

2025 disability, neurodiversity, and accessibility report



2024 figures





Christel Heydemann, Orange Group CEO

According to the latest estimates from the WHO⁽¹⁾, almost one in six people worldwide has a significant disability. Despite the efforts of all stakeholders- public and private institutions as well as representatives of civil society - access to essential services is still too limited or inadequate.

The ability to use digital tools is now essential for developing the power to act and interact. This is why digital companies “hold a huge responsibility to ensure a world that is inclusive for all”⁽²⁾.

The Group is determined to contribute to achieving the Sustainable Development Goals by ensuring that its activities promote positive societal change that leaves no one behind.

Orange's purpose is reflected in the work of our entities, which each strive to ensure that as many people as possible benefit from digital technology, no matter who they are.

We have been working to promote the inclusion of disabled people for over 20 years, developing solutions that encourage accessibility and autonomy. We want to go beyond current regulations and make Orange an attractive employer for all talents, regardless of differences, by offering an environment where everyone can fulfil their potential.

We are committed to continuing our efforts to adapt or create products and services that meet the needs of the most vulnerable in society, particularly disabled people.

Our international alliances and market position enable us to raise awareness within our ecosystem and share initiatives that benefit customers, suppliers, subcontractors, and society as a whole. We believe that creating a truly responsible and sustainable society is everyone's responsibility, so inclusion and accessibility must be our priorities — just as they must be for all our stakeholders.

(1) World Health Organization

(2) Caroline Casey, founder of The Valuable 500.

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01

Introduction

Disability, a universal issue

The United Nations Sustainable Development Goals (SDGs)

In a world where digital technology shapes our daily lives, the Orange Group is proud to be recognized by the World Benchmarking Alliance as one of 2,000 most influential companies with the ability to contribute to achieving the United Nations' Sustainable Development Goals (SDGs), as outlined in Agenda 2030⁽¹⁾.

Of the seventeen SDGs, Orange has identified six where the group believes it can have the greatest impact. Four refer to the protection of the rights of people with disabilities:

- **SDG 9:** Industry, innovation and infrastructure
- **SDG 10:** Reduced inequalities
- **SDG 16:** Peace, justice and strong institutions
- **SDG 17:** Partnerships for the goals



Figures on disability

World

The World Health Organization (WHO) estimates that 16% of the world's population, or 1.3 billion people, experience significant disability. This number is on the rise due to the increasing number of non-communicable diseases⁽²⁾ and longer life spans⁽³⁾. In fact, by 2050, the population of people aged 80 and over is expected to triple to over 426 million worldwide⁽⁴⁾.

Europe

In 2023, 27% of the European Union's population over the age of 16 had some form of disability, according to the Council of the EU. This equates to 101 million people, almost one in four adults⁽⁵⁾. 51.7% of people aged 65 and over are affected. Women are disproportionately affected: 29.2% of the female population has a disability, compared with 24.3% of the male population.



(1) Source: The 2,000 most influential companies - WBA

(2) Source: WHO

(3) Source: WHO disability page

(4) Source: WHO aging and health page

(5) Source: EU

Africa

According to WHO, 15.6% of the African population will be disabled in 2021. However, official national statistics indicate varying percentages of disability prevalence, ranging from 2% to 16%. This is due, in some countries, to the lack of recognition of certain disabilities,

particularly invisible ones, and aggravating factors such as conflict, forced displacement and lack of access to appropriate medical care. Furthermore, women are more affected by disability than men, due to structural inequalities and limited access to rights and protections⁽⁶⁾.

Definition of disability

Article 1 of the United Nations Convention on the Rights of Persons with Disabilities states: “Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.”

In 2001, the World Health Organization published the International Classification of Functioning, Disability and Health (ICF). The ICF provides a reference framework that describes disability as the result of the interaction between a person's health condition (impairment) and personal and environmental factors impeding their full and effective participation. It is the interaction between the two that leads to the person's disability, which has a direct impact on his or her lifestyle. Disability is therefore a generic conceptual term designed to reflect this reality.

Types of disability

To better understand the subject and inspired by numerous awareness-raising materials, Orange has decided to organize the different types of disabilities into six categories:

- Mobility disabilities
- Sensory disabilities
- Cognitive impairments
- Psychosocial disabilities
- Intellectual disabilities
- Progressive or chronic disabling illnesses

A full description of these types of disability is provided in the appendix.

(6) Source: United Nations Office for Disaster Risk Reduction (UNDRR)

International commitments and the regulatory framework

International framework

As part of their commitment to sustainable development, international organizations recognize the rights of people with disabilities. This recognition is crucial for building a fairer society in which everyone can participate fully in social, economic, and cultural life.

- **The UN Convention on the Rights of Persons with Disabilities (CRPD).** The Conference of States Parties to the CRPD (COSP), held annually, provides an opportunity to reaffirm the rights of people with disabilities around the world and take stock of the convention's implementation. In addition to official delegations from member states, many NGO representatives take part in discussions at the event.



I'm deeply committed to the inclusion of young people with disabilities, under the principle of "nothing about us without us". This commitment began with me serving as president of the French disabled youth movement, 100% Handinamique, and eventually led to me founding IMYD, an international movement for young disabled people, in 2024. I have also delivered an official speech at the United Nations in New York during COSP 17, and I have served on the French Conseil national consultatif des personnes handicapées since 2020.

Thomas Fauvel, IoT pre-sales engineer at Orange Business and President of 100% Handinamique.

- On September 22, 2024, **the UN General Assembly adopted the Global Digital Compact**, as an annex to the Pact for the Future. Among other things, it affirms the rights of people with disabilities in accordance with the 2006 Convention on the Rights of Persons with Disabilities, and it outlines plans to increase their inclusion by 2030, particularly by ensuring that all user interfaces are accessible to them⁽⁷⁾.
- **The European Union (EU)** has adopted a comprehensive framework, a strategy for 2021-2030 for the 100 million disabled people living in Europe⁽⁸⁾, in accordance with the Treaty on the Functioning of the European Union and the Charter of Fundamental Rights. The strategy focuses on three main themes: rights in the EU, autonomy, non-discrimination and equal opportunities. Following a pilot project carried out in eight European countries over the last few years, the European disability card is due to be finalized by 2028.

(7) Global Digital Compact - Annex to the Pact for the Future

(8) EU strategy for the rights of persons with disabilities 2021-2030

■ **In Africa**, the entry into force of the protocol on the rights of persons with disabilities in May 2024, followed by the protocol on the rights of older persons in November, marks a major turning point in the protection of vulnerable persons. The African Commission on Human and Peoples' Rights calls on all member states of the African Union to ratify these Protocols to ensure their application throughout the continent. It urges States to take concrete measures, after consultation with the people concerned. It stresses the importance of private entities respecting the rights of disabled and elderly people, encourages the adoption of sign language as a working language, and the provision of accessible⁽⁹⁾ documents. Among the countries that have signed the protocol on disability, 4 are countries where Orange is an operator: Burkina Faso, Cameroon, Côte d'Ivoire and Mali.

Legal and regulatory provisions on accessibility

Regulations vary widely from country to country. Some have strict laws, while others only have non-binding guidelines. Overall, there is a gradual trend towards stricter accessibility requirements.

Many countries are referring to global digital accessibility standards, such as the Web Content Accessibility Guidelines (WCAG) developed by the Web Accessibility Initiative (WAI), to achieve this.

The European Directive on accessible products and services

The European Accessibility Act (EAA, 2019/882) came into force on 28 June 2025. It aims to improve the accessibility of certain products and services for people with disabilities throughout the European Union. Under the EAA, manufacturers, importers, distributors, and service providers must adhere to standardized accessibility requirements for products such as computers, smartphones, and ATMs, as well as services such as websites, mobile applications, and banking services.

The directive complements the **EU Web Accessibility Directive**, passed in June 2021, which requires public and private organizations to ensure the digital accessibility of their websites and mobile applications. This directive is compulsory for all public-sector entities and is gradually being strengthened for the private sector.

Africa and the Middle East

Digital accessibility has rapidly become a priority since 2024. However, implementation varies by country. This is often due to a lack of regulations or binding technical standards, inadequate training in inclusive design for developers, and disparities in the development of digital infrastructures.

Growing societal expectations

Major annual events, such as the United Nations' International Day of Persons with Disabilities on December 3rd, the ILO Global Business and Disability Network (ILO GBDN) events, the Global Disability Summit, the Zero Project Conference, and Inclusive Africa, highlight the international efforts in favor of inclusion. These events focus on key issues such as respect for human rights, the role of states and businesses, accessibility, inclusive innovation, and the role of digital technology. They reflect society's desire for people with disabilities to participate fully and directly in discussions (according to the principle "nothing about us without us") and in developing solutions that better address their needs.

In 2025, the Zero Project Conference prize was awarded to the employment support program run by 100% Handinamique, a nonprofit organization chaired by an Orange Business employee⁽¹⁰⁾.

(9) Resolution on the entry into force and implementation of the protocols on the rights of older persons and persons with disabilities in Africa

(10) Thomas Fauvel, see page 08

Employment of people with disabilities

Since 2022, the International Labor Organization (ILO) has made the “Disability Labour Market Indicators” database available to the public. This database provides indicators that reveal the differences in labor market outcomes between people with and without disabilities⁽¹¹⁾.

According to the ILO, only three out of ten disabled people were active in the labor market in 2024. In the 27 countries of the European Union, the employment gap between people with and without disabilities averaged 24% in 2024⁽¹²⁾. This situation is particularly pronounced among disabled women. The ILO also notes that the employment gap increases with age and that people with disabilities are paid up to 12% less per hour worked than other employees⁽¹³⁾.



For all of us, it's crucial that businesses worldwide commit to including people with disabilities. When we fully embrace everyone's potential and skills, we're not just opening up job opportunities; we're also unlocking an incredible amount of talent that can drive innovation and progress for everyone.

This is the reason why I commend Orange Group's long-standing leadership and commitment on the inclusion of people with disabilities in the workplace.”

Jürgen Menze, International Labor Organization, Global Business and Disability Network Manager

Disability and digital inclusion

With the increasing digitization of essential services such as administrative procedures, access to healthcare, banking services, and educational and cultural content, ensuring equal access to digital services for all is now a major societal challenge. It is therefore crucial to pay special attention to the digital inclusion of people with disabilities.

A Eurostat⁽¹⁴⁾ study conducted in 2024 revealed that people with disabilities use digital technology less frequently and reap fewer benefits from it than people without disabilities. In Europe, 87.2% of people with disabilities have used the internet in the last 12 months, compared to 95.2% of people without disabilities⁽¹⁵⁾. What's more, if digital technologies are not accessible by design, they can reinforce these inequalities, as noted in an international report published during the 2025 Global Disability Summit⁽¹⁶⁾.

Technological advances offer people with disabilities new ways to overcome barriers to accessing information, communication and employment by providing increasingly accessible and inclusive assistive technologies, platforms and digital tools.

These assistive technologies are developing rapidly and are facilitating the autonomy of people with disabilities, the elderly and those suffering from particular health conditions, enabling them to lead independent lives and participate fully in society. Examples include prostheses, hearing aids and tools that improve accessibility to the digital world, such as text-to-speech tools, digital magnifiers, adapted mice and Braille displays.

(11) The ILO's Disability Labour Market Indicators database

(12) Source: Eurostat

(13) Source: ILO 2024

(14) Statistical Office of the European Union

(15) Source: Eurostat - access to information and communication technologies

(16) Global Disability Inclusion Report - Global Disability Summit

According to WHO, over 2.5 billion people currently require one or more technical aids, a figure which could rise to 3.5 billion by 2050 due to aging populations and an increase in communicable diseases⁽¹⁷⁾.

In order to better respond to this challenge, WHO/Europe has launched a new dashboard on the European Health Information Portal which offers easy access to data and evidence on assistive technology policies and services⁽¹⁸⁾. Since June 2025, it has also provided a concrete framework to help stakeholders improve access to assistive technologies by better understanding beneficiaries' needs⁽¹⁹⁾.

The company performance evaluation framework

Public authorities, civil society and investors are now factoring in ESG (Environmental, Social and Governance) criteria when assessing companies' performance. These criteria are assessed by extra-financial rating agencies, enabling investors to select assets based on companies' sustainable value creation.

The social criteria is used to evaluate a company's performance in terms of its impact on its employees and wider society.



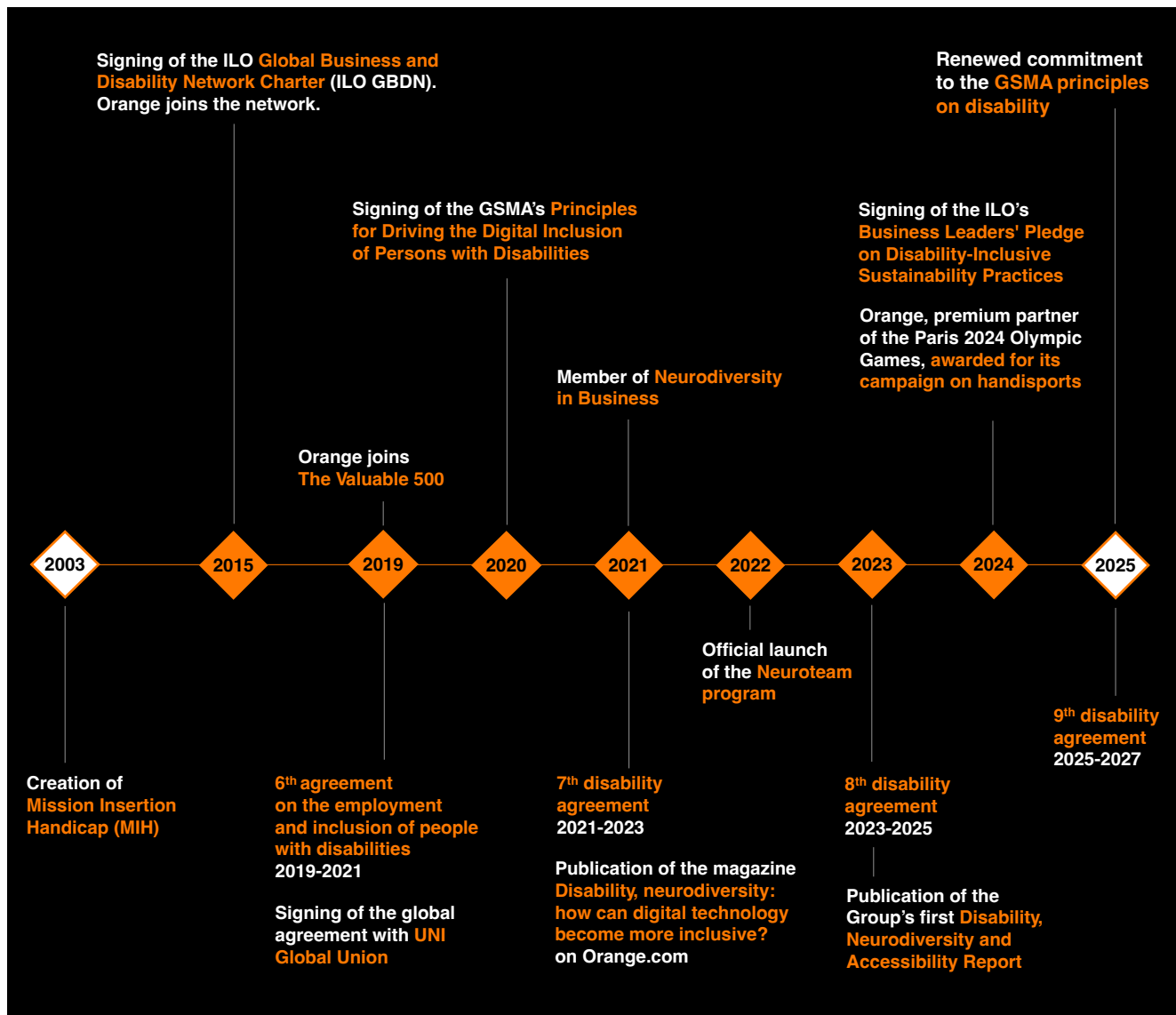
(17) Source: WHO 2024

(18) European Health Information Gateway

(19) WHO Guide for assistive technology market assessment and shaping

Orange's ambitions

The Group has been committed to the inclusion of people with disabilities, both within the company and in wider society, for over 20 years.



The Group's ambitions

- Build an inclusive environment, in which each employee can turn his or her differences into strengths that benefit the group,
- Develop adapted and accessible products, services, and distribution networks,
- Conduct research and design innovations to promote the inclusion of all publics, in collaboration with its ecosystem (academic institutions, players in the Social and Solidarity Economy (SSE), startups, etc.),
- Adopt a responsible purchasing policy promoting the use of companies that employ people with disabilities,
- Conduct philanthropic actions through its Foundation, to facilitate the inclusion of vulnerable people in society.

Support for international initiatives



International Labour Organization | Global Business and Disability Network

Orange has been a member of the **ILO's Global Business and Disability Network** (ILO GBDN) since 2015 and adheres to its charter, which includes a commitment to implementing ten principles of inclusion. In 2024, Group CEO Christel Heydemann signed the Business Leaders' Pledge on Disability-Inclusive Sustainability Practices, launched by the same network⁽²⁰⁾.



In 2019, the Group joined **The Valuable 500**, a global movement bringing together the 500 biggest companies committed to promoting the inclusion of people with disabilities.



Orange has been a signatory to the **GSMA Principles for Driving the Digital Inclusion of Persons with Disabilities** since 2020, and renewed its commitment in 2025⁽²¹⁾.



Orange has been a member of the **Neurodiversity in Business** collective since its launch in 2021. In 2024, it joined forces with other companies to launch the **Objectif Neuroinclusion** collective, which is dedicated to promoting neurodiversity in the workplace and the wider economy.

Specific governance

The Group's Corporate Social Responsibility (CSR) Department is responsible for identifying social and environmental issues, anticipating their impact on the organization and its stakeholders, and initiating and developing Group-wide actions. A collaborative approach based on regular committees has been put in place to ensure that key internal players are properly mobilized and that the actions carried out are consistent with the needs of the beneficiaries. There are several forums where issues related to human rights and the inclusion of people with disabilities or neurodiversity are discussed:

- **The coordination committee on the inclusion of seniors, people with disabilities and digital accessibility.**

Established in 2024 in collaboration with the Orange Innovation teams, this committee meets every two months to report on the status of Orange's key initiatives related to these themes, share best practices, and promote innovative social projects.

(20) Business leaders pledge to include disability in sustainability efforts

(21) Principles for Driving the Digital Inclusion of Persons with Disabilities

It brings together CSR representatives from various Group entities, including corporate and human resources functions, Orange Innovation, Orange Business, and country subsidiaries.

■ The Neuroteam program coordination committee

Established in 2022, in collaboration with the HR and Innovation Departments, this committee dedicated to taking neurodiversity into account at Orange and in its ecosystem (customers, partners, suppliers), is built around two pillars: inclusion and innovation. Every three months, it brings together members from different Group entities to take stock of actions and identify new challenges.

■ Human Rights Leaders Hub

Established in 2024, this multi-departmental exchange initiative fosters dialogue and promotes human rights within the company, particularly emphasizing the positive impact of digital technology. This body monitors the rights of people with disabilities and their recognition.

■ The Purchasing and Human Rights working group

Established in January 2024 and jointly managed by the Group CSR and Purchasing departments, the working group's role is to mitigate the risk of human rights abuses and promote digital technology as a development solution. The working group coordinates actions relating to the inclusion of human rights criteria in purchasing, particularly the development of inclusive and solidarity-based purchasing.



Working for the inclusion of people with disabilities is essential, not only from an ethical point of view, but also from a business perspective. We believe that we must be a catalyst for change. Integrating these inclusion efforts into our CSR initiatives enables us to drive significant progress within the company and across our entire ecosystem.”

Elizabeth Tchoungui, Orange Group
Executive Vice President of Corporate Social Responsibility



The report: scope and methodology

The CSR Department is responsible for producing this report, which provides an overview of the initiatives implemented by the Group and its entities to promote the inclusion of disabled and neurodivergent individuals. **Following the publication of the first report in 2023, this second edition covers the period from January 1, 2024, to June 30, 2025.**

The report serves as a resource to identify areas for improvement as part of a responsible, continuous improvement approach. It is distributed to relevant audiences and updated every two years.

It highlights the initiatives the Group has implemented for its various stakeholders, including customers, employees, suppliers, subcontractors, and inclusion partners.

To produce the report, Orange collected qualitative and quantitative data from **49 Group entities, representing 92% of its global workforce.**

Data was collected from business correspondents (CSR/HR/Foundation/Marketing/Purchasing/Innovation) in each entity. The data reported for analysis is declarative and assumed to be correct, but it has not been subject to a compliance audit.

Figures such as workforce size and the percentage of employees with disabilities reflect the numbers recorded at the end of 2024. Actions carried out in different countries pertain to this same period. However, the deployment plans and initiatives mentioned may extend into 2025.

The actions carried out by the countries and entities mentioned in the report are representative examples. This is not an exhaustive list of everything done by the Group.

The 49 entities studied in this report are present in 36 countries worldwide.

They are spread across the 24 countries in which Orange operates in the consumer market (14 entities in its seven European countries and 22 entities in its 17 MEA countries) and the 12 countries in which the Group has B2B activities but is not an operator (13 entities).

- **Europe (7):** Belgium, France, Luxembourg, Moldova, Poland, Romania, and Slovakia.
- **Africa and the Middle East (17):** Botswana, Burkina Faso, Cameroon, Central African Republic (CAR), Côte d'Ivoire, Democratic Republic of the Congo (DRC), Egypt, Guinea, Guinea Bissau, Jordan, Liberia, Madagascar, Mali, Morocco, Senegal, Sierra Leone, Tunisia.
- **Other countries (12):** Brazil, Denmark, Germany, India, Mauritius, Netherlands, Norway, South Africa, Sweden, Switzerland, UK, USA.



Of the 36 countries studied in the report, 12 are legally required to employ a minimum quota of disabled people. The highest legally required employment quotas are: France (6%), Poland (6%), Moldova (5%), Egypt (5%).



02

Offering an inclusive and innovative customer experience

The Group is working to ensure that digital technology is designed, made available, and used in a more considerate, inclusive, and sustainable manner. With this in mind, a complete accessibility package has been designed, including adapted stores, dedicated customer call centers, adapted products and services, and accessible websites and mobile applications.

By the end of 2024, 12 Orange country subsidiaries⁽¹⁾ had committed to providing this tailored customer experience and are gradually implementing each part of the program.

An accessibility center of expertise

To improve the experience of disabled, elderly or frail customers, the Group has developed a center of expertise, based in France, which designs innovative solutions for all Group entities. Reporting to Orange Innovation, it is responsible for the following:

- Selecting and listing adapted products and services,
- Designing innovative solutions,
- Providing accessibility expertise for an adapted customer experience,
- Including the notion of accessibility in all Group offer design and marketing activities across all markets,
- Talking with stakeholders to better identify their needs and develop partnerships.

Accessible products and services



The Group continually adapts its products and services to make them more accessible to people with disabilities and seniors.

Orange has adopted a “universal design”⁽²⁾ approach, also known as “design for all”, which seeks to consider the specific requirements of different disabilities before launching any new offers. This approach involves studying the needs

of disabled people, seeking their feedback on existing products and services, designing services that meet their specific needs, and evaluating how these services can be extended to meet the needs of all customers.

Orange draws on the work of its researchers, innovation experts and Xperience Design laboratory⁽³⁾, which explores user needs.

(1) Burkina Faso, Côte d'Ivoire, Egypt, France, Jordan, Liberia, Madagascar, Poland, Romania, Reunion/Mayotte, Slovakia, Spain.

(2) Strategy to make information and communication environments, products, technologies and services accessible and usable by all, including people with disabilities, wherever possible.

(3) Laboratory that explores the needs of users and presents them with potential new technologies, placing accessibility at the heart of the innovation approach (XDLAB).

France

In 2024, Orange studied the level of accessibility of different products and devices (set-top boxes, Livebox, WiFi repeaters, etc.). The aim is to adopt an action plan to improve accessibility and offer an enriched end-to-end experience to all users of Orange digital services, such as the online store or the customer area. Examples of improved products and services:

The Livebox

To make the Livebox more accessible, Orange has redesigned it to be more user-friendly (easier-to-read screen, button position, user interface to control it from a computer). The Livebox S and 7 installation guides have also been redesigned to improve accessibility (use of large, high-contrast images; short, simplified texts, etc.) and are now available in Braille, enlarged characters and the DAISY audio format⁽⁴⁾, in partnership with HandicapZéro.



Raised indicators on the back of the Livebox 7 help visually-impaired users to locate buttons and ports by touch.

Orange TV

The accessibility menu on the set-top box has been developed to enable users to optimize their TV experience by customizing menu display and program settings according to their needs. Subtitles for deaf and hearing-impaired people, as well as audio description, are included in the player.

When using the Alexa voice assistant, UHD TV and TV6 set-top boxes integrate voice feedback for the visually impaired. Finally, Alexa is available hands-free on the TV6 set-top box.

The Orange TV mobile app is accessible to visually-impaired and blind people who use VoiceOver⁽⁵⁾ and TalkBack⁽⁶⁾. Subtitles for deaf and hearing-impaired people, as well as audio description, are included in the player.

Web TV integrates 4 criteria: compatibility with text-to-speech software, keyboard navigation, subtitles for deaf and hard-of-hearing individuals, and audio description in the player.

Widex, a partnership for connected hearing aids

As of 2025, **Orange France** customers can now check the compatibility of their smartphone with their hearing aid for an enhanced listening experience, thanks to a partnership with Widex. If they buy a Widex hearing aid and wish to purchase a smartphone, they can visit an Orange store for free configuration.



(4) DAISY (Digital Accessible Information System) audio is an audiobook format designed to improve the reading experience for people with disabilities.

(5) VoiceOver is an iOS native screen reader which describes the elements appearing on your device's screen out loud. It allows a blind or visually-impaired, dyslexic or illiterate user to hear all the visible elements on the page.

(6) TalkBack is the equivalent of VoiceOver for Android devices.

These products join Orange's other inclusive solutions:

Invoices

In partnership with HandicapZéro, Orange offers its customers two types of invoice: a free simplified invoice in Braille or large print, which is available on request from customer services, and an electronic invoice for landlines that is compatible with equipment such as voice synthesizers and Braille displays.

118 712 directory service

It is accessible via advanced voice functions and is compatible with VoiceOver and TalkBack screen readers.

RogerVoice solution

This application, dedicated to deaf, hard-of-hearing, visually-impaired and aphasic people, enables them to converse by choosing the mode of communication best suited to their needs: French sign language (LSF), cued French (LfPC) or Braille text.

Offers for business customers in France

Orange Business offers a visual voicemail service that enables customers with hearing impairments and/or who are in noisy environments to view voicemail messages on their mobile.

Companies are also supported in making their digital interfaces accessible, through the Digital Accessibility offer, which covers 3 areas:

- Awareness and technical training,
- Evaluations (exploratory audit, compliance audit and control audit),
- Support and development (design support, tests and patch monitoring, compliance upgrade).

Europe, Africa and the Middle East

Adapted services and prices:

- The **Max it** application, which enables **Orange MEA** customers to order services as well as everyday products, incorporates voice navigation, simplified ergonomics and pictograms, making it easier for people with disabilities or reading difficulties to use.
- **Orange Romania, Orange Belgium** and **Orange Egypt** offer discounted mobile and landline rates to people with disabilities.

Access to adapted invoices, usage data and information:

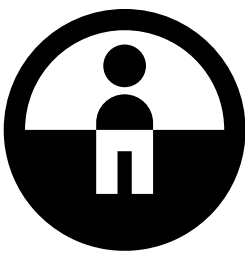
Orange Poland and **Orange Jordan** adapt contracts, invoices and guides to the needs of visually-impaired customers in particular, with texts in large print or Braille.



Accessible customer journeys

In most countries where the Group is present, physical and digital spaces dedicated to customers are adapted to allow disabled people to receive a personal welcome and advice. Although this adaptation is not in place everywhere, each country is striving to make physical and digital spaces more inclusive for Orange customers.

In-store customer relations



For its consumer customers, Orange strives to make its stores accessible to people with disabilities, in compliance with local standards in force in the countries where the Group operates.

France

Orange is rolling out a network of stores with the “Autonomy” label in mainland France. The label is a Group initiative designed to make sales spaces accessible to customers who are losing their autonomy. These customers receive priority attention and personalized support from sales consultants who are trained to welcome, accommodate, and empower seniors and people with disabilities. Customers can also browse a brochure presenting the various solutions available to promote greater independence in certain stores with the label.

All labeled stores are accessible to people with reduced mobility (PRM) and offer accessibility services such as audio terminals, hearing loops and signs with icons, ensuring a supportive customer experience.

In some Autonomy stores, Orange offers deaf and hard-of-hearing customers a remote interpreting service in French sign language (LSF) or cued French (LfPC). Called “My Accessible Store” and created in partnership with Elioz, the scheme is offered free of charge, Monday to Friday.

Some of these stores also offer a reception service for business customers, in addition to 14 accessible showrooms dedicated to companies throughout the country.



Rest of Europe

Nearly half of **Orange Belgium** stores are accessible to people with reduced mobility. Some stores have dedicated facilities, such as a low table or checkout counter at wheelchair height.



Photo of a wheelchair-accessible checkout counter in an Orange store in Belgium

Orange Poland offers its customers 140 accessible sales outlets displaying adapted signage. On request, they can access a Polish sign language interpretation service, via the **Migam** application, and can be helped to configure their mobile phone. They can also count on the support of specially trained consultants. Orange also provides electronic contracts and invoices in large print and Braille.



Caring about the accessibility of our services is a priority for me. We work every day to make our solutions intuitive and user-friendly for everyone - regardless of physical or technological constraints. We invest in innovations that support people with disabilities, such as offering mobile app features, sign language and helpline accessibility. I believe that a real contemporary company is one that does not exclude anyone.”

Jolanta Dudek, Vice President of the Management Board in charge of Consumer Market at Orange Polska.

Orange Romania allows its customers with disabilities to test devices in-store before purchasing them, to check whether they are compatible with their specific needs. A new text-to-speech system for billing information is also available for people with learning or visual disabilities.

Most **Orange Slovakia** and **Orange Moldova** stores are accessible and equipped with access ramps.

Africa and the Middle East

60% of **Orange Côte d'Ivoire** branches have facilities for people with reduced mobility (PRM), such as access ramps and disabled parking spaces.

Most **Orange Egypt** stores are wheelchair accessible. Orange has introduced an innovative service called **Shawer**⁽⁷⁾ for hearing-impaired people in 10 stores. Through a video call on their smartphone, customers have access to a sign language translator, enabling them to communicate directly with the customer advisor.



Photo of a sign language interpreter on the Shawer Service in Egypt



(7) See a video of the Shawer service in action

Two **Orange Jordan** stores are fully accessible, and most have at least one accessibility facility, such as ramps or disabled parking spaces. One of **Orange Jordan's** stores received the 2023 Accessible Building Award from Jordan's High Council for the Rights of Persons with Disabilities.

Since 2019, hearing-impaired customers visiting stores have been able to be put in touch with certified interpreters who instantly translate spoken Arabic into sign language via video call via the **Signbook** app. All they have to do is scan a QR code, which is directly linked to the store's location. **Signbook** is a Jordanian company launched and supported by **Orange Jordan**, as part of its commitment to promoting innovation and inclusion.

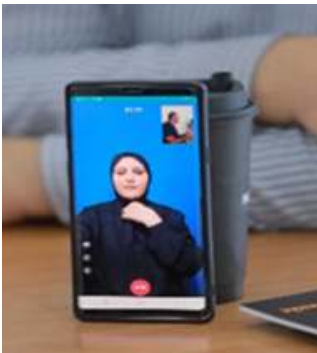


Photo of an interpreter on the Signbook app in Jordan

Orange Tunisia, Orange Guinea, Orange Sierra Leone, Orange Liberia, Orange Mali, Orange Burkina Faso and the Sonatel Group have equipped a large number of their stores with accessibility features (access ramps, elevators, etc.).

Remote customer relations and digital accessibility

The Group's actions take local contexts into account, and focus on three main areas: adapted assistance services, digital accessibility of websites and applications, and innovation.

Website and application accessibility

Orange has made the accessibility of its customer sites and applications one of its top priorities. The group aims to take a strategic approach to gradually improving accessibility in accordance with the World Wide Web Consortium's (W3C) Web Accessibility Initiative (WAI) standards at the national level⁽⁸⁾.

The center of expertise for digital accessibility created in 2015, carries out assessments of all Orange websites and mobile apps to ensure their compliance with international accessibility standards.

Out of Orange's 117 consumer websites and mobile applications in France to date, 54 were certified as accessible at the end of June 2025. This work is also carried out for customer and business applications, as well as for web apps.

An initial evaluation of the Internet portals of many other Group countries has been carried out to assess their level of accessibility (Belgium, Botswana, Cameroon, Côte d'Ivoire, Egypt, Jordan, Luxembourg, Moldova, Morocco, Poland, Romania, Slovakia), with a view to continuous improvement.

This center of expertise provides Orange entities with a web-based summary of the recommendations and methods followed by the Group in terms of web, mobile and editorial content accessibility. For example, Confort+, a tool developed by Orange, offers visually-impaired people a personalized, user-friendly web experience. The center of expertise also provides advice, help and support to all teams developing Orange websites and mobile applications worldwide.

(8) [What is Web Accessibility Initiative \(WAI\)?](#)

The Sustainable Design Challenge

In 2024, the Group launched a competition open to Orange's international teams to encourage efforts to improve website accessibility. The aim is to help them develop their skills, with coaching from Group experts. It rewards the best eco-design and accessibility projects for customer relations websites and applications.

France

A multi-year digital accessibility plan

Orange was one of the first CAC40 companies to publish its multi-year digital accessibility plan in 2019. The three-year plan has been renewed for 2024-2026⁽⁹⁾, with the aim of ensuring that 75% of new websites and applications, as well as redesigns, are accessible. This target is an important step towards compliance with the European directive, which requires full accessibility by 2030.

This document aims to inform the public of the means and actions implemented to ensure sites and applications are accessible to all and comply with the WCAG⁽¹⁰⁾.

Other countries

In Europe, a number of our subsidiaries are committed to improving the accessibility of their websites. **Orange Slovakia**, for example, constantly updates and redesigns all its websites to make them accessible to visually and hearing-impaired users.

The Confort+ feature is deployed in most **Orange MEA** subsidiaries.

Orange Tunisia collaborates with an association to improve the accessibility of its website for visually impaired customers.

Orange Business

■ An accessible connectivity platform for businesses

Orange Business launched a modular “Evolution platform” connectivity platform for its Business customers at the end of 2024, making it easier to manage, secure and optimize IT and network services. It allows customers to securely connect to the software and services offered by Orange Business and its partners via virtualized network links.

From the outset, this platform was designed to offer users a high level of accessibility. The Evolution Platform client interface and associated documentation have been designed according to the Web Content Accessibility Guidelines (WCAG) and best practices, including the use of contrasting colors, descriptive text associated with images, and the ability to zoom to 200% without loss of information. Accessibility compliance audits will be carried out by Orange and will be visible on the customer interface, as part of a continuous improvement process.

- **Orange Business** also advises its partners to improve the accessibility of the “Equipment Management System” customer web portal, on which they offer some of their services.



I firmly believe that the actions taken by Orange Business to promote the inclusion of people with disabilities address a societal challenge that requires the entire ecosystem to get involved. As such, they must be directly extended to our customers: by supporting them in the implementation of accessible digital interfaces, and by offering solutions aligned with the highest market standards in this area.”

Wassila Zitoune Dumontet,
CEO, Orange Business France.

(9) Multi-year Digital Accessibility Plan

(10) Web Content Accessibility Guidelines (WCAG)

Adapted assistance services

France

The Customer Accessibility and Disability Center

Orange's Customer Accessibility and Disability Center is an essential tool for promoting the inclusion of people with disabilities and seniors in France. This free service is designed to offer an adapted, accessible and personalized customer relationship.

In 2024, the center handled over **26,000 calls** (21,000 in 2023), including **over 3,200** with accessible modes of communication such as French sign language (LSF), cued language (LPC) and even Braille. Since the creation of this service in 2023, **630 calls** to the internet hotline have been handled using these modes of communication.

Specialized advisors, trained in disability issues, use a variety of communication methods to meet the specific needs of each customer: French sign language, cued language, Braille, speak/read and write mode. These Total Conversation services can be accessed on all digital platforms, whether via a computer, tablet or smartphone running Windows, Android or iOS.

The Customer Accessibility and Disability Center offers personalized support for distance purchasing, with advice tailored to the needs of each user. If a customer can't come to the store, home delivery can be arranged. The service is provided by a team of over 200 telephone advisors trained in disability issues and the solutions offered by Orange.

My Orange, an accessible application

My Orange is a free mobile application available on the mobile, that allows customers to manage their internet and mobile offers or contact Orange customer service.

To make My Orange more accessible, Orange has redesigned it to be more user-friendly, with an easier-to-read screen, revised button positions, and the development of a user interface to control it from a computer.

The application is also accessible to visually-impaired users of VoiceOver or TalkBack.

Other countries

The Polish sign language interpreting service from **Orange Poland** is also available for telephone assistance.

Orange Romania allows people with learning difficulties or visual impairments to receive information about their usage via the new “**chronos for blind**” service, which reads out SMS-style text messages. Hearing-impaired customers have access to a free SMS assistance service. A chatbot and voicebot, which are not dedicated to people with disabilities, can nevertheless meet the needs of hearing- and visually-impaired customers. Customers with disabilities also benefit from priority technical assistance.

Orange Jordan provides its customers with an online digital inclusion catalog, featuring devices and applications designed to make Orange services accessible to all, including people with disabilities and the elderly.

Training for salespeople and customer advisors

To offer the best possible customer experience to people with disabilities, the Group provides training programs for its in-store and telephone customer advisors, as well as for its Business sales teams. In particular, Orange has developed a specific online training course entitled “Mastering customer relations and autonomy offers: training on accessibility, seniors and new technologies”. It is provided to store advisors in several countries and will be supplemented by an e-learning module on invisible disabilities in 2025.

France

From 2024 to 2025, several hundred advisors in stores and in call centers received accessibility training to better serve people with disabilities and offer them the most appropriate solutions.

In particular, 188 stores with the “Autonomy” label underwent this training, as obtaining the label requires sales staff to become accessibility experts through a dedicated training course.

Orange has also deployed training modules on digital accessibility for its Business sales force, including webinars and practical workshops.

Rest of Europe

Employees at **Orange Poland** stores are required to undergo mandatory training on welcoming customers with disabilities. This training is updated every six months. Specific recommendations for serving disabled and elderly customers have also been introduced.

Orange Romania provides customer advisors with specific recommendations concerning offers for people with disabilities.

Africa and the Middle East

Orange Burkina Faso provides dedicated training for in-store sales teams, to reduce waiting time for customers with disabilities and better welcome them at points of sale.

Orange Côte d'Ivoire has trained 47 customer service representatives to work with people with disabilities. The training was provided by the Group and adapted to the country's context.

In 2024, 20 **Orange Egypt** employees were trained in sign language to better support customers with disabilities. They are employed in stores near NGOs specializing in hearing impairments.

The same year, 61 **Orange Jordan** store managers and employees received training on how to welcome customers with disabilities. They were also trained in basic sign language and how to use the Signbook application.



LinkedIn post by Hon. Karishma Pelham-Raad, Liberia's Deputy Minister for International Organizations, congratulating Orange Liberia for its inclusive policy.

Supporting and informing customers about suitable offers

The Group regularly informs its customers about the actions it is taking and the services it is developing to facilitate the digital inclusion of people with disabilities, via its autonomy-labeled stores, websites and social networks.

France**A new site providing information on adapted offers**

In January 2025, Orange launched a new website to help its customers find solutions for communication difficulties related to various types of disabilities (hearing, speech, vision, mobility, dexterity, and cognition). The website presents all the offers that make fixed, mobile and Internet use easier, as well as a wide choice of adapted phones and partner solutions.

The **bienvivreledigital.orange.fr** website raises awareness of responsible digital use. A sub-section dedicated to digital equality offers advice for people with disabilities. Additionally, the **Orange.fr** portal and its Advice and Workshops section have been redesigned to provide access to the “Accessibility and Disability” section in just two clicks.

Orange also raises awareness among its micro-enterprise and SME (small and medium-sized enterprise) customers of the issues involved in including people with disabilities in the workplace, and of the importance of website accessibility, via its dedicated portal, which attracts 500,000 unique visitors a month.

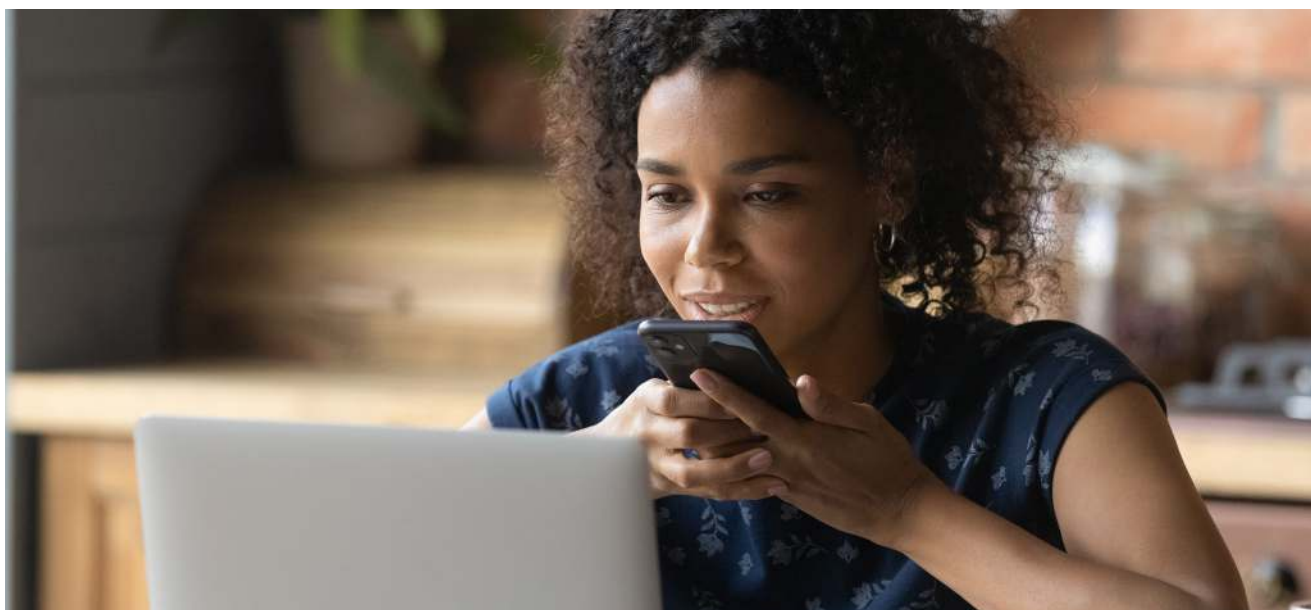
The sales teams also offer a catalog of products and services for people with disabilities.

Other countries

The **Orange Poland** website features a section with a list of accessible stores, a description of the sites, and video tutorials for adapting each smartphone to the specific needs of users with disabilities.

Orange Romania provides its customers with a website offering information on solutions available for people with disabilities.

In its “Digital Inclusion” catalog, **Orange Jordan** presents devices and applications designed to make services more inclusive for people with disabilities and seniors. It is available in all stores via a QR code. The subsidiary also runs an annual awareness-raising campaign on its social networks, dedicated to promoting the digital inclusion of people with disabilities.



Responding to calls for tender from business customers

Orange Business' sales teams are committed to the professional integration of people with disabilities. This is reflected in the recruitment of sales staff with disabilities, as well as in collaborations with players in the Social and Solidarity Economy (SSE).

Disability is included in the evaluation criteria for social clauses in public and private contracts in France. Orange regularly raises awareness among its sales teams in order to improve the ratings linked to its CSR policy and commitments.

These social clauses allow for a portion of working hours to be reserved for individuals facing employment challenges, such as people with disabilities, providing them with a sustainable path to professional integration.

This initiative has many advantages. For companies, it broadens opportunities, adds value to calls for tenders, and strengthens brand image. For beneficiaries, it provides an opportunity to develop professionally, build a network, receive training and acquire specific skills.

Inclusive innovation driving the Group's developments

The Group places accessibility at the heart of the design, development and distribution of solutions to meet the needs of disabled people, the elderly and vulnerable.

The entry into force of the **European directive on the accessibility requirements for products and services** on June 28, 2025, represents a major milestone for Europe's 80 million disabled people.

The directive includes telecommunications and audiovisual equipment and services. Regardless of the disability (hearing, visual, motor, cognitive, or speech impairment), the directive requires that all customer paths be accessible: purchase or order, installation, use, and after-sales service.

The Group has organized and equipped itself to meet the requirements of these new European regulations, drawing in particular on the work carried out over the years by the **Orange Innovation** teams.

Structure of the approach

Orange has introduced an educational tool, the **Accessibility Makers Book**, to roll out the Group's accessibility policy. This internal reference document is designed to provide the keys to integrating accessibility into marketing and innovation strategies.

In 2024, Orange reviewed the accessibility actions taken by its subsidiaries in Europe and the MEA zone, based on the commercial key performance indicators (KPIs) in the ILO guide⁽¹¹⁾.

Research process

All innovations are first identified, prototyped, then developed and tested by Group employees in France, before being offered to customers with a view to international deployment.

In line with the Group's research and innovation work over the past 20 years, an Employee Accessibility Innovation Research Program was launched in 2011. It explores new needs and solutions aimed at facilitating interaction between the user and devices such as a computer, mobile phone, internet router or phone service. The work carried out is also used to meet the needs of our customers with disabilities, through various approaches:

Process and method

Orange uses a universal design method that integrates all types of disability from the outset. Several specific settings for different user categories are anticipated and available for each service.

This method is based on a clearly defined and documented process in which every potential sticking point is carefully identified (financial, training, corporate strategy, etc.).

Open Source approach

For several years, Orange has made its Employee Accessibility Innovation Research Program open source to ensure the optimal dissemination of its innovations. Several Orange innovation products are registered as Open Source, including pictograms for user modes⁽¹²⁾, accessibility personas, ADÈLE-TEAM software⁽¹³⁾, the Signs@Work dictionary⁽¹⁴⁾, the OCARA tool⁽¹⁵⁾, and an Escape Game⁽¹⁶⁾. Digital accessibility recommendations and tools are also available to all⁽¹⁷⁾.

Design and assessment criteria: user modes

To guarantee the accessibility of a product or service, Orange uses two types of criteria:

- Technical criteria, guaranteeing compatibility with technical assistance. More information about these criteria can be found in the WCAG.
- User friendliness criteria, guaranteeing usability. They depend on the type of user, and are detailed in the user modes.

(11) ILO Guide: Inclusion of Persons with Disabilities as Strategic Advantage of Sustainability Practices for Corporates and Investors

(12) Accessibility icons

(13) ADÈLE-TEAM software

(14) The Signs@Work dictionary

(15) Ocara, a tool for diagnosing building accessibility















(16) Accessibility escape game

(17) Orange recommendations on digital accessibility

User modes

Beyond technical considerations, usability is a key component of accessibility. Orange has defined compliance rules specific to user modes and ways of using the product or service. These modes have been defined and tested with users.

The user modes that have already been approved or are being tested are:

- Easy+ , for digital beginners,
- Vocal+ , for audio-only users with no visual feedback possible,
- Vision+ , and Vision++ , for people requiring visual correction,
- Moteur+ , and Moteur++ , for people who can't point and use scrolling,
- Micromovement , for people who can point, but only in a small area,
- Pointing+ , for people who can point but in a limited way,
- Graphic , for illiterate people,
- Reading+ , and Reading++ , for people with reading difficulties,
- Sign language , for people whose first language is sign language,
- Speech+ , for people with speech limitations,
- Audio+ , for people with hearing difficulties who prioritize subtitles.

Personas

To facilitate inclusive design, twenty personas, or typical users, were created to illustrate sticking points caused by poorly designed interfaces. These personas represent imaginary yet specific and credible users. They are presented with use cases that highlight their challenges to refine the definition of project targets. However, they are no substitute for real users.

User tests

Teams at Orange's Customer Test Centers in France have been trained to carry out user tests with disabled customers, from installing to using products and services. The entire test methodology has been reviewed to ensure accessibility (recruitment of appropriate targets, accessibility of premises, accessibility of test instructions, etc.).

Products and services

- **Remote customer relations:** Our ability to provide customer service accessible to all, including those who communicate in sign language, cued language, or text, is the direct result of ten years of research with Websourd, an association-turned-company, and interpreting and captioning companies. Remote customer relations via the web have been available for several years via Orange partner Élioz.
- **In-store customer relations:** In France, a trial program that uses sign language to welcome deaf customers in stores is an extension of the work initially carried out in call centers. Sales staff who have been trained in sign language greet customers and can launch the call center system via a simple QR code when needed.

- Web browsing:** The new version of the Confort+ browser⁽¹⁸⁾ extension is available to all users, in Open Source, whether or not they are Orange customers. It allows users to quickly adjust web pages to make them more accessible to people who are not comfortable with digital technology and those with visual, motor, or reading difficulties. This work, carried out with the One Point group and the Open Source community, foreshadows the development of future personalized interfaces, tailored to each individual need.
- Support for people losing their independence:** Orange is working with Homelinks, as part of a co-innovation approach, to implement the “My Video Link” service. It enables caregivers to keep in touch with their loved ones who are losing their independence, and to provide them with assistance. Orange has integrated the Easy+ user mode into this service, optimized for people with digital difficulties, as well as an Artificial Intelligence component to guide the user through the service's screens.
- Facilitating reading and writing:** Creation and Open Source availability of a clearly legible font, “Accessible-DfA”⁽¹⁹⁾ for people with reading difficulties. This font includes all the characters used in European languages as well as many African languages. Orange has also contributed to the development of ADÈLE-TEAM software at Paris 8 University, which enables people with reading difficulties to read and write, and has developed the “Écrire en couleurs” application to help children with dyslexia and/or dyspraxia learn to read and write.

Additionally, the Orange Group regularly participates in local, national, and international events (such as fairs, conferences, and international task forces) to engage with people with disabilities and all relevant stakeholders. These events provide an opportunity to listen to user feedback, answer questions about Orange offers, and learn from best practices. In this regard, Orange partnered with the sixth edition of A11Y Paris, a digital accessibility conference that took place in June 2025.



(18) A service providing adjustments to adapt websites to the user needs.

(19) Accessible DfA font

Participation in standardization task forces

The Group offers its expertise and promotes accessibility rules within French and international standardization bodies. For example, it helps write standards on gesture commands, accessibility icons, Easy to Read and Understand (FALC) language, subtitling, sign language interfaces, scroll interfaces and standards for keyboards, like the French BÉPO keyboard⁽²⁰⁾.

Since 2011, Orange has continued its work on standardization within the digital interfaces AFNOR national commission. The Group coordinates the French delegation to the ISO/SC35 committee on accessibility and participates in the work of the ISO/SC35 international standardization committee as an editor and is responsible for collaborating with other committees.

Orange experts also liaise with several standardization bodies on subjects such as e-accessibility as part of ETSI CEN CENELEC work and technical specifications editors in accessibility.

Cooperation and co-innovation with startups

In its accessibility research program, Orange works in collaboration with a number of start-ups, including IVÈS, Élioz, ADIS and WeGoTo. Developers can receive personalized support and digital fabrication tools from the Orange FabLab.

Orange also organizes hackathons in France to stimulate innovation. Over the past 5 years, 6 out of 70 projects from 11 #WomenInTech #HelloWomen hackathons have related to disability or included disabled people or people with reduced mobility in the solution.

Prizes and awards

Innovations developed by the Group to help people with disabilities have been recognized over the years with numerous awards. In particular, Orange stands out for its inclusive design of intuitive and accessible products and services that meet the needs of seniors living independently and people with disabilities and for developing interfaces that improve access to digital technologies.

The World Benchmarking Alliance evaluates the contribution of the 200 most influential tech companies to the Sustainable Development Goals (SDGs) in its annual “digital inclusion” benchmark. The Alliance ranked Orange first worldwide in 2022 and second in 2023 for its accessibility and social offerings⁽²¹⁾.

Latest Orange awards:

- Second prize for accessibility at the 2024 Contentsquare Digital Experience Awards, in the Digital Accessibility Mission category, for the France Business Division.
- The 2023 Accessible Building Award, from Jordan's High Council for the Rights of Persons with Disabilities, for one of Orange Jordan's stores.
- The Global Career Award in 2022, for the “coup de pouce” social offer in France, accessible to people with disabilities.

(20) Bepo keyboard layout

(21) Source: SDG 2,000 companies | World Benchmarking Alliance

Orange

03

Creating an inclusive environment for all employees

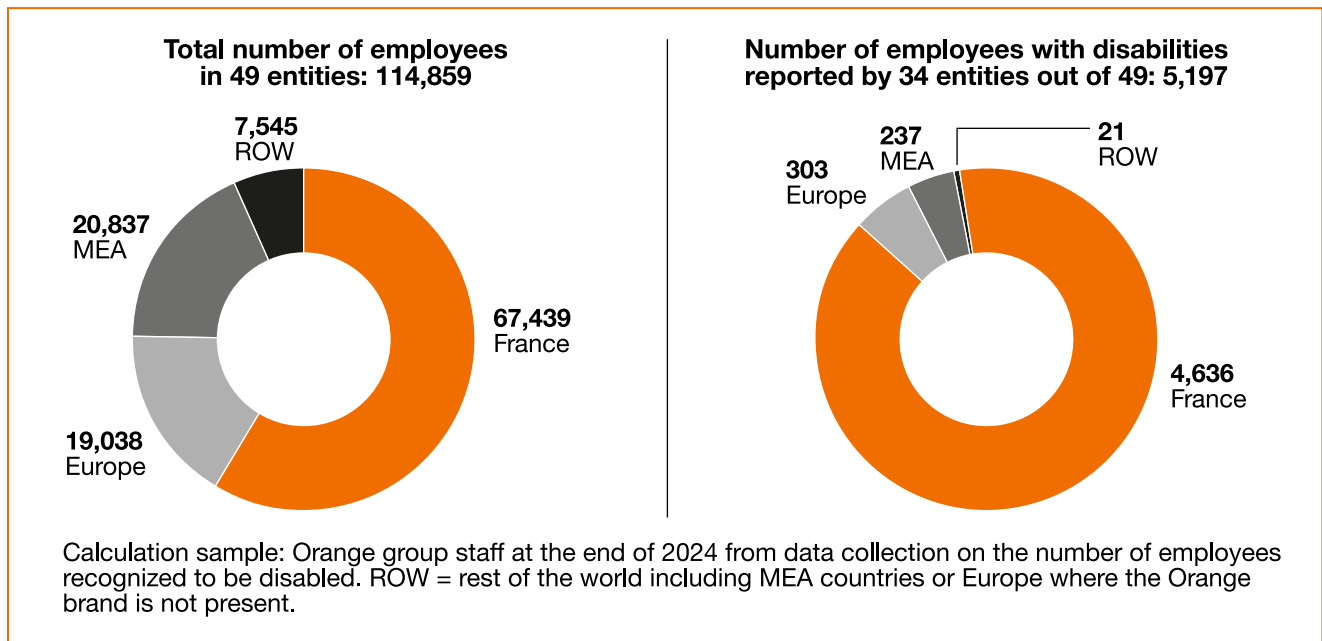


As a leading digital company, Orange is responsible for prioritizing and embracing the inclusion of people with disabilities. In concrete terms, this means implementing dedicated recruitment policies, continuously adapting our work environments, and raising awareness among all our teams. In an ever-changing world, we are more convinced than ever that valuing each individual and actively promoting an inclusive culture enables all of our employees to flourish and contribute to the company's success.

Vincent Lecerf, Group Executive Vice President of Human Resources

Representation of disabled people in our workforce

The employees in the 49 entities analyzed represent **92% of the Orange Group's overall workforce**. The study identified 5,197 people with recognized disabilities at the end of 2024, which is a 7.90% (381 people) increase compared to the end of 2022 (4,816 people).



15 entities either did not report information on the number of disabled employees or reported zero. This is either because the country is not subject to a quota and does not encourage employees to self-report or because there is no effective recognition of disabilities, particularly invisible disabilities.

France

A total of 4,636 people were recognized as disabled, an increase of 7.86% (338 people) compared with the end of 2022 (4,298 people).

Orange SA

Since 2009, the disabled worker employment rate within the Economic and Social Unit (UES) has tended to constantly increase.

In 2016, it surpassed the current legal quota of 6% in France.

At the end of 2024, Orange SA had 56,311 employees and a disabled worker employment rate of 7.72%⁽¹⁾.

Orange SA has reaffirmed its commitment to the inclusion of people with disabilities by signing a new agreement with the Representative Trade Unions on March 24, 2025. This agreement, applicable from 2025 to 2027, reflects the Group's commitment to fostering an ever more inclusive working environment, where everyone benefits from the same opportunities for professional success.

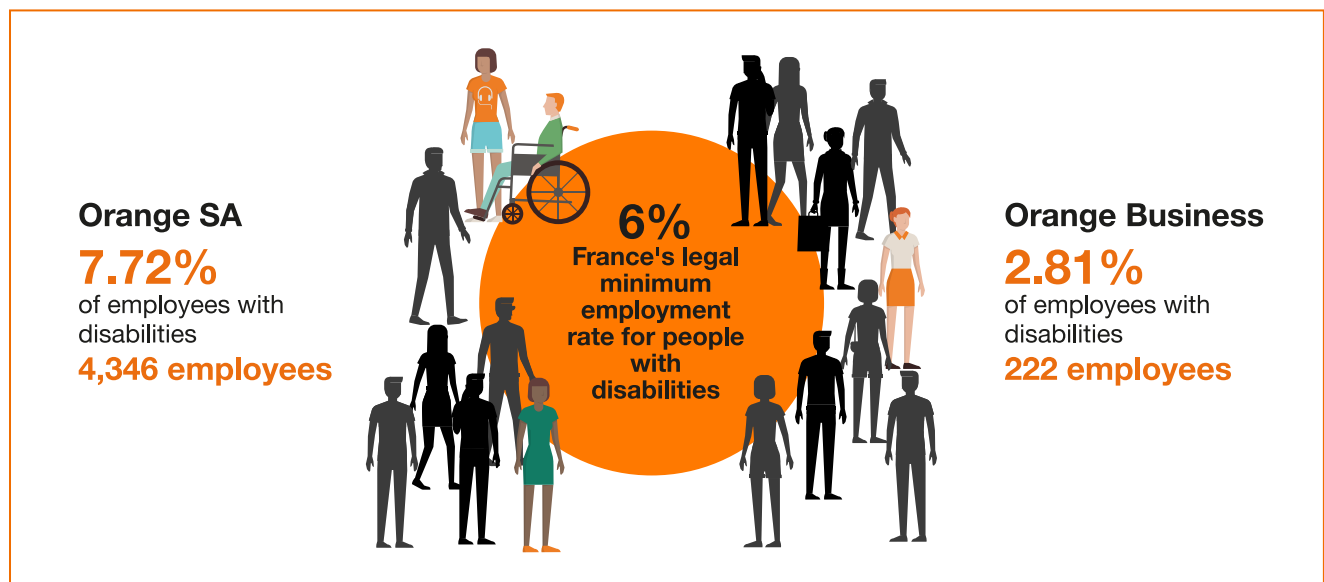
Orange Business in France

At the end of 2024, the Orange Business Services UES (Economic and Social Unit) (comprising OBS SA, Orange Cyberdefense France and Enovacom) employed 7,904 people and has a disabled employment rate of 2.81%⁽²⁾.

The three-yearly collective agreement for the employment and retention of disabled workers was signed again by Orange Business on December 16, 2022. It covers 2023 to 2025. It will be renewed at the end of 2025.

The primary objectives of the OBS UES disability policy are to hire and retain disabled employees.

The aim is to achieve an employment rate of 2.8% by the end of 2025, with a minimum direct employment rate of 2% for each entity. Considering this employment rate target and recruitment trajectories from the latest "jobs and skills" outlook, the OBS UES aims to hire at least 94 employees with disabilities in the next three-year period. This target was set taking into account each entity's external recruitment projections for the 2023-2025 period.



2024 figures

(1) Average annual workforce subject to the Obligation d'Emploi des Travailleurs Handicapés (OETH or obligation to employ disabled workers) and official legal rate
 (2) Average annual workforce subject to the OETH and official legal rate

Other Group entities in France

In 2025, **Orange Store**, the entity that runs the distribution business in France, signed its fourth disability agreement, which covers the period from 2025 to 2028.

In particular, it includes the ambition to hire 35 new disabled employees on permanent contracts and 8 on work-study contracts over the duration of the agreement, in order to facilitate the long-term integration of disabled people.

Orange Store

2.27%

of employees with disabilities, 59 employees with disabilities out of a total workforce of 2,573.

Soft at Home S.A.

0.5%

of employees with disabilities, 1 employee with disabilities out of a total workforce of 185.



Viaccess

1.27%

of employees with disabilities, 2 employees with disabilities out of a total workforce of 158.

Sofrecom

1.95%

of employees with disabilities, 6 employees with disabilities out of a total workforce of 308.

2024 data

Rest of Europe

A total of 303 people were recognized as disabled in the other European countries, an increase of 5.48% (13 people) compared with the end of 2022 (290 people).

Orange entities in Europe (excluding France)	Total workforce at 12/31/2024	2024 disabled workers rate	2024 legal minimum rate
Orange Belgium	2,805	0.21 %	-
Orange Luxembourg	143	0.69 %	2 %
Orange Moldova	1,433	1.3 %	5 %
Orange Poland	8,927	2.3 %	6 %
Orange Romania	3,991	0.8 %	4 %
Orange Slovakia	1,041	2.3 %	3.20 %
Orange Business Slovakia	472	3.2 %	3.20 %
Orange Cyberdefense Belgium	226	0.44 %	-

Africa and the Middle East

In 2024, a total of 237 people were recognized as disabled in the **Orange MEA** entities, an increase of 14.50% (30 people) compared with the end of 2022 (207 people).

Egypt has the highest number of disabled workers in **Orange MEA**, with 128 employees divided between **Orange Egypt** (94 people out of a workforce of 3,253, i.e. a rate of 2.89%) and **Orange Business Egypt** (34 people out of a workforce of 2,614, i.e. a rate of 1.3%).

Orange Morocco is second with 40 disabled workers out of a workforce of 1,352 employees, representing a rate of 2.96%.

5 countries in the MEA zone (Côte d'Ivoire, Tunisia, Jordan, Morocco and Egypt) are subject to a legal quota. But only **Sofrecom Tunisia** meets the local legal rate (2%) with a rate of 3.85% of its workforce, representing 130 disabled employees.

In several countries where there is no legal quota, there are proactive action plans, although the data is still rudimentary.

Orange entities in the MEA zone	Total workforce at 12/31/2024	2024 disabled workers rate	2024 legal minimum rate
Orange Mali	789	1.01%	-
Orange Morocco	1,352	2.96%	-
Orange Democratic Republic of the Congo	248	0.4%	-
Orange Sierra Leone	231	-	-
Orange Tunisia	1,065	0.28%	2%
Sonatel (Senegal)	1,769	0.30%	-
Orange Botswana	289	-	-
Orange Burkina Faso	427	-	-
Orange Cameroon	735	0.54%	-
Orange Central African Republic	121	1.65%	-
Orange Côte d'Ivoire	1,576	0.13%	2%
Orange Egypt	3,253	2.89%	5%
Orange Guinea Conakry	523	0.57%	-
Orange Guinea Bissau	147	-	-
Orange Jordan	1,624	1.23%	4%
Orange Liberia	371	0.81%	-
Orange Madagascar	914	0.43%	-
Sofrecom Morocco	1,230	0.49%	-
Sofrecom Tunisia	130	3.85%	2%
Orange Business Egypt	2,614	1.3%	5%
Orange Business Morocco	961	0.19%	-
Orange Business Madagascar	468	-	-



Other countries, outside zones where Orange is an operator

In the 12 countries covered, 21 people, mainly in Brazil (17), were recognized as disabled.

Of these countries, only Brazil and Mauritius have a legal obligation to employ disabled people.

In Brazil, the legal quota varies from 2% to 5% depending on the workforce. **Orange Business Brazil** has 492 employees, so the legal quota is 3%.

The subsidiary surpasses this obligation, with 3.45% disabled employees at the end of 2024.

Hiring actions and policies



For Orange, combating all forms of discrimination is a top priority. We believe that diversity is an important driver of innovation. To promote it in all our businesses, we offer our teams an inclusive environment.

As a disability-friendly company, Orange is committed to facilitating the recruitment and support of people with disabilities, while at the same time raising awareness among its teams.

Our recruitment policy is based exclusively on skills, valuing the talents and experience of each candidate. Like any difference, a disability, impairment or neurodiversity can be a source of misunderstanding and lead to stereotypes or even discrimination. We are committed to creating a working environment where everyone can grow and develop professionally.

Promoting equal opportunities is an essential part of the Group's Diversity & Inclusion policy, which enables each employee to leverage their unique strengths for the benefit of the Group.

France

Orange SA

To reinforce this commitment and achieve its targets, Orange implements targeted actions. Since 2022, all adverts posted on the “**Orange Jobs**” portal for France automatically include the following paragraph: “Only your skills matter. Regardless of your age, gender, origin, religion, sexual orientation, neurodiversity, disability or appearance, we encourage diversity within our teams, as it makes a team stronger and fosters innovation. Orange is a disability-friendly company: don't hesitate to tell us about your specific needs.”

This means disabled people are made aware that the company favors diverse profiles and that adjustments can be made from the application stage. To affirm its commitment as an inclusive company, Orange has set ambitious targets for the recruitment of disabled talent in its agreements.

To identify and hire candidates in a more inclusive manner, Orange relies on:

- A team dedicated to inclusive recruitment and specific follow-up of candidates with disabilities in conjunction with the teams in charge of recruitment,
- Initiatives to raise managers' awareness of inclusive recruitment and management: Integrating scenarios involving disability into management training (9 remote and face-to-face sessions in 2024) and inclusive management self-assessment (1,221 managers trained, including 705 in 2024).
- Disability training for recruitment teams: "I'm hiring a disabled person", 4 distance learning sessions in 2024,
- Partnerships with recruitment and insertion stakeholders: 3 recruitment agencies (DEFI RH, TH Conseil, KLIFF) and specialized partners (ARPEJEH, HAND'IGS, OSONS L'EGALITE, GESAT / HOSMOZ, France Travail).

A partnership for recruitment

Orange has been working with **the Mulhouse rehabilitation center** for several years to hire people with disabilities.

This care and rehabilitation facility is also France's largest vocational training center for adults with disabilities. It offers courses up to Masters level. The organization works with some 90 companies, local authorities and associations, welcoming trainees from all over France.

Through this partnership, Orange has welcomed around 30 trainees to its most popular course, "IP Network Technician."

- Participation in forums, fairs and events dedicated to inclusive recruitment in the field of disability, including 10 specialized job fairs in 2024, job dating and other events organized by Collectif 93.

- An active commitment to schools and universities, through awareness-raising initiatives and mapping by the schools' Mission Handicap (MIH) correspondents. This commitment includes strategic partnerships, notably with the IGENSIA Education group, which offers a dedicated program, Hand'IGS, to help disabled people into work.
- We use recruitment tools such as the "AccessFirst" test, which assesses candidates' personalities in three main areas: Shape, Brain, and Drive. Other tools include deferred video interviews (VisioTalent), which help remove obstacles.

These actions enabled us to hire 63 people with disabilities on permanent contracts or work-study contracts in 2024, including 14 on permanent contracts, i.e. a rate of 3.8% exceeding the 3.6% target of the Orange SA 2021-2024 disability agreement, and 49 on work-study contracts, i.e. a rate of 2.6% equal to the target of the agreement.

OBS Economic and Social Unit (Orange Business SA, Orange Cyberdefense France and Enovacom)

In the context of fierce competition for jobs, especially in cybersecurity, the OBS UES is dedicated to implementing several initiatives outlined in the three-year disability agreement, particularly those related to training individuals involved in recruitment.

To enhance the skills and support of employees who are heavily involved in the recruitment process, a training program has been set up to cover social and economic issues, as well as methods for interviewing candidates with disabilities.

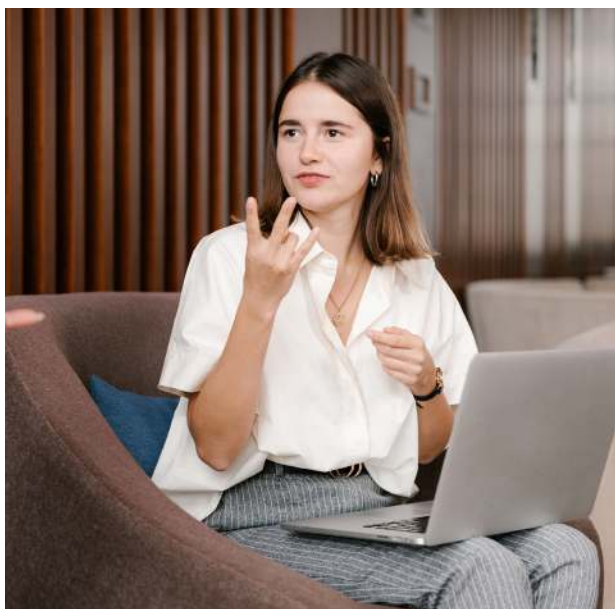
The entity provides a kit to help with the successful recruitment and integration of a disabled employee.

Throughout the duration of the agreement, the **OBS UES** also ensures that 100% of recruitment managers are trained, as well as 100% of managers who are regularly involved in the recruitment process (those responsible for at least three recruitments per year), and at least 50% of managers who are occasionally involved (those responsible for one to two recruitments per year).

- Training for recruiting people with disabilities: 86% of recruitment managers trained in 2024,
- Implementation of regular manager training and information initiatives: 7% of managers trained in 2024,
- Participation in dedicated job fairs (e.g. Hello Handicap). In 2024, **Orange Cyberdefense** France's Inclusive Recruitment Officer and Disability Officer created a new format for the disability forum. Organized remotely by the **OBS UES**, it is dedicated to candidates with disabilities and enables each entity to present its activities, its commitments in terms of diversity and to highlight key positions. At the last session, 35 participants were selected and 7 were interviewed by recruitment managers.
- Posting job adverts on specialist platforms (AGEFIPH, Hello Handicap, Handicap.fr, etc.).

Orange Store

A partnership with Cap Emploi has been in place since 2022 to recruit people with disabilities. This partnership has been renewed to pursue the efforts undertaken.



In particular, it has enabled **Orange Store** to take part in events and forums designed to promote contact between companies and jobseekers with disabilities. An initial trial session was held in the first half of 2025 in the Ile-de-France region. It led to the recruitment of three people with “Official Disabled Worker Recognition” (RQTH) status. The aim is to develop this practice, primarily in mainland France.

In addition, **Orange Store** takes part in a number of job dating events organized by the IGENSIA Education group, which has led to the recruitment of three work-study students.

Rest of Europe

Actions carried out by Group subsidiaries mainly relate to:

- The “**Talent Acquisition Factory**”, a pooled team based in Poland in charge of recruitment for the European zone (Belgium, Luxembourg, Moldova, Poland and Romania). It has implemented a recruitment process that is regularly updated to avoid potential bias and discrimination and thus guarantee inclusive recruitment. This process includes forming a selection committee, establishing selection rules for shortlisted candidates, providing bias training for recruiters in 5 countries, creating inclusive job advertisements, and conducting inclusive assessments and interviews.
- Working with the sheltered sector, and partnerships with associations and NGOs.

Since 2022, **Orange Belgium** has been a partner of Entra, an organization whose mission is to create and maintain quality jobs for people with disabilities. This partnership recently led to the recruitment of two employees with physical disabilities at Orange.

Orange Moldova and the Motivatie association have developed an accessibility map using the **Access Now** application. This map uses a constantly updated database of buildings and places, as well as the means by which people with disabilities, particularly mobility impairments, can access them. This allows people to find out in advance if a building has a ramp or elevator.

Personal story

When **Orange Romania** hired Cristina, the team quickly adapted a previously inaccessible building to meet her needs. This is an illustration of the “ABILITY > DISABILITY” program, which aims to raise awareness of disabilities and chronic illnesses among all employees, HR staff and managers.

“We encourage all candidates, regardless of whether they are permanently or temporarily disabled, to apply to the company of their choice.”

Cristina Angheloa, Orange Romania



[▶ Watch the interview with Cristina Angheloa](#)

Africa, the Middle East and other countries

In the MEA region, actions carried out by Group subsidiaries mainly relate to:

- Participation in job fairs dedicated to disabled people,
- Partnerships with associations, NGOs and universities working for the inclusion of people with disabilities.

In 2023 and 2024, **Orange Morocco** renewed its participation in the “Handicap Emploi Maroc” forum organized by the Espoir Maroc association.

More than 100 interviews were conducted by the HR team; 100% of candidates received career guidance, and one recruitment was made in the direct distribution channel.

Participants benefited from personalized support, with constructive feedback on their resumes and career guidance. 100 interviews were conducted in 2023 and more than 70 in 2024. Several profiles of competent and motivated candidates with disabilities were identified and shortlisted.

Orange Jordan has set up a partnership with three of the country's top universities to identify future talent.

The subsidiary has also established partnerships with Jordan's Higher Council for the Rights of People with Disabilities and other NGOs, such as Humanity Inclusion, to promote the recruitment of people with disabilities.

In addition, **Orange Jordan** has also created targeted posts on social media, known as “dark posts”, aimed specifically at recruiting people with disabilities.

Finally, a recruitment-focused social networking communication plan has been drawn up, including the promotion of a virtual job fair dedicated to people with disabilities, offering immediate online interviews.

It is worth noting the strong commitment of **Orange Liberia**, which set a goal to recruit 3 people with disabilities by 2023. It has now achieved this target, which has been increased to 5 for the end of 2025.



To this end, teams at **Orange Liberia** have published an in-house catalog of inclusive positions to help teams adapt or create positions

that meet the needs of people with disabilities in order to facilitate recruitment.

Orange Business Egypt has joined forces with Helm, a non-profit that aims to promote the complete inclusion of disabled people, and more specifically to help them find work and ensure that public and private places are accessible to all.

Participation in their international seminar in 2023 on PRO Inclusion actions in the workplace helped **Orange Business Egypt** broaden its perspective by sharing global best practices.

Orange Business Egypt, Morocco and Brazil took part in job fairs dedicated to people with disabilities. In particular, **Orange Business Brazil** participates in the “Bioconecta” event, which promotes the inclusion of all minorities. This event resulted in 10 applications in 2022, 1 application for 1 recruitment in 2023, 40 applications in 2024, and 30 applications for 3 recruitments in 2025.

Personal story

Fiderana, a disabled IT engineer, was recruited by **Orange Madagascar** in May 2024.

The recruiters didn't judge me based on my disability; they evaluated my application based on my skills and expertise.”

Fiderana Ranaivoson, Orange Madagascar

[Watch the interview with Fiderana Ranaivoson](#)



Integration and support of disabled employees

The company has a social and societal responsibility to be open to all talents and to design workspaces that allow them to thrive and progress within the company.

Three aspects - welcome, integration and support of disabled employees - play a key role in their onboarding process.

France

The role of Mission Insertion Handicap (MIH)

The MIH studies individual cases and centralizes employee requests. It relies on a national network of local disability correspondents who support employees on a daily basis and act as their representatives. One of the correspondents' roles is to implement a recruitment plan and explore all possible sources of applications from people with disabilities.

In its 2022 guide, "Employing Disabled Employees", HuMapp - the professional organization representing 90% of the French telecommunications market and uniting around thirty telecommunications companies in France - presents the following five accommodations:

1. Access and layout of premises,
2. Organization (adapted schedules, work rhythm, distribution of tasks, teleworking, etc.)
3. Support (mentoring, etc.),
4. Technical (adapted equipment, workstation ergonomics, adapted transport, etc.),
5. Training (skills assessment, professional retraining, learning to use adapted software, etc.).

Based on this guide, Orange provides the following package for disabled employees:

- A meeting with the establishment's disability correspondent and workstation and equipment adaptation when the employee arrives,
- A disability correspondent to ensure the best possible onboarding process: 90 disability correspondents throughout France, working closely with employees,
- Solutions and specific assistance for people benefiting from RQTH (official disabled worker recognition) (needs linked to everyday professional and personal activities, career organization, etc.),
- Total or partial financial assistance for disability at work: in 2024, 650 employees were supported, including 298 individual measures (hearing aids, vehicle adjustments, adapted transport, etc.) and 352 workstation adjustments (on site and at home); 24 employees received coaching/support,
- An occupational physician and health and safety officer,
- A review 6 months after joining the company,
- Adjustment and support measures: Special Authorized Absences, end-of-career adjustments⁽³⁾, coaching offered by recruitment and internal mobility consultants, training, etc.

(3) Part-time working arrangements for disabled workers close to retirement

A modified workstation for a visually-impaired employee

At **Orange Wholesale**, a visually-impaired employee received personalized support, enabling her to keep her job.

At her manager's direction, a multidisciplinary team comprising HR, medical, social, and IT specialists was assembled, supported by the Mission Insertion Handicap. In partnership with the FIDEV association (Formation Insertion et Réadaptation pour Déficiants Visuels), an ergonomic study was carried out at the employee's home, for teleworking, as well as at her office, resulting in the installation of JAWS software and appropriate training.

Ongoing support was provided by the IT team and the social worker, facilitating the adaptation of the employee's workstation and career path. Facilities such as a rest area and an adapted transport service have been put in place to preserve her health. **Her team was also made more aware of disability situations and good digital accessibility practices to help them better understand them.** This one-year support program allowed the company to adjust her responsibilities to leverage her expertise and facilitate her continued development.

Key takeaway

The project's success hinged on the employees' direct involvement, the team's commitment, the manager's empathetic attitude, and multidisciplinary collaboration.

Personal story

The **Mission Insertion Handicap (MIH) France** plays a key role in integrating people with disabilities into the professional world.

Frédéric was thus able to benefit from adaptations such as teleworking, the introduction of a taxi agreement, as well as adapted equipment (ergonomic mouse, high electric desk, wheelchair), illustrating the company's commitment to an accessible and inclusive working environment.

“Ultimately, welcoming an employee with a disability means welcoming an employee (...). The company offers a supportive environment where you can grow and develop, regardless of your differences.”

Frédéric Pasquier, Orange Group Finance



[▶ Watch the interview with Frédéric Pasquier](#)

Finally, in terms of integrating and supporting employees with disabilities, the **Handicapable** collective was launched in July 2025.

This collective was founded by employees at **Orange Business** in France who have officially declared their status as disabled workers.

Its main objectives are to:

- Promote inclusion, diversity, accessibility and, more specifically, various support initiatives,
- Create a space for sharing experiences, information and best practices,
- Actively promote a positive perception of disability.

Rest of Europe

Initiatives and actions carried out by our other entities and subsidiaries relating to integration and support:

Orange Poland is committed to supporting employees with disabilities as part of the “Yes for Health” program designed to promote the employment of people with disabilities and increase their numbers to 4% (from 2.3% in 2024).

This program includes:

- A system that enables people with disabilities to express their needs and wishes regarding areas for improvement, actions to be implemented, and the working atmosphere in general,
- A range of dedicated medical services,
- Financial support through a lump-sum for adaptations paid every 2 years,
- Workplace adaptations for all types of disability, in line with medical recommendations,
- Dedicated parking spaces,
- Additional workstation equipment (large screen, massage mat, gym ball, massage chair, keyboard, etc.),



- Support on the legal aspects of employing people with disabilities as well as on appropriate conduct, through short films and brochures,
- Awareness-raising initiatives for employees and managers on the rights of disabled employees and inclusive team management through a guide and training course on “inclusive management”. Webinars are regularly organized to raise awareness among all staff.
- Support for employees with disabilities on arrival by a mentor whose role is to help with their onboarding.

The program has many benefits:

- Make managers aware of the presence of people with disabilities, their rights and their needs,
- Open the company up to everyone active in the labor market whose skills could contribute to its development,
- Increase the number of workers with a disability certificate,
- Reduce compulsory contributions to the State Fund for the Rehabilitation of the Disabled, thereby freeing up additional funds for health-related activities.

Personal story

Henryk, manager at **Orange Poland**, trained his team in first aid to provide an inclusive and safe working environment for an employee with epilepsy.

“It's best for a disabled employee and their manager to have a conversation about what to tell the team about the disability and whether the employee wants to ask for help. Not all disabled people want to discuss every detail of their disability.”

Henryk Morski, Orange Poland



[Watch the interview with Henryk Morski](#)



Orange Romania provides benefits to employees and their families for very serious illnesses (e.g., cancer, cerebral aneurysms, spinal column problems that could lead to paralysis, Down syndrome, and autism) and surgeries for serious health issues. In 4 years, 216 employees have benefited from this program, including 57 in 2024.

Africa and the Middle East

Orange Jordan has set up a dedicated integration program to ensure a quality experience for new employees with disabilities. This program includes:

- During the recruitment phase, a detailed explanation of the tasks and work environment, allowing applicants to anticipate any necessary accommodations,
- Prior to integration, a meeting with the “health and security” team and the occupational physician for personalized support,
- A guided tour of all the work and living areas during “Demo Day” to prepare the future employee for his or her new role, followed by a feedback phase to anticipate any adjustment needs.
- As soon as the new employee takes up his or her duties, the team receives awareness training, followed by regular “Pulse check” feedback phases, which run from the first week of integration to D+90,
- Every year, the CEO and HR Director meet new disabled employees to listen to their feedback and understand any needs they may have.

Orange Business Egypt teams have also organized a career development consulting session dedicated to people with disabilities, covering the following topics:

- Writing an attractive and complete resume,
- Mastering the techniques and behaviors to adopt during an interview,
- Identifying and developing key skills.

Employee awareness and training

In order to educate all employees about the challenges of disability and neurodiversity, various systems and actions have been implemented in different Orange countries and entities.

New guidelines for a common language

In June 2025, the group made the “**Disability Guidelines: a common language for inclusive communication**”⁽⁴⁾ available to its employees and ecosystem. This practical guide promotes a respectful approach to be adopted in communication media and in all interactions with people with disabilities. It provides concrete recommendations to be applied in business areas such as marketing, sales, innovation and human resources.

France

Training and awareness-raising modules are provided to employees depending on their profiles (employees, managers, trainers, HR, etc.) and professions (designers, developers, salespeople, human resources, communicators, etc.):

- **Awareness:** Accessibility visa, Understanding digital accessibility and its challenges for Orange, Neurodiversity quiz, Understanding disability quiz, Let’s demystify disability.
- **Common skills and communication professions:** Organizing accessible meetings and conferences, Accessible writing, Accessibility in your presentations.

- **Development professions:** Testing the accessibility of a web solution, Testing the accessibility of a mobile solution, The main rules for creating a web solution.

- **Design professions:** Specifying accessible designs, Accessibility and Ergonomics.

Since 2024, Orange has introduced several accessible modules, such as subtitled webinars and hands-on workshops on digital accessibility. These initiatives aim to provide our employees with the tools they need to create inclusive media.

A few examples:

- 360 employees from **Orange Business France** took part in accessibility workshops in 2024 (Let’s demystify disability, Understanding accessibility, Accessibility visa, etc.).
- At the “Learning Day” organized by **Orange Innovation** in September 2025, particular attention was paid to ensuring that all training programs were accessible to every employee, regardless of their abilities. The goal was to guarantee that all documents and digital content complied with accessibility standards.

Accessibility experts and solution designers from the “Digital Accessibility” program also trained “Learning Day” teams to adopt best practices in creating accessible content and face-to-face activities, so that these efforts are sustainable and integrated into all future content.

(4) [Disability guidelines: a common language for inclusive communication](#)

Personal story

Emmanuelle, a visually-impaired employee at Orange Innovation, actively participated in the validation process for the training course “Understanding digital accessibility and its challenges”, developed by Isabelle, Web developer - digital accessibility.

“We're skilled employees who want to fit in. For that to happen, everyone has to make a real effort. I think that mainly comes through awareness-raising, training, and communication.”

Emmanuelle Essienne (left), Orange Innovation



[▶ Watch the interview with Emmanuelle Essienne](#)

Training in a few figures

All employees

- “Let’s demystify disability” 29,951 employees trained between 2021 and 2024
 - e-learning: 29,341 cumulative total, including 941 employees trained in 2024
 - other formats: 610 cumulative total, including 148 employees trained in 2024
- “Digital accessibility visa” which explains the keys to accessibility through 10 key moments in the working day: 7,046 employees trained since the end of 2020, including 403 in 2024.

All managers

- “I’m hiring a disabled person”, module for HR/Managers: 4 sessions, 25 HR/managers trained in 2024,
- “Integrating disability situations into your management”, module for HR/Managers: 6 sessions, 29 trained remotely and 3 sessions, 28 trained face-to-face in 2024.

Trainers

- “Training a disabled employee”: 15-minute module followed by 21 trainers in 2024.

To complete the existing offer, new content is now available on the Group intranet, such as the Orange disability welcome booklet, the RQTH journey and the RQTH declaration.

Finally, during scheduled events on disability and in addition to the different awareness actions (webinars, days spent with disabled people, serious games, etc.), specific actions were carried out in 2024:

- Creation of a digital space dedicated to “Hangagement” week / European Week for the Employment of People with Disabilities, on the theme of raising awareness about digital accessibility and innovation programs, drivers of inclusion and employer attractiveness:
 - Face-to-face and remote workshops on digital accessibility,
 - Interactive play, conferences and webinars on digital inclusion “Disability or not, be yourself, at Orange only skills count”,
 - Training courses on accessibility.

- Participation in the Quality of Life at Work Week:
 - Workshop on “Why and how to declare my status as a Disabled Worker - RQTH” and distribution of the RQTH brochure,
 - Presentation of Orange's disability correspondents (role, requests, contact details and testimonials),
 - Provision of a guide for disabled employees and training courses.
- Awareness activities during the Paris 2024 Olympic and Paralympic Games:
 - Videos and interviews including testimonials from employees who worked on the Olympic and Paralympic Games,
 - Multi-cast disability round table,
 - Testimonials from athletes and inclusion experts.

Other entities and subsidiaries worldwide

The actions taken by Group subsidiaries focus mainly on raising employee awareness via webinars and workshops, development programs and initiatives around the International Day of Persons with Disabilities on December 3.

Orange Business Brazil provided coaching and training sessions to 7 disabled employees as part of the “Grow up” program, launched in April 2023 and extended until October 2024. The aim was to help them develop their skills and enhance their professional capabilities. Of the 7 participants, 4 have moved on to new positions.

Personal story

Rodrigo, HR consultant at **Orange Business Brazil**, was able to secure a promotion thanks to the “Grow Up” program.

“For me, it wasn't just about my professional life; it was also about my personal life. I made a lot of decisions during the program. For example, I got a promotion. I also got married, and the program helped me a lot in making that decision.”

Rodrigo Brioschi, Orange Business Brazil



[Watch the interview with Rodrigo Brioschi](#)

Orange Côte d'Ivoire is actively committed to promoting accessibility within its community by organizing interactive webinars and awareness workshops. These sessions aim to educate participants about the importance of accessibility and to explain the functionalities available on apps such as **Orange Money** and **My Orange**. Educational clips provide practical guides on using accessible menus.

Nearly 80 employees at **Orange Côte d'Ivoire** attended an awareness-raising webinar on disability, in collaboration with the NGO CAPH-CI (Coordination des Associations des Personnes Handicapées de Côte d'Ivoire).

Orange Jordan also promotes inclusion through employment with the signing of an internal charter in favor of people with disabilities: “Mnubsom Bil Ashra”. As part of this program, employees have received training on how to interact with people who are hearing impaired, the rights of people with disabilities, and the basics of supporting these individuals in the workplace.

Orange Romania organizes actions and events in the field of employee well-being, implemented through a service provider, Wellington consulting, which is on the list of protected units (disabled employees).

In the second half of 2024 the “**Heart month@Orange**” initiative was launched under the aegis of the “**Ability tops Disability**” campaign, dedicated to cardiovascular health.

Physiotherapy specialists visited Bucharest and three other regions to explain the connection between one's posture at work and cardiovascular health. Over 700 employees took part in the discussions with physiotherapists.

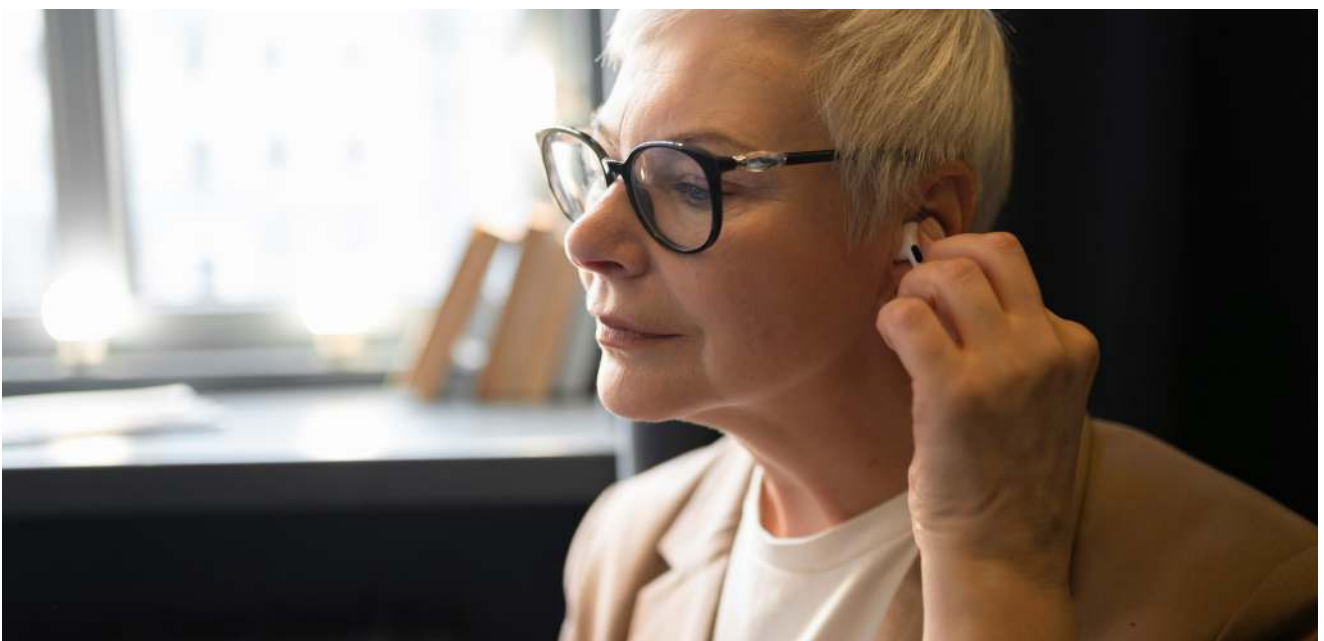
Orange Luxembourg's Human Resources Department provided online courses on the subject of disability, and 22 people completed their “Accessibility Visa” online training, representing 15% of the subsidiary's workforce.

An awareness-raising day was also organized for employees, in partnership with Handicap International.

Orange Moldova created virtual classes to allow disabled employees to attend certain training courses via Teams.

At **Orange Business**, many countries produce videos to promote the well-being of people with disabilities and share best practices for becoming an ally in the workplace (**Madagascar, Mauritius, USA, Brazil**). **Orange Business Egypt** also organizes sessions to learn how to assist people with disabilities in the workplace. For example, 20 employees took part in the “Walk in the Dark” program, simulating the experience of people with visual impairment.

Finally, **Orange Madagascar** has incorporated awareness of Diversity and Inclusion, particularly for people with disabilities, into the integration curriculum for new arrivals, with a focus on discrimination, violence and harassment in the workplace. In 2024, 12 sessions were organized and 246 people received training.



Adjusting and adapting workstations

To help integrate disabled employees, workstation adjustment measures are implemented. They relate to the physical adjustment of the workstation itself and the provision of adapted hardware and software.

In most Group countries and entities, disabled employees can ask for their workstation to be adjusted, including ergonomic workstations, adjustable desks, armrests and adapted chairs. These adjustments are made depending on each person's specific needs. Hardware such as screens, keyboards and mice are also adapted.

France

The User Service and Facilities Management Department (DISU) helps integrate people with Official Disabled Worker Recognition (RQTH) by individually adjusting the employee's workstation on request by the occupational physician.

An ergonomics specialist has been trained in visual, auditory, motor and/or cognitive impairments. Support is available to install accessible internal tools (e-buro workstation, telephones, etc.). A helpdesk specializing in technical assistance to compensate for disability is also available.

Tools and applications

Work is in progress to:

- Identify business applications and initiate a process to improve their accessibility. Priority is given to employees who could be affected by inaccessible applications.
- Target critical and widely used HR applications to launch awareness and training actions for teams who could benefit from technical support.

There are several tools to make workstations and professional applications accessible for disabled employees:

- **Confort+**⁽⁵⁾: Created by Orange, this solution enhances the user experience on web pages and provides substantial support for individuals with motor, visual, or cognitive impairments (e.g., dyslexia). The service is available on the Group intranet and is installed by default on the Anoo employee information portal. It offers various fonts, including OpenDyslexic and Accessible-DfA⁽⁶⁾, which was created by Orange and deployed on workstations in France and several other countries. Confort+ is open source and is available in English, French, Polish and Spanish. This means it is also accessible to the general public.

(5) [Orange Confort+ : an Open Source solution to improve website user experience](#)

(6) [Accessible DfA Font – Orange Open Source](#)

- **The Relay Call Center (CRT)** for deaf and hearing-impaired employees. Telephone communication is transcribed into sign language or text by relay operators available during office hours and provided by the company ElioZ (French telephone and physical accessibility service for deaf and hearing-impaired people). This means the employees in question can call or be called by hearing employees.
- **Orange Voice Transcription (OVT)** allows deaf and hearing-impaired people to follow physical or remote meetings with live subtitling provided by the live captioning company Système RISP. The system is used by employees during meetings, but also during internal communications.
- **Signs@Work**, an interactive online sign language dictionary and web app containing technical signs and business signs in French sign language (LSF). Employees can search, view, share signs between business communities, or add to the professional signs reference database, which can be viewed by anyone. More than 500 signs are currently available.

Moreover, depending on the occupational physician's recommendations and the opinion of the ergonomics adviser specializing in workstation accessibility, software is made available to employees, including:

- A screen reader: a tool that relays information displayed on a screen through audio or Braille. This type of tool is notably used by blind or visually-impaired people, as well as some people with dyslexia.
- Zoom software: tool used by the visually impaired.
- Computer voice control/dictation software: tool notably used for motor impairments or writing difficulties (dyslexia, dysorthographia, etc.).
- Other software or physical tools: special keyboards, adjustable tables, etc.

Screen reader and zoom solutions are also available natively on Android and iOS mobile phones.

To help employees develop their skills in these disability-compensating tools, we offer support and training, particularly when an employee's workstation is adapted.

Other Group entities and subsidiaries

Group entities and subsidiaries make the adaptations and adjustments required by each employee, depending on their disability and situation, in line with local regulations and/or the occupational physician's recommendations:

- Adapted schedules (e.g. **Soft@home**) to take account of the pace and constraints of the people concerned,
- Provision of low-noise areas, especially for neuroatypical employees (e.g. **Orange Moldova**),
- Workstations adaptations to meet the needs of disabilities: screens, furniture, dimmed lighting, etc. (e.g. **Orange Morocco**).
- Access to buildings and equipment to ensure accessibility (e.g. **Orange Jordan**).

Finally, if an **Orange Business United States** employee or candidate requests it and in accordance with US law, reasonable adjustments are made to ensure accessibility in all aspects of their job, from hiring and throughout their career to ensure they have a comfortable workplace and adapted schedule.

Adjusting the working environment

Accessibility must not be an obstacle to the career development or geographical mobility of employees with disabilities.

The Group strives to:

- Make its buildings and spaces accessible to all,
- Make pathways flow better for all employees,
- Consider the expectations and needs of employees with disabilities when designing working environments, and include them in decision-making processes.

A large portion of buildings in Group countries have been adjusted to allow access to disabled people, with dedicated parking spaces, elevators and disabled toilets.

France

Orange continues to improve the accessibility of its workplaces in compliance with local building regulations. As part of Orange's real estate projects and the deployment of dynamic environments, a multi-disciplinary project team is working on space planning. Its members include a Real Estate Project Manager and their team, employee representatives, QWL (Quality of Life at Work) and occupational health representatives, people in charge of implementing the accessibility program, CSR (Corporate Social Responsibility) managers, etc.

In France, accessibility rules focus on:

- Access to Group sites,
- Workplace accessibility, which includes access to the entire premises (buildings, parking, walkways, social areas, dining areas, restrooms, signage, etc.), as well as specific workstation accessibility,
- Supporting disabled employees upon their arrival, including a full site tour with the manager, site management and the local disability representative,
- Adapting mobility for employees with disabilities. Orange vehicles have an automatic gearbox or other adjustments such as automatic trunk opening. More significant and specific adaptations (spinner knob, wheel-mounted accelerator/brake hand controls or levers) and are handled on a case-by-case basis.

As part of the Agreement for the Employment and Integration of People with Disabilities 2025-2027 (Orange SA), signed in March 2025, the company has committed to improving the way disability is taken into account in the design of buildings and workspaces. To this end, the company will introduce a real estate accessibility guideline and appoint representatives to support projects. A new role, the Real Estate Accessibility Representative (RAR), has been created to encourage better integration of accessibility in commercial real estate projects. The RAR systematically accompanies the project team, playing a key role in implementing a methodology for designing inclusive work environments:

■ **Role and appointment:** The RAR, who is appointed by the HR department that is responsible for the real estate program, is involved from the beginning, starting with the feasibility studies and continuing through the Real Estate Master Plan. Then, during the “GO Engagement” phase, the framework is validated and the budget is committed. Working closely with the RPD (Real Estate Program Director), they coordinate and supervise actions to promote an inclusive working environment, ensuring that the solutions adopted are effectively implemented.

■ **Methodology and guidelines:** The approach is based on common guidelines for all those involved in a commercial real estate project. They establish a framework for deploying a dynamic environment in spaces, guaranteeing shared understanding and alignment between real estate stakeholders, occupants, human resources, employee representative bodies, QWL and prevention.

These guidelines prioritize accessibility and inclusion in employees' career paths and facility designs. They ensure compliance with the principles (ratios, indicators, accessibility journeys, sound journeys, etc.) while allowing for adaptation to each project's specific features. They also ensure that working conditions and ergonomics are taken into account, while helping to optimize the Group's real estate and carbon footprints, with particular attention paid to sound journeys.

■ **Integrating accessibility:** The guidelines include an accessibility journey with an adapted pathway for people with disabilities to anticipate their arrival. The methodology promotes common understanding and alignment between all the players involved.

■ **Support and training:** The RAR is supported throughout the project by the Orange QWL department in France, the Real Estate Information Systems department, the MIH, and other partners as required. In liaison with the RPD, he or she is responsible for coordinating actions for an inclusive environment, ensuring that they are implemented at all times. A commitment has been made to train key players, in particular RARs.

The training provides a turnkey method for integrating human impacts into workspace transformations, enabling them to align regulations, uses, human concerns, and universal design principles. In particular, they use sound journey design to create spaces that are adapted to the cognitive, sensory, and organizational needs of employees.

■ **Participation and continuous improvement:** Each project included in this approach provides for feedback during the final assessment, in order to present the actions taken and identify areas for continuous improvement.

The impact of the environment on adjustments

Through the “**sound journey**”, Orange teams consider strong sensory cues (contrasting sounds, ambiance, light, isolation, etc.), which helps address any ambiguity regarding behavioral expectations (legibility, comprehensibility) of spaces. This means designing working spaces with cues (private/group legibility, uses, behaviors), meanings (socialization, group culture, ambiance) and functional content (simple, useful and intuitively understandable by employees).

This system specifically takes into account noise and sound journeys when designing spaces, including the psychoacoustic aspect and notably objective and subjective causes of noise-related discomfort. The deployment of this new workplace approach has begun in France, but has not yet been extended to other countries.



This initiative was awarded the Hybrid and Flexible Work Organization trophy by the Observatoire de la QVT (Quality of Life at Work) in June 2023. This approach was also the subject of an article in the newsletter of the ILO Global Business and Disability Network (ILO GBDN)⁽⁷⁾ in March 2024.

Other Group entities and subsidiaries

Orange Jordan evaluates the needs of disabled employees to identify areas that are and are not accessible, and improve accessibility in the latter. Furthermore, Jordan's High Council for the Rights of People with Disabilities has validated the accessibility of two buildings for Orange Jordan.

Orange Belgium is adapting its fire evacuation process for disabled people.

As part of its “Yes for Health” program, **Orange Poland** allocates a parking space to all disabled workers who request one.



Personal story

Sofrecom Tunisia is taking action to create a more accessible and equitable working environment, by promoting collaboration and active listening, as shown by the experience of Malek, an employee with a motor disability.

“I think it's essential to foster open dialogue to understand each person's specific needs and raise awareness among the team. It helps create an inclusive environment and put the appropriate accommodations in place.”

Malek Dabouni, Sofrecom Tunisia



[▶ Watch the interview with Malek Dabouni](#)

(7) Newsletter of the “Global Business Disability Network (GBDN)”

Group actions for neurodiversity

Neurodiversity refers to differences in brain function and behavior. It encompasses people with both common and minority cognitive profiles, the latter of which are known as neuroatypical or neurodivergent. It conveys the idea that having diverse thought patterns is desirable and beneficial.

Research shows that organizations that integrate cognitive diversity are 30% more productive than others⁽⁸⁾. Neurodivergent individuals offer unique and valuable perspectives on problem-solving, which can result in innovative solutions and give companies a competitive advantage.

In 2022, Orange officially launched the **Neuroteam program**, which focuses on three aspects that influence the group's efforts to promote inclusion: its role as an employer, its role as an economic actor, and its role as a responsible and engaged stakeholder.

This cross-functional program is supported by two Orange executive committee members: the Group Executive Director for Corporate Social Responsibility, and the Group Human Resources Director. A Manifesto⁽⁹⁾, published in December 2022, describes this commitment.

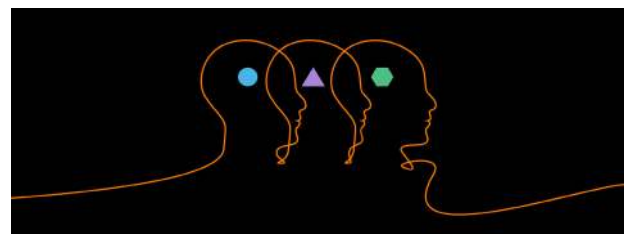
Program operating principles:

- A resolutely cooperative mode of action through the mobilization of a group of volunteer contributors from several entities (Service Units, Innovation, HR, Communication, Wholesale, Marketing, Orange Business, Orange Cyberdefense, Technical Management). The program encourages cognitive diversity among participants.
- A quarterly committee to discuss the initiatives implemented and the program's development prospects, and to benefit from the viewpoints of expert stakeholders on an ongoing basis,
- A **Neuroteam Newsletter**, based on the Better Together collaborative intelligence tool, providing access to specialized information.

The program goes international

A communication campaign to promote neurodiversity was deployed in 2024 and 2025 by several subsidiaries and enriched by many other initiatives within the Group with:

- Communications, videos, webinars and training to raise employee awareness in Mauritius and Madagascar (We see You), India, Egypt (Neuro Talks), Slovakia, Poland (Neurodiversity Day), the USA (Because no two minds are alike), the UK (Lunch & Learn on neurodiversity), Brazil (How to be a better ally in the workplace) and Morocco.
- Integration and support initiatives for neurodiverse people in Morocco, the UK, Egypt (Hiring with insight) and Brazil (Neuro Talents program),
- Initiatives to recruit neurodiverse trainees, as in India.



⁽⁸⁾ Neurodiversity in the workplace | Deloitte Insights

⁽⁹⁾ Neuroteam manifesto

Training and resources

- An e-learning course jointly created with neuroatypical employees: “Neurodiversity and its challenges at work” available in English and French. At the end of 2024, more than 3,400 employees had completed this module. An e-learning completion target by managers and local HR officers was included in the Orange France CSR scoping letter in 2025,
- Launch of a “Neurodiversity Quiz” in April 2025, with 10 questions to learn about the basics of neurodiversity,
- A guide called “Neurodiversity - Discover and act” in French and in English,
- A community of employees dedicated to cognitive diversity, the **Z'Atypiques**, which brings together more than 800 Group employees.



Personal story

Olivier, a neuroatypical employee, received support from **Orange Business France** to manage his attention deficit disorder, boost his self-confidence and unleash his potential.

“Currently, I'm taking a reskilling course to get promoted to an executive position, and I've disclosed my disability during my interviews. So that just goes to show that at Orange we're supported.”

Olivier Adrien, Orange Business France



[▶ Watch the interview with Olivier Adrien](#)

Research and innovation

As part of its accessibility research program, Orange conducted a study to understand the needs of neurodiverse people in the workplace. It is based on interviews with 17 neurodiverse people employed by various companies.

The Group supports the project carried out by a researcher⁽¹⁰⁾ comparing resources put in place to include people with dyslexia in organizations at international level. Interviews with employees, managers and HR staff were conducted in France, Belgium, Sweden, the Netherlands, Canada and Morocco between 2023 and 2024.

(10) Damien Aimar

External program achievements


- Work carried out in conjunction with other companies within coalitions such as **Neurodiversity in Business (NIB)** and **Objectif Neuroinclusion**.
- Speaking engagements and participation in events around neurodiversity:
 - In November 2024, **Neuroteam** was showcased as one of the 30 best practices of the ILO GBDN⁽¹¹⁾ network's member companies at their annual conference.
 - Support for the first Neuro Movies & Meeting festival at UNESCO in December 2024,
 - Presentation of the program to numerous human resources management bodies, such as Anvie, in October 2024,
 - Support for the annual **Neurodiversity In Business**⁽¹²⁾ (NIB) Forum.
- Support for the French magazine **Zèbres**, aimed at neurodiverse people and those around them.
- An article about **Neuroteam** was published in the "Businesses leading the way on disability inclusion" guide of the ILO's global business and disability network in 2023, as well as in the European Round Table's Diversity & Inclusion Toolkit⁽¹³⁾.

Innovative services and tools for employees

The Employee Accessibility Innovation Research Program, launched in 2011, is part of the agreements signed with Agefiph in France⁽¹⁴⁾. The program's goal is to explore human-machine interface solutions based on the needs of employees with disabilities.

The program's research focuses on product and service compatibility with existing technical aids on the market. It also examines the design of new aids, such as mind control, eye control, voice commands, and enhanced audio, visual, and tactile outputs.

Universal Design solutions

The central theme of the research program is universal design , a method aimed at creating human-machine interfaces tailored to each individual's specific needs.

Orange creates research prototypes to implement the user mode approach⁽¹⁵⁾ and confirm its relevance through user testing. For example, the **T.A.S.O.** (Accessible Telephone for Orange Employees) and **Confort+** prototypes allow us to test usage mode concepts with users.

(11) ILO Global Business and Disability Network

(12) neurodiversityinbusiness.org

(13) [ERT's Inclusion & Diversity Toolkit](#)

(14) Association that manages funds for the professional integration of people with disabilities

(15) See details of user modes on page 29

Another area of research aims to adapt applications and services to users' habits. This involves designing flexible interfaces equipped with mechanisms that adapt to human behavior. Orange has developed a specific algorithm called **ABIT**⁽¹⁶⁾, which learns users' habits over time and suggests changes to the interface. It is currently being implemented in real-world interfaces.

Cognition solutions

■ Neurodivergence

Work on interface solutions for cognitive impairments began in 2021 and continues today. Studies are being conducted to analyze the needs of people with hypersensitivity and propose recommendations for adapted workspaces and workstations.


The program defines and tests developments for “Serein+,” a new mode of human-machine interaction tailored to these individuals' needs. So far, 460 design rules have been developed, and interviews have been conducted with employees on the autism spectrum without intellectual disability.

■ Digital illiteracy

People with poor reading skills or limited knowledge of how to use digital interfaces often find themselves at a disadvantage in a world where most products and services rely on digital technology. To support these individuals, a “Graphic” user mode has been developed that uses logos and pictograms and provides spoken text on demand. Additionally, an “Easy+” mode has been developed to simplify actions and content and provide assistance and guidance.

■ Reading


Orange has created a highly legible font called Accessible-DfA for employees with reading difficulties (such as dyslexia or visual impairments). This open-source font makes text documents easier to read.

The **Confort+** web browser extension offers two user modes, Reading+ and Reading++ , which allow users to adjust the interface to their needs. These options include font adjustment, contrast adjustment, coloring character groups according to their pronunciation, and occasional text-to-speech conversion.

Orange has contributed to the ISO standard on “Easy to Read and Understand” (FALC). The company has also contributed to the ADELE-TEAM software developed by Paris 8 University. This software enables users to read and write in situations where they have reading difficulties.

Speech solutions

Orange is examining existing limitations and interface solutions that could address oral communication challenges, especially during phone conversations.

We are exploring the “Speech”  mode from the perspective of image-based keyboards. Following an assessment of speech constraints, ISO standards were initiated in 2023 and 2024, which are still being drafted. These standards specify the rules for designing image-based keyboards, particularly the sets of pictograms to be used.



(16) Adaptive Bayesian Inference Technique

Deafness solutions

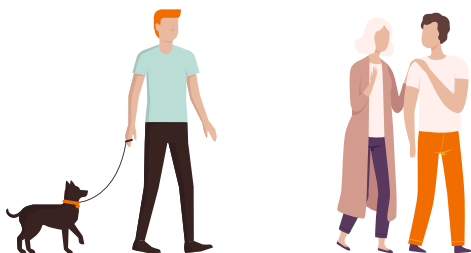
■ Signs@Work

The Signs@Work sign language dictionary, which was funded by Orange's Mission Insertion Handicap in France, won an award from Les Cas d'Or du Digital Responsable. Orange employees and several French sign language interpreting agencies (Association Départementale de l'Insertion des Sourds and Les Mains de Bretagne) have been testing the solution since 2022. Following the participation of a team of sign language-using employees in Orange's Armor Cup sailing race in 2023 and 2024, nautical vocabulary in sign language has been added to Sign@Work with the contribution of the French Sailing Federation.

■ Avatars for customer service and content

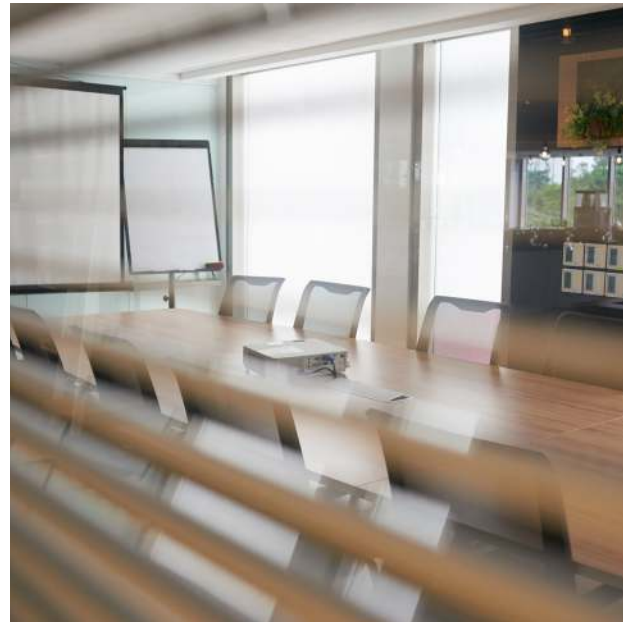
In collaboration with its partners IV&S and Élioz, Orange has trialed sign language customer service desks for customers who are deaf in its stores in France. The company is also working to make content more accessible through avatars that communicate in sign language. For example:

- A trial of sign language avatars to provide alternative content at the Musée des Télécoms in Pleumeur-Bodou.
- Adding signing avatars to the Signs@Work dictionary.
- Prototyping intranet pages that incorporate sign language functionality for Orange employees.



Motor solutions

Orange has developed an open-source application dedicated to improving access to buildings and spaces. This application enables users to audit and catalog physical objects, such as doors, desks, and conference rooms.



The application can provide accessibility reports, adjust rules, and change reference systems to adapt to security constraints or health protocols, for example. In collaboration with WeGoTo and the University of Grenoble Alpes, the group is developing a measuring device that can gather automatic indoor and outdoor measurements.



04

Promoting responsible supply chain practices

The Group's responsible purchasing policy

To increase the inclusion of people with disabilities in its supply chain, Orange involves its suppliers and subcontractors, considering them key partners in promoting responsible and inclusive practices. This collaborative approach aims to change practices and fully integrate social considerations into purchasing policies.

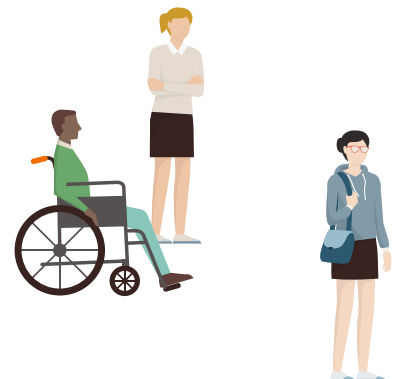
Orange has integrated the Group's Corporate Social Responsibility (CSR) Policy into its purchasing processes and requires its suppliers to comply with its CSR standards and apply them to their own purchasing chains. It does this through:

- **The Supplier Code of Conduct**, which describes the ethical, social, and environmental commitments expected by the Group, including non-discrimination and inclusion of people with disabilities.
- **CSR clauses** (for both group framework agreements and local agreements) enable the management of CSR risks and opportunities related to purchasing and the supply chain. These clauses also raise awareness among partners, suppliers and subcontractors of ethical and responsible standards, particularly with regard to human rights, health and safety, accessibility, and sustainable development, as well as compliance with OECD, United Nations and ILO principles. **As of now, 90% of signed contracts include the CSR clause⁽¹⁾.**

The Group has implemented a process to assess compliance with human rights criteria, including the promotion of inclusion for people with disabilities, when entering into contracts with new suppliers. These assessments are updated regularly.

Orange verifies that its international equipment suppliers comply with human rights standards. To do this, the Group relies on the JAC (Joint Alliance for CSR), an association of telecommunications operators of which Orange is a member. The JAC pools audits of major suppliers' manufacturing centers and their subcontractors in the information and communication technology sector.

To reinforce its responsible and inclusive purchasing policy, Orange established a "Purchasing and Human Rights" working group in 2024, comprising members of its CSR and purchasing teams. The Group aims to implement measures that improve awareness of social and societal issues and their impact on workers in the supply chain and identify actions that support suppliers in addressing these issues.



(1) Data collected from a scope representing more than 82% of the Group's 2024 revenue



At Orange, we firmly believe that building trusted relationships with our suppliers is essential for creating a sustainable future. We are committed to promoting responsible purchasing practices by integrating social and environmental criteria into our processes, ensuring compliance with applicable regulations, and strengthening ethics and transparency in all our interactions across all our regions. This commitment is particularly evident in our work with companies from the protected and adapted work sector in France, and our purchases from these companies are set to increase by 10% in 2024 compared to 2023. Our goal is to maintain this momentum and ensure that we continue to contribute to responsible, inclusive and environmentally friendly growth.”

Sylvie Babikian, Orange Group Purchasing and Supply Chain Director

Inclusive purchasing in France

Orange has been committed to inclusive procurement, working with suppliers in the Protected and Adapted Work Sector (STPA), for 20 years.

In 2024, the value of these purchases totaled €22.5 million, up 30% in two years.

According to the assessment methodology proposed by the inclusion platform⁽²⁾, this represents the equivalent of **507 inclusive jobs**.

Orange works with almost **300 inclusive suppliers** across mainland France and its overseas territories.

To implement its inclusive procurement policy, the Group primarily sources from STPA companies and, to a lesser extent, from organizations that support individuals excluded from the job market. Our inclusive purchasing figures include the value of purchases invoiced by ESATs (Établissements et Services d'Accompagnement par le Travail, or work-based integration establishments) and EAs (Entreprises Adaptées, or adapted companies).

Orange has extensive experience developing relationships with inclusive suppliers throughout the entire purchasing process.

From the moment the purchasing project roadmap is established, all calls for tenders are analyzed to identify those with inclusive potential. Once the selection has been made, a social or inclusive clause is written into the specifications.

The criteria for selecting potential STPA suppliers are similar to those for suppliers in the mainstream sector, including price, quality, and delivery times.

In 2019, Orange joined the **Collectif des entreprises pour une économie plus inclusive** (Group of companies for a more inclusive economy) to make a real impact on society. According to the group, inclusive or solidarity-based purchasing is defined as purchasing from:

- Integration organizations, particularly integration companies,
- Disability organizations, particularly adapted companies (EA) and work-based integration establishments (ESAT), which comprise the Protected and Adapted Work Sector (STPA),

(2) Le Marché de l'inclusion is an official French platform for inclusive purchasing aimed at buyers in the private and public sectors.

- Companies, micro-enterprises, and SMEs located in disadvantaged neighborhoods,
- Companies, micro-enterprises, and SMEs located in rural revitalization zones.

In October 2023, the CEOs of the companies in the group, including Orange, pledged to increase their combined purchases from STPA and integration organizations by 30%, for a total of €200 million, by 2025.

To increase its inclusive procurement of a wide range of commodities, Orange has signed an annual agreement with the GESAT network, now renamed **HOSMOZ**⁽³⁾ following its merger with HANDECO in 2024, every year since 2010.

Since 2014, Orange has shared its vision of inclusive procurement with the **HOSMOZ** board of directors as a representative of public and private companies. Since 2021, the group has also contributed its expertise on inclusion through economic relations as a member of **HOSMOZ** Conseils' supervisory board.

Since 2022, Orange and **HOSMOZ** have jointly developed training modules for buyers and sales representatives, helping them improve their ability to consider inclusion when preparing or responding to calls for tenders. They are also collaborating on communication efforts to illustrate the reality of Orange's commitment at the regional and national levels.

In 2024, Orange worked with **HOSMOZ** to verify the identification of inclusive suppliers across its entire supplier base.

Orange periodically collaborates with the inclusion platform, a public interest group established in 2022, and the **AES** (Agence des Économies Solidaires), a subsidiary of the nonprofit organization **Les Canaux**, to assess the impact of inclusive procurement on job creation.

As part of its efforts to share best practices, Orange participated in the "Made in 92, Go Invest" trade show, organized by the Hauts-de-Seine Chamber of Commerce and Industry, in September 2024. And in October, Orange attended Schneider's Purchasing Seminar in the Paris region.

Although green space maintenance and cleaning services remain a significant component of Orange's inclusive procurement, the growth in network service procurement demonstrates the effectiveness of focusing inclusive procurement on value-added services, a strategy that has been in place for five years.

In 2024, network services accounted for 27% of Orange's inclusive procurement. Some of the inclusive suppliers working for Orange across France include ServicEA in Brittany, Synergy in the Nouvelle Aquitaine region, and APF (Association des Paralysés de France) in the Paris region and Normandy. These contracts supplement the Group's first co-contracting agreement with two suppliers, one of which is from the STPA, for services within one of its data centers.

STPA suppliers are also involved in Orange's **4R program** (Recycling, Repair, Refurbishment, and Reuse), notably Les Ateliers du Bocage, a social and environmental cooperative located near Poitiers.

Overseas territories, particularly La Réunion, also contribute significantly to the group's inclusive procurement, with a **substantial increase of almost €1 million** during the same period.

Finally, to promote inclusive and solidarity-based procurement, Orange regularly communicates with its managers, buyers, and specifiers in a targeted manner.

(3) HOSMOZ is a nonprofit organization that heads the national economic network of 2,400 ESATs and EAs. It aims to support the professional integration of people with disabilities in more than 200 sectors.

Examples of these operational communications include meetings with buyers and specifiers to introduce them to companies in the disability sector for potential collaboration, as well as talking points and summary sheets on Orange's achievements.

These initiatives and results demonstrate Orange's dedication to inclusive procurement thanks to its extensive knowledge of the industrial landscape, nonprofit ecosystem, and legal framework.



Working with Orange proves that an adapted company can be a reliable and competitive partner in highly technical markets such as telecommunications cabling. Regular communication between our teams and those at Orange ensures that services run smoothly and are evaluated effectively. This partnership is a concrete example of a more inclusive economy where performance and purpose go hand in hand.”

Stéphan Franceschi, Director of the adapted company AVATH

Other Group entities and countries

Soft at Home SA has established partnerships with organizations that exclusively employ people with disabilities.

Since 1999, **Orange Belgium** has worked with Entra, a sheltered employer dedicated to creating and maintaining high-quality, sustainable, and adapted jobs for people with illnesses or disabilities. In 2023, 64 people benefited from this partnership, a number that increased to 79 in 2024. Additionally, the purchasing policy encourages partnerships with suppliers who adhere to inclusive practices, supporting equal opportunities and the accessibility of products and services.

Since 2024, **Orange Luxembourg** has worked with the Kräizbiërg Foundation, which employs people with disabilities to produce bags for its stores and produce and send customer mailings.

Orange Poland also works with companies in the protected sector.



A photograph of three men in a workshop setting. They are gathered around a table, focused on working on a drone. The man in the center is wearing a red sweater and glasses, leaning over the drone. The man on the left is wearing a blue sweater and glasses, looking on. The man on the right is wearing a grey hoodie and glasses, also looking at the drone. In the background, a white brick wall features a large, illuminated sign that reads "FabLab Solitaire". The sign has "FabLab" in orange and "Solitaire" in yellow. A computer monitor and keyboard are visible on a desk in the background.

FabLab Solitaire

05

**Supporting social impact
projects and working with
inclusion players**

As a player in the socioeconomic development of local areas, the Group supports and promotes entrepreneurial initiatives, as well as local associations and NGOs that facilitate access to new technologies and skill development, enabling people with disabilities to benefit from these services unassisted.



Inclusion cannot be decreed; it is built upon actions. At Orange Côte d'Ivoire, we are taking concrete steps to promote equal opportunities for people with disabilities through initiatives such as dedicated digital training, accessible shops, and support for jobs of the future, like smartphone repair. These initiatives reflect our desire to build a truly inclusive company where talents of all kinds can flourish.”

Mamadou Bamba, CEO of Orange Côte d'Ivoire

Supporting entrepreneurship with a social impact

The accessibility start-up ecosystem is highly dynamic and can enhance Orange network, cloud, AI and distribution assets.

Orange Innovation

Each year, start-ups supporting disability and digital inclusion are identified, qualified and supported.

Orange also raises their profile at events such as Change Now 2025 for Handieasy and IVèS, and Vivatech 2025, where startups Be My Eyes and Lumen, which specialize in accessibility solutions for people with visual impairments, were hosted on the Orange stand.

Orange Innovation also participates in disability fairs, such as the autonomy fair held in various regions of France, where it promotes Orange's accessible solutions, as well as those of its partners, including Elioz, Handicap-Zéro and Facilotab.

Orange Fab

Orange Fab is the Orange start-up acceleration program that selects promising start-ups several times a year to work with Orange. The goal is to establish commercial partnerships with Orange business lines and major partner business lines at national and international level. Start-ups in the field of disability and accessibility are among those supported by this program. The Group currently has 20 Orange Fabs on 3 continents.

Orange Digital Center

The **24 Orange Digital Centers (ODC)** in Europe, the Middle East and Africa, are entirely free spaces open to all, which allow as many people as possible, particularly women, students, young people retraining for work, and people with disabilities to access training and jobs.

They include several programs, namely a **coding school** (a coding training and development center), a **FabLab** (a digital manufacturing workshop), and **Orange Fab** (a start-up accelerator), as well as initiatives such as the **Orange Summer Challenge**, which covers all three programs: coding, manufacturing, and entrepreneurship.

Support for entrepreneurship

Orange Digital Centers have a number of projects to help people with disabilities become entrepreneurs.

In 2024 and 2025, **Orange MEA** launched several digital skills development projects in partnership with GIZ (the German international cooperation agency) and with the support of the German Federal Ministry for Economic Cooperation and Development (BMZ):

- The **“Smart Repair”** program in Côte d'Ivoire, which is also supported by the **Orange Foundation**. This training course for smartphone maintenance technicians is designed to promote the professional integration and employability of people with disabilities. After nearly two months of intensive training in entrepreneurship and electronic waste management, around ten people with disabilities received their certificates and start-up kits (including laptops, microscopes, and electronic equipment) on April 10, 2025.
- Electronics training was organized by **Orange Côte d'Ivoire**. 58 people with disabilities participated, including 11 women.

- The **“DigiGreen & Agri”** project in Côte d'Ivoire is a partnership between Orange, the European Union, and GIZ/BMZ. It aims to promote sustainable digital innovation in the value chain of key agricultural sectors, particularly cocoa, to facilitate the transition to a low-carbon economy. From 2024 to 2026, the project is focusing on developing entrepreneurship and improving the employability of young people from rural areas, with a particular focus on women and people with disabilities.
- The **“Master Repair”** project in Senegal, Morocco, Egypt, and Tunisia aims to boost the employability of women and people with disabilities by establishing micro-enterprises in electronic repair and sustainable technology (2024-2027).
- The **“Talenta Manavao”** project in Madagascar is similar to the “Master Repair” project and focuses on electronic repair, solar panel installation, and maintenance (2025-2027).
- In 2024, **Orange Sierra Leone** partnered with the Dorothy Trust Foundation to provide digital training to people with disabilities. The first training courses will begin in the second half of 2025.

On June 17, 2025, in partnership with Handicap International and the HADEF association, **Orange Morocco** organized a day dedicated to employment and entrepreneurship for young people with disabilities. Experts from the Orange Digital Center led the event.



As part of the **Orange Summer Challenge**, which offers students a three-month intensive internship, projects that address the needs of people with disabilities are frequently submitted. On October 15, 2024, the Awale project, a communication aid tool for people with speech impairments, won the national prize for the Orange Summer Challenge, focused on the theme: “Tech4Impact: Entrepreneurship at the heart of change”.



Photo of participants in the Orange Summer Challenge 2024 in Morocco

Digital inclusion

Orange Digital Centers also promote digital inclusion for people with disabilities through training and local initiatives:

In France, an Orange employee adapted the company's **#SuperCoder** training program to introduce children with neurodevelopmental disorders to computer coding. In November 2024, 80 students from the Jean-Baptiste Thiéry association's special educational needs center in Maxéville received training from Orange coaches. These screen-free workshops promote learning through games and hands-on activities, such as robotics workshops.

In partnership with the nonprofit Autism Botswana, **Orange Botswana's** Orange Digital Center provided basic computer coding training to ten students with autism.

Orange Jordan organized several training courses for people with disabilities. The first course, which took place in October 2024, brought together over 40 participants to explore topics such as emotional

intelligence, stress management, AI tools, digital transformation, freelance platforms, how to write a resume, and how to optimize your LinkedIn profile.

The second course was held on Global Accessibility Awareness Day (GAAD) in May 2025 and welcomed 30 participants. Qualified experts provided practical training on how to use phones and current and future accessibility features and how to configure devices according to individual needs. They also gave detailed explanations of assistive tools, such as VoiceOver.

Orange Guinea-Bissau opened a new Orange Digital Center in 2024. In partnership with local universities, it offers training modules tailored to people with disabilities.

Orange Mali provided 2- to 10-day training courses on digital professions tailored to people with disabilities in Bamako, Ségou, and Sikasso.

In Senegal, three ethical hackers with disabilities received training and earned certifications at the Orange Digital Center in 2024. This number is expected to double in 2025.

In 2024, **Orange Tunisia's** Midweek program taught digital skills to more than 20 children, including 6 with disabilities, in a fun and accessible way.

The **Midweek Cody Hub** introduces children to coding using Scratch and enables participants to share an enriching experience with students from the Fathi Gharbi AGIM La Marsa Center, an organization dedicated to supporting people with disabilities and providing them with services.



It has been a real confidence booster. Thanks to the dedication of this young team, the children have achieved extraordinary things. I am delighted to see my son take the initiative, play games, and always strive to do better. It's extraordinary. Thank you so much!"

Mother of a child in the Midweek Tunisia program

Other initiatives benefiting entrepreneurship

Orange partners with Handilab

In November 2024, Orange signed a partnership agreement with Handilab, France's leading innovation accelerator dedicated to disability and autonomy. Supported by Groupe FIMINCO, Handilab is located in the Paris region.

This agreement was established to support Handilab's efforts to promote the inclusion of people with disabilities, as well as to encourage the creation of new inclusive services and business models for Orange, enabling us to better address disability issues in our society.

Handilab allows Orange to connect with a social and technological innovation ecosystem comprising companies, start-ups, entrepreneurs, researchers and non-profit organizations, and provides access to infrastructure such as incubation and training spaces. In return, Orange plans to organize accessible digital workshops for people with disabilities and start-ups at Handilab in 2025 and 2026, and will provide resources such as researchers, experts and trainers.



| Photo of Handilab in Saint-Denis (France)

Femmes entrepreneuses

This annual accelerator program supports 100 startups founded or co-founded by women across France, offering solutions to major technological and ESG challenges.

Support is provided to participants, including women with disabilities, many of whom are neurodivergent.

For the **2024 Paris Olympic and Paralympic Games**, Feel Object, a startup, equipped 23 competition venues with tactile and audio maps, enabling people with visual impairments to access the Fan Zones. Feel Object joined Handilab in 2024 after receiving support from **Orange France**. The program also supports startups that offer hybrid functional rehabilitation devices to help older people maintain their independence.

Hackathons to develop inclusive solutions

The **Orange Business France** Division organized six hackathons in 2024 and 2025. These hackathons were organized in collaboration with civil society actors to promote the inclusion of people with disabilities, meet the real needs of users, and involve the Division's employees in skills-based sponsorship initiatives. The hackathons brought together middle and high school students, college students, start-ups, and Orange employees. Ideas that emerged from these hackathons include solutions to facilitate communication during meetings for deaf and hearing-impaired participants and to promote employment opportunities for people with disabilities.

In 2024, **Orange Jordan** organized a hackathon to encourage students to come up with innovative digital solutions that promote the inclusion of people with disabilities. Over four days, participants gathered at the Orange Digital Village to develop creative ideas and technological solutions to address challenges related to disability.

Orange Social Venture Prize in Africa and the Middle East (POESAM)

Since 2011, the Orange Social Venture Prize in Africa and the Middle East (POESAM) has recognized entrepreneurial projects for innovative products or services that integrate digital technologies to address local social or environmental issues.

Over its 14 editions, the competition has received nearly 15,000 applications, supported 113 projects, and provided financial and technical support to 55 winners, all of whom have developed solutions with significant social or environmental impact.

Several award-winning or finalist initiatives have distinguished themselves through their commitment to including people with disabilities:

- **In 2023: Bionic Soul** (International Women's Award), a Tunisian company that develops affordable, customized bionic prostheses for amputees and provides support throughout the medical process.
- **In 2024: Deaf Square** (International Finalist), a Tunisian startup that designed an inclusive digital platform for deaf individuals that combines learning, professional integration, and community building using artificial intelligence and sign language.

Orange Social Venture Prize in Sierra Leone

Supported by **Orange Sierra Leone** and the **Orange Foundation**, the Orange Social Venture Prize is an open competition that recognizes innovative entrepreneurs who have a positive social impact in Africa and the Middle East. Startups working to promote the inclusion of people with disabilities often participate. In 2024, Emotions, a startup that aims to improve mental healthcare through telemedicine, won the award.

Support for disabled entrepreneurs in Senegal

In 2023, **Sonatel** participated in the 5th edition of the Handi-preneurs Craft Fair, a trade show for entrepreneurs with disabilities, and launched a web platform dedicated to inclusive employment. In 2024, **Sonatel** took another step forward by organizing a workshop with the Handi-preneurs network.

This workshop led to the joint development of a strategy called “Suxali Handi-preneur”, which aims to ensure the economic independence and social autonomy of entrepreneurs with disabilities. A steering committee meets every three months to monitor and evaluate the progress of these initiatives⁽¹⁾.

Training for prosthetists and orthotists in Sierra Leone

In 2024, **Orange Sierra Leone** partnered with MIT's K. Lisa Yang Center for Bionics to provide innovative training to prosthetists and orthotists in Sierra Leone. By providing high-speed connectivity to the National Rehabilitation Center in Freetown, Orange has enabled students and teachers to access online training and high-quality educational resources.

Orange Burkina Faso helped two people with disabilities set up an Orange Money distribution point (Orange Box). In 2024, two other people with disabilities were trained to repair mobile phones and touchscreen tablets.



Photo of an Orange Box distribution point

(1) Source: Sonatel 2024 Annual Report

Philanthropy actions

As a responsible company, Orange strives to have a lasting, positive impact on the local communities and regions it serves. A key way it accomplishes this is by carrying out social responsibility initiatives and philanthropic activities through the **Orange Foundation** and **Orange Solidarity**. These initiatives reflect the company's commitment to promoting a more equitable and inclusive world.

The Orange Foundation

Since 1987, the **Orange Foundation** has worked closely with people around the world, helping them realize their potential and find their place in society. Its work focuses on three priorities: education, culture, and autism.

Actions promoting the inclusion of people with autism

Since 1991, the **Orange Foundation** has led the way in supporting individuals with ASD (autism spectrum disorders) and their families. To date, the Foundation has supported more than 3,000 projects in France and Africa, including over 200 research programs totaling €30 million. These projects include aiding in the creation of care facilities, training professionals, providing equipment, and supporting families.

Between 2012 and 2025, the Foundation's work in autism and intellectual disability has focused on two programs: the Autism and Digital Program and the Inclusion Program. Our autism sponsorship is evolving in 2025 and aims to promote the independence of people with autism by enabling them to learn more effectively and develop their abilities. The Foundation is committed to supporting meaningful initiatives that improve life trajectories and promote social and professional inclusion.

The Foundation aims to show that with the proper support and resources, people with ASD can learn throughout their lives, participate in society, and contribute their unique strengths. Digital technology remains an important tool for supporting people with ASD.

■ Autism and digital technology

The Orange Foundation helps people with ASD learn and use digital technology (by equipping care facilities, helping develop apps and content to support individuals and families, and providing training on new technologies).

An impact study has shown that, thanks to the Foundation, digital technology has become standard practice for specialized institutions: 51% have purchased tablets (renewal, extension to other beneficiaries). Over the past 10 years, the Foundation has equipped more than 500 institutions with digital tools.

In 2024 and 2025, the **Orange Foundation** supported several digital learning initiatives, including the Autism Spectrum Disorder Project of the child and adolescent psychiatry department at Robert Debré Hospital in Paris. The project aims to develop the communication skills of people with ASD, thereby improving their quality of life and learning opportunities. It offers families and friends of people with autism online video modules on augmentative and alternative communication (AAC) systems, which are used to overcome limitations in oral or written communication.

■ Inclusion of people with autism

In 2024, the Orange Foundation supported inclusion projects that provided 3,142 people with access to housing, training, and employment.

France

In 2024, we supported 8 projects focused on inclusion through work and training, **helping 215 people** with autism spectrum disorders, including:

- **Zibou Lab**, an inclusive third place in the center of Lyon. This project provides a work support system tailored to adults with autism and other severe neurodevelopmental disorders. The goal is to help them become independent and achieve socio-cultural and professional inclusion, while also destigmatizing disability more broadly. This inclusive and innovative program consists of a multipurpose space that includes a coffee shop, a snack bar, a store that sells regional products made by people with disabilities, and an art gallery.
- **Café Joyeux** is a certified training program for restaurant staff. Each year, the program supports around 60 trainees with intellectual and cognitive disabilities to develop professionally and enhance their skills through the Centre de Formation des Apprentis Joyeux (CFAJ). Participants spend two years in an apprenticeship program and, upon completion, earn a state diploma as multi-skilled restaurant employees. This assistance supplements the financial support provided for purchasing restaurant equipment and the funds from the “Give as You Earn” program that are used to open new cafés.

We also supported 5 projects aimed at improving living and learning conditions for **nearly 595 people with autism spectrum disorders**.

In 2024, the Foundation supported the project **“Making culture inclusive for autism through augmented reality with Explaura”**. Developed by the Jean-Baptiste Thiéry Association, Explaura is an innovative, immersive digital solution that adapts museum visits to make them more accessible and understandable for people with ASD. The project was developed through a collaboration between people with autism, the association, the museums of the city of Nancy, and the Nancy Charlemagne University Institute of Technology.

On the occasion of **World Autism Awareness Day** on April 2, 2024 and 2025, Orange launched extensive international communication and promotional campaigns that highlighted the Foundation's work to support autism. These campaigns targeted both employees and the general public via Orange stores, social media, conferences, and more and were rolled out in many countries. In 2025, the campaign covered France, Madagascar, Liberia, Mali, Côte d'Ivoire, Cameroon, Sierra Leone, and Tunisia.

Employee involvement in France

Orange and its Foundation encourage employee involvement through two associations: **Orange Solidarité** and **Volontaires pour les personnes avec autisme (VA)**.

Orange Solidarité, the **Orange Foundation's** digital solidarity association, focuses primarily on digital inclusion. The association draws on the skills of Group employees and volunteers to support young people without qualifications, disadvantaged women, and people with autism.

It helps associations become proficient in digital technology by organizing workshops, which are held in person at the associations' premises or occasionally at Orange's premises. In 2024, **Orange Solidarité** ran 8,455 workshops in over 450 associations throughout France, with the help of its 500 members. A total of 41,229 people, including young people without qualifications, disadvantaged women, and individuals with autism, received support to develop their digital skills.

Around 16-18% of the association's activities over the year are dedicated to autism and disability. Workshop modules cover topics such as digital support, advice, website creation, social media, and using tablets.

One of the main organizations supported is the Centre pour l'Insertion Professionnelle et le Suivi des Handicapés de l'Oise (IPSHO). In 2024, several workshops were organized with IPSHO, and an intensive program still continues in 2025. **Orange Solidarité** has a significant presence in ESAT, EPNAK, APF, ADAPEI, ADTP, and APIV, all of which are disability-related associations.

Volontaires pour les personnes avec Autisme (VA) is a nonprofit organization founded in 1992 following an autism sponsorship initiative. Its goal is to inform employees and involve them in activities related to the Foundation's sponsorship efforts.

Since then, volunteers have joined the association to offer respite to families with children on the autism spectrum. The association is now open to external volunteers from all backgrounds.

VA currently has 60 active volunteers in the Paris region and in the cities of Marseille, Lyon, Montpellier, Albi, Bordeaux, and Rennes, as well as in the French overseas departments and regions of Guadeloupe, Martinique, and Réunion.

Through financial support from the **Orange Foundation** and donations mainly from employees, VA has created a second service that facilitates vacations for families. In keeping with its mission to offer families a break, VA has financed 3,389 stays since 2003.

In 2024 alone, VA provided financial assistance to 223 families for vacation stays. Since its creation, VA and its network of volunteers have supported nearly 1,330 families.

Africa and the Middle East

Côte d'Ivoire

- The **Orange Foundation Côte d'Ivoire** was a partner of the 1st International Congress on Autism in Africa, organized in December 2024 by the Institut National de Santé Publique.

The event brought together over 150 participants (institutions, associations, parents, universities, researchers, students, etc.). **32 children were diagnosed, 33 parents took part in a workshop and 73 people received training.**

- In June 2024, the Foundation organized a feedback workshop on the Répit project, which aims to offer psychological and educational support to families with children with autism. As part of this project, **18 participants were recruited and trained, and 35 were families identified.** 3,271 home visits were carried out in Abobo, Dabou, Cocody, Grand-Bassam and Yamoussoukro.
- In partnership with the Remise Rayon d'Espoir association, the Foundation donated digital equipment to open a digital printing center. The goal is to train and help integrate 25 young people with intellectual disabilities into society and the workforce.
- **Orange Côte d'Ivoire trained 70 autism stakeholders** (10 specialists, 15 carers, 15 associations, 15 pediatricians and 15 social workers) as part of the PUFADSA (Plateforme Universitaire de Formation A Distance au Spectre de l'Autisme) project between December 2023 and June 2025.
- The subsidiary donated equipment for 21 children with cerebral palsy from the NGO Cœur de Maman Amour d'Enfants.



Photo of PUFADASA training participants at Orange Côte d'Ivoire

Madagascar

From 2024 to 2025, the **Orange Foundation in Madagascar** partnered with eight member associations of AuFéM (Autisme Fédération Madagascar) to implement various awareness campaigns, educational programs, and training initiatives:

- **Participation in World Autism Awareness Day in April:** “blue lights” operation to illuminate public buildings, a blue walk bringing together families, educators and supporters, conferences and round tables with national stakeholders organized in several towns,
- **Inauguration of specialized centers** dedicated to supporting and caring for children with autism: CESAM (Ambohidratrimo) in 2024 and AEEDI (Mahazoarivo) in 2025,
- **Training for specialized educators**, focusing on pedagogical approaches adapted to autism spectrum disorders,
- **Distribution of digital kits** including computers or tablets loaded with adapted educational software in 3 centers, and donation of educational and sports equipment to 8 centers in 2025,
- **Giving toys and gifts** to children in partner centers and homes for the holiday season.

To mark World Autism Awareness Day 2024, **Orange DRC** ran an awareness campaign in partnership with the association Never Limit Children, which supports young people with ASD.

Around a hundred internal and external participants attended a talk-show at the **Orange Digital Center**. This partnership aims to develop a better understanding of autism, identify the main warning signs and discuss what to do when in doubt.

To mark this world day, the **Orange Foundation in Tunisia** and the Ministry of Education launched a specialized training initiative for teachers, psychologists and regional coordinators.

This program aims to ensure optimal care for children with autism spectrum disorders in public elementary school in 2024 and 2025.

Other actions designed to help people with disabilities

Rest of Europe

The **Orange Foundation Belgium** supported the **MyWish project**, which aims to donate digital equipment to promote the independence of young adults with disabilities living in shared accommodation in Brussels. This project was rolled out to 10 beneficiaries in 2025.

In the same country, the **Learning Differently project** was run by Tic Tac Lab, which organizes technology education workshops and courses for young people and sometimes adults. In an **Orange Fab Lab**, young people with intellectual disabilities have been trained to use equipment and make objects, furniture, signs and more. This project benefited 25 people in 2025.

Orange Luxembourg organized immersion days on the premises of the Kraizbiert Foundation, which provides disabled people with the means to achieve a degree of independence. Eight employees had the opportunity to participate as volunteers at the Kraizbiert Foundation's end-of-year event.

In 2024, **Orange Moldova** partnered with UNICEF, offering its employees the chance to participate in sponsorship activities and organize a summer camp designed specifically for children with disabilities and those from socially vulnerable families. **A total of 600 children benefited from this initiative.** It provided them with a valuable opportunity to enhance their digital skills and boost their social confidence.

In 2025, **Orange Moldova** plans to enrich this experience by including a musical component to further support creativity and emotional expression.

The **Orange Foundation Poland** is a partner of the Integration Foundation, which organized a gala in 2024 to reward organizations that promote the inclusion of people with disabilities. Nearly 1,000 people attended the event.

The **Orange Warsaw Festival**, which takes place every year in spring, has been designed to be accessible to people with disabilities (special tickets, adapted paved surfaces, access ramps, audio description of concerts, sign language interpreter, hearing loops, dedicated parking spaces, etc.).

Orange Poland is also one of the founding members of the Business Accessibility Forum (BAF), an initiative aimed at creating a space for discussion and collaboration between different Polish companies in the field of accessibility.

The goal is to establish a unified stance on the new legislation regarding the implementation of the European Accessibility Act⁽²⁾, promote best practices in digital accessibility, and collaborate with public institutions and social organizations on the implementation of the Accessibility Act.

In 2024, the **Orange Foundation in Romania** supported a program to fund new facilities for people with motor disabilities to enjoy water sports and mountain hiking. It also offers several approaches combining sporting activities with personal development workshops for children with disabilities, in collaboration with the associations Climb Again, Equal on Water and Mountain and Door to Outdoor.

In 2025, the Foundation supported two associations for people with visual impairments: Noua ne Pasă and Climb Again.

Orange Romania has developed the “World through sound and color” program to support the social inclusion of people with visual and hearing impairments, in particular through digital technology. It is designed for children and adults with sensory impairments, as well as teachers, carers and parents.

Orange Slovakia has supported several associations working to develop digital skills and independence for people with disabilities, as part of the Digital Future 2024 grant program:

- Autistické centrum Andreas n.o. which enabled 7 beneficiaries to discover 3D printing,
- ADORA deťom, o.z has trained 15 children with disabilities in digital skills,
- Organizácia Nechajme sa počuť, which has supported 10 children with autism with their schooling,
- Rozmanita, a long-standing partner of the **Orange Foundation**, which is committed to creating an inclusive environment where children from different backgrounds, including those with disabilities, learn together.

Africa and the Middle East

The **Orange Foundation in Egypt** and Caritas Egypt's SETI Center have teamed up to open a new center in Sohag with modern facilities (sensory rooms and training rooms) offering specialized, tailor-made services for children aged 2 to 18 with ASD. The aim is to support up to 2,000 children, in collaboration with associations. Families, carers and local organizations will also benefit from training and awareness programs.

(2) See page 9 for further information on the European Accessibility Act

Orange Egypt supported the ASDAA association, which serves individuals with hearing impairments, enabling it to take part in a robotics competition held at the Borg Al Arab stadium in August 2024.

The subsidiary provided financial, technical and mentoring support to four ASDAA teams. Competing against 45 teams of able-bodied people, three of the ASDAA teams took first place.



Photo of ASDAA Academy participants at Orange Egypt

In partnership with Jordan's Higher Council for People with Disabilities, **Orange Jordan** has provided 20 tablets to facilitate the assessment, approval and issuance of disability cards aimed at promoting the social, economic and cultural inclusion of people with disabilities.

It sponsored a competition to reward creative media products that help raise awareness of the rights of people with disabilities, and renamed its network "inclusion", from December 3 to 10, 2024, to mark the International Day of Persons with Disabilities.

Finally, **Orange Jordan** supported the Jordanian Cultural Forum for the Visually Impaired, organizing a workshop on managing emotions that took place in Amman and Aqaba and was attended by 45 participants.



Photo of participants at the Cultural Forum for the Visually Impaired at Orange Jordan

Orange Liberia has equipped Digital Schools to facilitate access to educational content for the hearing impaired.

To mark the Foundation's Solidarity Day, **Orange Mali** donated food to UMAV (Union Malienne des Aveugles) and AMALDEME (Association Malienne de Lutte Contre les Déficiences Mentales).

The **Orange Foundation Morocco** has furnished and equipped a multimedia room to provide digital training to almost 220 beneficiaries of the AMH association (Amicale Marocaine pour les Handicapés), with the aim of facilitating their professional integration. It has also donated tablets adapted for the visually impaired to the Digital School at Lycée Mohamed V in Casablanca. The aim is to help young people with disabilities use digital technology to learn.

In 2024, the **Orange Foundation Senegal** supported the Fondation des invalides et mutilés de guerre.

Orange Sierra Leone supported the Freetown Cheshire Home association to organize a Christmas party attended by 150 beneficiaries. The association provides accommodation and support for young children with physical disabilities. The subsidiary has also pledged digital skills kits to the association, and in December 2024 donated 100 tarpaulins to the national disability commission to help renovate shelters for people with disabilities.

Orange Madagascar has launched the "Madagascar Engage for Change" program, encouraging employee participation in social and environmental actions, while raising awareness of the inclusion of disabled people.

2024 Paris Olympic and Paralympic Games: an inclusive partnership

As a premium partner and official supplier to the 2024 Paris Olympic and Paralympic Games, Orange put its technological expertise at the service of this world-class event. This partnership was an opportunity to deploy innovative solutions on a large scale, for the benefit of all audiences, and in particular visually-impaired spectators.

In close collaboration with the Paris 2024 Olympic and Paralympic Committee, Orange deployed two major solutions for visually-impaired and blind people:

- **A tactile tablet** representing a miniature sports arena that allows you to track the ball's path in real time was developed by the startup Touch2see. 45 5G-connected tablets were used at 6 Olympic venues, covering 7 sports (soccer, rugby, basketball, goalball, blind football, wheelchair rugby and wheelchair basketball). An innovation that gives users a tactile perception of the game and makes it easier to understand matches.
- **An audio-description service** available directly on the viewer's smartphone, co-developed by startup Odiho and Orange. This technology makes it possible to listen to adapted commentaries while remaining immersed in the stadium atmosphere, thanks to "silent" sound diffusion. This system covered 136 competitions in 17 disciplines, as well as some official ceremonies.



Photo Credit Paris 2024

Photo of mascot Phryge presenting the Touch2see tablet.



It changes everything. We no longer have to ask people what's happening. We're at the heart of the game and an integral part of the audience."

Feedback from a user on France Info radio during the Olympic and Paralympic Games.

Orange, a partner and catalyst of inclusive innovation

Collaboration with these startups began back in 2022, during a challenge organized by Orange. The winners of this competition, Touch2See and Odiho, received support for 2 years in the lead up to Paris 2024. Thanks to technical and human support, they were able to test and improve these technologies for use at major international competitions.

Orange's support was decisive, not least thanks to the performance of its 5G network, which guarantees minimal latency and optimum reliability, two essential conditions for a smooth, uninterrupted experience.



I'm very pleased with the collaboration between Orange and Odiho during Paris 2024. Together we were able to deliver a high-quality service with zero latency, giving spectators a truly enriched experience."

Gauthier Dalle, Founder and CEO of Odiho

The audio-description service can also be adapted to other types of events. It was used by Orange at the main concerts of the Terres du Son festival in France in 2024 and 2025, to make the experience more accessible to the visually impaired.

Other initiatives

In celebration of the 2024 Paris Olympic and Paralympic Games, Orange launched several initiatives to promote sports for all, including disabled sports:

- Orange joined forces with Génération 2024 and enabled 8,000 people from the Paris region, accompanied by the educational community and various associations, to discover Paralympic sports,
- A campaign⁽³⁾ raising awareness of the power of Paralympic athletes' performances was launched online and has received over 30 million views.
- Orange was a sponsor of the Marathon for All, the first event open to the general public, which included a 10km course accessible to people with all types of disabilities.



(3) [Disability awareness campaign - Paris 2024](#)

06

Appendix



Disability: types of disability

- **Motor impairment** is characterized as the temporary or permanent loss of function of the body or a body part. This can include movement, posture, handling objects, communication and perception of the outside world. Examples include malformations, the after-effects of an accident, aging, paraplegia, osteoarthritis, musculo-skeletal disorders (MSD), etc.
- **Sensory impairments** are impairments of one or more sensory organs. Examples include total or partial loss of a sense, such as sight (blindness, cataracts, glaucoma, color blindness, etc.) or hearing (partial hearing loss, deafness, tinnitus, etc.), as well as other senses, such as taste, smell, and touch.
- **Cognitive impairments** (or neurodevelopmental disorders) are defined as problems with cognitive processes, including difficulty processing information, paying attention, remembering, and using language. Examples include Attention Deficit/Hyperactivity Disorder (ADHD), Specific Language and Learning Disorders ('dys' disorders), Autism Spectrum Disorder (ASD), etc.
- **Psychological impairment** is a condition that causes disabling mental health problems (emotional, personality disorder, etc.) without causing an intellectual impairment. Examples include schizophrenia, bipolar disorder, generalized anxiety disorder, depression, etc.
- **Intellectual impairments** are defined as a reduction in intellectual abilities. They are characterized by difficulties with comprehension, conceptualization, expression, and communication. Sometimes, they are accompanied by difficulties related to spatial and temporal processing. Examples include Down syndrome, etc.

- **Progressive and chronic disabling illnesses** are conditions that cause a form of disability (often invisible) due to their effects on the body, restricting a person's activity. They can be temporary, permanent or changeable, and relate to chronic or acute conditions. Examples include respiratory illnesses, digestive illnesses, high blood pressure, diabetes, multiple sclerosis, HIV, albinism, cancer, etc.

When a person has multiple significant impairments affecting their motor, intellectual and sensory abilities, that person is said to have profound intellectual and **multiple disabilities**. When a person has several less significant impairments and no intellectual impairment, they are said to have **multiple impairments** or **associated disabilities**.

80% of disabilities are invisible⁽¹⁾, making them difficult to recognize and take into account, particularly in the workplace as people may be reluctant to self-declare for fear of negative consequences.

Around 20% of the world's population is made up of people who are **neuroatypical, neurodivergent** or **neurominorities** due to their specific cognitive and psychological functioning. Different cognitive or psychological functioning is not always considered a disability. It all depends on the severity and intensity of the associated disorders.

This includes:

- **Autism Spectrum Disorder (ASD):**

This refers to neurodevelopmental problems that cause problems with communication and social interaction, as well as repetitive behaviors and specific, restricted interests. Characteristics vary greatly from one person to the next, hence the use of the term "spectrum", which refers to a wide range of profiles.

(1) Source: Fondation de France

■ “Dys” disorders:

- **Dyslexia and dysorthographia** (linked to writing),
- **Dysphasia** (linked to verbal development),
- **Dyspraxia** (motor development problem and/or visual and spatial function problems),
- **Dyscalculia** (problems leading to difficulties understanding or using numbers. They are often linked to other disorders),
- **Attention Deficit/Hyperactivity Disorder** (ADD/ADHD),
- **Specific problems linked to the development of memory processes,**
- **Specific problems linked to the development of attention processes and/or executive functions.**

Some countries like France include **High Intellectual Potential (HIP)** in the list of neurodivergent conditions, which refers to people with an IQ of 130 or above. It is often characterized by unusual reasoning: tree thinking as opposed to more linear thinking.

Other countries like the Anglosphere, Canada, India, and Brazil include mental health problems in their evaluations of neuroatypical profiles, such as **bipolar disorder, obsessive-compulsive disorder (OCD), Tourette’s syndrome,** and so on.

People considered neuroatypical might have several characteristics from the different profiles mentioned above.

We would like to express our deep gratitude to all contributors from Orange entities, as well as our international partners and experts, whose commitment and insightful opinions have made this second report possible.

Orange

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Layout and standardisation: Agence 90c

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