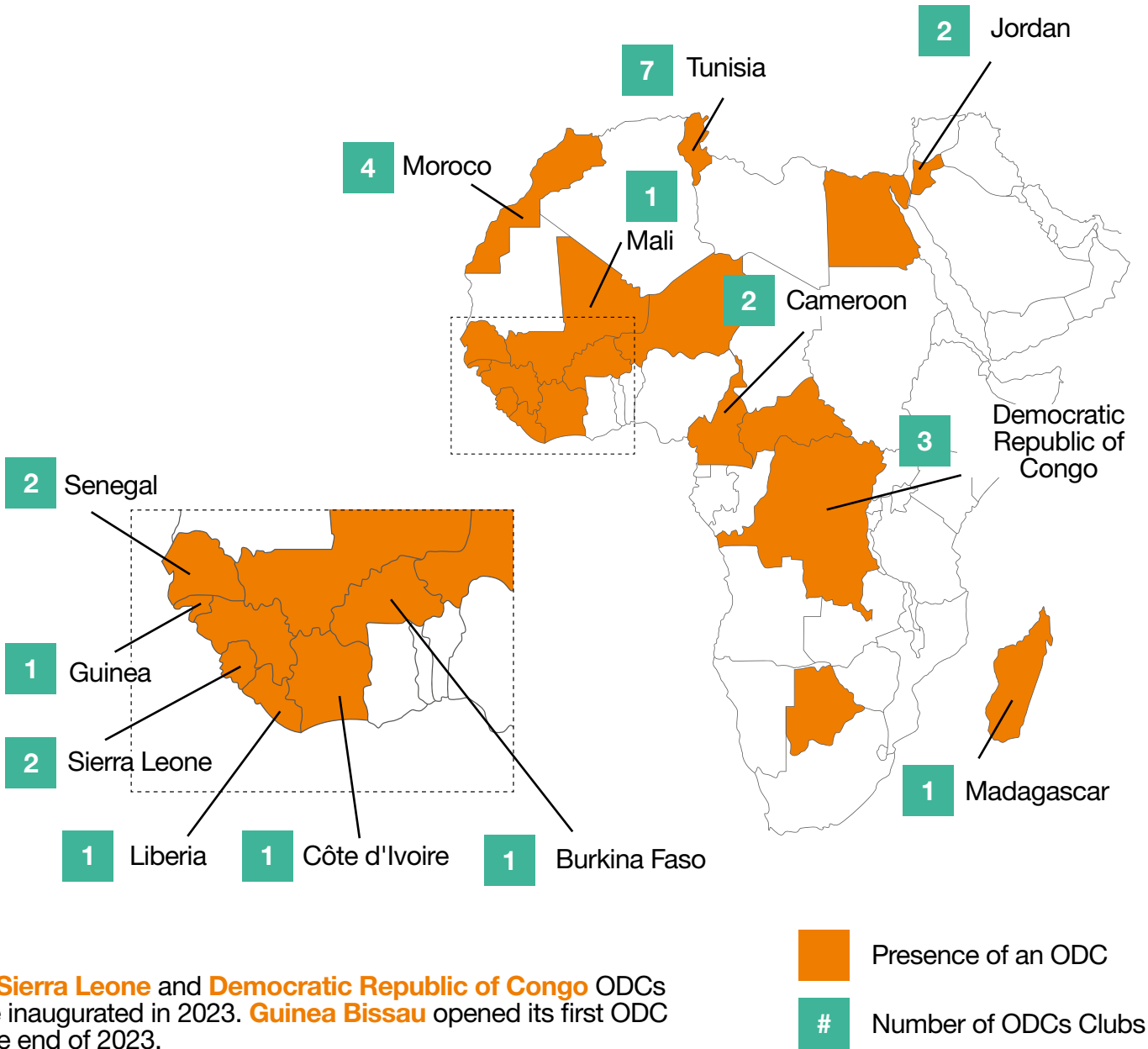
- A **Coding School** (sometimes called the **Orange Digital Academy**)
- A **startup accelerator, Orange Fab**
- Support from the **Orange Ventures Africa** investment fund
- A digital manufacturing workshop, the **Solidarity FabLab**

An extension of the Orange Digital Centers, the **ODC Clubs**, located in the regions and in universities and business schools, amplify the reach of the program's digital inclusion initiatives.

The Orange Digital Center reflects our beliefs and our determination to make digital technology a vector of positive innovation. The aim is to train young people with or without qualifications, improve the employability of some of them, and to encourage and help the othersto develop their startups, so that they can all participate in the digital transformation of their country.

Asma Ennaifer,
Director of CSR, Communications and the ODC program

Our network of Orange Digital Centers across Africa and the Middle East



more than 1 million

people have benefited from ODC activities free of charge since the program was launched, 51% of them women

16
ODCs and 22
ODC Clubs

226
startups
supported



A partnership approach

The Orange Digital Centers work in close collaboration with all stakeholders, governments (Ministries of National Education and Higher Education), the academic world and integration associations.

- **Optimize**
resources, strengthening our pool of mentors, experts and trainers, as well as our training offering, and propose high-quality content leading to certifications in line with identified needs.
- **Develop**
technology projects and support for startups and project leaders.
- **Guarantee**
the financial resources needed to develop and scale up ODCs and ODC Clubs.



to provide training leading to qualifications in new digital professions: Cyber Security, Data Analytics, UX Design, Project Management, IT Support, the Cloud, digital marketing, but also for mentoring the young leaders of technology projects, like **Amazon Web Services** and **EY (Ernst & Young)**, partners in the **Orange Summer Challenge 2023**, are doing.



to boost the digital employability of young people, encourage entrepreneurship and promote innovation through the co-financing of Orange Digital Centers in **14 countries in Africa and the Middle East**.



to support students, the unemployed, early school leavers, young entrepreneurs and women to enhance their digital skills, boost their employability, prepare them for the jobs of tomorrow and encourage innovation and technological entrepreneurship.



to meet the needs of entrepreneurs in the seed phase by simplifying access to flexible financing solutions specially designed for them.



to support the development of the digitisation of the African continent and the creation of sustainable jobs for Africans.

Working with our major partners fits in perfectly with our "ODC 2.0" strategy by reinforcing the activities of ODCs to develop digital entrepreneurship in the countries' priority sectors, such as the environment, e-agri, e-health, and e-commerce, with a special focus on women and young people.

Alia Sahaly,
Director of Deployment and Strategic Partnerships ODC MEA

Immerse yourself in Orange Digital Centers through testimonials from Jordan, Cameroon and Senegal



Training, motivating, and encouraging creativity

The Orange Summer Challenge, the flagship event of the Orange Digital Centers network in Africa and the Middle East

The Orange Summer Challenge 2023, in partnership with Amazon Web Services and EY Competition, has won over the hearts of young talent and established a strong following among students with a passion for new technologies.

Aimed at students from a wide range of disciplines, this 3-month summer course in the form of a competition focused on an ambitious and topical theme this year: "Artificial intelligence and the Internet of Things: a winning combination to meet the challenges of tomorrow!"

- 11 countries in the ODC network (Tunisia, Cameroon, Côte d'Ivoire, Morocco, Mali, Madagascar, Jordan, Burkina Faso, Democratic Republic of Congo, Guinea Conakry and Botswana)
- 253 young people took part in the competition
- 46 innovative technological projects addressing current and future challenges related to the environment, healthcare, education, and agriculture
- 3 months to turn their ideas into reality and develop technology solutions with a positive impact in the field of AI of Things

The first International "Orange Summer Challenge 2023" prize in Africa and the Middle East went to the "OptiGuide" project, supported by Orange Digital Center Jordan, which offers a smart assistance bracelet for the visually impaired.

The deserving teams were able to turn their ideas into reality in record time thanks to tailor-made coaching, including training and mentoring provided by our partners AWS (Amazon Web Services) and EY (Ernst & Young), as well as expert coaches from the Orange Digital Centers' Coding Schools and Solidarity FabLab.

The Orange Summer Challenge was an incredible adventure to experience, but above all it was an educational experience. Working with a team made up of different profiles and personalities, I discovered the importance of having a diversity of ideas and methods to solve difficult problems. The incredible support from everyone at ODC was crucial to our success.

Ranim Bahri, participant in the Orange Summer Challenge, Tunisia

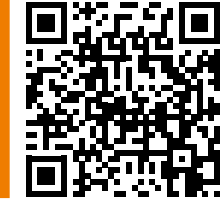


“

Everything we learned in theory at university, we had the opportunity to put into practise here.

Participant
Orange Summer Challenge

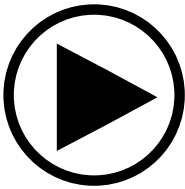
Orange Summer Challenge in videos



Orange Digital Center Champions: celebrating the excellence of young developers from Africa and the Middle East

In 2023, the Orange Digital Center Champions competition showcased the talents of young IT developers. Organized with CodinGame and inspired by football tournaments, the competition brought together more than 1,200 students from 153 universities in 15 countries in Africa and the Middle East. From 9 to 11 January, 15 national teams competed. The winning team from MISA University (Madagascar) won a fully equipped classroom and a year's free training in new technologies from Orange Digital Center.

Orange Digital Center Champions in videos



Organization of the ODC 2023 Mega hackathon in Morocco

With over 2,100 participants, this innovation event aimed to develop creative solutions around themes such as connected football and connected health.

The teams, made up of specialists in marketing, development, mechatronics, design and data science, worked together to transform the sporting and tourism experience.

The aim was to incubate and accelerate the development of these innovative solutions.



Training for the professions of tomorrow with the Coding School

The Coding School is a technology center offering free digital training courses to a diverse target group. These courses enable learners to work on real, practical projects.



I'm a woman entrepreneur. [...] Before I came to ODC, my computer skills were, I don't know if you could even call them basic. They were almost non-existent. I didn't feel capable at all. If you don't do digital, you're out of touch with reality. You're practically dead.

Blanche Ongmessom,
ODC beneficiary, Cameroon

In **Senegal**, the TechKi program has enabled 27,500 young people across the country to become digitally literate in 4 years. A total of 700 certified learners have graduated from the Sonatel Academy Coding School since 2017, with an average employment rate of 84%.

In **Tunisia**, since the scheme was launched, 21,350 young Tunisians have already been trained and supported, and 6,970 jobs have been created, with a 95% employment rate in Tunisia or abroad. In addition, 1,000 secondary school students have been introduced to coding.

In **Morocco**, in 2023, 4,670 people were trained, including 1,989 women and 2,681 men, in various skills development programs.

In **Côte d'Ivoire**, as part of a partnership with Orange, the EM&MB Afro VFX program provided training in the basics of cinematographic visual effects by digital artists from leading studios and ODC coaches. 20 young people were selected from 500 applicants.

This initiative contributes to the development of creative industries in the audiovisual sector in Africa. From this cohort emerged the winning team of the 3rd edition of THU's global Sony Talent League competition.

Building on this success, a 2nd edition will be launched in 2024 within the ODC, with the selection of around 30 young talents, with a view to extending the program to other countries.

Supporting design and more with Solidarity FabLabs

FabLabs are workshops where young people can create and prototype using digital equipment (3D printers, milling machines, laser cutters, etc.). They are places where they can learn to respond to local challenges in innovative, practical, and tangible ways.



The **Orange Tunisia Foundation** has inaugurated the Medjez el-Bab AgriLab, dedicated to sustainable agriculture, its 10th Solidarity FabLab, in partnership with the École Supérieure des Ingénieurs de Medjez el-Bab (ESIM) and the Junior Chamber International (JCI).

in **Senegal**, over 2,500 young men and women and older people have benefited from the FabLab and 21 projects have been supported.

En République Démocratique du Congo, 1610 personnes ont pu bénéficier du FabLab dont 36% de femmes.

Since 2016, the **Orange Foundation** has organized an international digital fabrication challenge, with 3 prizes of €10,000 each, inviting unemployed young people aged 16 to 25 in integration programs to come up with a project that proposes solutions using FabLab tools.



Announced in December 2023, the theme of the **2024 Solidarity FabLabs Challenge** is "**HandiSport makers**", in line with SDG 10: Reduced inequalities. In **Côte d'Ivoire**, thanks to the **Solidarity FabLab** (ODC), **50 young people with disabilities** have been introduced to digital manufacturing.(e.g. obstacle detector for the visually impaired).

Before the FabLab, I stayed at home and was just a tinkerer. [...] Some friends of mine suggested coming to ODC [...] the training changed a lot of things in my life.

François Mbengue,
Solidarity FabLab beneficiary,
Senegal



Meeting the challenges of employability with ODC and beyond

We are developing initiatives to train young people for the demands of the modern job market, providing them with the tools they need to excel in a changing digital environment.

At the Orange Digital Centers,

85 %
of learners who
attended training
courses for 3 months
or more found jobs.

*Source: Dakar 2022 ODC impact study

In **Madagascar**, the **Zah@Geek** digital job fair has **welcomed nearly 7,000 visitors** in 2 editions, **collected more than 4,000 CVs**, and enabled more than 300 young people to get hired. It will be organized every year, enabling thousands of young people to find a job in the digital sector at Orange or elsewhere.

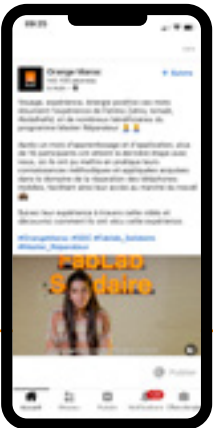
Supporting professional integration and retraining through targeted training courses

The AWS re/Start professional retraining program is deployed at **7 Orange Digital Centers**, training **290 young people**, 146 of whom have been certified in Cloud Computing by Amazon (AWS Certified Cloud Practitioner).

Master Repairers

A professional retraining course in smartphone repair in **Morocco**, followed by **Guinea** and **Burkina Faso**, allows participants to learn about the tools and working environment of a technician with a view to replacing parts.

Scan to see the testimonials





In collaboration with **DAESN** (the Development Association for Empowering Persons with Special Needs), **Orange Egypt** has helped to train 60 people to use smartphones, smartphone applications, and e-government services through smartphones, control audio programs and record programs on YouTube, and use digital marketing to facilitate their professional integration. **25% of the 60 blind and visually impaired women and men** who took part in the program found a job immediately after the training.



Certifying skills

The **Google Career Certificates** program has trained and certified 135 learners in 3 countries in 5 career paths: Cybersecurity, Data Analytics, UX Design, Project Management, and IT Support.

In collaboration with **Coursera**, Orange MEA offers the general public the opportunity to take a variety of **online courses from world-renowned universities and institutions**. This initiative encourages lifelong learning and provides individuals with essential skills to thrive in a digital environment.

In **Morocco**, this partnership enabled the launch of a **professional certification program that has benefited 167 people**.

In **Côte d'Ivoire**, we have invested in an academic chair in Data Science and Big Data with the Ecole Polytechnique Paris and the Institut National Polytechnique Félix Houphouët-Boigny (INPHB) for over 5 years and recruit students from this master's program.

In the **Democratic Republic of Congo**, the **Orange Edu Pass** gives students access to high-quality online content from the best international universities and training centers. Local partners also offer specialized training in business efficiency and entrepreneurship.

In **Egypt**, we work with "**Shaghalni**", a platform offering free job opportunities in all fields and specialties in our Orange stores, in all of the country's governorates.

We also launched the CSR "**Learn to Earn**" initiative, a unique mix of online and offline sessions designed to help graduates with no technology experience to obtain a certificate from the University of Calgary Continuing Education. In addition, we give the participants the tools they need to successfully enter the freelance market with the support of

"**RoboGarden Egypt**".



Supporting the development of entrepreneurship

We are working to make technological innovation a driver of sustainable human and economic development. To achieve this, we are continually developing new services that simplify everyday life. We work closely with innovation players to increase creativity, efficiency, and economic impact.

Incubate

Orange Fabs offer incubation programs.

In **Côte d'Ivoire**, every year the Orange Fab Visa program incubates 20 startups alongside its acceleration program for more mature startups.

In **Senegal**, we launched "Entrepreneurship Track", a 6-month incubation initiative. In 2023, 120 young people were trained, with 30 startups focusing on digital solutions for local challenges, such as agriculture and healthcare, receiving financial and technical support.

“At the Orange- Karak incubator, we went from the idea stage to actually selling our products in Jordan.

Thanks to the training I received, I was able to develop my project and obtain a grant from the European Union. This has helped us to develop our business [...]. Our ambition is to reinforce our status as a solid commercial player, offering competitive products at local, regional, and global level.

Nibal Al-Batoush,
Founder of Nebaleva incubator beneficiary, Jordan

Accelerate

Orange Fab is one of the world's leading networks of corporate accelerators. With a presence in every ODC, we aim to enable the cross-acceleration and internationalization of the startups we support. We have 20 Orange Fabs worldwide on 3 continents, including 16 in Africa and the Middle East, which have supported 226 startups.

Through **Orange Fab**, we accelerate the growth of startups by establishing commercial partnerships with Orange and its national and international partners.

In **Jordan**, Orange's BIG (Business Innovation Startups' Growth Platform) program is one of the largest startup acceleration programs in the country. Each season, BIG provides 5 startups that have tangible products with mentoring, logistical and marketing support, and the tools to help them define their investment needs, develop their products, and create plans to ensure their development and sustainability.

In **Morocco**, the High Speed Accelerator programme aims to support the most promising entrepreneurs through a development programme and managerial support over 18 months.

In parallel with the acceleration, Orange Morocco has signed partnerships with 15 startups and 6 additional contracts were under discussion at 31/12/2023.

Funding

Orange Ventures

Our technology investment fund has a budget of €350 million, including €50 million dedicated to Africa and the Middle East. This is provided through two investment funds: one dedicated to startups in the seed phase (Orange Ventures Seed fund) and the second to high-growth startups (Champions fund).

To date, Orange Ventures has invested in 20 startups in the MEA region, in sectors as varied as Fintech, AgriTech, e-health, and mobility.

The MEA Seed Challenge is an investment initiative designed to fund early-stage startups, mainly in African and Middle Eastern countries where Orange is present, with grants of up to €200,000.

 In June 2023, we signed a partnership agreement with **Digital Africa, a subsidiary of the AFD-Proparco Group**, to meet the needs of entrepreneurs in the seed phase by simplifying access to flexible financing solutions specially designed for them. Selected startups have the opportunity to access a range of resources, including mentoring programs, technical assistance, funding (€20-50k), and networking opportunities. This collaboration represents real added value, helping to stimulate the growth of the African startup ecosystem.

“Thanks to the MEA Seed Challenge, we have been able to secure financial investment and benefit from sessions on the following topics regular feedback sessions with the Orange Ventures team.

Jean Lobe Love,
Founder of Waspito and beneficiary of the Orange Ventures MEA Seed Challenge, Cameroon



Entrepreneurship boosters

Orange Energies helps to develop income-generating activities. Solar cookers to reduce charcoal consumption and sell food at higher margins, solar freezers to sell cold drinks or preserve goods and food, etc.

Orange Money works with partners to offer training programs for entrepreneurs as well as microcredits, which are often granted based on their Orange Money transaction history. In addition, the money transfer solution enables startups and SMEs to optimize their cash flow management by reducing processing times and costs.

Max it, our super app, offers an e-commerce platform accessible to everyone (Orange customer or not). It brings together offers from international partners, local producers and startups that meet users' needs. It is accessible to people who only speak local languages, illiterate people and people with disabilities.

“Max it enables a customer in Senegal to access a range of products from Côte d'Ivoire, or a content provider in Botswana to reach customers in Cameroon.

Brelotte Ba,
Deputy Director OMEA

Promoting and supporting entrepreneurship with a social and environmental impact

Through the Orange Social Venture Prize in Africa and the Middle East (OSVP), since 2011, we have supported passionate entrepreneurs who share the vision of creating prosperous, sustainable businesses while addressing the social and environmental challenges of our time.



OSVP is a platform that raises the national and international profile of impact businesses and enables them to forge strategic partnerships with Orange and other major partners.

The increasing number of entries, interest in the prize and development of media impact show that we're growing strongly. The projects presented reflect not only the needs of Africa and the Middle East, but also the capacity of young entrepreneurs to create, innovate and develop projects with a strong social impact.

Cheikh Tidiane Mbaye,
Chairman of the OSVP International Jury



In 2023

■ **At national level,** our 17 subsidiaries received 1,300 applications, 29% of which were submitted by women (vs 26% in 2022)

5 areas of activity (education, health, e-commerce, agriculture, and the environment) accounted for more than 60% of the 1,300 projects, highlighting entrepreneurial trends and priorities in line with the needs of our region.

■ **After the national competitions,** the countries put forward the 47 national winners for the International Grand Prix and 30 candidates for the International Women's Prize.

■ **At international level,** 5 startups, including 4 run by women, received awards at the Mobile World Congress Africa in Kigali.

The coaching sessions in preparation for the ceremony went remarkably well [...] Thanks to OSVP, we have been able to fine-tune our business plan and our deck, which has given us greater visibility internationally, notably with the FAO. What's more, we've just officially closed our first round of funding. Since OSVP, we've gone from strength to strength!

Mohamed Ben Ahmed,
Aqua Deep 2nd national winner Tunisia

International Grand Prix			Women's Prize	Special Award of the Jury
1 st Adinkra Jeunesse Armelle Touko Cameroon €25,000 Digital publication of African children's books. Cultural promotion	2 nd Egrobots Akhlad Alabhar Egypt €15,000 Digital solution (Robots + AI) for optimizing farming activities	3 rd Smart WTI Heba Asaad Jordan €10,000 Advanced water management solutions using IoT/AI technology	Bionic Soul Nada Ghammem Tunisia €20,000 Smart, custom-made bionic prostheses at affordable prices	Services for aged Olivia Kamga Cameroon €10,000 Health and assistance services for the elderly at home in rural areas

Under the banner of responsible, high-impact innovation, the 13rd event lived up to all its promises, highlighting the growing contribution of women to the entrepreneurial dynamic in Africa and the Middle East.

Franck Wodié,
Corporate Social Responsibility Director OMEA

Empowering women through digital technology

Contributing to the empowerment of women, promoting their digital inclusion through appropriate tools and content and encouraging their professional integration into the economic fabric are 3 major objectives of the Orange Foundation's 226 Digital Centers in Africa and the Middle East.

In **Guinea Bissau**, with the inauguration of the 2nd "**Casa Digital Orange**", over 200 women have been trained.

In the **Democratic Republic of Congo**, 2 Digital Houses were inaugurated in 2023, bringing the total to 8. 2 applications dedicated to the program have been made available.

Senegal has 6 Digital Centers, 2 of which were inaugurated in 2023, providing training for 300 women aged between 18 and 50 in IT, computer graphics, maintenance, and webmastering.

In **Madagascar**, the 44 Digital Centers opened to date have helped more than 10,000 women in the areas of personal development, digital technology, micro-entrepreneurship, and financial education.



Collaborating with development actors such as UN Women allows us to pool our resources to strengthen the resilience of women farmers in the face of climate change.

Alban Martin,
Director of Social Issues and Digital Inclusion, Orange Group

In **Côte d'Ivoire**, the Foundation (FOCI) and Orange Bank Africa (OBA) have taken a further step towards empowering women entrepreneurs by signing an agreement to set up the Fonds Maisons Digitales Femmes (Fomdaf or digital centers for women fund).

This guarantee fund, worth FCFA 100 million (€151,253), provided by the **Orange Côte d'Ivoire Foundation** and managed by **Orange Bank Africa**, will give the beneficiaries of the Digital Centers program greater access to the Internet.

Eligible women entrepreneurs will be able to **of 500 million CFA francs (€756,265)**. Each company will be eligible for a loan of between 1 and 20 million CFA francs (€1,513 to €30,251), at a preferential interest rate **with flexible repayment terms over a period of 6 to 24 months**.

Large-scale programs in partnership with development players



The United Nations Development Program (UNDP) Tunisia and the Orange Tunisia Foundation launched a partnership in January 2022 to promote digital inclusion and innovation with a view to developing inclusive and sustainable local ecosystems and the socio-economic empowerment of young people and women.

Launched in 2016, "**Buy from Women**" is a UN Women program that aims to increase the digital inclusion of rural women.

In **Liberia** and **Mali**, nearly 6,200 women farmers have been trained to use digital tools, increasing their resilience in the face of climate change. This partnership draws on the expertise of the Foundation and Orange's status as a multi-service operator by integrating solutions such as **Orange Energies and Orange Money**.

226

Digital Centers in Africa and the Middle East

46,735

beneficiaries, including 11,406 women supported in 2023



3

Developing together, sustainably

Working in symbiosis

We are firmly committed to environmental protection and strive for the socio-economic development of all populations.

Net Zero Carbon Goal: Carbon Sinks for Residual Emissions

At the Orange Group level, we recognize that despite all emission reduction efforts in scopes 1, 2, and 3 through concrete actions, there will remain at least 10% of irreducible residual emissions by 2040 to meet our net zero carbon commitment. To cover these 10%, we particularly contribute to the financing of natural carbon sink projects (CO2e sequestration).

Large-scale projects such as the CAMERR project address this commitment.



The CAMERR Project, a large-scale reforestation program

In November 2022, Planète Urgence launched the CAMERR (Cameroon Mangrove Ecosystem Restoration & Resilience) project, in coordination with its two funding partners, the Orange Group and Sia Partners. CAMERR aims to restore 1,000 hectares of mangrove forests in the Cameroon and Ntem estuaries over a period of 30 years, making it the largest mangrove restoration project ever carried out in Cameroon, where 66% of mangroves are damaged.

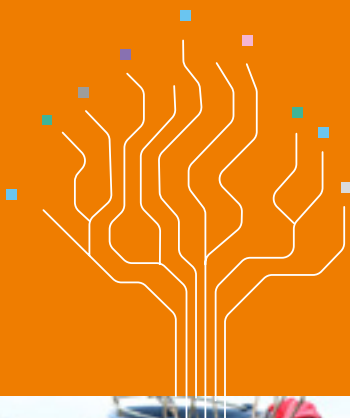
The international NGO Planète Urgence is leading the CAMERR project, in collaboration with local partners, communities and traditional, local and national authorities, with the support of Orange and Sia Partners.

Since its launch in November 2022, the CAMERR project has already restored 244 hectares of mangroves by planting 610,000 trees.

CAMERR complies with Cameroonian protocol to ensure full disclosure of the project to local communities to obtain their consent and maintain an open dialogue.

The project has three main objectives:

- **Restoring the mangrove ecosystem** as far as possible, with 1,000 hectares over 30 years and 1,145 people employed for this purpose.
- **Providing local people with the tools and knowledge they need** to preserve the mangrove forest, with 1,130 people trained, including 200 schoolchildren
- **Strengthening the socio-economic autonomy of these communities**, through income-generating initiatives underpinned by training programs to develop sustainable farming and fish smoking practices that reduce the consumption of mangrove wood.



 **Mangrove forests are valuable ecosystems:** they are home to biodiversity, prevent coastal flooding, preserve drinking water by filtering pollutants and sequester three times more carbon per equivalent surface area than any other ecosystem on Earth.



It is estimated that nearly 3,000 hectares of mangroves disappear every year in Cameroon, equivalent to the surface area of more than 4,200 football pitches a year! We therefore need to act quickly and massively to enable coastal populations to restore these mangroves and reclaim these ecosystems over the long term.

Amandine Hersant,
Managing Director of Planète Urgence



Our subsidiaries are resolutely committed to the environment and local communities

Reforestation and contributing to socio-economic development

Our subsidiaries and their employees carry out projects to reforest, restore or clean up natural or public areas in collaboration with local communities and authorities, associations and NGOs.

To ensure the sustainability of forest ecosystems, the choice of tree species is adapted to local and climatic conditions.

Sequestration, ecosystem restoration and the human needs must go hand in hand, and achieving this balance is the central challenge of our initiatives.

These initiatives encourage the development of economic activities and job creation.

In **Senegal**, in 2023, during the 7th annual planting program with employees and the Nebeday association we planted 70,000 mangrove trees, representing a potential sequestration of 2,100 tons of CO2.

- Since 2016, **200,000 mangrove trees** have been planted on 20 hectares of the Palmarin community nature reserve,
- **1,300 employees** were involved,
- **Thousands of schoolchildren and the general public** were made aware of the importance of promoting eco-citizenship.

In **Madagascar**, 6,390 trees were planted at 9 sites as part of the annual government initiative, with the participation of 240 employees and volunteers and in collaboration with local authorities, universities and a partner who will look after the trees.

In **Guinea**, 3,100 trees were planted on over a hectare of land in the Dabompa classified forest in Conakry, and at Malapouya in the municipality of Boké. These operations involved 250 participants (employees and partners).

In **Sierra Leone**, 100 employees and members of the Board planted 3,000 trees over 3 hectares with the association «Youth Alliance». The event also raised awareness of Orange's efforts to reduce its carbon footprint. The site where the trees were planted suffered a natural disaster with disastrous consequences on 14 August 2017.

In **Jordan**, we took part in the national reforestation project in collaboration with the Ministry of Agriculture. 2.9 hectares and over 2,000 evergreen trees were planted.

In **Côte d'Ivoire**, on 8 December 2023, to mark World Climate Day, a team of volunteers from Orange Côte d'Ivoire visited the Anguédédou district and helped plant 3,333 trees in partnership with the YES Foundation.

Training and awareness of environmental issues

Numerous initiatives are carried out in all subsidiaries to educate and raise awareness among stakeholders and to act in favor of the preservation or restoration of natural spaces or areas of daily life.

In Guinea

Throughout July 2023, our employees were involved in actions related to the environment, notably through partnerships with the Fédération Guinéenne des Gestionnaires de Déchets (FEGEDEG) and the Agence Nationale de Salubrité Publique (ANASP).

200 young local players involved in the fight against the effects of climate change have been trained in eco-entrepreneurship, recycling and saponification, and made aware of environmental issues in the prefectures of Mamou, Siguiri and Nzérékoré.

More than 100 tons of waste were collected during a clean-up operation at the capital's largest market, Avaria, in Madina. The waste was taken to a landfill site that complies with current environmental standards.

In Madagascar

The country welcomed more than 220,000 visitors in 2023. Its biodiversity is remarkable, and there is significant anthropogenic pressure on natural environments. In support of the local economy and with the aim of contributing to environmental preservation, we assist tourism professionals in adopting and implementing the sustainable tourism charter through training sessions and awareness activities.

We also support the digital access of the Madagascar Tourism Confederation to boost the sector's recovery after the Covid crisis.

A total of 250 companies have benefited from these initiatives.

In Burkina Faso,

We launched the «One employee, one tree planted» initiative in June 2023. This initiative contributes to the creation of Ouagadougou's green belt and will plant 4,000 trees on 10 hectares and give 400 women their own 200 m² plot for market gardening.

The completion of the first phase in June 2023, with the involvement of more than 200 employees and the management committee, enabled one hectare to be covered and 40 women to set up their plots.

As you can see, the area has become green. It used to be a dump where people came to throw away rubbish. Women would come to collect sand and throw stones away. This project has changed a lot of things.

Sama Naba, representative of the Village Chief of Zongo, Burkina Faso

From now on, reforestation operations must meet four essential criteria: a significant scale in terms of the number of trees planted, recurrence, a high level of employee involvement, and a concrete, positive impact on the lives of local communities.

Asma Ennaifer,
Director of CSR, Communications and the ODC Program

Improving access to essential services

We believe that a community's socio-economic development depends on its ability to access education and healthcare infrastructure. The Foundation's Orange Villages provide a village with a school (classroom, school canteen), a borehole and a health center.



100 Orange Villages

12 African countries

More than 500,000 beneficiaries

In **Morocco**, the Orange Foundation has signed a partnership agreement with the Assalam association for the development of the village of "Anamrou" in Alhaouz.

A grant of €64,000 was awarded to the association for the rehabilitation of the village's infrastructure:

Sewers, roads, alleyways, a school area, a sports field, an infirmary for infant and maternal care, as well as a center to develop the skills of women and young people and to create income-generating activities. The project will be rolled out over 3 years.

We are committed to strengthening the inclusion of people by reducing their vulnerability, especially in rural areas where access to essential resources is severely limited. We are making sustained efforts to improve the living conditions in these communities and ensure equal opportunities for all.

Ludovic Issartelle,
Director of Patronage in Africa

In **Senegal**, in 2023, 4 new villages were equipped by the Sonatel group, bringing the total to 30 in the 10 years since the concept was first established.

In addition to the village projects carried out with the Group Foundation, Sonatel, in collaboration with the Marmite du Cœur association, has launched "Les puits du cœur", which built 10 wells in the Fatick, Saint Louis and Ziguinchor regions in 2023. This project will have a major social impact, by giving people in these areas access to water.

In these areas, access to water is a real challenge. Some populations don't even have a well in their village, which is a headache for the women when it comes to domestic activities and for men in their farming and livestock activities.

Pupils who did not obtain the certificate were forced to move to another locality, about 6 or 7 kilometers away. Now they can come back to our school. So, it's reduced the distances. This construction reduces the number of children repeating years and dropping out because they weren't learning effectively after travelling that distance. It also reduces the distance for the parents, so it's easier for them to enroll their children and they can keep up with them. The children now rarely miss school. They're really interested. Last year we achieved 100% attendance.

Zoenabo Ilbouzo,
Headmistress of the SA village school since 2010, Burkina Faso

We suffered because of the school. As there was only one building, we couldn't accommodate many children.

But since they built the new building, we've been able to take pupils from first grade.

The new borehole also helps us a lot. Before, the children in first grade were too small to operate the pump. We used to prepare the meals and leave them outside in the dust. The canteen that has been built is also a great help. Before, the children used to eat and play in the sunshine. With the heat, they often fell ill. Now they stay sheltered, are comfortable and can play and eat in very good conditions.

Mahamoudou Ouedraogo,
SA village chief, Burkina Faso



A duty of solidarity towards the most vulnerable

The duty of solidarity towards the most vulnerable is a collective responsibility that requires concerted and sustained action. By providing immediate assistance while working toward sustainable development solutions, we want to help alleviate suffering, restore dignity and revitalize individuals, and build a more stable and prosperous future for the communities whose lives we share.

In **Mali**, every year in October, the month of solidarity and the fight against social exclusion, the Orange Mali corporate foundation organizes a **Solidarity Day on the theme of "Solidarity at the Service of Peace, Stability and Development"**.

In 2023, donations worth more than 60 million FCFA (€91,460) were made to several associations in support of the underprivileged: food, equipment for income-generating activities (multifunction mills, market gardening kits), motorbike tricycles for the disabled and motorbike ambulances for remote health centers, school supplies and kits for orphaned, displaced and destitute children, nappies for babies, and insecticide-treated mosquito nets.

In **Sierra Leone**, the Orange Sierra Leone Foundation donated food, toiletries and school materials to the victims of the Funkia and Kanikay fires. The aim of the support was to help reduce the trauma and protect young schoolchildren from the consequences of this tragic situation.

In **Morocco**, the Orange Morocco Foundation reiterated its support for young girls in rural areas by renewing its partnership with the Association Banque Alimentaire. Through this partnership, food aid has been provided to 30 "Dar Taliba" boarding schools, for a budget of 330,000 MAD (€30,700), in addition to the free internet connection provided by Orange Morocco for the girls at these boarding schools.

In **Liberia**, the Orange Liberia Foundation donated the first digital X-ray machine to Liberia's main referral hospital, the JFK Hospital.

In **Côte d'Ivoire**, the Orange Côte d'Ivoire Foundation has been providing continuous support to the **Treichville Hospital** with material and financial donations totaling over 100 million CFA francs (€150,000).

In **Egypt**, Orange supported people in need by providing them with fully equipped kiosks allowing them to benefit from an income-generating activity and become completely independent. In several governorates of Upper Egypt, Orange Egypt provided a daily meal to 30 villages during the holy month of Ramadan (30,000 meals in 30 days for 30 villages).





Improving maternal and infant health

By paying particular attention to care during pregnancy and childbirth, and the postnatal period, the Orange Foundation wants to offer high-quality medical support to the most vulnerable populations, particularly in isolated, poor or conflict-affected regions.

In **Madagascar**, we support the Ankohonana Sahirana Arenina (ASA) association for the ongoing training of pregnant women and the provision of "Mamy Ny Aina" kits for childbirth. In collaboration with Compassion Madagascar, the Group has also helped to set up a "Mama Kangaroo" health center in 5 Orange villages.

In **Sierra Leone**, we are implementing the "Kroo Bay Community Multi Disease Screening Boothg" project to reduce maternal and child mortality by renovating a health center to provide high-quality maternal and child health services.

In **Burkina Faso**, we are helping to **build and equip a maternity hospital** in the rural municipality of Tchérība. This project, supported by the Association pour la promotion de la santé et le développement (APSROSAD), will improve access to maternal and infant care.

In the **Democratic Republic of Congo**, the **creation of a community health center** with a maternal and child health care unit has developed the skills of health workers and the whole of the municipality of Kinseso, on the outskirts of Kinshasa.

In the **Central African Republic**, in partnership with the Groupement des Femmes Agro-Pastorales pour la Lutte contre le VIH/SIDA (GROUFEPA), we are **refurbishing the maternity unit** in the village of Mondjo, equipping it and helping to renovate latrines.

Fighting cancer

In **Sierra Leone**, our **breast cancer awareness and screening program** benefited over 5,000 people, with 840 abnormalities detected. We ran extensive awareness campaigns, visiting 15 schools, 8

communities, 5 markets and 10 institutions. These efforts aim to educate and encourage early detection, thereby increasing the chances of survival and effective treatment for women affected by this disease.

Fighting against cardiovas

In **Guinea**, the focus this year was on access to healthcare and patient care.

- **10,142 people aged 60 and over** were treated for diabetes and/or hypertension.
- **1,000 fwomen with disabilities** have benefited from reproductive health care with the help of UNFPA.
- **140 ,00 people** were treated in a partner clinic.

We contributed to and participated in laying the first stone of a hemodialysis center.

In **Côte d'Ivoire**, we have been involved in the fight against cardiovascular disease for over 15 years. We organize large-scale awareness, screening and treatment campaigns. This year, we launched the "100,000 screened" campaign.

Combating Autism Spectrum Disorders (ASD)

We take action to raise awareness of autism and train professionals capable of caring for people with autism. A number of initiatives have been set up to raise awareness among the general public and public authorities, train professionals and train trainers.

In **Côte d'Ivoire**, in conjunction with the Autisme CI association, the REPIT project aims to support people with Autism Spectrum Disorders (ASD) and their families in different regions of Côte d'Ivoire. In 2023, 34 families were supported, and the teams trained beforehand carried out 2,730 home visits with the help of 18 support workers.

In **Egypt**, we are in the process of establishing a specialized center for children with Autism Spectrum Disorders (ASD) and their families in Upper Egypt.. This project encompasses the development of intervention programs, ASD conferences, family training, inclusive activities, awareness campaigns,

and inclusiveness training for workers. Additionally, it aims to connect children and families with various community services. More than 2000 direct and indirect beneficiary will benefit from this center.

In **Madagascar**, we train educators specializing in autism, with monthly supervision on the various needs of autistic children, including physiological needs, communication, autonomy and predictability. We have also helped to renovate two centers and equip eight others to help around 125 autistic children in four towns.

In **Tunisia**, we provided training for 70 professionals involved in working with people with Autism Spectrum Disorders.

Promoting culture and sport

By supporting culture and sport, we help to develop talent, improve quality of life and promote positive values in the community.

Supporting the development of cultural and creative industries

Our ambition, alongside our partners, is to contribute to the enhancement of our countries' cultural heritage and the development of cultural and creative industries.

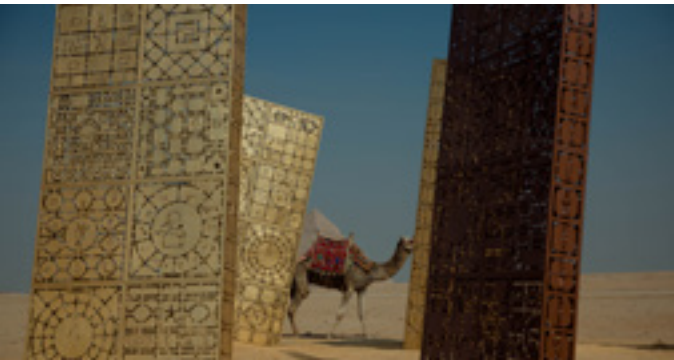
In 2023, the Orange Foundation, in conjunction with the MEA foundations, supported 18 music festivals in 13 African countries (Botswana, Burkina Faso, Guinea, Guinea Bissau, Cameroon, Côte d'Ivoire, Egypt, Liberia, Mali, Morocco, Central African Republic, Democratic Republic of Congo and Tunisia).

These festivals were chosen according to three priorities:

- Discovering and professionalizing young African artists
- Promoting African musical creation
- Public accessibility



In Egypt, we sponsored the Art D'Égypte exhibition for the sixth year, supporting the local art scene. We provided full Wi-Fi coverage and developed a mobile application to facilitate access to event information, in addition to an SMS campaign to raise public awareness.



Financial innovation at the service of Ivorian cultural excellence

The Birimian x OBA program aims to help finance the working capital needs of brands and players working to promote Ivorian cultural excellence. With a focus on gender, the program is particularly aimed at companies founded by women or that use women in their production cycle.



In fashion, it's difficult to make collections of 60 to 100 pieces, that's a lot of money. So sometimes we just don't manage. We couldn't get financed at all because we weren't a big structure. But with OBA and Birimian we've succeeded. We are able to repay the loan without any difficulties, and it's been renewed."

Sophia Schaub,
Founder of the Oliva Perez brand, Orange Bank Africa x Birimian partnership

Wido, standard-bearer for African creativity

We are continuing to support the creative industries with content production and distribution, in particular with the WIDO application, which is a video streaming service, with pay-per-view live broadcasts and television channels. This year, the application was launched in our subsidiaries, notably in Guinea, Guinea Bissau and Mali with the major event being the live broadcast of the final of the Miss Guinea election in Conakry.

Our literary prizes to help young authors emerge

In Guinea, we have launched a number of initiatives, including the 2nd Guinean Book Prize, art education for pupils in digital schools, travelling cinema, and the preservation of cultural heritage through the restoration of historic sites and museums (Dalaba, Labé).

An endowment to support publishing, creativity and the new generation of writers in Madagascar

- Creation of a literary estate with a home for young writers and a rural library.
- Organization of the first rural book fair 80 km from Antananarivo. Two editions will be held in other towns between now and mid-2024.

Orange Book Award in Africa

In 2023, the Orange Book Award in Africa (POLA) continued to promote contemporary African literature.

The prize rewards African writers and highlights the continent's emerging talent.

This year, it attracted attention with a selection of novels reflecting Africa's cultural diversity. Finalists were chosen for the originality and depth of their works. The 2023 winner, Michèle Rakotoson, was singled out for her story, which "echoes the cries of the victims of colonial war in Madagascar", reinforcing the role of the prize as a significant platform for African voices.

WikiChallenge, a writing competition promoting African cultures

Every year, pupils from 1,700 schools in the Orange Foundation's Digital Schools network are invited to take part in the WikiChallenge writing competition, with 4 international winners and one winning school per country.

10 participating countries

((Burkina Faso, Cameroon, Côte d'Ivoire, Guinea Conakry, Madagascar, Mali, Morocco, Democratic Republic of Congo, Senegal and Tunisia).



Committed to promoting sport

By supporting various sports programs and events, we contribute to the education and social integration of young people. Sport teaches values such as teamwork, perseverance and respect for the rules.

We sponsor events and sports teams, creating local economic opportunities.



We support Y'Africa: the magazine of African talent - Season 3: a series of portraits of sportsmen and women

Season 3 of Y'Africa focuses on the journeys of African athletes through profound and inspiring portraits. The series explores the challenges and successes of these athletes, from their beginnings to their international triumphs, highlighting the obstacles they have had to overcome. Each episode offers a glimpse into Africa's diverse sporting cultures and serves as an inspiration to future generations of athletes. Y'Africa continues to celebrate the diversity and richness of African talent, giving a global voice to these exceptional athletes.



Orange x Confederation of African Football

In 2023, we strengthened our partnership with the Confederation of African Football (CAF) to support the development of football in Africa and promote gender diversity and social inclusion. By investing in football, we encourage the participation of young people, with a focus on gender equality and equitable access to sporting opportunities.

Orange Côte d'Ivoire, which has been committed to the development of football for over 25 years, signed a partnership agreement with striker Sébastien Haller on 22 November 2023, embodying our values of resilience and commitment. We were an official partner of the 2023 African Cup of Nations (held in January 2024).

In Senegal, the Sonatel Group has been the leading sponsor of the national football team for 25 years. We also sponsor the national basketball and handball teams and the Professional Football League through the Orange Money brand.

As a partner of Esport in Africa and the Middle East, we organized the regional grand final of the pan-African Orange Esport Experience championship.

We celebrated the fourth edition of the Orange Esport Experience in Abidjan. This year, 14 African countries, including Benin, Cameroon and Egypt, competed over two days in games such as FIFA 2023 and League of Legends. Esport, now a professional sector, generates many jobs in the fields of cybersecurity and AI, demonstrating its growing importance on the world stage.



The fact that Côte d'Ivoire is now able to host one of the world's biggest Esport competitions is due in no small part to the efforts made by private-sector players to provide high-quality connectivity to the entire continent.

Mamadou Bamba,
Managing Director Orange Côte d'Ivoire

With a predominantly young population and the democratization of very high-speed Internet access, Africa offers the ideal setting for the fast-growing sport of Esport.

Brelotte Ba,
Deputy Director OMEA



Orange Engage for Change

**Together we create change, united we
make a difference**



Orange Engage for Change

Together we create change, united we make a difference



"Orange Engage for Change" is a global approach that supports Orange's mission to be a responsible and sustainable company, actively involving its employees and stakeholders to have a positive impact on society and the environment.

This approach is reflected in all our initiatives, programs and actions. All the initiatives presented here have been made possible thanks to the dedication of our 18,000 employees in the course of their work, as well as that of almost 3,000 employee volunteers who have given their hearts, time and skills to serve their countries and the extended family that is the 17 countries we are present in.

At Orange, employees have always been committed to actions that have a social and environmental impact. We wanted to encourage, facilitate and strengthen this commitment through the "Orange Engage for Change" program dedicated to them.

The program has been prepared with all the countries during 2023, for launch in early 2024. Orange Engage for Change will offer all our employees the opportunity to contribute directly to projects with a strong social and environmental impact. This will take place over the three days that will be allotted to them each year for this purpose.



Engage for Change is much more than a platform: it's an opportunity for each of us to make a concrete commitment and have a direct positive impact on the people and the environment in our regions. Together, let's contribute to this positive impact.

Jérôme Hénique,
CEO OMEA

How does it work?

Through an interactive platform, we actively encourage our employees to take part in social and environmental initiatives that have a tangible and positive impact on our communities. Whether through local projects, partnerships or eco-responsible actions, every contribution counts.

This management and information platform will also be accessible to the public, who will be able to see, learn about and participate in some of the actions we are taking to benefit our stakeholders and the environment.

Our aim is to join forces.

For our stakeholders, this commitment has a beneficial impact on local communities by supporting eco-responsible development, education and health projects. It strengthens trust and relations with partners through governance based on responsible, sustainable and ethical practices.

For our employees, it's an opportunity for professional and personal development through volunteering projects, training and skills development programs. Working for a company

that is committed to making a positive contribution to human development and mitigating its impact on the environment is a source of pride, commitment and motivation.

For Orange, this is our responsibility towards the communities and environment in which we operate, and it goes well beyond legal and regulatory obligations. It is also the expression of our values, of our corporate culture which values and encourages a positive working environment that helps improve employee well-being and satisfaction.

Orange is here and is committed, together with all its stakeholders, to responsible, mutually supportive and sustainable development for the benefit of individuals, society and the planet.

Join us on





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