“we commit to regularly communicate on the milestones and progress...”

Our strategy is built around an ambition to be the operator of trust by our customers. At the heart of this ambition are people. To be the most trusted operator and the leader in customer service, we need our people to feel engaged, motivated and ready to go the extra mile for the customer.

The Orange people charter offers our people the opportunity to succeed within a team-oriented and collaborative environment, built around our commitment to our customers. This charter is based on cooperation between Orange and our people; a mutually respectful and sustainable relationship. It leverages on our collective strength to achieve our strategy of growth and share the results in a climate of cohesion and solidarity.

This charter is about delivering progress through our people. We all have a part to play in progressing and succeeding together. Orange supports this charter by providing the resources and committing to its associated initiatives and outcomes. In return, we rely on everyone to commit and contribute to Orange performance.

Through this charter, we commit to regularly communicate on the milestones and progress and reinforce pride in being Orange.

Stéphane Richard
become an employer of choice

Orange aims to be recognized as an employer of choice, and to this purpose:

- be an ethical and socially responsible employer
- offer career and development opportunities
- provide a work environment for outstanding customer satisfaction
- empower managers and hold them accountable for progress and success
- provide a positive quality of life at work
- recognize and reward our people for individual and collective contributions to our success
be an ethical and socially responsible employer

- act with integrity; our ethical principles and guidelines help us act responsibly
- show dedication to corporate social responsibility, through programs to support and promote active participation in socially-responsible initiatives
- promote a diverse workforce, enabling various skills and ways of thinking for greater adaptability and innovation
- offer equal opportunity in our internal and external recruitment efforts
offer career and development opportunities

- partner with our people and encourage them to learn and develop their careers
- offer training and development plans relevant to the current and future needs of the business, with specific efforts around management and expertise-based career paths
- communicate job opportunities
- provide a proactive and strategic approach to talent management, with shared processes across Orange

provide a work environment for outstanding customer satisfaction

- keep our people informed; ensure they have the information and knowledge they need to be active participants in the success of Orange
- reinforce a culture that nurtures active participation from our people: seek their feedback and work to understand their perspective; recognize our people’s skills and competencies
- champion innovation, ideas and practices, and share them for the benefit of all
- offer induction programs, ensuring our people have the resources, knowledge and access to the tools they need to succeed from the day they arrive
managers play a leading role in ensuring the success of Orange as an employer of choice

support managers in carrying out their responsibilities with the means and autonomy to act within the company framework

ensure managers display fair, consistent and supportive behaviors in the management of their people, aligned with the Orange management charter

empower managers and hold them accountable for progress and success

provide a positive quality of life at work

ensure our people have a clear vision of their role and what is expected from them

promote a good work-life balance

provide our people with the tools they need to do their job and exceed their customer’s expectations

offer a diverse, healthy and safe work environment, free of discrimination and harassment

enable our people to develop their professional strengths and sense of individual accountability

ensure equal opportunities based on skills, individual qualifications and performance
recognize and reward our people for individual and collective contributions to our success

- offer fair and equitable reward linked to individual and collective performance
- appreciate and recognize success
The success of Orange relies on the commitment of each and everyone of us to bring this charter to life.

While Orange maintains the commitments put forward in this charter, we rely on the engagement of our people to remain loyal and committed to our progress and performance; with Human Resources as a champion in the implementation and sustainability of the charter.