

2008 status report			
Objectives published in the 2007 report	Deadline	Status	Key achievements in 2008
<b>security and protection of personal data</b>			
Deploy the Security Management System in the major countries and continue Group reporting	2008-2009	●	Security Management System based on ISO 27001 deployed in all Group entities
Cooperate with the main stakeholders involved to develop rules on freedom of speech and confidentiality of personal data	2008	●	Participation in a working group with Business for Social Responsibility Signing in December 2008 of the declaration of CEOs in favor of respecting human rights, launched upon the occasion of the 60th anniversary of the Universal Declaration of Human Rights.
Define the Group guidelines for publicity and social networks	2008	◐	Signing of the Union des Annonceurs de France (French Advertisers' Union) charter.
Improve employee training on personal data protection policies	2008	●	Internal awareness campaign on data security, conducted in 118 countries of the Group in eight languages.
<b>quality of service</b>			
Continue deployment of the Simplicity+ program in the countries by opening new test centers in Spain, Jordan, Egypt, and the United Kingdom	2008	◐	Customer test centers (CTC) opened in Madrid and Egypt, added to the three existing CTCs in Poland and in France.
Continue deployment of the action plans aimed at improving the quality of service	2008	●	An average decline of 10% in rate of customer calls to technical support centers for the 4 major countries (with -3% for fixed telephony, -20% for broadband, and -9% for mobile)
<b>social dialogue</b>			
Finalize implementation of the global Group committee	2008-2009	◐	Continue negotiations with labor and employee representatives to create a global forum for labor dialogue by the end of 2009.
<b>skill development</b>			
Continue deployment of the act: program among all of our entities	2008-2009	●	Implement a uniform skills scale for the Group (available in 4 languages) 14,000 internal transfers to priority skills of the Group (customer relations, innovation, and content) Increase in training efforts with a Group average of 31 hours per employee Implementation of the Group Leadership Model (see p. 68).
Formalize the Group policy on talent management	2008	◐	Actions carried out by each entity depending on the local context
<b>health and safety</b>			
Continue defining the Group frame of reference on health and safety management	2008-2009	●	Group health and safety frame of reference defined with involvement of the various subsidiaries
Implement central reporting for all major and fatal accidents involving our employees, subcontractors, and outside visitors active at our sites	2008	●	The 9 key performance indicators in health and safety defined. Semi-annual reporting launched in 2008. Implemented a procedure for reporting serious accidents to Group headquarters.
<b>diversity</b>			
Formalize the Group policy on managing diversity	2008	●	Policy formalized <input checked="" type="checkbox"/> Hiring process in France reviewed to ensure lack of implied discrimination <input checked="" type="checkbox"/> .
<b>protection of minors</b>			
Continue to distribute the family guide in all countries	2008	◐	Family guide distributed in all European entities of the Group

Implement, in all of our entities, the measures recommended by the European framework for safer use of mobile telephones by children and young adolescents	2008-2009	●	Deployment undertaken in all European entities (see p. 64-65). A national code of conduct signed at most of the European entities (including the United Kingdom <input checked="" type="checkbox"/> , Spain <input checked="" type="checkbox"/> , Poland <input checked="" type="checkbox"/> , and Romania <input checked="" type="checkbox"/> .
Implement the GSMA Alliance's recommendations to combat child pornography	2008-2010	◐	Work began in February 2008 to deploy the measures envisioned in the Group entities (see p. 64-65).
Define the plans for deploying Internet filters in all countries	2008	◐	Selection of a filtering technique solution. Implementation of filters and/or parental controls in progress in the various entities (see p. 64-65).
Carry out informational activities on the safe use of the Internet available to teachers in all of our European entities	2008	●	France Telecom is a founding member of the European initiative "Teach Today" that provides teachers with tools for teaching students how to use the new technologies safely.
<b>responsible marketing</b>			
Implement a website devoted to the proper use of the services in all of our European entities	2008	◐	Implementation of dedicated sites in France, the United Kingdom, Poland, and in Slovakia
<b>electromagnetic fields</b>			
Finalize EMF* action plans in all countries	2008	●	Local action plans defined in all countries (including France <input checked="" type="checkbox"/> , the United Kingdom <input checked="" type="checkbox"/> , and Spain <input checked="" type="checkbox"/> ). Network of EMF* correspondents in France, Switzerland, the United Kingdom, Belgium, Dominican Republic, Slovakia, Romania, Poland, Jordan, Egypt, Côte d'Ivoire, Senegal, Spain <input checked="" type="checkbox"/> . Implementation of a procedure to respond to complaints about relay antennas, specifically in France <input checked="" type="checkbox"/> , the United Kingdom <input checked="" type="checkbox"/> and Spain <input checked="" type="checkbox"/> .
Implement a Group EMF* oversight unit to ensure the same level of information is available in all countries	2008	●	International oversight implemented and available to all country correspondents on the intranet
Launch the Group Internet website on EMFs*	2008	●	Site launched in 2008: <a href="http://www.orange.com/en_EN/responsibility/societal_impacts/EMF">http://www.orange.com/en_EN/responsibility/societal_impacts/EMF</a>
<b>responsible sourcing</b>			
Identify a "responsible sourcing" correspondent within each local sourcing team	2008	●	According to the organization of the various subsidiaries, the actions are implemented by the CR manager of the subsidiary and/or the sales manager and/or the correspondent for the zone
Implement a specific and structured approach in Europe and in other countries	2008	◐	QREDIC® evaluation tool covering all Group purchases (that is, 80% of total purchases) and the local contracts in France, Senegal, the United Kingdom, and Slovakia
Continue integrating the environment and ethics clause into local contracts	2008	●	Updating the clause to improve its understanding by suppliers and to list the 5 ILO* conventions on the non-employment of children, non-use of forced labor, and discrimination New clause distributed to all subsidiaries in October 2008 <input checked="" type="checkbox"/>
<b>respect for human rights</b>			
Develop the dialogue with stakeholders concerned about human rights to better understand the risks associated with communications technologies	2008	●	Participation in a working group with Business for Social Responsibility Signing in December 2008 of the declaration of CEOs in favor of respecting human rights.



objective reached

 item reviewed by Deloitte

project in progress



objective not reached, project cancelled or delayed