

Orange re COVID-19 & call centre workers' rights in Tunisia & Morocco

Overall policy

We are monitoring the relation in accordance with our Vigilance plan, which is available on our website <https://gallery.orange.com/selection/f122accd-0ebd-4659-8b8e-45ada207dbf3/share/index.html?l=fr&token=5870565c-1e0e-47d6-97d0-965547b65462>

Within this framework, our policy is designed around the following themes:

- developing balanced relationships with suppliers based on trust, respect and sustainable commercial relationships;
- contributing to economic performance by creating value and ensuring the availability of products and services at the best cost, while preserving competition among strategic suppliers by establishing an industrial policy that protects the interests of the stakeholders;
- controlling CSR risks and opportunities related to procurement and the supply chain, by requiring suppliers to adhere to a code of conduct and respect for laws and regulations;
- providing the Group and its customers with the benefit of the know-how of innovative and high-performance suppliers.

It is based on the systematic incorporation of a CSR clause in the Group's framework agreements as well as into exclusively local contracts, reinforced by the integration of the Code of Conduct into the appendices to these contracts. The Code of Conduct describes in particular the ethical, social and environmental commitments expected by the Group. Orange thus requires that its partners, suppliers and their sub-contractors i) respect all national, European and international rules with respect to ethical and responsible behavior. This includes, without limitation, standards relating to human rights, respect for the environment, sustainable development, occupational health and safety conditions for the employees, corruption and child protection; ii) adopt and apply ethical standards and the Group's commitments and to continue to grow in these domains. Orange supports its suppliers throughout the pre-contractual and contractual relationship to ensure the effective implementation of the Code of Conduct. Most of our suppliers as well as our own company Orange are rated by an independent renowned firm (ECOVADIS) that analyse deeper the CSR behaviour of the companies, asking for element of proof. Orange is using this rating to screen its supplier and focuses its monitoring accordingly.

Situation with regard call centers

let me first give you some details about Orange with regard call centers:

- both Orange Tunisie and Orange Maroc have contracted with local call center resources.
- Orange France has also contracted with call centers located in Tunisia and in Morocco and Orange Belgium has contracted with call centers located in Tunisia.

Governmental measures taken in those 2 countries are respected.

1/ in Tunisia General containment since March 23 with closure of production sites since that date. Call centers are subject to specific state requirements for the fight against Covid-19. Compliance with these measures is a key element for resuming activity; the control of the implementation is ensured by the ministry of health, the grouping of the occupational medicine and the doctor of work.

2/ in Morocco : State of health emergency, production sites remain open on slots outside curfew. The authorities and particularly the Ministry of Industry have been very vigilant on the situation of call centers. Authorities are carrying out inspection missions (several visits sometimes in the same week). Delegation made up of Interior, Health and Industry representatives. Minutes are established and in case of deviation, a counter mission is established within a 1 week. Failure to compliance on the 3rd visit leads to site closure.

In addition, following measures have been taken by Orange:

1/ in Tunisia, we monitor the situation with the following measures :

- Teleworking for all employees of Orange Tunisia call center and call centers in partnership with Orange Tunisia as a rule. Orange Tunisia has taken charge of the provision of connection modems to encourage teleworking.
- Implementation of a health protocol
- Implementation of an e-learning platform for employees (stress management, containment management, kit manager) and for their children
- Regular calls by managers to ensure the good health of their teams
- Establishment of a listening unit for employees (psychiatrist)
- Organization of online sports sessions for telecommuting employees

2/ in Morocco, we monitor the situation with the following measures :

- Teleworking for employees of Orange Morocco call center and call centers in partnership with Orange Morocco are prioritized and is supported through priority box delivery, PCs provided for certain workers, etc. We kept up the pressure to make it operational and to date, most of the workers in our call centers are telecommuting,
- Regular calls by managers to ensure the good health of their teams
- we haven't received any alert so far.