

“A Safer Internet for Minors”

## Alliance to Better Protect Minors Online

### Individual company statement

### Template

Members of the Alliance agreed to submit a list of specific commitments and timeline for implementation to the European Commission within three months of endorsing the Alliance Statement of Purpose (7<sup>th</sup> February 2017). This template is intended to help formulate your actions and transmit them to the European Commission in a harmonised format.

#### THE COMPANY INFORMATION

<b>Name of the company:</b>
Orange Group
<b>Please provide a brief description of services/products your company offers to minors.</b>
<p>Orange does not offer services to minors as such, though we recognise that minors do use our services. This may involve them using mobile telephony services, either through a phone or tablet, which their parents may have subscribed to on their behalf. They may also use pay-as-you-go services, and may connect to the internet via these devices using either our own mobile network or using WiFi connections not provided by us. At home, they may well also use a shared family device to connect to the internet over our broadband network – this could be through a PC, laptop, TV or some other device.</p> <p>Throughout this document, we refer to our 2017 report to the ICT Coalition for Children Online, of which we are founder members:</p> <p><a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p> <p>This self-regulatory initiative was established in 2012 and comprises 20 industry members from across the online industry value chain. Membership of the ICT Coalition requires companies to report every 2 years on their achievements against the ICT Coalition Principles, and Orange will continue to report using this framework as it implements its commitments under both the Coalition and the EC Alliance to Better Protect Minors online.</p>
<b>Countries where products/services targeting (used by) minors are offered by your company.</b>
In Europe, we offer fixed and mobile communication services in France, Spain, Poland, Romania, Slovakia, Belgium and Luxembourg.

**SECTION 1. USER-EMPOWERMENT**

<b>1. Identifying and promoting best practice for the communication of data privacy practices.</b>		
Measures		Timeline for future actions
Current	Future	
<p>Orange’s initiatives relating to privacy matters are outlined in the section relating to ICT Coalition Principle 5:</p> <p><a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p> <p>Privacy issues are also covered as part of our education and awareness-raising activities, addressed under Principle 6</p>	<p>Orange will continue to build on its initiatives to further empower users in controlling their own privacy and will include data privacy advice to users as part of our awareness-raising initiatives.</p>	Ongoing

<b>2. Providing accessible and robust tools that are easy to use and to provide feedback and notification as appropriate.</b>		
Measures		Timeline for future actions
Current	Future	

<p>Orange reporting tools are described under Principles 3 and 4 of our report to the ICT Coalition:  <a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p>	<p>We will continue to keep our reporting tools under review and make any necessary improvements as required.</p>	<p>Ongoing</p>
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<p><b>3. Promoting users’ awareness and use of information and tools to help keep themselves safer online and of their responsibility and duty to behave responsibly and respectfully towards others and foster trust, at the same time promoting minor’s digital empowerment.</b></p>		
<p>Measures</p>		<p>Timeline for future actions</p>
<p>Current</p>	<p>Future</p>	
<p>Orange awareness-raising initiatives are discussed under Principles 1 and 6 of the ICT Coalition report:  <a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p>	<p>We will continue to develop and update our internet safety advice portals in the light of expert advice and developments in technology, encouraging parents to talk to their children about safety issues. Orange will continue to build on its aim to be a “Digital Coach” to its customers, providing them with the tools they need to make the best of the internet for themselves and their families. Our policies will be based on 4 principles:</p> <ul style="list-style-type: none"> <li>• Keep children in mind as potential users from the very start, when we design our products and services.</li> <li>• Develop new protection tools and digital services for younger users.</li> <li>• Raise parents’ awareness of good digital practices and explain how to use effective parental controls.</li> <li>• Relay the recommendations of experts, public bodies and NGOs we work with closely</li> </ul>	<p>Ongoing</p>

**4. Promoting the use of content classification when and where appropriate.**

Measures		Timeline for future actions
Current	Future	
<p>Orange is primarily a provider of connectivity rather than content, but our content policies are outlined under Principle 1 of the ICT Coalition report:</p> <p><a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p>	N/A	

<b>5. Promoting the awareness and use of parental control tools.</b>		
Measures		Timeline for future actions
Current	Future	
<p>Orange's parental control tools are described under Principle 2 of the ICT Coalition report:</p> <p><a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p> <p>Advice on parental controls is also included in our online internet safety portals (discussed under Principle 1) and as part of our awareness-raising activities under Principle 6.</p>	<p>Orange will keep its parental control tools and advice to parents on the use of these and other tools available under review, and update as necessary.</p>	Ongoing

## SECTION 2. ENHANCED COLLABORATION

6. Intensifying cooperation between ourselves and with other parties such as Child Safety Organisations Governments, education services and law enforcement to enhance best practice-sharing.		
Measures		Timeline for future actions
Current	Future	
<p>Orange's current initiatives at national level in cooperation with these bodies are outlined under Principle 6 of the ICT Coalition report</p> <p><a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p> <p>Our links with law enforcement are described under Principle 4.</p>	<p>Orange will further develop its local initiatives on the basis of expert advice.</p> <p>At Group level, Orange will continue to play an active role in the best practice exchange activities of the ICT Coalition and will participate in the twice-yearly Stakeholder Forum events of the Coalition to discuss emerging issues and trends, as well as participating in meetings of the Alliance to Better Protect Minors Online in order to exchange best practice.</p>	Ongoing

7. Identifying emerging developments in technology such as connected devices and with the support of the Commission, engage with other parties who also have a role to play in supporting child safety online.		
Measures		Timeline for future actions
Current	Future	
<p>Orange constantly monitors new developments in the sector and any potential impacts for child safety in our own products and services. Together with other members of the ICT Coalition, we co-funded research into new trends by a leading academic in 2015/16</p> <p><a href="http://ictcoalition.eu/gallery/100/REPORT_WEB.pdf">http://ictcoalition.eu/gallery/100/REPORT_WEB.pdf</a></p>	<p>As a member of the ICT Coalition , Orange will support further desk research aiming to clarify some of the main upcoming issues around internet safety and children's development.</p> <p>In 2017 we will update our internal guidelines for our marketing staff to take account of new technological developments with a potential impact on children</p> <p>Orange will work with other international bodies, both directly and through GSMA, to promote policies to improve the empowerment of children and provide them with appropriate support.</p>	2017-18

### SECTION 3. AWARENESS RAISING

<b>8. Supporting the development of awareness-raising campaigns about online safety, digital empowerment, and media literacy through both ad hoc and ongoing initiatives.</b>		
Measures		Timeline for future actions
Current	Future	
<p>Orange has for many years undertaken a wide range of initiatives, both on a long-term and ad-hoc basis. The most recent are outlined under Principle 6 of the ICT Coalition report:  <a href="http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf">http://ictcoalition.eu/gallery/2017%20ICT%20Coalition%20implementation%20report%20Orange%202017-05042017122130-05042017060807.pdf</a></p>	<p>Orange will continue its activities to raise awareness of these issues, both through the dedicated advice websites for families on our local portals, and through initiatives such as internet safety in schools and developing resources for teachers and carers. These are too numerous to list individually but we are committed to continue our longstanding efforts in this area.</p>	Ongoing

<b>9. Promoting children’s access to diversified online content, opinions, information and knowledge.</b>		
Measures		Timeline for future actions
Current	Future	
<p>A key part of Orange’s Better Internet for Kids (BIK) programme since October 2014 is the #SuperCoders initiative. Our aim is to enable children to make the best of the digital world and to empower parents to take charge. Beyond addressing the issues of accessibility and inclusion, the Orange BIK programme aims to encourage a safe and responsible use of the Internet, and promotes the development of a positive use of the Internet (social and family links, dedicated content and services, education, creativity and participation) by children.</p>	<p>Orange will continue to develop #Supercoders over the coming years, both in terms of its scale and reach, taking the programme to more countries and involving more children. We will be designing new content for the programme, in cooperation with our expert partners and employee volunteers, and will sponsor a major international conference on Scratch in Paris.</p> <p>To show children the practical applications of coding, the #SuperCoders programme will also invite them to take part in the “Coding for a Better Planet” Challenge as part of the United Nations Sustainable Development Goals. Orange already did this in 2015 for COP21 in Paris, and in 2016 for COP22 in Marrakesh, and will develop this Challenge</p>	<p>Ongoing</p> <p>2017</p>

Orange Group's #SuperCoders programme introduces coding to children aged 9 to 13. Since its first introduction in four European countries in 2014, by the end of 2016, the programme had reached more than 9000 children in 17 European and African countries (Belgium, Botswana, Cameroon, Egypt, France, India, Italy, Ivory Coast, Mali, Moldova, Morocco, Niger, Poland, Romania, Senegal, Spain, Tunisia). The programme is supported by over 1200 Orange volunteer coaches.

#SuperCoders offers a simple, fun and educational insight into how enriching and creative the digital world can be. The aim is to increase children's understanding of the digital world, to encourage their active participation and creativity, to foster budding professional ambitions and to promote social inclusion, helping disadvantaged Groups and rural communities and fostering parity between girls and boys.

<http://supercoders.orange.com/en/home>

Children participating in our free, fun workshops are invited to design games and short animations using Scratch software and to programme small Robots like Thymio

<https://www.thymio.org/en:thymio>

In some workshops, children also have the opportunity to share their creations with children from other countries through live video exchanges. The workshops aim both to train children to think logically and to teach them to work in teams. In addition, some workshops also offer children (and separately, their parents) awareness sessions on safe and responsible use of the Internet. See here for a taste of what the children get out of the sessions:

<https://www.youtube.com/watch?v>

further in future.

Children around the world will be invited to create fun illustrations of environmental issues through which they can express their concern and vision for a better planet – see here for examples of past entries:

<http://supercoders.orange.com/en/Media/supercoders-Media/2016/COP22/Code-for-COP22>

<p><a href="#">=oOcPz5il1Lg</a></p> <p>Children go away from the workshops with a new skill which then can use to get involved in a cause that concerns them directly.</p> <p><a href="https://www.youtube.com/watch?v=zORUPuYoM3M&amp;feature=youtu.be">https://www.youtube.com/watch?v=zORUPuYoM3M&amp;feature=youtu.be</a></p>		
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## SECTION 4. OTHER TYPES OF ACTIVITIES

<b>10. Other types of activities concerning online safety for minors.</b>		
Measures		Timeline for future actions
Current	Future	
	<p>We will develop a plan to raise awareness among our marketing community on the design of safe and responsible services and products which could be used by children. We will create and develop resources on this topic for our internal company social networks and a series of webinars targeting the marketing community across the Orange footprint</p>	<p>2017-18</p>