

2009 roadmap

objectives	deadline
security and protection of personal data	
Increase the safety of our products	2009
Ensure risks are better recognized in countries	2009
Make encryption and strong identification obligatory for sensitive data throughout all the entities	2009
quality of service	
Increase performance monitoring with regard to quality of service	2009
Make customer contact rates public (calls to technical support centers) in the four major countries	2009
Roll out the action plans aimed at improving service	2009
Integrate simplicity as far upstream from product design as possible by including ergonomics	2009
social dialogue	
Finalize the implementation of the worldwide Works Council	2009
skills development	
Continue to grow the professionalisation paths	2009
Prepare for the accelerated departure of retirees starting in 2012: - Increase recruiting in strategic positions - Increase the number of apprenticeship contracts in France by 25% (4,500 in 2009)	2009-2012
occupational health and safety	
Implement the Group's reference framework in the area of health and safety in the workplace in the Group's various entities by defining local action plans	2009
Foster the exchange of good practices among the entities in the area of stress management	2009
diversity	
Implement gender equality policy in major countries	2009-2010
By country, identify a second area of focus for diversity with implementation of an action plan	2009-2010
Implement diversity reporting in all of the Group's entities	End 2009
Develop the "shadowing" program Europe-wide to promote scientific and technical careers among women	2009
child protection	
In all entities continue to deploy the measures recommended by the European reference framework with regard to the safer use of cellular phones among children, and by the GSMA to fight child pornography	2009
Put a working group in place to establish recommendations on new uses (social networks, game on line, blogs, etc.)	2009
Inform teachers about safer Internet use in our European entities	2009
responsible communication	
Form a working group in order to create the code of communication of the future Group responsible communication policy	2009
electromagnetic fields	
Deploy the Group's policy on electromagnetic fields in all entities	2009
Publish the SAR* of mobile phones on Orange websites, under instructions for usage or in Orange shops in the main Group entities	2010
Make information available to customers about the responsible use of mobile phones on Orange websites or in Orange shops	2010
responsible sourcing	
Include a section on "energy savings and sustainable development" at meetings with suppliers	2009
Adapt the ethical practices – company responsibility in emerging countries clause (Asia/India) for a better understanding of the Group's commitments	2009
Introduce environmental criteria when choosing cellular terminals distributed by the Group	2009
Deploy the QREDIC® tool, which is a process to measure supplier performance for local agreements in other countries	2009/2010