

Development

Geographic divide / **Digital divide** / Essential services: agriculture and healthcare / Essential services: m-women / Essential services: financial services and energy / Entrepreneurship

Combating economic, physical and cultural digital divides

Challenges / vision / beliefs

Orange is committed to fighting against factors which cause exclusion through its innovative solutions and investments. Orange therefore works to ensure that everyone can access services which have become essential in good conditions.

Roadmap

- Orange has deployed a "design for all" strategy to fight the digital divide related to disability and age; the objective is to adapt our products and services to the needs of these populations, and to design specific products combining innovation, simplicity and ergonomics.
- To combat the economic divide, Orange is seeking to address the economic problems of specific populations by creating supportive programmes or adapted offers, often with partners, to help improve general local or sectoral vitality using digital technology.
- To fight against factors for exclusion linked to education or cultural or social issues, Orange offers awareness and equipment programmes, particularly through the Orange Foundation.

Indicators / Key figures

4000 thousand people with autism helped in 2016 in France by the Orange Foundation, enabling them to progress with digital technology.	60 Solidarity FabLabs in 11 countries, 38 in France	500 Digital Schools in 12 African countries with 130,000 student beneficiaries	118 Digital Centres, 48 in France.	55 Orange Villages in 9 countries, with 250,000 beneficiaries
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News / achievements - Closing the age and disability digital divide

Continued development of offers and products either directly or in partnership with start-ups:

- Mobile application assisting the deaf and hard of hearing with communication (Roger Voice); home-care solution enabling family carers to monitor the elderly remotely.
- Inventory of projects dedicated to seniors in the European subsidiaries, to identify best practice and propose a common framework for including seniors in our European marketing approach. Objective: practical solutions and tailored action plans.
- Continuing training and coaching activities for customer advisers, with a focus on answering calls from the elderly. For example, in Poland, people over 65 can be identified by their phone number and are automatically connected with a specialist adviser. In 2016, the service was awarded an "OK Senior" certificate by the institute of "Senior Economy".
- Learning programmes dedicated to people with autism: educational applications developed with the Orange Foundation, tablets provided to autism facilities, support for research.
- Launch of Applity, a virtual reality application to build awareness of the challenges of disability at work.

Appility: virtual reality to build awareness of the challenges of disability at work

Unusable stairs, out of reach objects... Many people are faced with these problems in their daily lives.

Appility is a virtual reality application, available in several languages, which enables everyone to experience the everyday situations encountered by people with disabilities.

With a virtual reality headset, the user is confronted with various accessibility challenges in their workplace. An excellent way to change our perspective on disability.

News / achievements - Against exclusion linked to educational and cultural factors

e-education: The Orange Foundation aims to give women and young people in major difficulty (taken out of school, destitute, without qualifications, vulnerable, etc.) the keys to the digital world through 4 major digital education programmes: the Solidarity FabLabs, Together for youth integration, Digital Centres and Digital Schools.

Fighting discrimination: Strengthening or implementing partnerships to:

- Support young people from underprivileged backgrounds in accessing the world of business: Capital Filles (5,000 girls in 2016), Passeport Avenir (enabling young high school graduates from underprivileged backgrounds to access centres of excellence), Nos Quartiers ont des Talents, Energie Jeunes, etc.)
- encouraging access for women to technical professions,
- generally supporting the fight against discrimination: Orange is a partner of the new web platform "Egalité contre le racisme" (Equality against racism), in collaboration with the "Défenseur Des Droits" civil and human rights agency.

Promoting technical professions

- Promoting women's access to technical roles: financing for the Simplon.co Foundation "makers" project.
- Raising young people's awareness of digital professions (network and IT professions):
 - a "Networks, IT and me" MOOC (a free, entertaining and interactive online training course, with 4 weeks to learn about networks, IT and related professions - aimed particularly at the 15-25 age group).
 - a mobile game to combat gender-based prejudice around science and technology.
 - a partnership with a publisher to provide information on network and IT professions (2017)

Healthcare and education infrastructure

The Orange Villages, created by the Orange Foundation, provide healthcare and educational infrastructure (a water supply, a healthcare centre, a school).

Access to culture

- Virtual visit concept for museums (with a tablet and smartphone)
- Cultural Moocs (Orange is the forerunner): after Impressionism, Louis XIV at Versailles and Picasso, the collection has been expanded with the "Origins of Humankind" Mooc.

Going further

- [Addressing the ageing population \(healthcare.orange.com\)](http://healthcare.orange.com)
- [Shifting from a curative to a preventive system \(healthcare.orange.com\)](http://healthcare.orange.com)
- [Social learning goes online](#)
- [Orange Foundation](#)
- [Coping with an ageing population](#)