

Building the Future Together

Orange
Middle East and Africa

2025 Corporate Social
Responsibility Report



orange™
is here

Building the Future Together

Orange

Middle East and Africa

We would like to thank all the teams mobilized across the 17 countries where Orange operates, who bring our commitments to life every day for the benefit of communities and the planet.

Our thanks also go to everyone who contributed to the preparation of this 2025 CSR report, whose collaborative work has helped highlight our actions, our progress and their impact.

Accelerating innovation, amplifying impact

In this report, we illustrate how our commitments, our innovations and our actions help create sustainable value that is shared with our entire ecosystem: our customers, our employees, our partners and the communities and regions where we operate.

By putting innovation to work for the public good, we are accelerating digital, financial, energy and social inclusion to provide more opportunities for everyone.

Our ambition is to contribute to development that is more accessible, more responsible and more sustainable, by creating a positive impact that sustainably supports the transformation of Africa and the Middle East.

Orange is here.

This report was prepared in accordance with the principles of the Global Reporting Initiative (GRI) framework.



Jérôme Hénique,

Chairman of the Board of Directors of Orange Middle East and Africa

The transformation underway at Orange across the Middle East and Africa is driven by a clear ambition: to harness digital technology to drive sustainable and inclusive development, while creating value for the territories in which we operate.

In a world shaped by rapid technological change, growing environmental challenges and rising societal expectations, we believe that long-term performance can only be achieved through responsible growth: one that combines economic development, social progress and the preservation of natural resources.

Through our Lead the Future strategic plan, we are continuing to invest in strengthening connectivity, accelerating digital inclusion and deploying innovative services that benefit millions of people. As telecommunications networks are now at the heart of societal transformation, we have a responsibility to develop them in a way that is increasingly resilient, sustainable and inclusive.

This ambition is reflected in tangible commitments. Through our Orange Digital Centers, we strengthen digital skills, promote youth employability and support entrepreneurship. Through Orange Money, we provide easier access to financial services for millions of people, contributing to financial inclusion and broader economic participation.

At the same time, we are pursuing the energy transition of our infrastructures by progressively installing solar power for our networks and technical sites, improving their resilience while reducing our environmental footprint.

Embedding environmental, social and governance considerations at the heart of our activities is an essential lever to anticipate the challenges of the future, strengthen our resilience and meet the expectations of our customers, employees, partners, investors and communities.

The results presented in this report reflect the progress achieved thanks to the commitment of our teams and partners.

They also illustrate our determination to pursue this momentum with ambition, high standards and responsibility. More than ever, we are convinced that digital technology is a powerful driver of development.

By connecting territories, expanding access to essential services, developing skills and creating opportunities, we are helping to build a more inclusive, more sustainable and more prosperous future for Africa and the Middle East.



Yasser Shaker

CEO of Orange Middle East and Africa

2025 marks a major milestone for Orange Middle East and Africa as we successfully completed the Lead the Future strategic plan.

By placing sustainable value creation at the heart of our strategy, we continue to demonstrate that our commitment to people and the planet is the strongest driver of long-term growth while remaining firmly on track with our CO₂ emissions reduction trajectory across scopes 1 and 2.

Across our 50 Orange Digital Center hubs, we provided free digital training and support 1.4 million beneficiaries, helping them build skills, access employment opportunities, and accelerate their entrepreneurial ambitions. Through the For Good Connections initiative, we continue to promote safer and more responsible internet use among younger generations, reaching 554,000 children and raising awareness on key issues such as online bullying and excessive screen time.

With one million households connected through Orange Énergies, we are helping bring access to energy to communities where it can transform everyday life. At the same time, our Women's digital center and Digital Schools open new pathways for inclusion by empowering women and giving children the tools and confidence to embrace the opportunities of the digital world.

Financial inclusion also remains a powerful catalyst for transformation. Every day, 47 million users rely on Orange Money and Orange Bank to access financial services more easily and securely through mobile technology, making everyday life simpler and more accessible. This momentum is also evident in our financial results: revenue increased by 12.2%, EBITDAaL grew by circa 14%.

Above all, this achievement belongs to our exceptional collective strength: our 19,000 employees, who work every day to serve 179 million customers across Africa and the Middle East. Through Orange Engage for Change, more than 6,500 employee volunteers actively support social and environmental initiatives within their communities. I would like to warmly thank them for the commitment, energy and passion they bring to our mission every day.

Together, we are closing a strategic chapter that has strengthened a business model that is robust, high-performing and deeply committed to sustainable progress. Today, I am confident that we have built strong foundations to embark on a new chapter with ambition, resilience and trust in the future.

I believe in Africa and the Middle East, its people, its energy, its tomorrow.

A multi-service operator committed to local communities

Our purpose

Orange is the trusted partner that gives everyone the keys to a responsible digital world.

Our Commitments

Promoting digital inclusion

Connecting more people and bridging the digital divide.

Accelerating financial inclusion

Developing solutions that make everyday life easier.

Supporting the energy transition

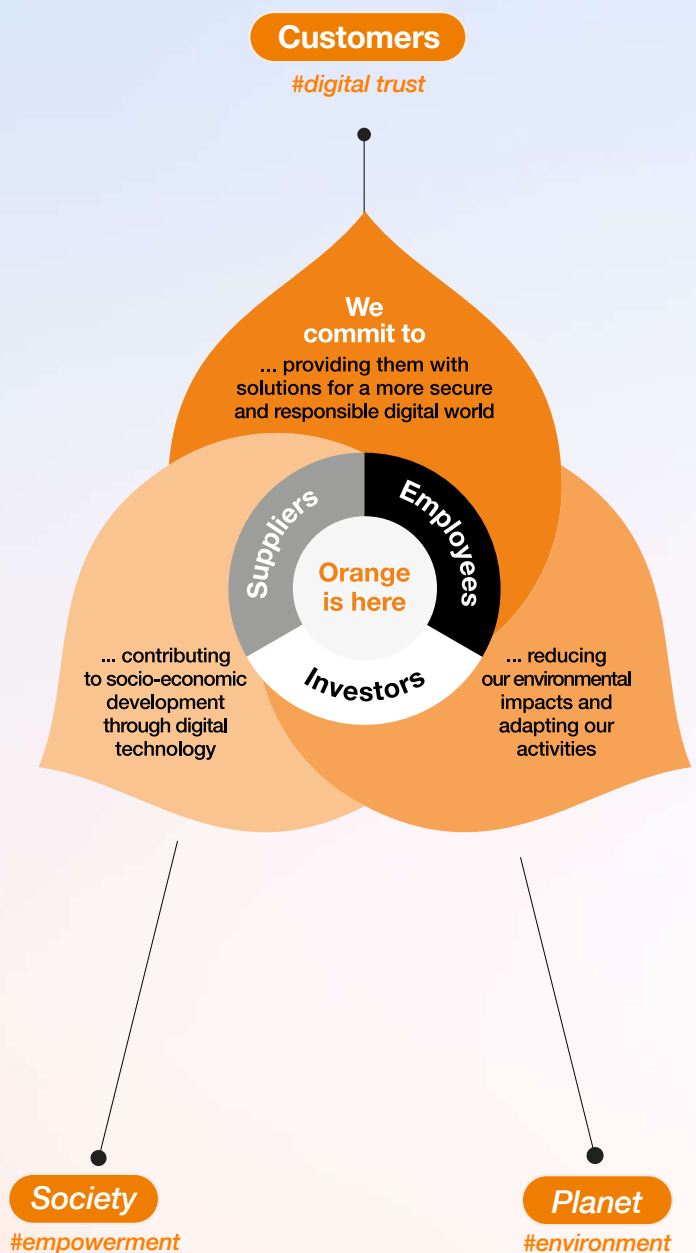
Promoting more energy-efficient infrastructure and solutions for energy access.

Encouraging local innovation

Training talent, supporting entrepreneurs, and developing innovation ecosystems.

Acting responsibly

Reducing our environmental footprint and creating sustainable value for all our stakeholders.



Every connection is an opportunity



a female farmer
who gains access to market
prices,



an entrepreneur
who makes their payments
secure,



a student
who is learning to code,



a person in a rural area
who pays their electricity
bill,



a family
that stays connected
despite the distance,



a Max it user
who simplifies their daily life with
digital services.

This is how trust is built and strengthened every day



in the resilience of our
infrastructure,



in the quality of
our services,



in our teams,



and through lasting partnerships
within the regions and with the
communities we support.



*"Digital transformation is a
key driver when it addresses
the concrete needs of
people and communities.
Our ambition is to harness
technology to foster
sustainable and inclusive
growth in Africa and the
Middle East."*

Ben Cheick Haidara,
Deputy Chief Executive Officer,
Chief Operating Officer at OMEA

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Building the Future Together

As our networks expand, user habits are changing and new opportunities are emerging across Middle East and Africa.

Because before data comes a vision: one of meaningful, shared and sustainable progress. Building the Future Together means moving forward collectively, with confidence. It means building on strong and responsible foundations.

01

Designing and deploying sustainable networks that empower local communities

Building the Future Together means connecting every community, every use case.

Reliable infrastructure, high performance networks, built to last and tailored to the realities of each community.

02

Accelerating digital transformation to drive inclusion and development opportunities

Building the Future Together means making things possible.

Enabling everyone to communicate, connect, learn and access digital, financial and energy services creates new opportunities.

03

Promoting responsible governance to drive performance

Building the Future together, with confidence, is about more than just intent.

It relies on strong governance, keeping our commitments and constructive dialogue with our stakeholders, within a rigorous

Trust the Future

While “Lead The Future” conveyed our ambition to prepare for the future, “Trust The Future” underlines our belief that trust is the key to building it sustainably.



Our fo

17

countries

47 million

active users on Orange Money

19,000

employees

179 million

customers

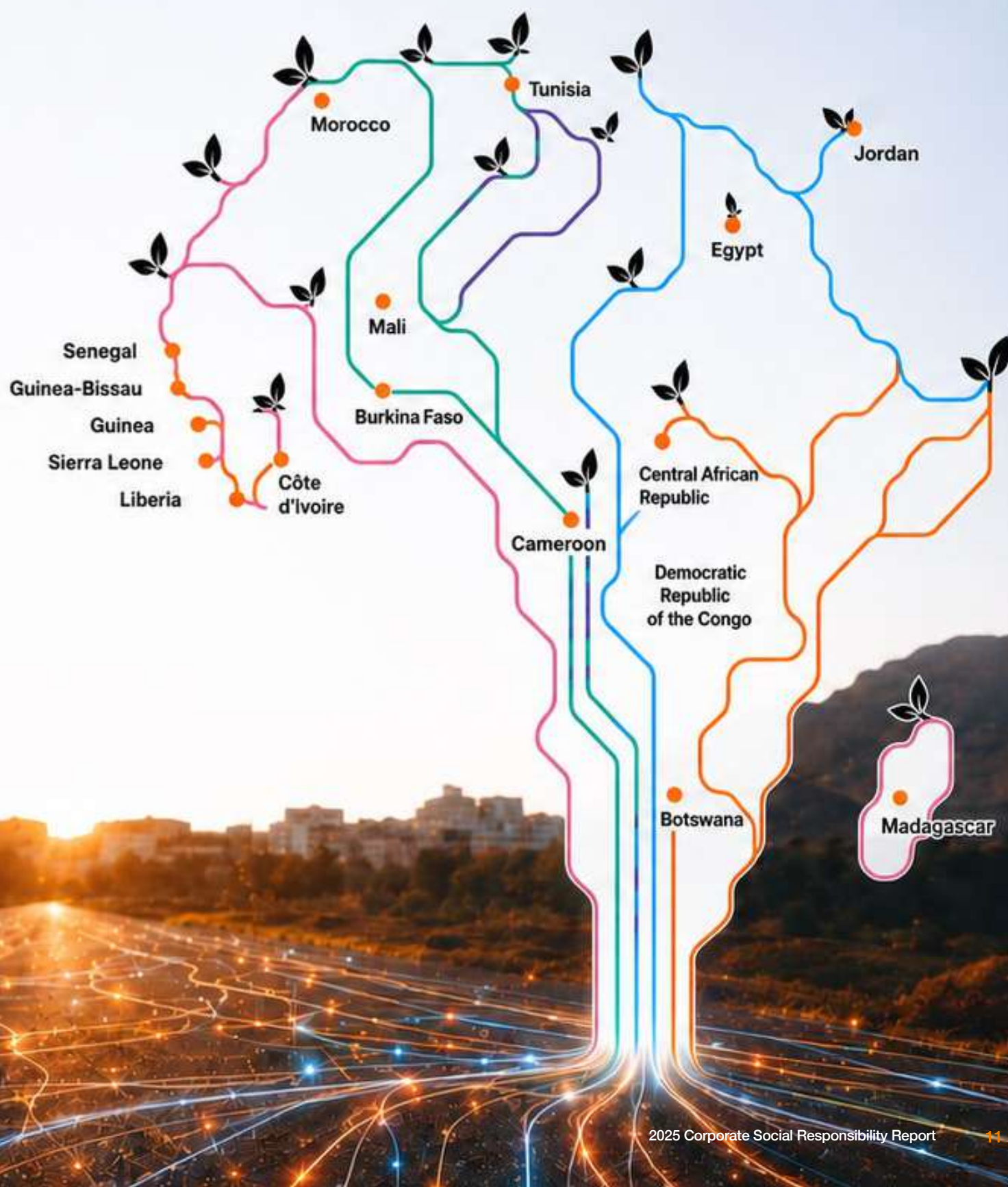
+12.2%

annual revenue growth

23 million

active Max it users

Footprint





Committed leadership driving sustainable impact

In 2025, Orange Middle East and Africa is embarking on a new chapter in its transformation, driven by a renewed governance structure and a strengthened vision.

Under the leadership of its Executive Committee, our strategy combines innovation, performance and responsibility to accelerate more inclusive and sustainable growth.

This ambition comes to life thanks to the commitment of our employees and the collective efforts of our 17 subsidiaries, which implement our initiatives in close alignment with local realities.

Together, they turn our commitments into concrete actions that benefit our customers, our partners and the communities and regions where we operate.

Executive Committee



**Yasser
SHAKER**

CEO, Orange
MEA



**Tania
MOGHAIZEL**

Chief of Staff



**Dorothée
VIGNALOU**

Deputy CEO, Chief Financial
Officer, Strategy and
Development



**Ben Cheick
HAIDARA**

Deputy CEO, Chief
Operating Officer (COO)



**Asma
ENNAIFER**

Director of CSR, Communications,
Orange Digital Center



**Elisabeth MÉDOU
BADANG**

Director of Human
Resources



**Alban LO
GATTO**

Director of Corporate Affairs
and Compliance



**Thierry
MILLET**

CEO, Orange Money
Group



**Meryem
AKKAR**

Regional Director North Africa
and Middle East



**Jean Jacques
VAGINAY**

Regional Director
West and East Africa



**Fabrice
ANDRÉ**

Regional Director Central and
Southern Africa the Indian Ocean



**Patrick
LEFEVRE**

Regional Director
Orange Côte d'Ivoire cluster



Country Management



**Yasser
SHAKER**

CEO, Orange MEA

Working together, our 17 subsidiaries are working to achieve the Orange Group's goals, while navigating the economic, regulatory, and social realities of their respective regions.



**Brelotte
BA**

CEO, Sonatel Group



**Mamadou
BAMBA**

CEO, Orange Côte d'Ivoire Group



**Hendrik
KASTEEL**

CEO, Orange Morocco



**Leyti
NDIAYE**

CEO, Orange Mali



**Aicha
Touré**

CEO, Orange Sierra Leone



**Philippe
MANSOUR**

CEO, Orange Jordan



**Nogaye Therese
TOUNKARA**

CEO, Orange Guinea-Bissau



**Nafy
COULIBALY**

CEO, Orange Burkina Faso



**Stéphane
VARRET**

CEO, Orange Tunisia



**Ousmane Boly
TRAORE**

CEO, Orange Guinea



**Jean
Marius YAO**

CEO, Orange Liberia



**Hisham
MAHRAN**

CEO, Orange Egypt



**Aminata
NDIAYE**

CEO, Orange Madagascar



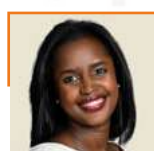
**Max
FRANCISCO**

CEO, Orange Central African Republic



**Brutus
DIAKITE**

CEO, Orange Democratic Republic of the Congo



**Néné
MAÏGA**

CEO, Orange Botswana



**Patrick
BENON**

CEO, Orange Cameroon

Orange Engage for Change



Our goal: Working together for a better world.

With Orange Engage for Change, every employee has three days a year to get involved in projects with a significant social impact.

Employee engagement at the heart of our impact

With Orange Engage for Change, every employee has the means to make a tangible difference to support the communities and regions where we operate.

This unifying program reflects our belief that collective impact stems from individual commitment.

To mark its first anniversary, celebrated on World Environment Day 2025, thousands of employees came together to take part in high-impact actions: reforestation, raising awareness about environmental protection, community initiatives and philanthropic projects.

How does it work ?

Through an interactive platform, everyone can take part in meaningful social or environmental initiatives that create lasting value for our communities. Every action counts.

Discover Orange Engage for Change activities during WED 2025





Orange, a leader in digital technology for shared progress

Orange Middle East and Africa fully aligns its CSR approach with the United Nations agenda by adopting the universal framework of the Sustainable Development Goals (SDGs). Our activities contribute to several SDGs, with a significant impact on seven priority goals.



“Orange’s role as a trusted operator is closely linked to the development of communities and regions. Our contribution to the Sustainable Development Goals is supported by our long-term investments in connectivity across the continent, as well as by our CSR commitments to make these benefits accessible to as many people as possible.”

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

01

**Designing
and deploying
sustainable
networks that
empower local
communities**



Our n

Accelerating the mobile network

4G in 17 countries

5G in 7 countries

87% of the population is covered by the mobile network

Expanding access to fiber

6.2 million households eligible for fiber

+33.8% new fiber customers

network

Reducing the network's environmental footprint

15,000 sites equipped with solar panels

-49.3% in Scope 1 and 2 GHG emissions vs. 2015 (Orange Group)

”

“By installing solar panels at 87% of our sites, we have reduced our carbon footprint by 25% in one year in Liberia, where the national electrification rate is 12%.”

Jabateh Dweh Charles,
Power Manager Operations,
Orange Liberia, 2025

Expanding Coverage and Increasing Network Density

Every year, we invest in our networks with a clear goal: to expand coverage, improve service quality and reduce digital access disparities.

We are expanding coverage to areas that are still underserved, so that everyone can benefit from digital opportunities.

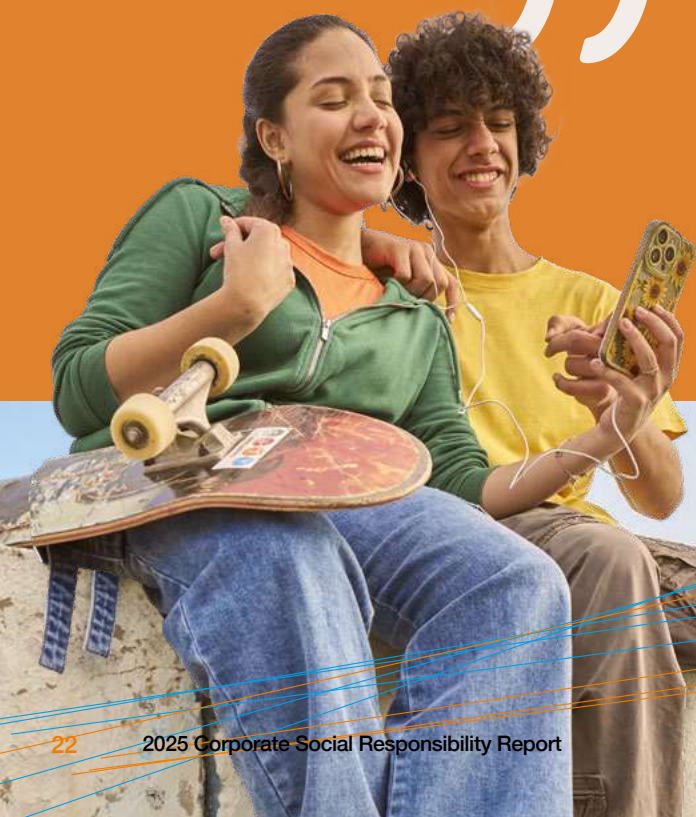
We are strengthening the 4G network in major metropolitan areas to ensure optimal service quality. We are preparing our infrastructure for the uses of tomorrow by rolling out 5G to support the digital transformations ahead.

And we are making these investments with the goal of balancing network performance and environmental responsibility by accelerating our efforts to reduce CO₂ emissions associated with our operations.

“ Behind every reliable connection lies infrastructure built to last. By investing in resilient, secure, high-performance networks, we make connectivity a driver of inclusion and sustainable development.”

Rami Ben Gadri,
Chief Technical & Information
Officer at OMEA

”



Fiber networks and ultra-high-speed mobile networks

Fixed networks

9 countries

connected to fiber

2 Million

households and
businesses are
connected to fiber

2 Million

households

have 4G/5G fixed wireless access (FWA),
and nearly 1 million have ADSL access.

Mobile networks

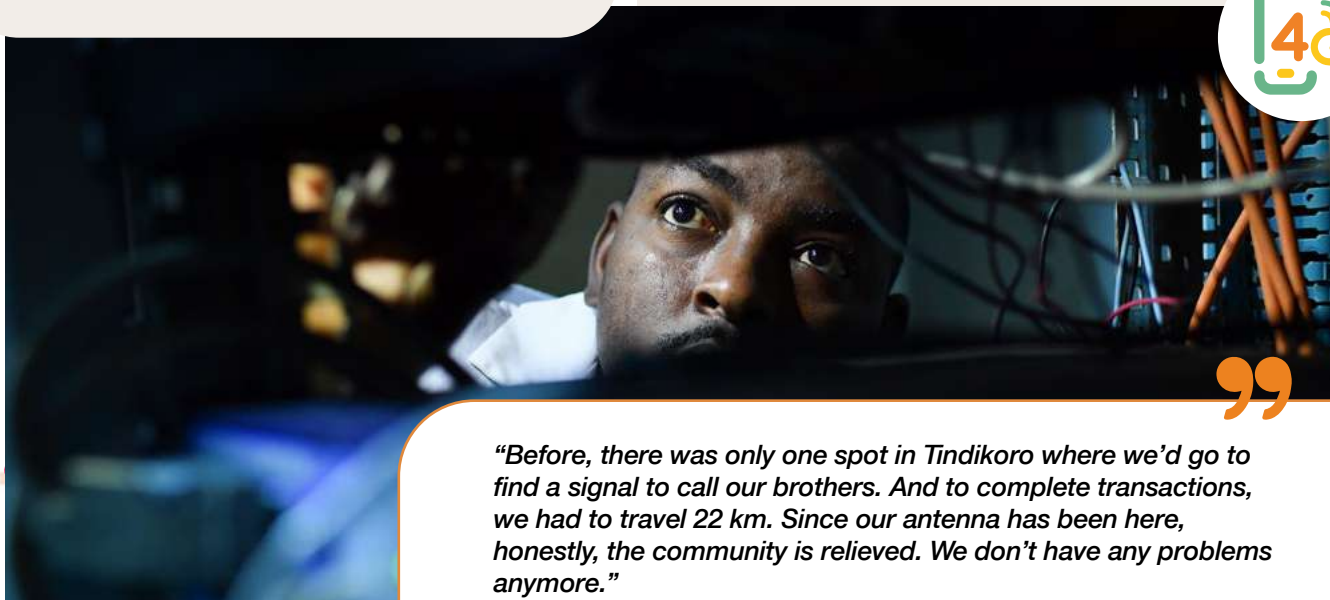
**More than
100 million**

mobile internet users

**More than
90 million**

4G customers

2025 confirmed the acceleration of ultra-high-speed mobile broadband across our 17 markets.



“Before, there was only one spot in Tindikoro where we’d go to find a signal to call our brothers. And to complete transactions, we had to travel 22 km. Since our antenna has been here, honestly, the community is relieved. We don’t have any problems anymore.”

Moussa, farmer
Village of Tindikoro, Côte d'Ivoire



Morocco reached a historic milestone with the commercial launch of 5G in November 2025, which is now available in more than 100 cities. A total of 12,000 km of fiber-optic cable was deployed between Tangier and Dakhla. In 2025, the 15,000 m² Orange Tech data center opened its doors, the first data center of this size in the country.



In **Côte d'Ivoire**, the large-scale rollout of coverage in the “dead zones” of the northern part of the country has made the network accessible in 175 rural communities. In terms of network quality, 4G congestion has been cut in half, an improvement recognized by the Ookla award for the fastest network.



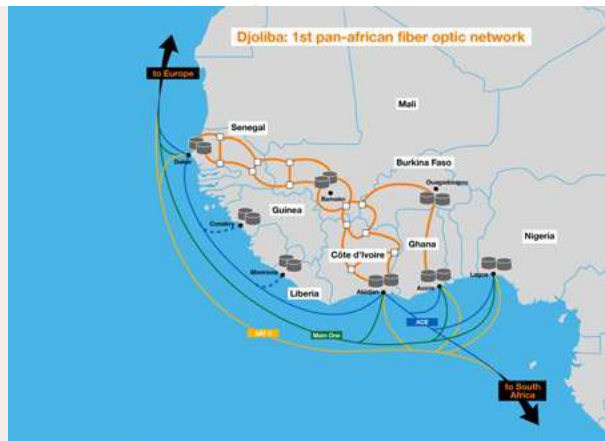
In **Senegal**, commercial 5G is deployed in 5 cities across 132 sites. Senegal remains Sonatel’s innovation hub, with the company operating Djoliba as a regional backbone covering 8 West African countries.

Our International Infrastructure: Submarine Cables and Satellites

Our international networks combine 40 points of presence in Africa, ensuring reliable and fast global connectivity, major submarine cables, regional backbones and a strategic satellite partnership for the most remote regions.

Djoliba: Strengthening Regional Connectivity to Serve Communities

We are continuing to expand Djoliba, our terrestrial fiber-optic backbone, which currently connects 8 West African countries. This backbone network enables us to secure data flows, improve service quality, and strengthen interconnectivity among our subsidiaries.



2Africa

The 2Africa submarine cable, which became operational in 2025, is one of the world's largest telecom infrastructures:

45,000 km

3 continents

46 interconnection points

Medusa : The Mediterranean as a New Digital Bridge

Following its deployment in Tunisia, the Medusa submarine cable is now operational in Morocco, connecting Nador to a Mediterranean network spanning over 8,700 km with a capacity of 20 Tbps.



Our partnership with Eutelsat: satellites serving the last mile

To accelerate digital inclusion, we are expanding our connectivity solutions by leveraging satellite technologies.

In March 2025, we announced a strategic partnership with Eutelsat to accelerate the deployment of satellite internet in Africa and the Middle East. This agreement is a game-changer for the most remote rural areas, where our terrestrial deployment remains economically or logistically challenging.



Infrastructure Resilience and Cybersecurity

In a complex geopolitical situation marked by security crises, natural disasters and instability, ensuring the resilience of our networks is our top priority. We have invested in infrastructure capable of withstanding the most challenging conditions, particularly where the network is critical.

Predictive Maintenance: Anticipate Rather Than React

Our algorithms identify the risk of breakdowns before they occur, prevent outages and unplanned maintenance, and thereby reduce our logistical footprint.

Where corrective maintenance used to be the norm, we're implementing a preventive approach that fundamentally transforms both the customer experience and operational performance.



In **Liberia**, we organized the Cybersecurity Awareness Training & Hackathon in October 2025 with Cyber Warriors of Liberia and we developed the STEM Club program in partnership with OpenSource Liberia.

A smarter, more resilient network

Since 2016, we have been mutualising the supervision of our sub-Saharan networks through the GNOC, our Regional operations centre based in Dakar and Abidjan.

In 2025, we accelerated the integration of artificial intelligence into this mechanism to detect incidents more rapidly, reduce response times and optimise the network's energy management.

This capability enables us to ensure service continuity 24/7 across our 10 subsidiaries, including in times of crisis or climate-related events.

Artificial Intelligence supporting the Network

We are leveraging artificial intelligence to optimize our network in real time and make it both more efficient and more energy-efficient.

AI for Network Resilience

Artificial intelligence is now integrated at the heart of our network operations:

- predictive maintenance
- real-time anomaly detection
- dynamic optimization

It allows us to plan ahead rather than react.

Smart Capex: Adjusting Network Capacity to Actual Usage

Smart Capex, already deployed in Côte d'Ivoire, Senegal, and Mali, adjusts based on demand and usage patterns. The solution relies on machine learning algorithms that analyze network data (traffic, consumption, location) in real time, cross-referenced with energy data (sunlight levels, solar potential of installations).

The impact is measurable: a 25% reduction in fuel consumption in certain areas, better planning of grid investments and improved service quality and energy stability.



Côte d'Ivoire : AI for Energy Efficiency.

Deployed at rural all-solar sites, IA4Solar uses artificial intelligence to predict solar panel output and adjust the sites' energy consumption. This significantly improves network availability during periods of low sunlight or during the rainy season.



»
«The intelligence of the network lies in its ability, enhanced by artificial intelligence, to anticipate the usage patterns of the communities we serve, adapt in real time, and provide more efficient, reliable, and responsible connectivity.»

Ndiata Kalonji,
Director of Data, AI, IT & Infrastructure, OMEA

Reducing our Carbon Footprint

Reducing our carbon footprint is a priority for the entire Group. We are taking action by optimizing our energy consumption, developing renewable energy, promoting the circular economy and strengthening the resilience of our operations against the effects of climate change.

By 2025, at the Group level, we had reduced our Scope 1 and 2 emissions by 49.3% compared to 2015, far exceeding our initial target of a 30% reduction. At the same time, network traffic has increased by more than 30%. Our challenge is now clear: to support the growth in digital usage while sustainably reducing our environmental footprint.



Net Zero Carbon Target
by 2040 thanks to massive investments in renewable energy and the circular economy.

A transformation already underway



-49.3%

Scope 1 & 2 GHG emissions
vs. 2015 · target: -30%

37.5%

renewable energy as a
share of our total energy
consumption

15,000

sites equipped with solar
panels +31% compared to
2024

+17%

renewable energy
produced

**47 million
liters of fuel**

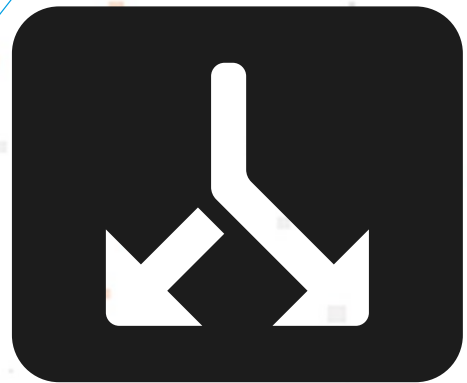
saved through solar panel
installation

122 Kt CO₂

avoided through solar
panel installation

Installing Solar Panels at Sites

In areas where access to electricity is limited, our networks help build more sustainable solutions. In several countries, our telecom sites no longer rely solely on the power grid: we generate our own energy directly on-site, primarily through solar power.



ESCO: A Winning Energy Partnership in 11 Countries

We collaborate with ESCO (Energy Service Companies) partners in 11 African countries: Burkina Faso, Cameroon, the Central African Republic, Côte d'Ivoire, Guinea-Bissau, Guinea, Liberia, Madagascar, Mali, Senegal, and Sierra Leone. These partners provide specialized expertise to modernize (systematic installation of solar panels where space allows) and optimize the management of our energy systems. Their involvement helps reduce fuel consumption and our CO₂ emissions, while enhancing the reliability of our energy supply.

“Solar panel installation is now part of our standard configuration for new sites, with an 11% increase in the number of solar sites each year.”

Jean-Michel Canto,
Chief Climate Officer, Orange MEA



In **Liberia**, we have chosen to massively accelerate the transition to solar power. 87% of our sites are now powered by solar energy. In just one year, this has significantly reduced our fuel consumption and ensured grid reliability in areas where diesel was the only option.



In **Jordan**, we have three solar farms totaling 36.7 MWp, covering 43% of Orange's energy needs in the country. Jordan is among the first markets in the MEA region to have adopted electricity generation that is predominantly renewable.



In **Sierra Leone**, the energy transition is underway, with 86% of sites equipped with solar solutions, even though only 32% of sites are connected to the public power grid.



In **Madagascar**, 63% of technical sites are now powered by renewable energy, a sign that solar energy can achieve high penetration rates even in geographically challenging island regions.



In **Burkina Faso**, 90% of our radio sites and data centers are powered by solar energy.



In **Tunisia**, ISO 14001 certification was obtained in 2025, accompanied by the implementation of an environmental management system integrated at national level. The project to install solar power at 1,000 radio sites is progressing on schedule: 205 sites had already been completed by the end of December 2025, with the goal of reaching 15% of energy from renewable sources of our network by the end of 2026.

Strengthening the climate resilience of networks

In 2025, we will strengthen our analysis of climate risks for our infrastructure. The goal is twofold: to ensure service continuity and to factor climate-related costs into our investment decisions.

40%

of sites already exposed to a high or very high risk

99%

of sites potentially at risk by 2050



In **Madagascar**, the cyclones observed in 2025 underscored the need to adapt critical infrastructure to growing climate risks.

Circular Economy: Giving Our Equipment a Second Life

Reducing our environmental footprint also means extending the lifespan of equipment and optimizing resource management. This approach transforms an environmental cost into an economic opportunity for local communities.

The 4 pillars of the circular economy at Orange Middle East & Africa

■ **OSCAR: Refurbishing Network Equipment**

Our OSCAR (Orange Sustainable & Circular Ambition for Recertification) program maximizes the proportion of refurbished equipment in our networks. It also promotes the reuse of equipment and transactions among subsidiaries, with OEM (Original Equipment Manufacturer) suppliers and alternative suppliers.

■ **Re: Developing the Consumer Circular Economy**

The Re program restructures our circular economy approach for customer-facing equipment around four pillars: collect, repair, refurbish and recycle.

■ **Refurbishing internet routers**

Our fleet of internet routers will more than double by 2030, so we need to take action to limit our dependence on suppliers and raw materials for this equipment. Six countries have launched this initiative and many others are exploring the possibility.

■ **Waste management**

The final link in the circular economy, once eco-design has been implemented and the product's lifespan has been extended, is the processing or recycling of equipment. We are committed to collecting and processing Orange equipment, ensuring that 100% of it is sent to recycling organizations.



209 metric tons
of electronic waste collected



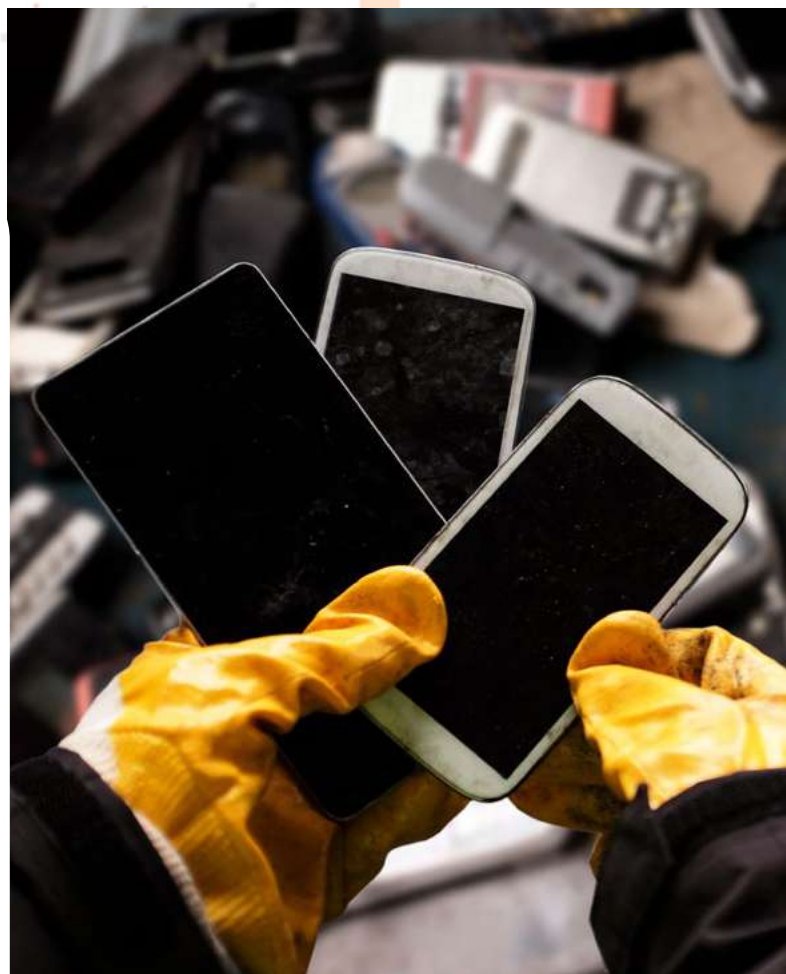
354,000
devices recovered



164,000
refurbished devices
(+43% vs. 2024)



€13 million
savings generated (OSCAR)



recycle

Circular economy models implemented locally



In **Morocco**, 6,000 routers were refurbished in 2025, resulting in carbon savings of 1.4 tCO₂eq and financial savings of €1.5 million.



In **Burkina Faso**, in partnership with Emmaus International and Les Ateliers du Bocage, 33,160 mobile devices were collected and processed as part of the WEEE program, an initiative that creates local jobs while reducing the environmental impact.



In **Egypt**, our partnership with UNIDO led to the creation of a local facility for refurbishing electronic equipment, generating direct jobs in the country while significantly reducing our impact on the supply chain.

02

**Accelerating
digital
transformation
to drive inclusion
and development
opportunities**





Inclusion, at t



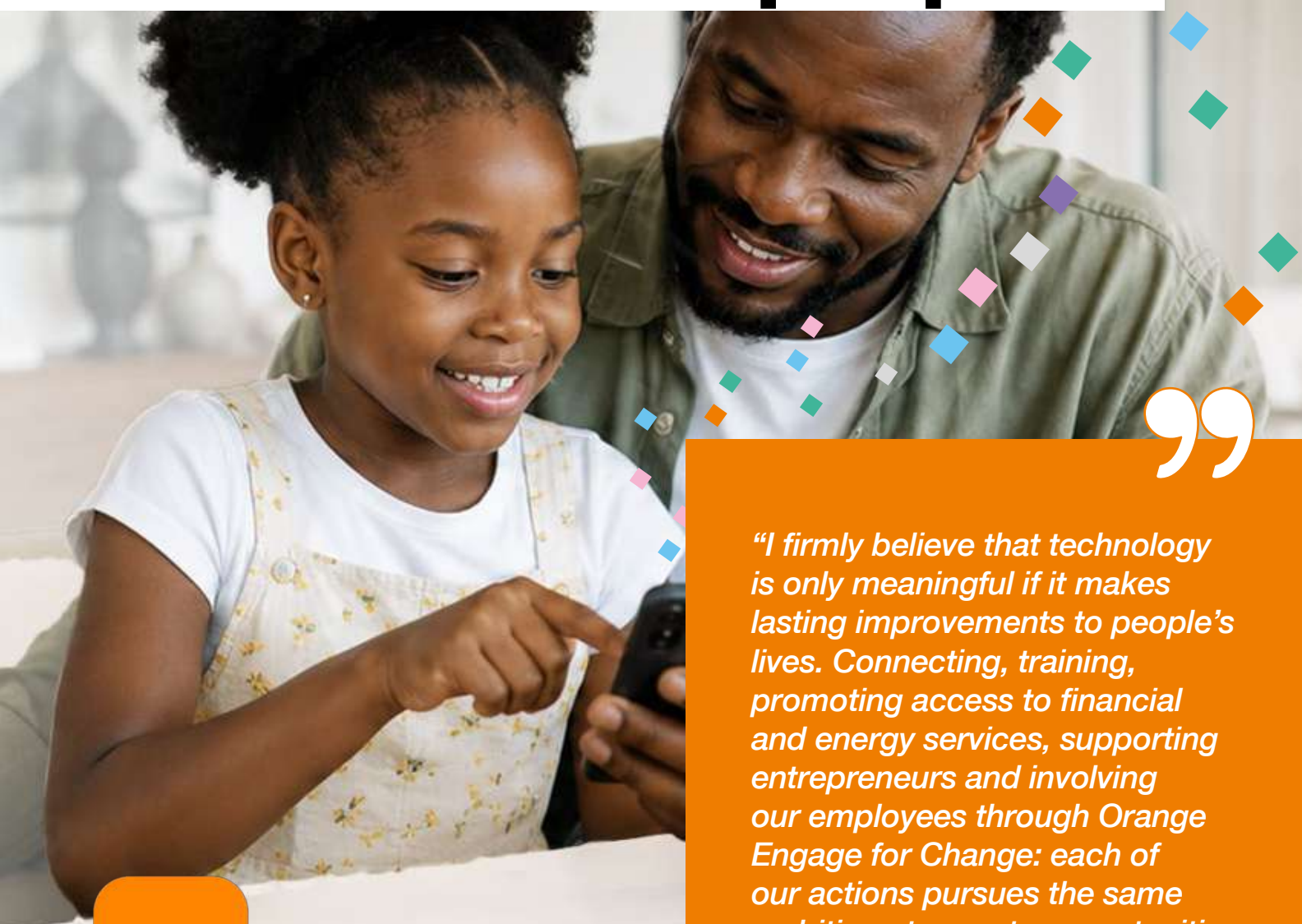
47 million
active users

9 billion
transactions



**100% digital savings and
credit solutions**

the heart of our purpose



”

“I firmly believe that technology is only meaningful if it makes lasting improvements to people’s lives. Connecting, training, promoting access to financial and energy services, supporting entrepreneurs and involving our employees through Orange Engage for Change: each of our actions pursues the same ambition : to create opportunities that empower people and contribute to the sustainable development of the countries where we operate. It is this human impact that gives our commitment its full meaning.”

—
Asma Ennaifer,
Executive Director of CSR, Communication
and Orange Digital Center OMEA

Max it

23 million
active users



1 million
households equipped with
solar power

Orange
Digital
Center

1.4 million
beneficiaries

Essence by digital

Digital technology is an essential tool for reducing inequalities. Together with governments and our partners, we work to make essential services more accessible, simpler, more secure and more inclusive.

Max it : the “super-app” at the heart of the integrated digital experience

A pillar of our digital strategy, Max it brings together telecoms and financial services in a single app enhanced by a constantly expanding multi-service ecosystem, adapted to local needs.

It thereby helps develop everyday digital uses, strengthen digital inclusion and accelerate the growth of digital revenue.

Max it

”

“Max it is with me almost every day. In a single app, I make my Orange Money transactions, buy my plans, track my credit and manage my services. The great innovation in the app is Max it TV, where I could watch the AFCON matches directly on my smartphone, with good image quality thanks to Orange internet.”

—
Mike Ramaroson,
Max it customer, Madagascar

Essential services enhanced Digital to support inclusion

Reducing the digital divide with affordable devices

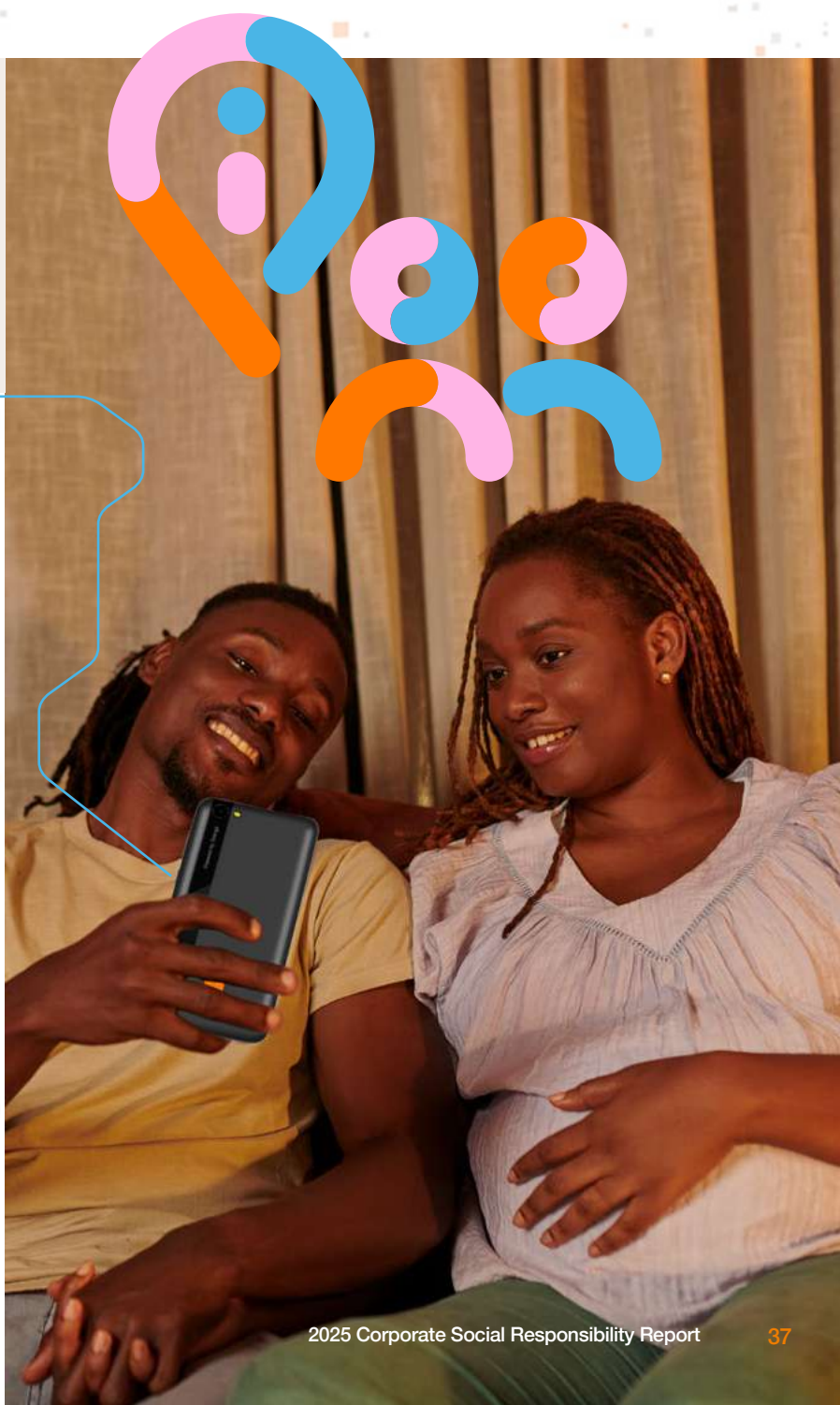
4 billion people do not use the internet worldwide, including 3.4 billion who are already covered by networks that would allow it. We are removing these barriers with concrete solutions, notably more affordable smartphones adapted to local use and economic realities.

With the **Sanza** mobiles, our entry-level smartphone available in 12 countries, we make digital more accessible thanks to essential features: voice, SMS, Internet, flashlight, long battery life and voice recognition.



Orange Madagascar takes part in the DECIM program (Digital and Energy Connectivity for Inclusion in Madagascar), funded by the World Bank and managed by Bamboo Capital Partners, to reduce the digital divide in the country. The program notably aims to distribute **664,000 connected devices, including 400,000 for women and young girls**, in order to accelerate digital and financial inclusion.

Orange Madagascar has secured a grant to roll out the program until March 2028, with priority targeting of women and remote areas.





Orange Money: everyday financial inclusion

Orange Money makes it possible to carry out money transfers, payments, airtime purchases, bill payments and other everyday financial transactions straight from your phone.

At the heart of essential services

47 million

active users

500,000

Orange Money virtual card customers

9 billion

transactions per year

1 million

retailers

120 million

accounts opened



In **Jordan**, Orange Money has become a key tool for humanitarian response and financial inclusion. More than 80,000 Syrian refugees now receive their aid directly on their phones thanks to partnerships set up with the United Nations High Commissioner for Refugees and several international NGOs.



In **Côte d'Ivoire**, Orange Money supports the rollout of the Productive Social Safety Nets Program backed by the World Bank, enabling financial aid payments to households living in extreme poverty.

"Orange Money Group is a key player in Africa's economic transformation. Our ambition is clear: to offer simple, diversified, accessible and secure financial services for all, without exception."

Thierry Millet,
CEO Orange Money Group



A fast-growing merchant network

1.8 million

active merchants driving the adoption of **QR code** payments in local neighbourhoods and markets.



In **Cameroon**, more than 30,000 new merchants joined the Orange Money network in 2025.



In **Mali**, the number of accepting merchants grew by +190% in one year, accompanied by a strong rise in mobile payment usage.

Financial partner of Governments



In **Democratic Republic of the Congo**, more than 15,000 teachers in Grand Kivu receive their salaries via Orange Money — more than \$5M paid each month in hard-to-reach areas.



Orange Bank Africa, widening access to credit and savings

Orange Bank Africa (OBA) was created to expand access to financial services in a region where the banking rate remains close to 30%. Orange Bank provides access to financial services such as savings, credit, payment and account management from your mobile.

3 countries
 Côte d'Ivoire
 Senegal
 Guinea

2.4 million customers, of whom 33% are women
201 billion XOF in Tik Tak loans (+31% vs 2024, of 40% for women)

Tik Tak : credit accessible in a few seconds

Getting credit in a few seconds, with no travel or complex formalities: that is the promise of Tik Tak. Accessible directly from a mobile phone, this solution can finance both an economic activity and an everyday need, such as schooling, health or housing.



**One click.
Your money is ready!**

**Tik Tak+ Loan
up to XOF 500,000**

 In **Guinea**, Tik Tak is now launched with Orange Microfinances Guinée (OMIG): loans from 50,000 to 1.5 million GNF, savings earning 3% a year up to 50 million GNF. The model, tried and tested in Côte d'Ivoire and Senegal, confirms its scalability.

 In **Côte d'Ivoire**, through partnerships with Birimian, Fin'Culture, GUD PME and the Orange Foundation, Orange Bank Africa supports entrepreneurs, artisans and small businesses that contribute to the vitality of the local economy and the creation of opportunities.

“In 2025, we continued our commitment to useful and inclusive finance, driven by our digital solutions. True to the Orange Group’s vision, we combine innovation, responsibility and performance in the service of lasting impact.”

Claude Y. Adigbonon,
Director of Human Resources,
General Services and CSR (OBA)

”

“Thanks to the Tik Tak loan, I was able to grow my business. I have increased my income and can provide for my family. Today, my business is stable and profitable.”

Monna Lydie Guédé, Manager, Darly Immobilier, Côte d'Ivoire

”

Orange Energies, clean and affordable energy



13

countries covered by
Orange Energies

6 million

beneficiaries

1 million

households connected
(+500,000 vs. 2024)

Connecting households to the energy of tomorrow

According to the International Energy Agency and the World Bank, for 2024-2025, nearly 600 million Africans — 43% of the population — still had no access to electricity.

Our response is concrete: affordable solar kits, payable via Orange Money, on a rent-to-own basis. We rely on our commercial infrastructure of 600,000 points of sale to distribute energy where traditional grids do not reach, and we turn each kit into a source of income for households.

Solar mini-grids for rural communities



In 2025, Orange Energies inaugurated two solar mini-grids in Kalinko and Siguirini, Guinea, through the Solar Grid Guinée joint venture created with IPT Powertech. Supported by the World Bank, AFD and AGER, this project will connect nearly 20,000 beneficiaries to more reliable energy thanks to solar infrastructure and smart meters.



Piloting greener mobility: electric motorbikes powered by solar charging stations



In **Ouagadougou**, Orange Energies launched a first electric motorbike offer with the Burkina Faso start-up Alioth System, incubated at the Orange Digital Center.

Eight solar charging stations are already deployed in Ouagadougou and Bobo-Dioulasso, with a monthly payment model via Orange Money before acquiring the vehicle



“The arrival of Orange Energies in Siguirini, in my village, has allowed me to extend my working hours after sunset. I can work longer thanks to the light and earn more money. The solar freezer also helps me keep the fish I sell fresh longer and reduce my losses of raw material.”

Aicha Diawara,
Orange Energies customer in Guinea



“Through digital, Orange creates a reliable and solid link between energy producers and consumers. A bond of trust invisible to the eye but which improves the daily lives of more than 6 million people on the African continent today.”

Nat-Sy Missamou,
Director, Orange Energies OMEA

Uncovering talent

The Orange Digital Centers, the largest network for developing digital skills, innovation and entrepreneurship in the Middle East and Africa

The Orange Digital Centers turn access to digital into talent, skills, innovation and opportunities for an entire generation.

The Orange Digital Center network in 2025

A community of learners that grows every year. Cohorts of startups that develop and create value in their own communities as well as on international markets. Demand that, in some countries, exceeds our hosting capacity.



50

Orange Digital Centers

1.4 million

beneficiaries

450

startups supported,
including 106 new ones
in 2025

106,000

young people trained in
2025, 42% of whom are
women

24

startups financed
by Orange Ventures
in MEA

10

startups supported at
seed stage via Digital
Africa

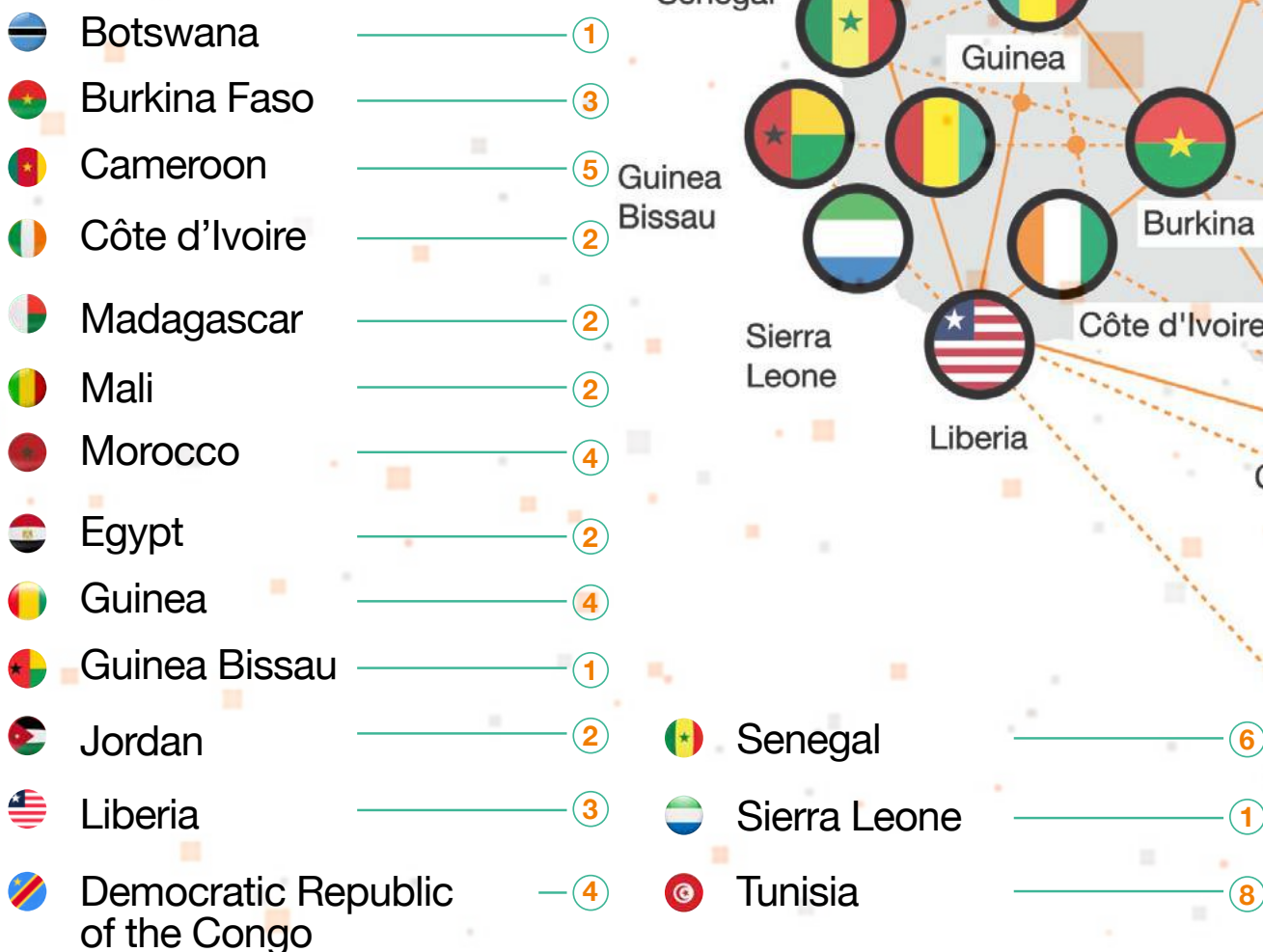


An interconnected region innovation ecosystem

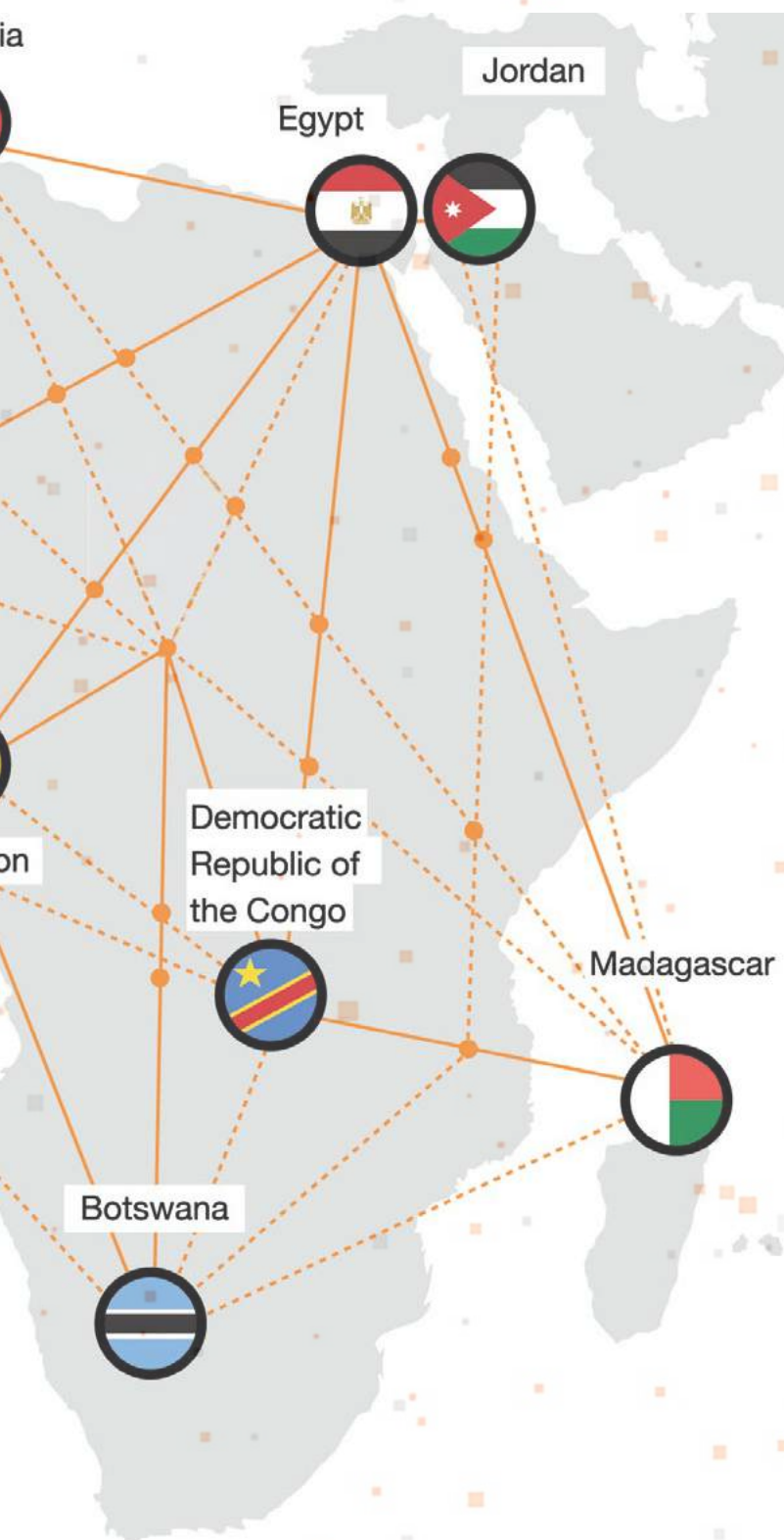
A presence in multiple locations,
rooted in 16 countries

Number of Orange Digital Centers per country

50 Orange Digital Centers
167 partner universities



onal



”

“ The Orange Digital Centers play a key role in grassroots innovation. By combining skills development, support for entrepreneurs and the involvement of critical partnerships, we create the conditions needed to uncover and nurture digital talents. By facilitating access to certifications in new digital jobs, to expertise and to markets, we help transform ideas into concrete solutions, capable of scaling up and generating lasting impact in the ecosystems of the Middle East and Africa.”

Alia Sahaly,
Director of CSR and
Orange Digital Center OMEA

Supporting employability in digital jobs

Digital technology is a powerful driver of growth for the Middle East and Africa, as long as it is accessible to all and truly inclusive.

The strength of the Orange Digital Centers lies in their integrated approach. By bringing together, under one roof, programs **free and open to all**, from digital skills training to support, acceleration and financing of startups, they offer young people, and women in particular, a complete pathway to reveal their potential and succeed in the digital economy.

In several countries, this framework also draws on degree programs, retraining schemes and support toward employment or entrepreneurship.

Our certification programs

Because skills are the key to employability, we develop training, certification and support pathways that meet the needs of today's jobs and anticipate those of tomorrow.

With Coursera, Google and our other international partners, in 2025 we rolled out specialization pathways in artificial intelligence, cybersecurity, data, cloud and more.

AI / Data

Cybersecurity

Full stack web

DevOps



In **Guinea**, 864 people in employment and 1,991 Coursera certifications in 2025.



In **Morocco**, 60% employability after ODC.

3.7 million 106,000 42,000

hours of training delivered in 2025

beneficiaries in 2025, 42% of whom are women

certifications in 2 years (2024-2025)

JobInTech: retraining bootcamps for digital jobs

- Orange Digital Center Morocco has partnered with the national JobInTech program, an initiative led by the Ministry of Digital Transition and Administration Reform, in partnership with the CDG Group and run by Maroc Numeric Cluster.

Supported by funding of 4 million dirhams over a three-year period, this partnership makes it possible to run professional retraining bootcamps toward the job of Full Stack developer.

The program trains a new generation of talent in the technical skills sought by companies in the digital sector at no cost.



International mentoring to make it easier to find employment

In partnership with Global Mentorship Initiative (GMI), Orange Digital Center complements its training pathways with an international mentoring program for beneficiaries finishing their studies or retraining.

For 12 weeks, each participant benefits from one-on-one support provided by a volunteer employee engaged through the Orange Engage for Change platform, to develop their professional skills, prepare their job search and make it easier to join the workforce.

Since the partnership launched, 111 Orange mentors have supported young people from 30 countries, with a 74% rate of access to employment within the six months following graduation.



Diploma courses supporting talent and employment



Within Orange Digital Center Senegal, diploma courses are offered in the Web/Mobile Developer, Data Developer, Digital Officer and other areas, to meet companies' growing need for digital skills. With more than **60,000 applications** recorded for **230 places**, these courses reflect the strong appeal among Senegalese youth. **In 2025, 100% of the cohort's graduates found a job or professional activity, including 54% women.**

Partnerships for a wider impact

The Orange Digital Centers rely on strategic partnerships to design and deploy large-scale programs that meet the development priorities of the countries where Orange operates.

Designed with public institutions, international donors, companies and local players, they help strengthen employability, digital inclusion, impact entrepreneurship and innovation.

Master Repair : training for jobs in the circular economy

Deployed in Morocco, Tunisia, Senegal and Egypt with GIZ, as part of the develoPPP program, commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ), the Master Réparateur program offers specialized training in the repair of electronic equipment as well as in the installation and maintenance of solar panels and fibre optics. With €2.85 million in funding, it combines training, hands-on learning and professional integration.



In **Tunisia, Senegal, Morocco and Egypt**, 142 people were trained in 2025, of whom 24% are women and 21% are people with disabilities, in the repair of electronic devices as well as the installation and maintenance of solar panels.



DigiGreen & Agri : digitalizing agricultural value chains in Côte d'Ivoire

Launched in **Côte d'Ivoire** with the European Union and GIZ, the DigiGreen & Agri program, with a budget of €7.6 million, **aims to develop entrepreneurship and improve the employability of young people across the entire cocoa and sustainable agriculture value chain, through digital.** Deployed via the Orange Digital Center in Côte d'Ivoire, it primarily targets young people in rural areas, **women, girls and people with disabilities.**

The program pursues several objectives: strengthening the digital skills of young people and women, supporting the creation and development of digital startups and MSMEs, promoting sustainable solutions for agriculture, the low-carbon transition and CSR, and financing the most promising startups through a dedicated seed fund.



Wardip : developing digital skills and entrepreneurship

Deployed in **Guinea-Bissau** with the World Bank, this project aims to improve young people's access to digital skills, entrepreneurship and innovation, with particular attention to women and vulnerable communities.

With \$1.2 million over three years, it supports skills development, innovation and the employability of young people.

Incubation to Reach MVP : turning ideas into startups

Deployed in Jordan with the Ministry of Digital Economy and Entrepreneurship, the "Incubation to Reach MVP" program supports project leaders in transforming their ideas into minimum viable products (MVP), in order to strengthen the Jordanian entrepreneurial ecosystem in strategic sectors such as renewable energies, AgriTech, education and tourism. With a budget of €500,000, in six months the program incubated 100 entrepreneurial projects, with a 100% completion rate among participants.



Startup Growth Acceleration Program : accelerating startup growth in the region

In partnership with German cooperation (GIZ), the "Startup Growth Acceleration Program" supports startups in the governorates of Karak and Aqaba in Jordan to strengthen their growth and competitiveness. With a budget of €144,000, the program combines strategic support, mentoring and connections to key resources to accelerate the development of young companies. The program supported 88 startups in the region.



Training in digital with full confidence

The Digital Schools: a better-equipped generation

Launched by the Orange Foundation in 2015, the Digital Schools program aims to improve access to quality digital educational content for primary school pupils. Deployed across all 17 countries, its objective is to equip schools with tablets and digital equipment in order to strengthen learning, support academic performance and promote equal access to digital educational resources.

1,700

digital educational kits distributed

600,000

children per year in the Digital Schools

1,500

active schools



In **Burkina Faso**, the Foundation funded 7 primary schools and 120 rural libraries. 250 national identity cards were provided free of charge to adult pupils of the Lycée Saint-Joseph de Saaba: a document that paves the way to the baccalaureate, a driving licence and opening a bank account.



In **Egypt**, more than 100 Digital Schools deployed across 5 governorates support 3,925 pupils each year. Digitopia brings together 25,000 participants and 4,664 digital-innovation ideas submitted.

Super Codeurs : introducing coding, encouraging critical thinking

Through the Super Codeurs program, we make it fun for children to learn about coding and digital, while nurturing their critical thinking, creativity and societal awareness. On the occasion of the COPs (United Nations Climate Change Conferences), special sessions are organized in our Orange Digital Centers to spark the curiosity of the youngest about the technological and climate challenges of tomorrow.



In **Morocco**, more than 154,500 children took part in the Super Codeurs workshops over the year.



In **Mali**, more than 2,025 children were introduced to coding, in a context where maintaining access to education is in itself a major challenge.



In **Guinea**, the KidLab trained 304 children in an introduction to coding and robotics. This program combines playful teaching, hands-on experimentation and digital fabrication in a format specially designed for young people aged 8 to 15.



In **Burkina Faso**, 136 children were trained in coding and robotics. During Digital Week 2025, the learners presented Yam, the first robot integrating artificial intelligence designed in Burkina Faso, alongside startups supported by the Orange Digital Center.

#ForGoodConnections : responsible and safe digital use

Through the #ForGoodConnections initiative, we raise awareness among young people, families and educational communities about responsible digital use. The program pays particular attention to three major issues: cyberbullying, screen time and exposure to inappropriate content.

In 2025, awareness workshops, serious games, training sessions and dedicated events were rolled out across all 17 of our core countries. Parents, educators and employees engaged alongside young people were also involved to promote safer, more balanced and more responsible digital practices.

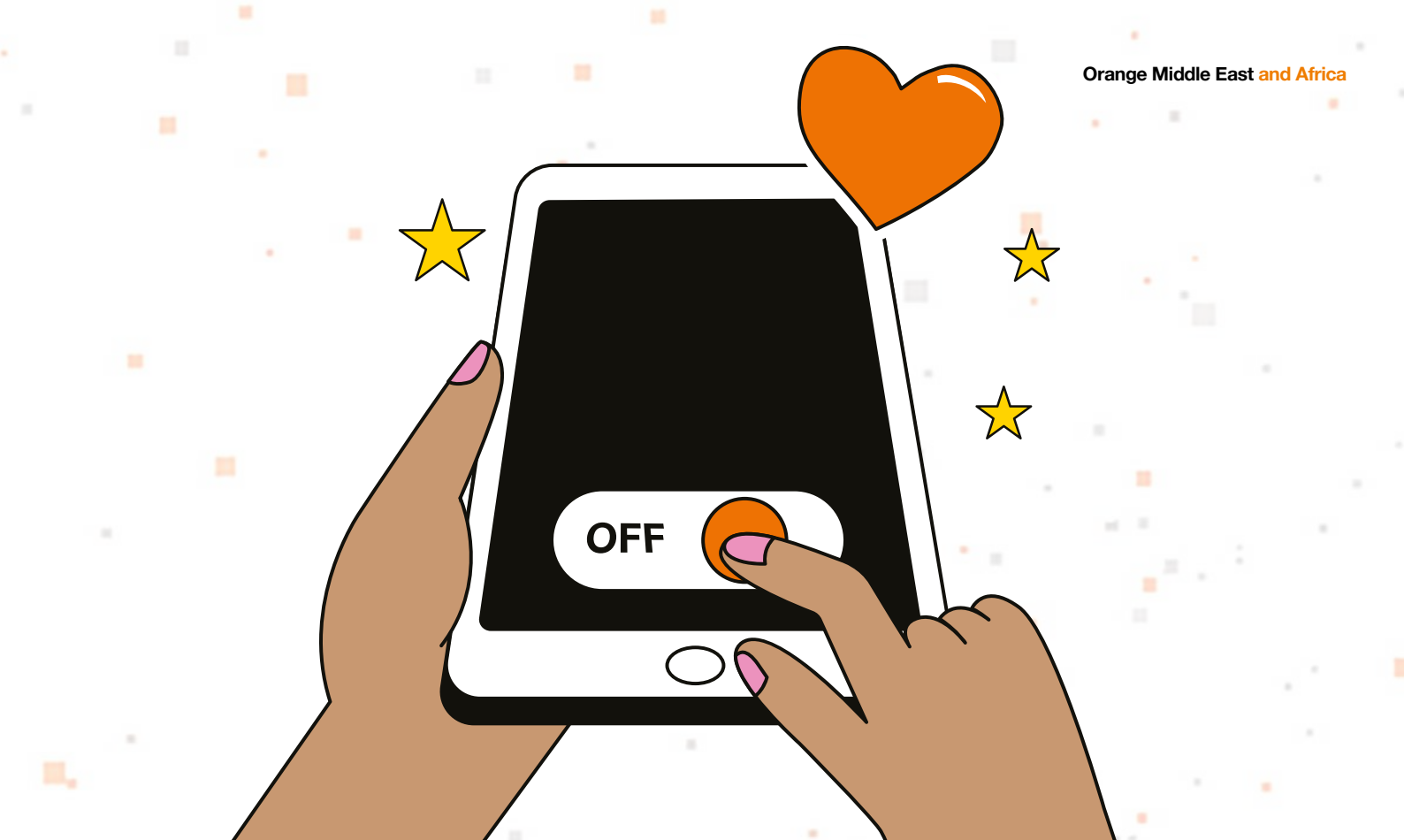


In **Morocco**, we joined the national program launched under the patronage of Her Royal Highness Princess Lalla Meryem to combat bullying and cyberbullying in schools. This initiative aims to train more than 6,500 teachers and raise awareness in 2,200 secondary schools by 2026, thereby helping to strengthen the protection of children and teenagers online.



In **Central African Republic**, 175 participants, from 60 schools, took part in awareness activities organized over 3 days with the support of 47 employee volunteers. This initiative promoted more responsible digital use and strengthened the teams' commitment to education.





Supporting innovative entrepreneurship

Orange Summer Challenge 2025 : bringing out talent



Orange Summer Challenge

is the flagship competition of the Orange Digital Center network.

Deployed in 14 countries across the Middle East and Africa, it uncovers and nurtures the talents of tomorrow by turning their innovative ideas into impact startups, to support more sustainable and inclusive development.

For its 15th edition, Orange Summer Challenge, held under the theme **“Startup4Good – Sustainable solutions, driven by the talents of tomorrow!”**, involved young talents, students, developers, designers and entrepreneurs around a common goal: creating high-impact tech startups that respond to the challenges of their communities.

Competition Highlights



The main winners of this edition



1st prize (€22,000) – SafeGuard (Jordan):

a wearable accident-prevention system designed to improve the safety of workers on construction sites.



2nd prize (€16,000) – GazNika (Madagascar):

a solution to turn organic waste into biogas and organic fertilizer.



3rd prize (€12,000) – Dripln (Tunisia):

a connected system able to detect water leaks, reduce waste and optimize water consumption.

14

participating countries

56

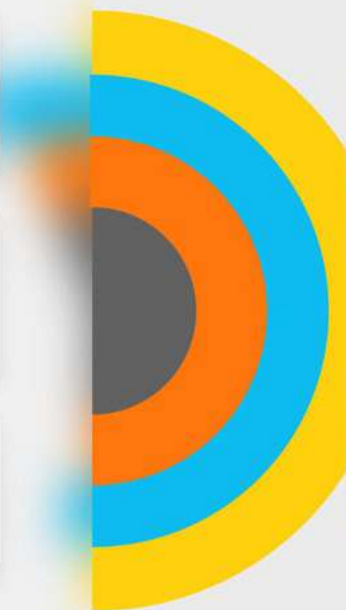
technology startups

369

project leaders and young talents

50+

workshops delivered by AWS, Meta, UNDP, Dar Blockchain and The Hashgraph Association



For 12 weeks, participants benefited from intensive support combining mentoring, coaching, training and prototyping to turn their ideas into innovative solutions. This edition brought together **369 participants** who developed **56 innovative projects**, with the support of Orange and international partners such as **AWS, Meta, UNDP, The Hashgraph Association and Dar Blockchain**.

The OSC24 winners: where are they now?

* True story

Tunisia, 2025

MEPS: turning waste into opportunities for a more sustainable future

When Khouloud Ayachi looks at the mountains of organic waste produced each day, she does not see a problem. She sees a resource. An opportunity. A solution to simultaneously address the environmental, energy and agricultural challenges facing many countries.

It is from this conviction that MEPS was born, an innovative Tunisian startup specialized in producing biogas and organic fertilizers from waste. Its ambition: to give a second life to what is generally considered scrap and to contribute to the development of a true circular economy.

MEPS won the 2nd International Prize of the Orange Summer Challenge 2024.

Discover his story here



* True story

Côte d'Ivoire, 2025

Cocoa Shield: protecting cocoa with AI

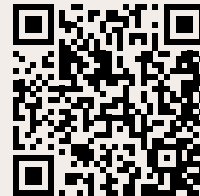
Faced with the Swollen Shoot virus, which severely threatens cocoa plantations in Côte d'Ivoire, Aziz, a young engineer based in Abidjan, developed Cocoa Shield thanks to the Orange Summer Challenge. This solution, based on artificial intelligence, uses sensors and algorithms to detect the disease early and help farmers protect their harvests.

Winner of the Orange Summer Challenge Côte d'Ivoire, Aziz now supports producers in the south of the country in using this technology.

Discover his story here



Discover the
International
Awards
Ceremony



OSVP : Orange Social Venture Prize

15 years of innovation for a genuine impact

Since 2011, OSVP identifies, rewards and supports startups that leverage technology to address social and environmental challenges.

Faced with challenges related to education, health, financial inclusion, agriculture or the environment, startups play an essential role in the emergence of innovative, accessible solutions adapted to local realities.

By supporting impact entrepreneurship, we help make digital a lever for sustainable development, inclusion and the creation of opportunities for local communities.

Beyond financial support, the winners benefit from personalized support within the Orange Digital Centers. Mentoring, training, access to our innovation ecosystem and connections with investors and strategic partners enable them to accelerate their growth and strengthen their impact.

*** True story**

Morocco, 2025

MamaBox : supporting motherhood

Three pharmacists from Rabat (Loubna, Fatine and Hanaé) came to the same conclusion: mothers are lost when facing motherhood. In October 2023, they founded MamaBox, initially a box of products offered at the maternity ward.

OSVP 2025 Special Mention Prize winners, they joined Orange Fab to accelerate further. Today, MamaBox is the leading digital maternal health ecosystem in Morocco.

”



“ We wanted to help; we knew that women needed it. And thanks to Orange, the social impact of MamaBox today is truly incredible.”

Loubna LAMRANI,
co-founder of MamaBox
OSVP 2025 · Orange Fab

17,600

applications received in 15 years

3,000

projects in 2025

70

national winners

15

international finalists

5

international winners



Discover Sand to Green, the startup from Morocco that regenerates soils

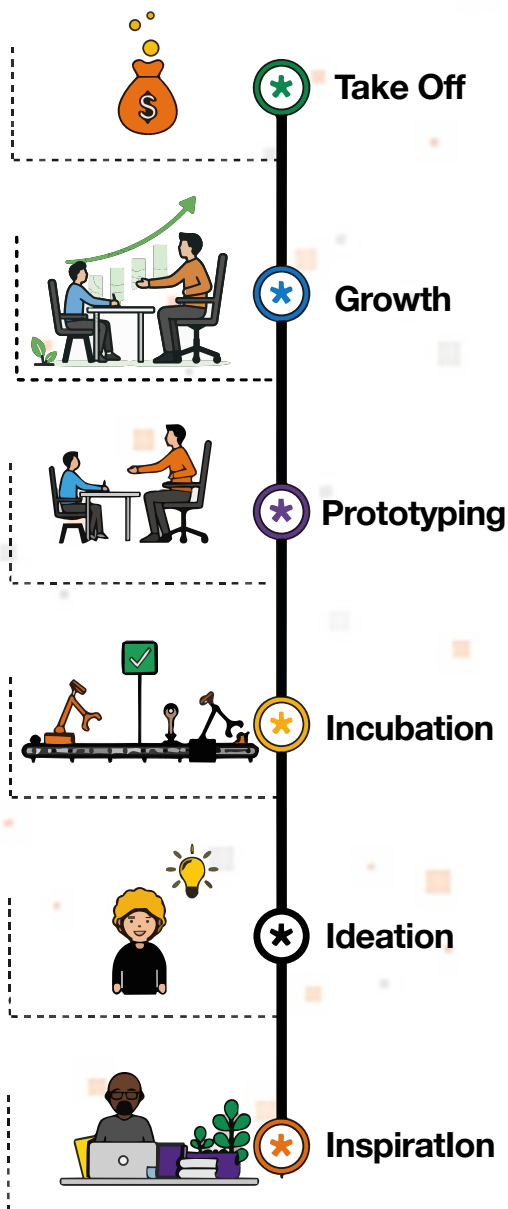
The 2025 international edition recognized:

-  **Sand to Green (Morocco)**, International Grand Prize (€25,000), for its sustainable agroforestry platform.
-  **E-Blood Bank Makila (DRC)**, 2nd International Prize (€15,000), for its digital blood donation management solution.
-  **N'Zassa Fund (Côte d'Ivoire)**, 3rd International Prize (€10,000), for its solidarity micro-donation app.
-  **ProVerdy (Tunisia)**, International Women's Prize (€20,000), for its carbon-footprint measurement and reduction platform.
-  **Maarifa (Botswana)**, International Special Mention Prize (€10,000), for its AI-powered personalized learning platform.



Accelerating growth and financing innovation

Orange Digital Centers provide structured support covering the entire innovation value chain. At every stage of their development, startups benefit from dedicated schemes and the support of an ecosystem of partners to accelerate their growth.



Accelerating and financing innovation



Orange Fab, tailor-made acceleration

Orange Fab offers intensive support of 4 to 6 months: mentoring, business partnerships, international networking and preparation for fundraising.

Orange Ventures

invests in the most promising gems: 24 startups financed in MEA in 2025, 10 startups from the Orange Digital Centers supported at seed stage. 10 supported at seed stage via Digital Africa.

An ecosystem of partners to accelerate access to markets and financing

To amplify the value we bring to startups, agreements are signed with the strategic partners of the entrepreneurial ecosystem:



RisingSUD to strengthen support for the International development of startups in the Orange Digital Center network of the Middle East and Africa, by facilitating their establishment and acceleration in France, notably in the Sud region.



Flat6Labs to support the emergence of digital talent and high-potential African startups, particularly within the Orange Digital Center ecosystem, Through financing and networking opportunities



Digital Africa to support African start-ups through mentoring, technical expertise, access to financing and networking opportunities, in order to turn their ideas into impact companies.

* True story

Cameroon, 2025

Adinkra Jeunesse: African heroes to inspire a generation

It all started with a simple question: why do African children find so few stories that look like them? To answer it, Armelle Touko created Adinkra Jeunesse, a digital library that celebrates the cultures, languages and stories of the continent.

Supported by Orange's innovation and entrepreneurship programs, the startup was able to accelerate its development and broaden its impact among young audiences. Today, it enables thousands of children to access educational content designed for them and by them.

"Our children deserve heroes who look like them."

Armelle Touko,
founder of Adinkra Jeunesse



Fostering the economic empowerment of women

Our action is based around three pillars: training at the Orange Digital Centers and Women's Digital Centers, entrepreneurial support, and the promotion of women in technical jobs.

Dedicated programs

Hello Women : accelerating diversity in technical jobs

2,000

young girls and women were made aware of or trained in digital jobs.

The program encourages women's access to tech jobs through awareness, mentoring and training activities, notably during Women in Tech events organized in several countries.

Les Hackeuses

In Senegal, the state-recognized Digital Assistant diploma paves the way to employment. Deployed within Orange Digital Center Senegal, this course trains young women in essential digital tools and project management: organizing an initiative, coordinating a team, tracking progress. They graduate ready to join a company or create their own business.



Women's Digital Centers : the economic empowerment of women

The Orange Foundation's Women's Digital Centers are learning spaces set up within local structures.

They enable women in vulnerable situations to access training in digital literacy, financial education and other fields.

226

Women's Digital Centers deployed

58,144

beneficiaries since launch

11,409

new beneficiaries over the year



* True story

Cameroon, 2025

Sylvie's hands

Born in Bamenda with a disability in her left leg, Sylvie could not attend school regularly. Embroidery, learned at 15, became her passion.

Thanks to the Women's Digital Center, she received a grant of 3 million XOF to buy the necessary equipment.

Today a mother of six, she produces school uniforms, sells her creations across the country and trains more than ten young people in her home workshop.



"God gave me a gift: two hands and a passion for embroidery. It is now my turn to pass it on to my community."

Sylvie BALEWA,
creator · Women's Digital Center ·
Orange Cameroon Foundation

* True story

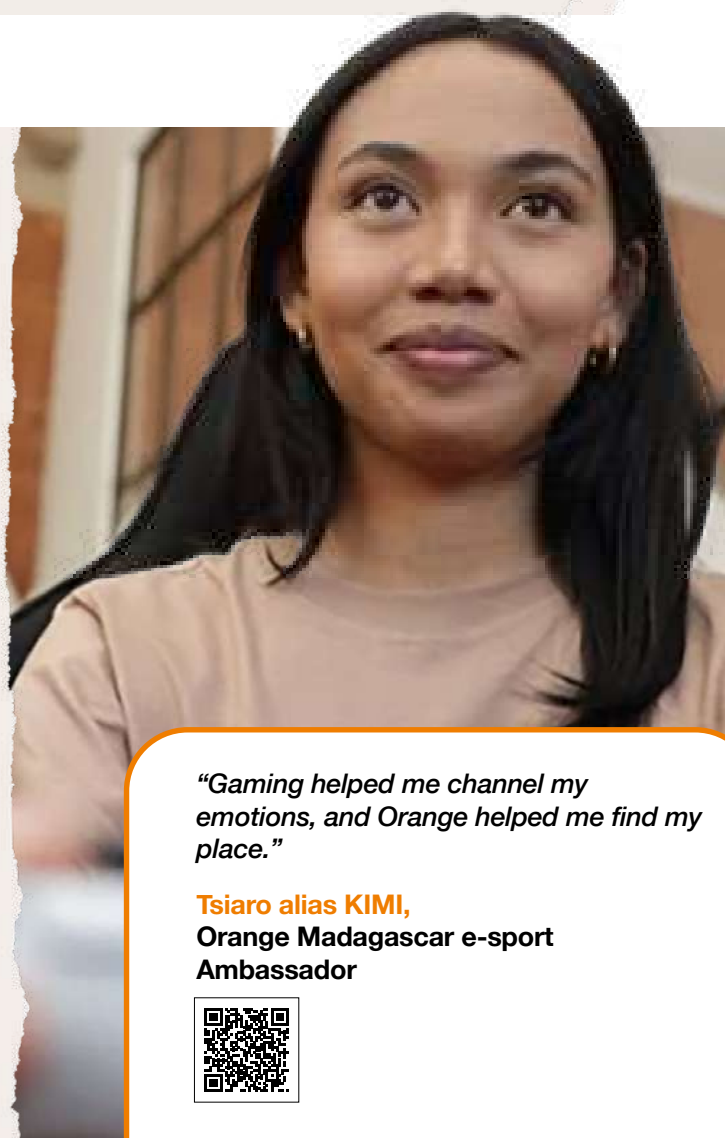
Madagascar, 2025

KIMI, from gaming champion to e-sport ambassador

Tsiaro discovered video games at 17 during the COVID-19 pandemic. TEKKEN became her outlet, then her passion. By taking part in the tournaments organized by the Orange Digital Center of Madagascar, she was spotted after a women's Top 3.

Orange gives her access to a training room, equipment and, above all, confidence. She becomes an international champion in Kenya and Congo, and Orange Madagascar e-sport Ambassador.

Today, she passes on the "fire of gaming" to other young people by giving masterclasses at the Orange Digital Center.



"Gaming helped me channel my emotions, and Orange helped me find my place."

Tsiaro alias KIMI,
Orange Madagascar e-sport
Ambassador



Contributing to the employment of people with disabilities

The inclusion of people with disabilities

In 2025, we continued our actions to strengthen digital accessibility and promote the broader inclusion of people with disabilities within our training programs, our services and our learning spaces.

Confort+

Digital accessibility: the Confort+ solution allows users to personalize the display and navigation of websites to make them more accessible, including for people with disabilities.

The Confort+ solution continues to be deployed to adapt digital interfaces to the needs of people with disabilities, thanks to features such as simplified navigation, enhanced contrast, voice assistance and keyboard accessibility.



Toward 100% inclusive learning spaces



In **Liberia**, several Digital Schools were adapted for hearing impaired children to ease access to educational content through more inclusive teaching approaches.



In **Jordan**, 40 young people with disabilities received training in digital tools and artificial intelligence. The country also developed the Signbook application as well as accessible web content for the hearing impaired.



In **Egypt**, 20 staff were trained in sign language to improve the welcome and support of deaf or hearing impaired customers in service areas.



In **Senegal**, we organized a fair dedicated to entrepreneurs with disabilities, and launched a digital platform devoted to inclusive jobs to encourage access to professional opportunities and entrepreneurship.

owerment es



The Orange Foundation, a catalyst for impact beyond digital

For more than 38 years, the Orange Foundation has worked alongside associations, public institutions and local players to meet the needs of territories. Our ambition: to enable everyone to find their place in a more inclusive, more caring and more digital society.

3 focuses to rebuild social ties



Education

We help reduce the digital divide and promote equal opportunities by supporting young people's access to digital educational content, suitable equipment and digital skills training programs.

Culture

Because culture brings people together, inspires and creates bonds, we work to make it accessible to as many people as possible. We support creation, artistic dissemination and cultural practice.



“The Foundation is the Group’s common good. Our ambition, by supporting projects that create social ties, is also to strengthen the bond between employees and associations, and to give even more meaning to our collective commitment.”

Hafida Guenfoud,
General Delegate of the Orange Foundation



Autism

Because everyone must be able to find their place in society, we support initiatives that promote the inclusion of people with autism spectrum disorder. We support educational, training and integration projects that help develop autonomy, learning and participation in social life.



Strengthening access to care for the most vulnerable



Our commitment is not limited to digital, energy or financial inclusion. Through our Foundations and our partnerships with health authorities and NGOs, we carry out concrete actions to improve access to care, strengthen prevention and support the most vulnerable populations.



In **Liberia**, we contributed to the opening of the country's first oncology laboratory at the JFK Medical Center, enabling local access to cancer diagnosis and treatment.



In **Senegal**, a screening campaign organized by the Sonatel Foundation enabled 1,000 women to receive free consultations and 250 mammograms.



In **Mali**, ten children with severe heart conditions were operated on free of charge thanks to our partnership with the NGO La Chaîne de l'Espoir.



In **Egypt**, the mDiabetes service supported nearly 2 million users thanks to personalized prevention and follow-up messages.



In **Sierra Leone**, we supported the national public health agency in the fight against Mpox by broadcasting awareness messages to promote preventive measures.

Keeping African creation alive

Culture is a means for passing on knowledge, memory and collective influence. For more than twenty-five years, we have supported artists, young talents and cultural initiatives that help keep African creative scenes alive and showcase local heritage.



In **Senegal**, we have supported since 2002 the Dakar Biennial of Contemporary African Art (Dak'Art), a major event dedicated to African and diaspora artists.



In **Egypt**, several artistic and cultural initiatives were supported in 2025, including Art D'Égypte at the Pyramids, the Cairo International Art District and the Printemps des Artistes at Villa M, bringing together artists, students and visitors around contemporary creation and cultural dialogue.



Orange Music Talents: revealing new talent

The Orange Music Talents program continues its rollout in several countries of the region, in order to support young emerging artists in their professional development. In 2025, new editions were organized notably in Senegal, Cameroon and in DRC, with regional tours, artistic residencies, live concerts and support schemes led by music industry professionals.



WikiChallenge: digital culture for all

We also support digital cultural creation through the Orange Foundation's WikiChallenge, which encourages pupils to produce content in their local languages and enrich African educational content online. In 2025, the program involved more than 400 schools in 13 African countries and enabled the publication of 174 illustrated articles on the Vikidia educational platform.

From the field to digital: Orange, partner of African sport

Sport is a powerful vehicle for bringing people together, for collective emotion and social inclusion. Through our long-standing partnerships, our local actions and the initiatives led in the Orange Digital Centers, we support African sporting passions, from football to e-sport.

Africa Cup of Nations, a partnership that connects a continent

Title partner of the Africa Cup of Nations for more than twenty years, we involved our resources in 17 countries during the 2025 edition to connect supporters around this major continental event.

During AFCON, the Orange Digital Center network also launched ODC Champions, a pan-African programming competition organized in partnership with CodinGame. More than 1,200 students from 153 universities in 15 countries across the Middle East and Africa took part in this initiative blending sport, innovation and digital. The MISA University of Madagascar won the 2025 edition.



As official partner of the Confederation of African Football (CAF) and during the TotalEnergies Women's Africa Cup of Nations 2025, held in July 2025 in Morocco, Orange Middle East and Africa reaffirms its commitment to a more inclusive, equitable and connected African football.

Since 2018, Orange applies the 50/50 rule in its sports sponsorship, to guarantee equal representation between men's and women's disciplines. On the ground, this principle translates into support for women's national teams, but also for local initiatives such as training young girls in academies, showcasing ambassadors like Fatima Tagnaout, Moroccan international footballer, and creating content that highlights women's journeys in sport.



In **Burkina Faso**, we supported the Burkina Faso Football Federation as well as several popular sporting events, while organizing an EA Sports FC 26 tournament within the Orange Digital Center.



In **Liberia**, the Orange Digital Center in Monrovia hosted the country's first national e-sport tournament, bringing together hundreds of young people around competitive gaming.

E-sport: from the Orange Digital Center to the international stage

From tournaments organized in our Orange Digital Centers in Liberia and Burkina Faso to international competitions represented by KIMI in Madagascar, we help bring out an African e-sport ecosystem and new digital talent.



03

Promoting responsible governance to drive performance





Our essentials

19,000
employees

92%
of employees proud to work
at Orange MEA

95.5%
of staff trained in Business
Ethics

100%
appointments of Duty of
Vigilance Officers vs 96% in
2024

Our employees, at the heart of our impact

92%

proud to belong to
Orange Group

29%

women managers

31.4%

women employees at OMEA



”

“The transformations we are experiencing remind us of an obvious truth: a company’s strength rests first and foremost on the men and women who drive it forward. At OMEA, we make their development, well-being and engagement a priority, driven by a culture based on boldness, care and responsibility. This is how we build lasting performance.”

Elisabeth Medou Badang,
Chief HR Officer OMEA

Working conditions that build trust

Our Group policy on human rights and working conditions guarantees a framework based on respect, inclusion, fairness and listening, so that everyone can grow in a safe and fulfilling environment.

Zero tolerance for discrimination | Diversity & inclusion | Workplace equality | Health, safety & work-life balance | Social dialogue | Ethics reporting and whistleblower protection.

A decent wage and an attractive work environment

We continue our commitment to the Living Wage, to guarantee every employee remuneration aligned with decent wage standards, above local legal minimums.

Zero tolerance for violence at work

The Zero Tolerance program against harassment, sexism and violence at work continues its rollout across several subsidiaries, with prevention, listening and support mechanisms adapted to local contexts.



Taking care of our employees

Because engagement is built over time, we are strengthening the mechanisms that support work-life balance. In 2025, a dedicated policy on quality of life and working conditions, incorporating parenthood, was rolled out, hybrid work was strengthened in several subsidiaries, and psychological support schemes were set up notably in Senegal and Cameroon.

Orange Engage for Change : taking action together for a better world

6,500

engaged employees

Officially launched on June 5, 2024, on the occasion of World Environment Day, Orange Engage for Change is an initiative that embodies the DNA of our brand and our team.

The program enables every employee to get hands on to support high-impact societal projects, giving them three days a year to contribute to social and environmental actions.



In **Cameroon**, 134 volunteers took part in cleaning the banks of the Wouri River, which runs through several districts of Douala.



In **Côte d'Ivoire**, 150 volunteers worked to reforest 30 hectares in the Azaguié forest, alongside a local partner and the Ivorian forestry authorities.



In **Madagascar**, 240 employees led a national climate change awareness campaign among 1,200 pupils across the country's 24 regions.



Discover
World Environment Day
here



Celebrating people who get involved

On December 5, 2025, on International Volunteer Day, we honoured the thousands of employees involved in the Orange Engage for Change program. Across all our regions, men and women get involved to support social, educational and environmental initiatives in the heart of local communities. This day was an opportunity to celebrate their commitment and the concrete impact of their actions.



Mali, 2025

350 employees plant trees

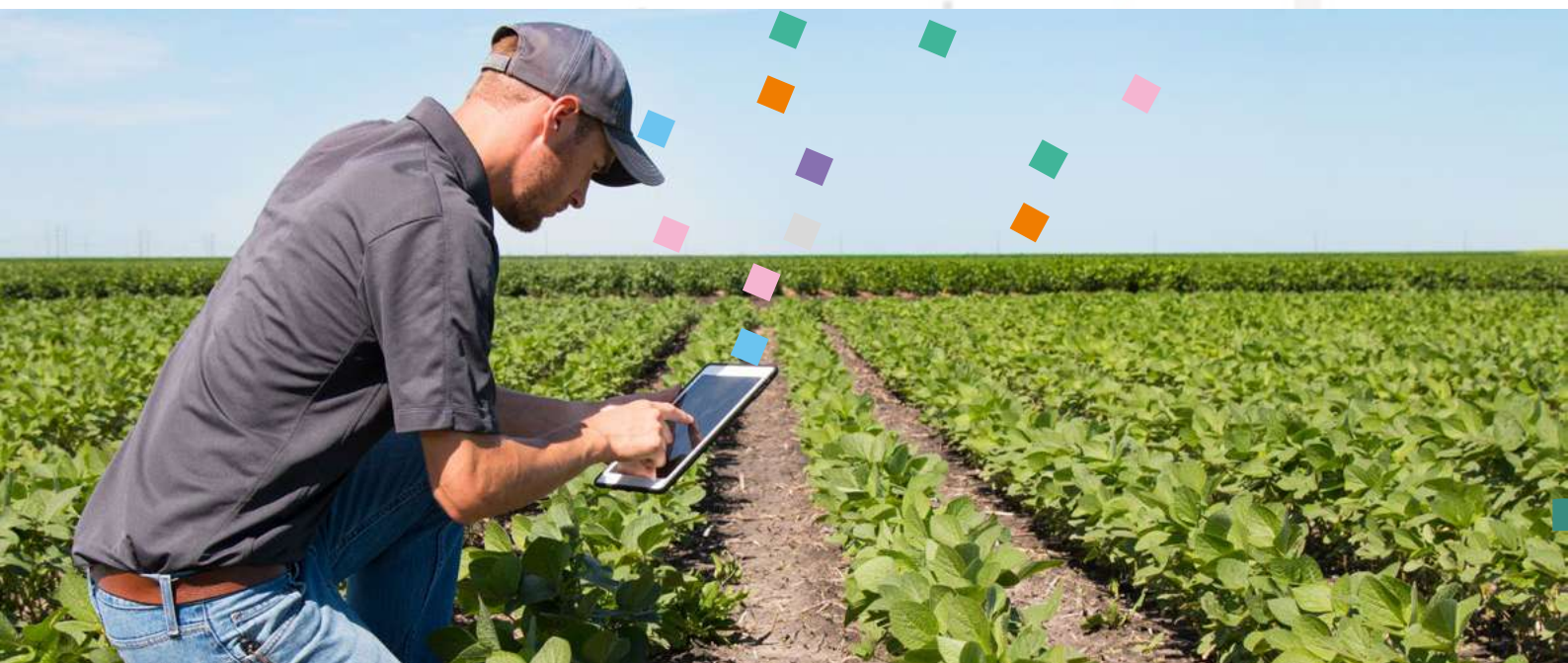
This Thursday morning in Bamako, employees did not arrive in suits, but as volunteers, wearing Orange t-shirts and a shovel in hand.

350 of our employees got involved in the reforestation day at Cité des Enfants. 1,000 trees planted, a 95% survival rate, and a revenue potential of 368 million FCFA for local communities when the trees reach maturity.

Beyond the trees planted, this volunteer event illustrated a simple belief: corporate social responsibility is necessary at every level of the company, from the field to management.



Taking action for the planet



Taking action locally

In addition to our actions to reduce our environmental footprint, we carry out concrete initiatives in favour of ecosystem protection, environmental education and the circular economy. By getting our employees, our partners and communities involved, we help bring about more responsible practices as close as possible to local areas.

Restoring ecosystems

Preserving biodiversity relies on local actions to restore natural areas. In **Côte d'Ivoire**, Orange employees volunteered, alongside local partners, as part of a reforestation operation in the N'ganda N'ganda protected forest, thereby contributing to the restoration of forest cover.

Raising awareness of actions that protect the planet

Environmental education is an essential lever for changing behavior in the long-term. In **Guinea**, the Orange Digital Center in Ratoma offered workshops on the circular economy, plastics recycling and waste management, to raise young people's awareness of environmental issues. In **Madagascar**, the employees involved in Orange Engage for Change carried out climate change awareness actions among pupils at digital schools.

Getting citizens involved to preserve natural areas

Orange got employees, partners and communities involved in collection, sorting and awareness actions. In **Guinea**, nearly 100 volunteers collected more than 2 tonnes of plastic waste on Takonko beach, then directed to recycling with the Coopérative d'Actions Citoyennes



Developing skills to prepare for tomorrow



We invest in skills development through strategic planning and by taking individual aspirations into account. Certifying pathways, mobility programs, modules dedicated to generative AI and the new digital jobs: we prepare our teams for the transformations underway, while consolidating their role in industry transformation.

My Customer My Boss : customer outreach initiative

Deployed in several countries of the region, the My Customer My Boss program enables employees to get closer to the field in order to better understand customers' expectations and uses.



In Tunisia, more than 400 employees went into the field across 73 delegations of the country to meet customers directly and strengthen the culture of closeness within the teams.



Diversity, gender balance and inclusion



Workplace equality is at the heart of our management practices. To shape this ambition and measure our progress, several of our subsidiaries are engaged in the GEEIS approach (Gender Equality European & International Standard), an internationally recognized reference framework for equality and inclusion.



The **GEEIS (Gender Equality European & International Standard)** is an international reference framework for assessing workplace equality. We are one of the first African telecom groups to have deployed it at regional scale.

6 certified entities 

Orange Côte d'Ivoire, Orange Egypt, Orange Jordan and Orange Morocco are **GEEIS Diversity certified**; Orange Tunisia and Sonatel (Senegal) are **GEEIS Gender Equality certified**.



Inclusion of employees with disabilities



In **Côte d'Ivoire**, workstation adjustments and digital accessibility training help onboard employees with disabilities. The initiatives carried out go beyond the company and also help make Orange services and applications more accessible to all.



In **Mali**, an awareness campaign was rolled out to counter stereotypes related to disability and foster a more inclusive work environment. This approach involves management practices, corporate culture and workspace adjustments.



In **Senegal**, awareness sessions and personalized support improve the inclusion of the employees in question. In addition to recruitment and workstation adjustment schemes, this approach encourages individualized follow-up, as close as possible to each person's needs.

Ethical and responsible governance

At Orange Middle East and Africa, we place ethics, transparency and responsibility at the heart of our governance to ensure an inclusive and efficient work environment. Our governance model rests on a clear structure, ensuring transparency and the integration of the best standards in ethics and compliance.

Ethics & Compliance: six pillars, zero tolerance

Our Ethics & Compliance program rests on six key pillars, ensuring a solid and evolving framework across all our subsidiaries:



Zero tolerance for corruption and influence peddling.



Involvement of leaders and governance bodies.



Structured risk analysis deployed in every subsidiary.



Operational policies and procedures aligned with international standards.



Ongoing training and awareness at all levels.



Inspections and monitoring of the effectiveness of the mechanisms in place.

Across all our subsidiaries, inspection, alert and monitoring mechanisms assist with the prevention of corruption and non-compliance risks.

Anonymous whistleblowing channels allow employees and stakeholders to speak up in confidence, while dedicated governance ensures compliance with the Group's ethical principles and their operational implementation in daily practice.

Ethics & Compliance Day: an important annual event

Every year, our subsidiaries organize an Ethics & Compliance Day. The 2025 edition focused on the theme: "Compliance and ethics, drivers of responsible growth in a changing regulatory environment." A moment of collective engagement that reminds us that ethics is not an obstacle but a factor in performance.



In **Morocco**, 13th Ethics Day under the title "Be Part of It" organized in October 2025. 97% of our employees in Morocco completed the ethics training.



In **Burkina Faso**, 13th edition of the Ethics & Compliance Day organized on 6 November 2025, on the theme "Compliance and ethics, drivers of growth."

"Responsible governance is driven by everyone's commitment. By making ethics, compliance and transparency shared requirements, we sustainably strengthen our performance and our impact."

Alban Lo Gatto,
SVP Corporate Affairs and Chief Compliance Officer, OMEA



* True story

MEA Region, 2025

Six months to turn vigilance into culture

In January 2025, most of our country teams were not yet familiar with the operational details of the Vigilance Plan. It was not a lack of goodwill, it was a reality: a complex, legal subject, French in origin, that had to be translated into concrete practices adapted to 17 countries, 17 cultures, 17 sets of regulations.

In six months, something happened. Our management committees were made aware. Our country teams rose to the challenge of an intensive upskilling process. The risk maps were produced using a new methodology.

Result at year-end: 100% appointment of Vigilance Officers. 100% local rollout of mapping. 97% approval of action plans. Remarkable progress.

Our duty of vigilance

Orange's duty of vigilance consists in preventing the social, environmental and ethical risks linked to its activities and its value chain. It makes it possible to act to protect people, human rights and the environment throughout our operations.



Strengthening our vigilance

Our Vigilance Plan is a legal obligation, but also an ethical commitment. In 2025, our MEA region reached a decisive milestone: ensuring that each country truly takes ownership of the issues.

Three key pillars

In accordance with Law No. 2017-399 of March 27, 2017 on the duty of vigilance of parent companies and instructing companies, our subsidiaries deploy action plans and control mechanisms to prevent any harm in three areas:



Human rights

labour practices, conditions, non-discrimination.



Health and safety

protection of employees and subcontractors.



Environment

limiting negative impacts and restoration.

100% local rollout of mapping vs 92% in 2024

97% approval of action plans by governance bodies vs 90% in 2024



“The Middle East and Africa represent a major source of growth for Orange, in environments where social, human, environmental and operational risks call for heightened vigilance. The priorities of the duty of vigilance are particularly important here, leading us to strengthen our monitoring, our prevention and our support over the long term.”

Léon Charles Ciss,
Duty of Vigilance Mission
Director · Orange MEA

In 2025, we strengthened the governance of the Duty of Vigilance with the appointment of a dedicated officer, tasked with coordinating a multidisciplinary working group bringing together the CSR, climate, legal, compliance, procurement and health & safety functions. The risk mapping methodology was thoroughly revised, simplified from 70 to 24 pages, integrated into chapter 2 of the DEU and validated by the Executive Directors. The country management committees were also trained and made aware in order to make the Duty of Vigilance a long-term management priority for the region.

Building together with our stakeholders

An impactful Corporate Social Responsibility policy requires structured and continuous dialogue with our stakeholders: customers, local communities, suppliers, employees, governments, civil society, investors and partners.

“ESG by Design Stakeholder Dialogues”: dialogue integrated from the design stage

The Stakeholder Dialogue makes it possible to test our strategy and our business model against the expectations of our ecosystem: employees, customers, civil society, authorities, partners and experts. It answers a central question: how can Orange evolve to become ESG by Design, that is, to fully integrate sustainability issues into our decisions, our activities and our value creation.

The approach relies on a structured consultation: stakeholder mapping, interviews, workshops, digital consultations, then analysis of the lessons learned to identify priority issues and feed the countries’ ESG action plans.

At the end of 2025, 9 countries in the MEA region had implemented the ESG by Design Stakeholder Dialogues (Burkina Faso, Côte d’Ivoire, Guinea, Mali, Morocco, Madagascar, Tunisia, Jordan and Guinea-Bissau). The Guinea-Bissau report will be published in 2026.

This dialogue confirms Orange’s expected role as a trusted player in digital.

A recognized CSR approach

With Sonatel and Orange Côte d’Ivoire, two major Orange MEA subsidiaries are now recognized among the continent’s CSR benchmarks.

SONATEL CSR Committed, level 4 “Exemplary”



SONATEL’s approach, labelled “CSR Committed level 4 Exemplary”, illustrates Orange MEA’s holistic approach to CSR. The Engagé RSE (CSR Committed) label, awarded by AFNOR, assesses a company’s maturity in social responsibility according to the ISO 26000 standard. It covers governance, human rights, the environment, fair practices, customer relations, local development and working conditions.

Orange Côte d’Ivoire: LUCIE Progress 26000 Label

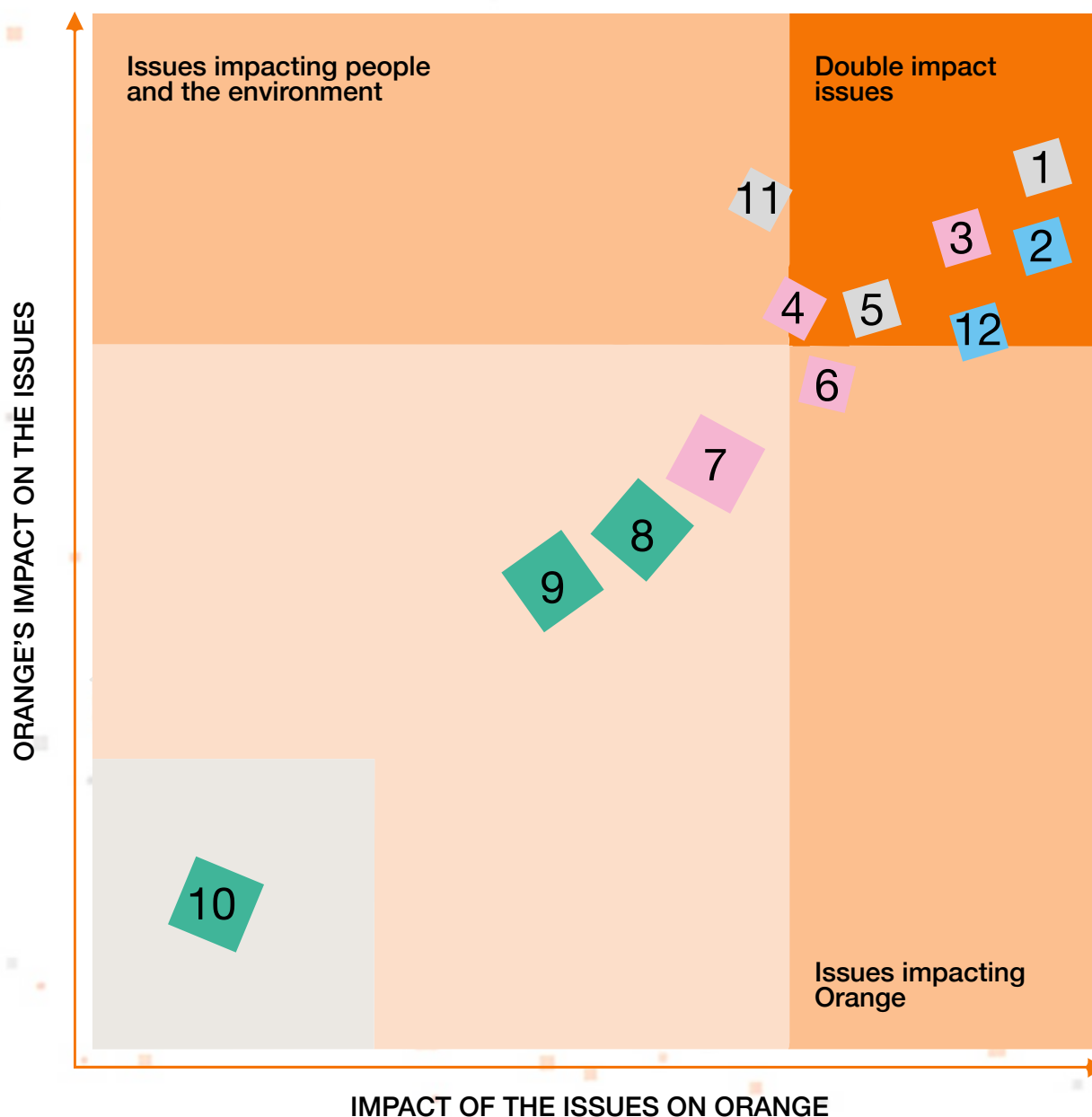


In Côte d’Ivoire, Orange obtained the LUCIE Progress 26000 Label in 2025, one of the most demanding CSR labels in Europe, based on the ISO 26000 standard.

This distinction recognizes the CSR progress trajectory undertaken by Orange Côte d’Ivoire across seven themes: governance, human rights, labour relations and conditions, environment, fair practices, consumer issues and societal commitment.

Our double materiality matrix

Our double materiality matrix, drawn from eight dialogues held with our stakeholders, presents the most significant issues in a format adjusted to make it easier to read and understand for the greatest number.







Certifying our practices for operational excellence



ISO 9001: Quality management

We continuously improve our services and our organization. Seven certified entities: Orange Côte d'Ivoire, Orange Guinea, Orange Guinea-Bissau, Orange Mali, Orange DRC, SONATEL, Orange Sierra Leone.



EFQM: Operational excellence

Orange Jordan is certified EFQM "Recognition of Excellence", 5-star level, the highest distinction of the European excellence framework.



ISO 14001: Environmental management

We limit the environmental impact of our activities. Eight certified entities: Orange Côte d'Ivoire, Orange Egypt, Orange Mali, SONATEL, Orange Jordan, Orange Guinea, Orange DRC and Orange Tunisia (certification obtained in 2025).



ISO 50001: Energy management

We optimize our energy consumption. Four certified entities: Orange Côte d'Ivoire, Orange Egypt, Orange Jordan and SONATEL.



ISO 27001: Information security

We guarantee the protection and confidentiality of data. Five certified entities: Orange Côte d'Ivoire, Orange Jordan, SONATEL, Orange Tunisia, and Orange Morocco on the Digital Data Center-Cloud scope.



COPC and Orange Customer Excellence Label: Customer excellence

On the COPC framework (Customer Operations Performance Center): Orange Jordan, Orange Mali and SONATEL are certified. Orange Mali received a special distinction in 2025: winner of the CX Performance Transformation award for the EMEA region.

The Orange Customer Excellence Label, an internal Orange MEA framework, rewards subsidiaries that make customer satisfaction, process optimization and rigorous performance management a priority. In 2025, Orange Guinea, Orange Côte d'Ivoire and Orange Cameroon were awarded the label.



Six Orange MEA entities are certified **GEEIS** (Gender Equality European & International Standard): **Orange Côte d'Ivoire, Orange Egypt, Orange Jordan and Orange Morocco** are certified **GEEIS Diversity**; **Orange Tunisia and Sonatel (Senegal)** are certified **GEEIS Gender Equality**.

Trust

2026 - 2030 a shared ambition



**Customer
intimacy**



**Innovative
growth**



**Excellence
at scale**

The three ambitions of Orange MEA

The trusted brand

Becoming the most loved and most trusted brand in the region. This means a flawless customer experience, consistent network quality, and a relationship of trust built over time with every community.

Connectivity for all

Accelerating network rollout to reach 50 million additional Max It customers by 2028, with ~€5 billion in CapEx investments over the period. Extending Orange Money to 20 million additional users to improve financial inclusion.

Responsible excellence

Achieving operational excellence while reducing our environmental footprint: installing solar panels at 30% more sites, targeting Net Zero 2040, and deploying AI to support a more efficient and more human digital world.

+40 million

additional customers

Net Zero Carbone

by 2040

AI-first

AI at the heart of our services
and customer processes

+1 million

additional beneficiaries of our
societal actions

the Future



”

“Lead the Future showed us that we could deliver on even our most ambitious commitments. Trust the Future is the next step: confirming that growth and responsibility are one and the same. This region will keep growing. We deeply believe in it, and we are committed to it for the long term.”

Dorothee Vignalou
Deputy CEO
Chief Financial, Strategy and
Development Officer OMEA



is here