



2020 employee survey: 91% of employees are proud to work at Orange

Between 8 December 2020 and 12 January 2021, the Group's 143,000 employees were invited to respond to an annual survey conducted by the independent polling firm CSA. It covered topics such as their experience at work, the Engage 2025 strategic plan, as well as the Group's responsible transformation.

Due to the unusual nature of 2020, new items relating to the COVID-19 pandemic and its impacts were included to acknowledge the actual day-to-day experience of employees, and to identify their perception of Group operations.

All indicators up in 2020

The 2020 edition of the employee survey was notable for increased participation: 78,000 employees (i.e. 55%) answered around sixty questions on 3 main themes: "guarantee useful skills for the future", "develop our collective agility" and "encourage each person's involvement".

The main indicators relating to employee dedication to their company were also up:

- 91% of employees are proud to work at Orange;
- 87% of employees recommend Orange as a good place to work;
- 75% of employees believe that their quality of life at work at Orange is better than at other companies;
- 92% of employees strongly recommend Orange products and services;
- 84% of employees consider Orange a digital and human employer.

2020: notable for the new Engage 2025 strategic plan and the Group's ability to adapt its ways of working during the pandemic

88% of employees appeared to know Orange's mission statement. 82% indicated that they could contribute to it through their everyday activities. The Group's strategy seems well-perceived by all employees, who state they are confident in the Group's collective capacity to achieve the ambitions of the new Engage 2025 strategic plan.

The COVID-19 pandemic meant a rapid roll-out of working from home arrangements for the majority of Orange employees. Outside of lockdown, a working from home arrangement was in place for 2.1 days a week in 2020, a schedule appreciated by employees who gave it a score of 8.5/10.

On publication of these results, Gervais Pellissier, Delegate CEO, Executive Director Human Resources and Group Transformation, said: *"This annual survey is an essential tool to understand our employees' quality of life at work and our Group's responsible transformation. 2020 was a revealing year in terms of our ability to change and adapt to challenges of the future, and to continue to make Orange a leader in responsible digital*

practices. These informative and encouraging results are a clear sign of our employees' collective commitment and devotion to their company, but they should be considered with humility and caution. We're keeping a watchful eye on the current context in which all Group employees must continue to work, particularly the consequences of working from home. "

About Orange

Orange is one of the world's leading telecommunications operators with sales of 42 billion euros in 2019 and 143,000 employees worldwide at 30 September 2020, including 83,000 employees in France. The Group has a total customer base of 257 million customers worldwide at 30 September 2020, including 212 million mobile customers and 21million fixed broadband customers. The Group is present in 26 countries. Orange is also a leading provider of global IT and telecommunication services to multinational companies, under the brand Orange Business Services. In December 2019, the Group presented its new "Engage 2025" strategic plan, which, guided by social and environmental accountability, aims to reinvent its operator model. While accelerating in growth areas and placing data and AI at the heart of its innovation model, the Group will be an attractive and responsible employer, adapted to emerging professions.

Orange is listed on Euronext Paris (symbol ORA) and on the New York Stock Exchange (symbol ORAN).

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