



## 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 2017

<b>272 stores labelled "Autonomie"</b> in France	<b>73 Solidarity Fablabs</b> in 11 countries, 48 in France	<b>532 Digital Schools</b> in 12 African countries	<b>200 Digital Centres</b> in 18 countries, 48 in France	<b>70 Orange Villages</b> in 11 countries, with <b>350,000 beneficiaries</b>
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## News / achievements - Closing the age and disability digital divide

In 2017, Orange signed a sixth agreement for the employment and integration of people with disabilities to cover the period 2017-2019. This agreement has a target of achieving a total employment rate for people with disabilities of 6%. The idea of compensation for disability is built in and clearly defined: as well as material remuneration, employees can be rewarded with training or work organisation arrangements.

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.



## Thematic data sheets

# Corporate Social Responsibility

- 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.
- Learning programmes dedicated to people with autism: educational applications developed with the Orange Foundation, tablets provided to autism facilities, support for research.
- Launch of the Ellomi app designed to introduce people to various types of invisible disability, including using augmented reality, and to raise awareness of the issues relating to disability at work.

### 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. In 2017, 14,200 young people benefited from a digital education and training programme entitled "Working together to help young people integrate", in partnership with local community projects throughout France.
- **Fighting discrimination: Orange has strengthened or implemented partnerships to:**
  - Support young people from underprivileged backgrounds in accessing the world of business: Capital Filles, Passeport Avenir (enabling young high school graduates from underprivileged backgrounds to access centres of excellence), Nos Quartiers ont des Talents, Energie Jeunes, etc.)
  - Encourage access for women to technical professions,
  - Generally support 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.

- **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 a pioneer): 11 cultural MOOCs, with over 110,000 people signed up (April 2018)

### Going further

- [Coping with an ageing population \(healthcare.orange.com\)](http://healthcare.orange.com)
- [Moving from a cure-based system to a prevention-based one \(healthcare.orange.com\)](http://healthcare.orange.com)
- [Social learning goes online](#)
- [Orange Foundation](#)
- [making the most of the digital world](#)