

International

Caring for you



Focus

Magazine #13

February 2024



Wholesale

A duty of care

At Orange Wholesale, we believe we have a duty of care. Through our customer service, regional teams, bespoke solutions and corporate, social and environmental responsibility policies, we show that we care for our customers and partners, and also, on their behalf.

Orange Wholesale was launched last semester with a commitment to stick to an “industry-centric” approach, taking into account the needs of the market in its entirety. Our partners are well aware that in the business of **global wholesale connectivity**, acting as a trusted, open, neutral partner, giving all our customers the same level of excellence, is no small endeavor. Such an industry-centric approach is in fact, in its very essence, a customer-centric approach. But how does this translate into concrete actions? At Orange Wholesale, we strive to show that we care for our customers on a daily basis. We care through our customer service of course, through our regional teams, our first point of contact with our customers worldwide, but also with **our solutions** and our corporate, social and environmental responsibility policies.

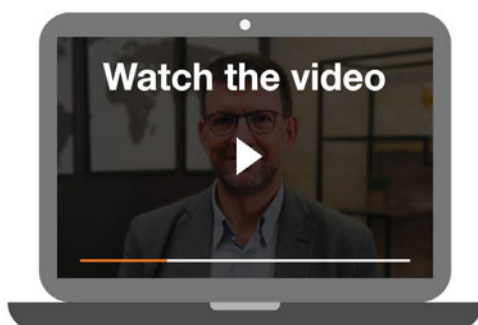
Caring for our customers

First, to offer an unrivaled end-to-end customer journey, we’ve increased our “return-to-service” times and also our “once-and-done” figures, meaning that more tickets are resolved faster, and without any need for escalation. Thanks to the increased skilling of our regional expert teams, our customers don’t have to “wait until Paris wakes up” for ticket resolution. More and more often, they actually don’t have to wait for anybody to wake up at all, thanks to our digital transformation program and the new features of our eCare portal, such as extensive document history dispute initiation and streamlined tracking of active requests with instant response notifications. This doesn’t mean we’re not taking it personally anymore. First and foremost, it’s our regional team

members who connect us with our customers, while connecting our customers with the world. This is very much the case for our successful Middle East team, which keeps expanding in order to better care for our customers in this region. But caring for our customers doesn’t only involve the customer service we’re providing. Caring for you also means caring on your behalf.

Caring on behalf of our customers

We, at Orange Wholesale, have made a particularly strong stand to enable our customers to focus on their users while minimizing their own investments and carbon footprint. Our customers can do so by relying on the mutualization of **Orange Wholesale’s networks**, our skilled experts, and our own efforts to bring them more



environmentally responsible, more energy-effective solutions. A concrete example is our **new CDN offer**. In the face of growing concerns for the environmental impact of networks and skyrocketing data traffic, our Content Delivery Boost solution manages to both reduce latency and energy consumption for the massive needs of OTTs and content providers, thanks to smart network optimization and innovative partnerships. Another example of this duty of care for our customers is seen in our subsea cable business. **Orange Marine** has one of the largest cable ship fleets in the world, capable at the same time of laying thousands of kilometers of fiber under any sea, and also to fix and collect and other such cables.

Caring for change

These actions are directly related to Orange Wholesale's CSR policies, which also lead us to precisely

assess the environmental impact of a growing portion of our solutions, and help our customers better evaluate their own footprint. Caring for our customers, our staff and our planet has a very real impact on our performance as a business and contributes earning us widespread industry recognition, resulting in a record number of trophies won in 2023. We are especially proud that the jury of the World Communication Awards introduced our **Best Wholesale Operator** prize by highlighting Orange Wholesale's achievements in "setting and meeting ambitious Corporate Social Responsibility goals". These awards merely oblige us to our customers, and heightens our responsibility to deliver, in the face of ever-growing expectations. They compel us, more than ever, to care for you.

Emmanuel Rochas
CEO
Orange Wholesale International



Going the extra mile in wholesale connectivity customer support

Orange Wholesale International offers an exceptional end-to-end customer journey, relying on a dedicated team working on a 24/7 basis. Our local experts are here to help with the most technical aspects of our global solutions. They ensure an outstanding quality of service by mobilizing all partners to facilitate repairs within the contractual time, considering the business impacts on our customers.

A step-by-step process for efficient incident resolution

Orange Wholesale International's Customer Services Center operates as a dedicated unit designed for an efficient handling of customer's incidents. The process begins with the task force of technicians who manage ticketing across voice, data, and mobile segments. This skilled team is committed to simplifying the customer journey by serving as the single point of contact for incident reporting and resolution.

When needed, experts are mobilized to investigate further and even sometimes coordinate different services for more complex requests. Once contacted, the Customer Service Center not only addresses incidents promptly but also prioritizes effective, transparent communication. Françoise Clerc, Head of the Customer Service Center, underlines the significance of timely reporting, especially "in cases of traffic disruption where

our partners are suffering sales losses and need visibility over our incident-resolution procedures and timeframe". In short, our step-by-step process ensures swift incident resolution and transparent communication to enhance customer satisfaction and support partner relationships.

Global solutions, local resolution

Orange Wholesale's purpose is to be "powering global connectivity" with off-the-shelf and bespoke solutions connecting the world for operators, MNOs or content providers. At the same time, we understand the efficient, reactive customer support expected from a global leader must

also rely on local resources. Service managers are strategically placed in all regions of operation, and support centers in New Delhi and Paris cover all time zones. In fact, 85% of voice and mobile-related tickets are solved at the first level of support thanks to the autonomy

of the Customer Service Center. For data solutions, which require on site technician intervention, an effective coordination with clients and expert teams is often necessary.



Françoise Clerc
Head of Customer Service Center
Orange Wholesale International

Fostering trust through comprehensive incident management

Though variations may occur due to contractual obligations and the complexity of the issue, Orange Wholesale consistently maintains rapid return-to-service times across the board.

An overwhelming proportion of data issues are resolved in less than 12 hours and for solutions with a contractual commitment, this falls below 4 hours. Concerning the voice domain, issues are resolved

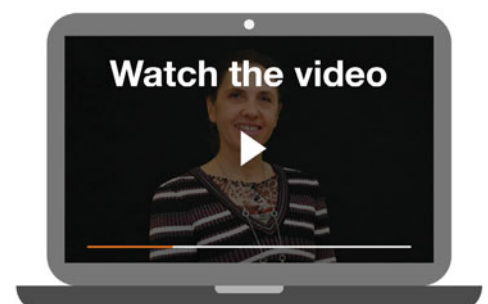
within a 48-hour timeframe. Swift issue resolution relies on efficient and quick analysis of its source.

Transparent communication to answer personalized customer need

Customers also trust Orange Wholesale's ability to communicate swiftly and efficiently. We are committed to providing information on priority 1 outages (totally cut data links for example) with first analysis within 2 hours and then every 4 hours at the least. We know that in the wholesale market our customers need clear and close follow-up when it comes to support

with sensitive activities and new solutions. Therefore, the Customer Service Center frequently adapts its process to better understand the stakes and aim to foster smoother interactions. When dealing with sensitive needs, Orange Wholesale leverages the invaluable resources and knowledge of the whole businesses to identify the root cause of issue and coordinate

various competencies worldwide. Based on your interaction with your sales representative, the Customer Service Center can support any type of needs and provide you with a smoother journey. Orange Wholesale fosters trust due to its expertise, its ability to investigate and its transparent communication.



Orange Wholesale introduces enhanced customer portal features

In today's fast-paced business environment, staying connected and informed about your services is crucial. Our customers benefit from a personalized space, designed to streamline communication with us. This system, seamlessly integrated into existing contracts, offers greater autonomy, opens up a large set of value-added services such as monitoring, reporting, opening complaint tickets and change management.



“ With quicker access to services, streamlined tracking of current requests, instant notifications upon response, and the ability to review the history of previous complaints, customers will have greater control and convenience. ”

Guillaume Pétilat
Digital Customer Experience Director
Orange Wholesale International

Customers benefit from downloadable invoice formats (PDF and CSV), providing all document history over the last 5 years. They can also ask billing-related questions or initiate a dispute directly from their **personal digital space**, therefore minimizing the likelihood of errors and ensuring a traceable and smoother experience.

A large set of additional new functionalities

Our eCare portal offers functionalities such as online ordering, monitoring, reporting change management or technical issues tickets

opening. Customers can lodge queries in a personalized digital space with intuitive design for effortless navigation, ultimately making it simpler and faster to file and handle cases efficiently.

API Ticketing for a smoother journey

We are also introducing the long-awaited ticketing API, currently in the deployment phase. This service allows customers to submit trouble tickets, track their status and check their history directly from their company interface. For customers with multiple suppliers this facilitates the day-to-day

activity of their internal teams. This is one of our first building block to providing other APIs and is another step towards offering **wholesale as a platform**. A project that **Orange Wholesale** is committed to delivering. Orange Wholesale's innovative invoice journey on the eCare portal exemplify a commitment to customer-centric digital transformation. By providing these services, Orange Wholesale ensures a secure and seamless experience.

Our sustainable commitment for a faster, more energy-efficient CDN

With its new Content Delivery Boost, Orange Wholesale is bringing to the market, a faster and more energy efficient CDN solution. Achieving two seemingly conflicting goals is a constant concern at Orange, as the solutions we develop demonstrate that we care about sustainable telecommunications not only for ourselves, but also for our customers.

Reducing both latency and energy consumption at the same time may seem contradictory when it comes to content delivery. However, Orange Wholesale is now optimizing its **Content Delivery Network** solution by doing just that, thanks to smart network optimization and innovative partnerships.

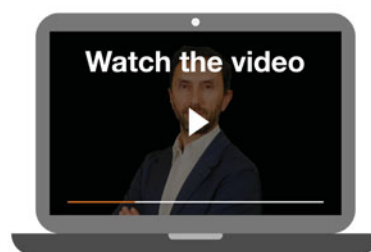
Network optimization and partnerships

These seemingly contradictory feats are achieved through smart partnerships with companies such as QUANTEEC, which offers an integrated extension for the operator's video player and transforms end-users into advanced re-streamers. As Laurent Dufour, CDN Account Manager at Orange Wholesale International explains, "this partnership helps us handle viewing peaks, minimize broadcasting costs and optimize energy consumption".

This is not an isolated move. He adds that, "Orange Wholesale expanded its footprint and delivered enriched content to customers and end-users with low latency, minimizing the need for costly and energy-intensive infrastructures."

Building sustainable solutions to help our customers reach their carbon footprint reduction goals

Orange is dedicated to bringing sustainable communication solutions to the market. It is committed to be net zero carbon by 2040 and has a target to reduce its carbon impact by 45% between 2020 and 2030. This will be achieved by reducing the Group's energy consumption, using refurbished equipment, optimizing any deployment, as well as **partnering with innovative startups such as QUANTEEC to improve energy efficiency**. According to Daniel Negru, CEO of QUANTEEC, "combining the Orange Wholesale CDN with QUANTEEC technology offers the market a new, innovative and green alternative for the distribution of audiovisual content". Laurent Talibart, CDN Business



Development Director at Orange Wholesale International, explains that future developments are already on the table: "another opportunity will be to accompany the explosion of content in Africa and to sustain the continent's net-zero carbon future in the long-term thanks to renewable energies".

By designing more energy-efficient solutions like this **trusted CDN** to limit both its own carbon footprint, and also that of its customers, Orange Wholesale actively contributes to the sustainability of internet traffic.



Powering global subsea connectivity with Orange Marine

Orange Wholesale's global connectivity force now includes one of Orange's trump cards in connecting the world: Orange Marine. Enjoying one of the largest commercial cable ship fleets in the business, these seafarers lay thousands of kilometers of cable under all Seven Seas, in complete independence from other stakeholders in this trade. To ensure the sustainability of global connectivity, they also provide any customer, with vital cable-repairing and cable-maintenance services in addition to cable laying, on a 24/7/365 basis.

Meet the captain



Didier Dillard
CEO, Orange Marine

“ Our maintenance contract customers always know where our ships are at all times, and they have priority will have greater control and convenience. ”

What is Orange Marine's culture about?

We're hands-on. Among Orange Marine's 300 employees, three-quarters are seafaring on the Seven Seas. When they set sail, it's for one or two months, working day and night. This business has existed for decades at Orange.

What are your customers' expectations?

Generally, the main expectation of our customers is to deal with experienced professionals of **marine installation or marine repairs of subsea cables**, who will be capable to carry out their

job on time and on budget and manage all the contingencies of such operations, which is exactly what we usually do. There are small projects, under 300 km, where there is no need for a repeater. In these cases, we can do everything ourselves, we buy the cable and do the design and installation. For larger projects, when you have repeaters, we let the manufacturers

or our colleagues in charge of Orange international networks who have the necessary expertise step in and act as contractors. For operators with less experience in submarine cables, our selling point is to say that we are here to do it all, end-to-end: maritime operations, surveys, engineering, and customer relations with our teams across the world.



What sets Orange Marine apart from other market players?

We're an operator with a significant fleet with small, medium and large ships for all kinds of projects. We almost always have a ship available for urgent missions. We're one of the two biggest neutral cable-layers, not tied with any manufacturer. We work all over the world, on every sea. We also have experience and expertise. We're one of the players who have laid the most submarine cables, we have a very extensive track record, we do all types of cable-laying jobs and maintenance jobs. Finally, technically, we have a modern fleet, and our submarine robots are among the best on the market, because we build them ourselves. In fact, we sell them to a number of international operators.

You described the "projects" part of the business; what about the "maintenance" part?

Our areas of presence for **subsea cable repairs and maintenance** are the entire Atlantic, with the addition of the Pacific zone of South America as far as Chile, and the south-western Indian Ocean as far as Kenya. And then the Mediterranean, the Red Sea and the Black Sea. Our maintenance contract customers always know where our ships are at all times, and they have priority. The primary mission of **the ship we've just inaugurated, the Sophie Germain**, is cable repairs, even if she can also lay small links. It helps us reduce our carbon emissions, because unlike the laying vessels often used for these missions, it's not oversized, it's not ageing, and it is equipped with an electric auxiliary battery that reduces fuel consumption by 20 to 30%.

Keeping the web worldwide: how Orange Marine fixed subsea traffic in Southern Africa

As Didier Dillard, Orange Marine CEO, told us: in the subsea cable maintenance business, sometimes, when it rains, it pours. This is exactly what happened in August 2023 when not one, not two, but three major subsea cables were severed by a landslide in the underwater Congo Canyon, as the main East African cable was also being repaired. Internet connections were disrupted as far away as in Angola, Namibia, South Africa, Réunion island. In this emergency situation, the Orange Wholesale teams stepped in.

- **17 days later**, on August 24, our vessel Léon Thévenin, the only African cable ship in the industry, set sail from Cape Town, after completing another urgent repair off Kenya
- **6 days later**, the ship arrived on the first site, after a journey of 1,800 nautical miles
- **2 days later**, the first cable displaced kms away from its initial position by the landslide was recovered
- **17 days later**, the 3 cables were fixed
- **The same day**, September 9, normal internet traffic through the cables was back to normal

One of the largest cable-laying and repairing forces globally

264,000

km of fiber optic subsea cable laid

800

repairs of the last 15 years including

6,000

meter-deep operations

100+

years of experience

15%

of the world's cable ships' fleet

6

cable ships and 1 survey vessel

4

home ports

800 Gbps transmission on Dunant subsea cable with Nokia

This successful record-breaking test validates Orange network capability on transatlantic submarine cable to support 400GE and 800GE (Gigabit Ethernet) transport services over its entire network.

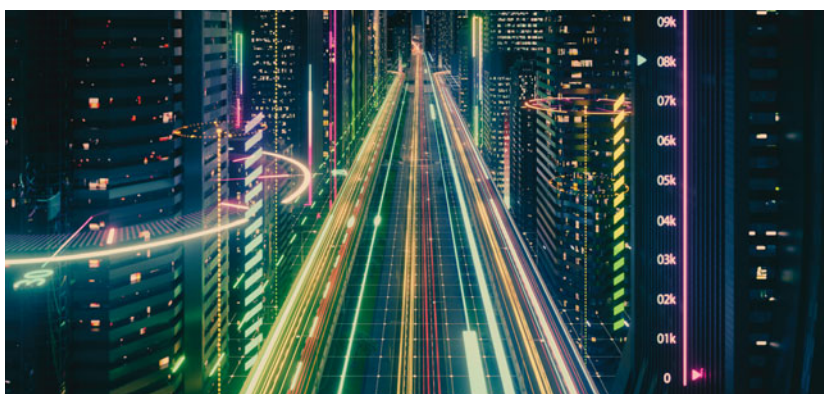


Jean-Louis Le Roux
Executive Vice President
Orange International Networks,
Orange Wholesale

To prepare for the expected **traffic surge on the transatlantic route**, Orange and Nokia have successfully tested Nokia's sixth-generation super coherent optical technology (PSE-6) in real-life conditions on this strategic axis.

800 Gigabits per second were achieved on the 6,600km **Dunant transatlantic submarine cable** and terrestrial backhaul, on an existing fiber pair carrying customer traffic, which will eventually enable wholesale and enterprise customers to benefit from capacity of up to 400GE and 800GE. These tests validate the transport of 800 Gigabits of traffic per wavelength, demonstrating the possibility of almost doubling the range, extending the capacity transmitted and optimizing spectral efficiency on an existing infrastructure.

Orange and Nokia regularly carry out full-scale tests on Orange's long-distance and international network to test their latest-generation super coherent optics technology. Jean-Louis Le Roux, Executive Vice President Orange International Networks at Orange Wholesale, said: "This trial demonstrates Orange's commitment to supporting **ever-greater network scale** and new **high-bandwidth services** across our existing global network, which combined with our subsea networks truly powers global connectivity for our customers. We are pleased to be the first operator to validate Nokia's latest generation of super coherent optics in a subsea application as an important enabler to our constant need for network upgrades, with high spectral efficiency, sustainability and operational deployment flexibility."



Orange Wholesale International distinguished with Best Sales Team award

It's official: on top of working with the best wholesale operator, our customers and partners are dealing with the Best Sales Team in the business. Don't take our word for it, it's simply the results of the 2023 edition of the Global Carrier Awards, announced during Capacity Europe 2023.

Orange Wholesale won a much-coveted Best Sales Team award at the Global Carrier Awards 2023 ceremony. Orange Wholesale outshined the likes of Bayobab, BTS, Deutsche Telekom Global Carrier, euNetworks, Global Message Services (GMS), stc Group/center3, Telefónica Global Solutions and Verizon Partner Solutions. The **2023 Global Carrier Awards** involved the close scrutiny of 31 independent judges evaluating no less than 324 submissions across 35 award categories.

Judges assessed our answers to such precise questions as how the team has demonstrated

innovation or how it has benefited the market and customers. They also reviewed customer testimonials and a video presentation of Orange Wholesale's Sales Team.

“Mastering off-the-shelf, shining on bespoke”

Capacity Media's independent jury was **ultimately convinced** that our sales team:

- is a “truly global task force working out both large, cross-border deals and off-the-shelf premium connectivity solutions for an increasingly varied customer base”,
- demonstrates acute “cultural diversity and proximity, which

makes it ever closer to customers, while its dedication and creativity unlock their most complex needs with innovative solutions”,
- has an “impact on financial and customer satisfaction metrics which is verified day after day”.

We wish to thank all our customers and partners for their continued support and trust in our Sales Team. Much more than industry recognition, they are the reason why our 100 sales professionals of over 30 nationalities strive to demonstrate industry-leading performance out of our 24 global locations.

Orange Wholesale wins WCA's Best Wholesale Operator award, completes 2023 grand slam in industry recognition

Orange Wholesale was crowned Best Wholesale Operator at the 2023 World Communication Awards ceremony on Thursday 22 November in Amsterdam, The Netherlands. Orange Wholesale won the trophy against shortlisted competitors Arelion, Bayobab, Deutsche Telekom and Sparkle.

This award concludes an unprecedented grand slam of industry trophies in 2023. Indeed, Orange Wholesale also won three other best global wholesaler titles, among other distinctions:

Best Global Operator
at CC Global Awards



Best Global Carrier Voice
at Global Carrier Awards



Best Global Carrier Data
at Global Carrier Awards



Best Wholesale
Operator at WCA



“ In the Middle East, customer experience is the whole game ”

Few international operators are connecting the Middle East with the world as much as Orange Wholesale does.

And the numbers prove it, as we've been growing more than 20% year-over-year in the region, doubling our business since 2019. Based out of Dubai and Cairo, our local representatives explain the most important factors behind this success – as the right telco connectivity meets the best human connections.



“ Customers may accept from the competition things that they wouldn't accept from us. ”

Amin El Rabie
VP Sales Middle East – Dubai UAE.
Orange Wholesale International

What are the specificities of the Middle East market?

In terms of culture and language, there are a lot of commonalities. Business-wise, most countries in the region have a growth factor, some have a growing population, some are underserved by telecom services. Regulations are loosening up a little bit. It's also a region with several operators doing business in more than one market, and we're in business with all these groups. This means that if we do something good in one market, we can replicate it elsewhere. It also means that if we fail somewhere, we're most likely to have a bad reputation in other places. All in all, this is a true emerging region and there is a lot of **value that Orange Wholesale can bring.**

How is Orange Wholesale perceived in the region?

We have established ourselves as a technically very strong wholesaler. Customers may accept from the competition things that they wouldn't accept from us. Besides, they know that we are the French operator with **state-of-the-art technologies and network**, that we can mobilize a deep pool of Orange experts who can take their hands across any journey, providing the perfect recommendation with that unique French accent. All this represents a unique blend of expertise and brand identity.

Why do our customers choose us?

First, the technical capabilities. They know that we are technically very, very strong. Second, the history, the legacy, the brand: these help me very much in the region. Finally, in terms of flexibility, we're in a much better position.



Batool Mazharali

Account Manager Mobile - Dubai, UAE.

Orange Wholesale International

“ You need to go the extra mile in this region and the salesperson is there in the loop throughout. ”

Our customers anticipate us to share the story of our evolution and success, detailing how we reached this level. They seek our assistance in fostering the growth of their business. Customer experience here is the whole game, so they have high expectations on good customer support, and we do deliver. You need to go the extra mile in this region, and the salesperson is there in the loop throughout. It's not about just selling the product; actually, your task becomes twice more important after that.

“ I realized that no one is as close to the customer as we are. ”

Once the relation has started, we are very remarkable in terms of service against the competition. I know that when I hear **compliments from my data customers**. One of them told me “whenever there is a project I have to come to you first because I know that Orange Wholesale is going to give me the most valuable and fastest response, and that if there is any change during the delivery you are much more flexible than others”. I've realized that we are the most organized wholesale team among the international players. No one is as close to the customer as we are.



Mohamed Hassan

**Senior account manager Data
– Cairo, Egypt**

Orange Wholesale International

“ Customers rely on us not only for standard data products but also for solutions within their internal networks. ”

Orange is seen as a trusted logo with strong network performance and diversity of products not only in the region but also globally. This puts more responsibilities on us to be ahead of everyone, all the time. Customers now deal with Orange Wholesale as a consultancy. They can rely on us not only for the standard **data products that we can provide**, but also for other solutions within the customers' internal networks.



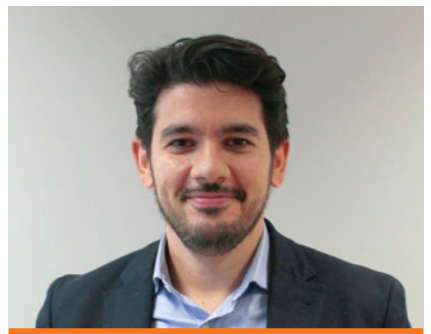
Ahmed Negm

Sales Director Data – Dubai, UAE

Orange Wholesale International

“ Trust is really what shapes the wholesale business in the Middle East. ”

There is one word that shapes wholesale business in the Middle East: trust, which involves commitment. One of our partners told me: “Zaher, the wholesale business is very small, and even more so here. All can change with one word – trust. You should know that if I commit, then I'll deliver, and I need to be sure that if you commit, then you'll deliver as well!”. That's it, and it works! We have followed the advice and our bilateral business with this customer skyrocketed from €1M to €25M.



Zaher El Chami

Sales director Voice Mobile – Dubai, UAE

Orange Wholesale International

Our trip to net-zero carbon is a customer journey

Orange Wholesale was created with a bold promise to put Corporate Social Responsibility at the heart of its service commitments, and help customers focus on their users while minimizing their own carbon footprint. On a daily basis, this means that all of our 3,300 global staff are playing their part in pursuing Orange's goal to reach "net zero" carbon by 2040, with several meaningful milestones planned or reached.



“ We will be net-zero carbon in 2040 ”

François Moreau de Saint-Martin
EVP Strategy
Orange Wholesale International

How can customers rely on Orange Wholesale to meet their own energy efficiency and carbon footprint targets?

When our customers work with us, they use **infrastructures and networks that are managed responsibly**. We have implemented circular economy and purchases of decarbonized energy for example. Also, they rely on a player which pools its infrastructures and networks, so carbon emissions are ultimately shared between the different users. This represents their scope 3* with us as a supplier.

How is Orange Group's impetus regarding CSR passed on to Orange Wholesale?

We will be net zero carbon in 2040. It's a very strong ambition that comes from the top and involves all the Group's employees. First, we have a major project about indicators. Orange Wholesale will be able to produce accurate extra-financial reporting of our environmental, social and governance performance early 2025 for our 2024 data. Another facet is to be able to project our carbon emissions more reliably, based on what we are planning for our business, the action plans we are putting in place, and the expected decarbonization of our power supply in the countries where we are present. .

What are our main action tools in terms of recycling?

At Orange Wholesale, in addition to recycling **submarine cables**, we are developing **circular economy for active network equipment**. For example, we have provisioned a significant and growing proportion of our own network equipment as second-hand equipment.

Is it possible to reduce the carbon footprint of telecoms services despite the explosion in data traffic?

Yes, we're succeeding in following trajectories that enable us to reduce carbon emissions despite the increase in traffic. This is what "net zero" is all about. This means dividing our carbon emissions by 10.

Carbon footprint assessments of fixed-line solutions initiated

In-house carbon footprint assessment for all Orange Wholesale solutions completed

2021

2023

2024

- CSR integration workshops launched
- CSR Single Points of Contact identified
- New cable repair ship with 20% CO2 and 80% NO emission reductions inaugurated
- "Platinum" Ecovadis label for CSR performance awarded to Orange with 100/100 on Environment and 82/100 overall (top 1% telecommunication players)
- Activity-induced carbon emission model developed.



Agnès Pégorier
Marketing - Anticipation &
Unified Communications
Orange Wholesale International

“ Our aim is to put CSR at the heart of all our activities ”

When it comes to CSR, our destinies within Orange Wholesale have always been intertwined. Our aim is to put CSR at the heart of all our activities. By eco-designing* all our new offers, providing customers with tools to calculate our products' carbon footprint, developing responsible sourcing strategies, with consistent communication and stakeholder engagement, we aim to be a trusted partner in achieving our customers' environmental and social goals.

*Eco-designing a product means considering its environmental impact from stage 1 of its design

“ Measuring the carbon footprint of all our solutions ourselves in 2024. ”

We started using the new generation of mega submarine cables, carrying up to 40 times more capacity at a significantly lower energy cost per megabyte. We also have introduced Ethernetics, which uses Artificial Intelligence to optimize and reduce energy consumption of our PoPs by 12%. Our ambition for 2024 is to be able to measure the carbon footprint of all our solutions ourselves, and to go and train everyone in-house.



Nathalie Chevrier
Head of communications and CSR
Orange Wholesale



Alain Masson
CSR Program Director
Orange Wholesale France

“ With our ‘carbon calculator’, we can compile carbon footprint assessments for our customers ”

With our ‘carbon calculator’, we can compile a carbon footprint assessment of our main offers for our customers. This is very important. A customer said to me, with starry eyes, "I've been asking all operators for a carbon footprint assessment, and you're the first to provide me with one". Being involved in this program gives enormous meaning to our commitment and resolve to drive this transformation, to be a voice on CSR issues and above all to take action in the transformation of the company, to become more virtuous with regards to the planet and society.

Scope 1 and 2 emissions reduced by 45% vs. 2020 (Orange Group)

2025


2030


2040

- Extra-financial reporting for all Orange Wholesale data contributed
- 90% of network equipment collected for recycling
- Scope 1 and 2 emissions reduced by 30% vs. 2015, 14% for scope 3 vs. 2018 (Orange Group)*

In-house carbon footprint assessment for all Orange Wholesale solutions completed

* Scope 1 emissions - from owned or controlled sources; Scope 2 - indirect emissions from purchased energy; Scope 3 - indirect emissions in the value chain of the reporting company

 **1,000**
multi-service
PoPs

 **2,500**
satellite antennas using
25 ground segment
locations

450,000
kilometers of
submarine
cables

45,000
kilometers
of terrestrial
cables

49,1
million connections
(FFTH) deployed
worldwide

7 
cable ships



Orange Wholesale