

correspondence table: GRI, ISO 26000, and the Global Compact

CSR = 2013 CSR Report

RD = 2013 Registration Document

SR = Social Report (to be produced in July 2014)

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
profile				
		strategy and analysis		
6.2	1.1	Statement of the most senior decision-maker of the organisation (CEO, president or senior officer of the same level, for example) about the relevance of sustainability to the organisation and its strategy.	CSR: Chairman's Editorial p. 4 Editorial from the Chairman of the Governance and Corporate Social Responsibility Committee p. 58	Group
	1.2	Description of significant impacts, risks and opportunities.	CSR "Vision and Strategy" p. 6-10	Group
		profile of the organisation		
6.2	2.1	Name of organisation.	CSR final page RD p. 3	Group
	2.2	Major products and/or services and related brands.	Orange is currently one of leading telecommunications operators managing fixed-line and mobile telephony and broadband Internet services across 30 different countries. The Group also offers ICT services to companies in 220 territories through its Orange Business Services brand. We are an international community of 166,000 individuals who reflect the diversity of the markets that we serve. Website: http://www.orange.com/en/about/Group/our-brand RD p. 11; Chapter 3 p. 52 Brand: Orange has been the sole brand of the Group since 2006.	Group
	2.3	Operational structure of the organisation, including description of the main divisions, operating companies, subsidiaries, and joint ventures.	RD p. 9; 46-90 CSR: map p. 3 http://www.orange.com/en/about/Group/global-footprint http://www.orange.com/en/about/Group/management	Group
	2.4	Location of organisation's headquarters.	CSR final page RD p. 1; 403	Group
	2.5	Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	RD Chapter 3 p. 52 CSR: map p. 2-3 http://www.orange.com/en/about/Group/global-footprint	Group
	2.6	Nature of ownership and legal form.	RD p. 1; 403	Group

ISO 26000	Global Reporting Initiative			
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	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	RD p. 11; Chapter 3 p. 52; CSR p. 3 http://www.orange.com/en/about/Group/our-brand http://www.orange.com/en/about/Group/latest-key-figures	Group
	2.8	Scale of the reporting organisation, including:		
		■ number of employees;	RD p. 351 CSR p. 116-117	Group
		■ net sales (for private sector organisations) or net revenues (for public sector organisations);	RD p. 10 http://www.orange.com/en/about/Group/latest-key-figures	Group
		■ total capitalisation broken down in terms of debt and equity (for private sector organisations);	RD Chapter 4.9 "Analysis of financial situation" p. 306 http://www.orange.com/en/finance/nbsp3/financing	Group
		■ and the quantity of products or services provided.	RD Chapter 3 p. 46 http://www.orange.com/en/about/Group/latest-key-figures	Group
	2.9	Significant changes during the reporting period regarding size, structure, or ownership including:		
		■ the location of, or changes in, operations, including facility openings, closings, and expansions;	RD Chapter 3 p. 52; Note 2.2 p. 122 http://www.orange.com/en/about/Group/global-footprint CSR Chapter "About this report" p. 100	Group
		■ changes in the share capital structure and other capital formation, maintenance and alteration operations (for private sector organisations).	RD Note 2.2 p. 122	Group
	2.10	Awards received in the reporting period.	CSR p. 19 and throughout the report	

parameters of the report

	report profile			
	3.1	Reporting period (e.g. fiscal/calendar year) for information provided.	CSR Chapter "About this report" p. 100	Group
	3.2	Date of most recent report published (if any).	CSR Chapter "About this report" p. 100	Group
	3.3	Reporting cycle (annual, biennial, etc.).	CSR Chapter "About this report" p. 100	Group
	3.4	Contact point for questions regarding the report or its contents.	contact.csr@orange.com	
	report scope and boundary			
	3.5	Process for defining report content, including:		
		■ determining materiality;	CSR Section 1.1 "A rigorous and audited process" p. 11	Group
		■ prioritising topics within the report;	CSR Section 1.1 "A rigorous and audited process" p. 11 CSR Section 1.3 "A process fuelled by dialogue" p. 19	Group

ISO 26000	Global Reporting Initiative			
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		■ and identifying stakeholders likely to use the report.	CSR - Vision and Strategy p. 6-10 CSR Section 1.3 "A process fuelled by dialogue" p. 19	Group
	3.6	Scope of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	CSR Chapter "About this report" p. 100	Group
	3.7	State any specific limitations on the scope or boundary of the report.	CSR Chapter "About this report" p. 100	Group
	3.8	Principles adopted for the communication of data concerning joint ventures, subsidiaries, leased facilities, sub-contracted operations and other factors likely to have a significant impact on comparison from one period to another and/or from one organisation to another.	CSR Chapter "About this report" p. 100	Group
	3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the indicators and other information in the report.	CSR Chapter "About this report" p. 100 Unless stated otherwise in the Note on Methodology, none of the information provided in earlier reports has been reformulated	Group
	3.10	Explanation of the effect of any re-statement of information provided in earlier reports, and the reasons for such re-statement (e.g. mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	CSR Chapter "About this report" p. 100	Group
	3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	CSR Chapter "About this report" p. 100	Group
	GRI content index			
	3.12	Table identifying the location of the standard disclosures in the report.	http://www.orange.com/en/commitments/responsibility/communication/reports-and-publications	Group
	third-party validation			
7.5.3	3.13	Policy and current practice with regard to seeking external assurance for the report.	CSR External opinion p. 104	Group

governance

	governance			
6.2	4.1	Governance structure of the organisation, including Committees reporting to the highest governance body (Board of Directors or similar) responsible for specific tasks, such as setting strategy or organisational oversight.	RD Chapter 5.1 "Composition of management bodies" p. 314 http://www.orange.com/en/about/Group/governance	Group
	4.2	Indicate whether the Chair of the Board of Directors (or similar) is also an executive officer (and, if so, their function within the organisation's management and the reasons for this arrangement).	RD Chapter 5.2.3.1 p. 333	Group

ISO 26000	Global Reporting Initiative			
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	4.3	For organisations that have a unitary board structure (Board of Directors or similar), state the number of independent and/or non-executive members.	The Board of Directors has classified seven of its fifteen members as independent (RD Chapter 5.2.2.2 p. 327)	Group
	4.4	Mechanisms for shareholders and employees to forward recommendations or instructions to the Board of Directors (or similar).	One or more shareholders owning at least the share of capital set forth in the corresponding law, and acting under the legally-required conditions and deadlines, can require that proposed resolutions be added to the agenda of a meeting. (Article 21-3 of the Group's Articles of Association) http://www.orange.com/en/about/Group/governance/documentation All information is available online: http://www.orange.com/en/finance/nbsp7/regulation-information	Group
	4.5	Linkage between compensation for members of the Board of Directors (or similar), senior managers, and executives (including severance pay arrangements), and the organisation's performance (including social and environmental performance).	RD Chapter 5.3.1 "Remuneration of corporate officers" p. 335 In 2010 the Group introduced a social performance composite index used in the calculation of the variable compensation of 1,200 of the Group's top managers. Half of this index is based on HR factors (like short-term absenteeism, access to training over the past three years, the number of women in the Leaders network, the completion of performance reviews, and voluntary departures by employees who had been with the Group less than three years), and half on the results of a half-yearly employee survey carried out by an independent organisation, CSA, among a representative sample of personnel based in France. This survey contains around 50 questions on issues like quality of life at the workplace, managerial relations, career paths, strategy & CSR, and retribution and recognition in line with the Social Contract.	Group
	4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	RD: p. 326 - Chapter 5.2.2.4 "Internal Regulations" p. 327 Internal Regulations: http://www.orange.com/en/about/Group/governance/documentation	Group
6.2 7.4.3	4.7	Process for determining the qualifications and expertise of the members of the Board of Directors (or similar) for guiding the organisation's strategy on economic, environmental, and social matters.	RD Chapter 5.1.4 "Information on corporate officers and senior management" p. 320 § "Financial expertise within the Audit Committee" p. 329	Group
6.2	4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	RD Chapter 5.2 "Corporate Governance" p. 326 CSR p. 11	Group
	4.9	Procedures defined by the Board of Directors (or similar body) to oversee the way the organisation identifies and manages its economic, environmental and social performance, in particular in terms of risks, opportunities and respect for international standards, codes of good conduct and principles. Indicate the frequency with which the Board of Directors (or similar) evaluates the Group's CSR performance.	RD Chapter 5.2.2.8 "Work of the Board of Directors and of Committees" p. 330	Group
	4.10	Procedures for evaluating the Board of Directors' (or similar body's) own performance, particularly with regard to economic, environmental, and social performance.	RD Chapter 5.2.2.9 "Periodic review of the work of the Board of Directors and of its Committees" p. 332	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
		external commitments		
6.2	4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organisation.	RD Chapter 2.4 "Risk factors" p. 36	Group
	4.12	Externally-developed economic, environmental, and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	CSR Key dates p. 16	Group
	4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organisations in which the organisation: <ul style="list-style-type: none"> ■ has positions in governance bodies; ■ participates in projects or committees; ■ provides substantive funding beyond routine membership dues; ■ or views membership as strategic. 	CSR p. 16 ETNO (European Telecommunications Network Operators) – United Nations Global Compact – ORSE (<i>Observatoire de la Responsabilité Sociétale des Entreprises</i>) – CSR Europe (European network for corporate social/societal responsibility) – IMS Entreprises – GeSI (Global eSustainability Initiative) – Mobile Alliance Against Child Sexual Abuse Content - GSMA - Telecommunication Industry Dialogue (http://www.telecomindustrydialogue.org/) See: http://www.orange.com/en/commitments/responsibility/vision/actor-in-the-international-debate	Group
		stakeholder dialogue		
6.2 5.3	4.14	List of stakeholder groups included by organisation.	CSR Sheet 1.3 "A process fuelled by dialogue" p. 19	Group
	4.15	Basis for identification and selection of stakeholders with whom to engage.	CSR Sheet 1.3 "A process fuelled by dialogue" p. 19	Group
	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CSR Sheet 1.3 "A process fuelled by dialogue" p. 19	Group
	4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting.	CSR Sheet 1.3 "A process fuelled by dialogue" p. 19	Group

economy

		economic performance		
6.8 6.8.3 6.8.7 6.8.9	BASE EC1	Direct economic value created and distributed, including products, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	CSR "Create value for our stakeholders" Table p. 16	Group
6.5.5	BASE EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.	The financial implications associated with climate change have been analysed and evaluated: reinforcement of network infrastructure, cost of recovery team intervention in the event of a disaster/accident, impact on insurance rates, etc. Answers to the 2013 Carbon Disclosure Project's Climate Change Questionnaire - Q 5.1.c to 5.1.f https://www.cdp.net/en-US/Results/Pages/Company-Responses.aspx?company=6764 Opportunities: CSR Section 5.2. "Combating climate change" - § 5.2.2 (p. 81 - focus p. 82, 83) Answers to the 2013 Carbon Disclosure Project's Climate Change Questionnaire - Q 6.1	Group

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	No.	indicator	2013 references	scope
	BASE EC3	Coverage of the organisation's defined benefit plan obligations.	RD Chapter 5.6.1.3 "Organisation of work" p. 356 Note 5.2 "Personnel benefits" p. 131	Group
	BASE EC4	Significant financial assistance received.	RD: p. 196; 266	Group
	market presence			
6.4.4 6.8	SUP EC5	Range of ratios of standard entry level wage compared to local minimum wage at main operational sites.	<i>In France, minimum wages are set by the telecommunications industry collective bargaining agreement (http://www.unetel-rst.com/theme/salaires-minima/) and by agreements entered into by each Group company. Average compensation per employee category is given in Section 211 bis of the Social Report. The minimum annual wage for category B employees (there are no category A employees at Orange SA) was €18,113 in 2013. Data for other Group countries is not available. Studies carried out by the Internal Remuneration Survey showed consistency in the compensation practices across all Group companies, and compensation practices in line with the rest of the market. (see RD 5.6.1.2 "Remuneration" p. 367)</i>	France
6.6.6 6.8 6.8.5 6.8.7	BASE EC6	Policy, practices, and proportion of spending on locally-based suppliers at the main operating sites.	CSR Section 1.4 "Responsible purchasing principles" p. 25	Group
6.8 6.8.5 6.8.7	BASE EC7	Procedures for local hiring and proportion of senior management hired from the local community at main operating sites.	Orange hires employees from the local community insofar as possible. Excluding France and Orange Business Services, expatriates represent 0.2% of the workforce in Europe. 21.6% of Executive Committee members of European subsidiaries are from France. The percentage is the same for the AMEA region. Only 14 of the managers of the Group's 25 subsidiaries come from the parent company.	Group
	indirect economic impacts			
6.3.9 6.8 6.8.3 6.8.4 6.8.5	BASE EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	CSR Section 4.1 "Combating the digital divide" p. 61 CSR Section 4.2 "Supporting local development" p. 69 RD Chapter 3.2.1 "Network" p. 90	Group
6.8.6 6.8.7 6.8.9	SUP EC9	Understanding and description of significant indirect economic impacts, including their magnitude.	CSR Section 1.3 "An approach fuelled by dialogue" p. 19 CSR Section 4.2 "Supporting local development" p. 69	Group

environment

	materials			
6.5 6.5.4	BASE EN1	Consumption of materials in weight or by volume.	Orange does not manufacture goods. However, consumption of paper and cardboard is monitored - CSR Environmental Data Table p. 120 In addition, Orange takes into account issues associated with rare resources involved in the composition of Group products - CSR Section 5.4 "Preserve biodiversity and rare resources" p. 99	Group
	BASE EN2	Percentage of materials used that are recycled input materials.	Orange does not manufacture goods. However, Orange has implemented a policy to optimise the life cycle and end-of-life of equipment - CSR Section 5.3 "Optimising equipment life cycle and end-of-life" p. 91	Group

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	No.	indicator	2013 references	scope
		energy		
6.5 6.5.4	BASE	EN3 Direct energy consumption by primary energy source.	CSR table of environmental data p. 108-115	Group
	BASE	EN4 Indirect energy consumption by primary energy source.	CSR table of environmental data p. 108-115	Group
	SUP	EN5 <i>Energy saved due to energy efficiency improvements.</i>	CSR Section 5.2 "Combating climate change" p. 81	Group
	SUP	EN6 <i>Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.</i>	CSR Section 5.2 "Combating climate change" p. 81 - 2013 review p. 86-89	Group
	SUP	EN7 <i>Initiatives to reduce indirect energy consumption and reductions achieved.</i>	CSR Section 5.2 "Combating climate change" p. 81 - 2013 review p. 86-89	Group
		water		
6.5 6.5.4	BASE	EN8 Total water withdrawal by source.	It is not possible to produce reliable consolidated data due to the reporting framework and systems currently in use. The Group has initiated an assessment of its impacts in this regard	Group
	SUP	EN9 <i>Water sources significantly affected by withdrawal of water.</i>	Not applicable	Group
	SUP	EN10 <i>Percentage and total volume of water recycled and reused.</i>	Not applicable	Group
		biodiversity		
6.5 6.5.6	BASE	EN11 Location and size of land owned, leased or managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not applicable - The Group's only impact concerns the installation of antennas and masts, which are rarely located in these types of protected areas. Local government approval is always obtained before any equipment is installed. The same holds true for the Group's fixed infrastructure (like cables, fibre, and submarine cables).	Group
	BASE	EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not applicable - The Group's only impact concerns the installation of antennas and masts, which are rarely located in these types of protected areas. Local government approval is always obtained before any equipment is installed. The same holds true for the Group's fixed infrastructure (like cables, fibre, and submarine cables).	Group
	SUP	EN13 <i>Habitats protected or restored.</i>	Not applicable - The Group's only impact concerns the installation of antennas and masts, which are rarely located in these types of protected areas. Local government approval is always obtained before any equipment is installed. The same holds true for the Group's fixed infrastructure (like cables, fibre, and submarine cables).	Group
	SUP	EN14 <i>Strategies, current actions and future plans for managing impacts on biodiversity.</i>	CSR Section 5.4 "Preserving biodiversity and rare resources" p. 97	Group
	SUP	EN15 <i>Number of IUCN Global Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.</i>	Not applicable - The Group's only impact concerns the installation of antennas and masts, which are rarely located in these types of protected areas. Local government approval is always obtained before any equipment is installed. The same holds true for the Group's fixed infrastructure (like cables, fibre, and submarine cables).	Group
		emissions, effluents and waste		
6.5 6.5.5	BASE	EN16 Total direct and indirect greenhouse gas emissions by weight (tons of CO ₂ equivalent).	CSR Environmental Data Table p. 108-115	Group
	BASE	EN17 Other relevant indirect greenhouse gas emissions by weight (tons of CO ₂ equivalent).	CSR Environmental Data Table p. 108-115	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
	SUP EN18	<i>Initiatives to reduce greenhouse gas emissions and reductions achieved.</i>	CSR Section 5.2 "Combating climate change" p. 81	Group
6.5 6.5.3	BASE EN19	Emissions of ozone-depleting substances by weight.	CSR Environmental Data Table p. 108-115	Group
	BASE EN20	NOx, SOx, and other significant air emissions by type and weight.	Not significant: the Group's SOx and NOx emissions are essentially only those from its vehicles and Orange Marine's ships.	Group
	BASE EN21	Total water discharge by quality and destination.	The Group's water consumption only concerns its tertiary activities. Our activities do not involve any water pollution.	Group
	BASE EN22	Total weight of waste by type and by disposal method.	CSR Environmental Data Table p. 112-115	Group
	BASE EN23	Total number and volume of significant spills.	Not applicable To the Group's best knowledge, there are no spills to report.	Group
	SUP EN24	<i>Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.</i>	<i>We have put procedures in place concerning transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention and, in this respect, we ask that our transport providers have notification documents to hand in accordance with the Basel Convention procedures. Where border crossings are concerned, control and monitoring duties are carried out by our subsidiaries. However, we have no consolidated figures on this type of waste due to the practical difficulties involved in consolidating information that is shared among the various subsidiaries which might be concerned in addition to the transport and waste treatment providers.</i>	Group
6.5 6.5.4 6.5.6	SUP EN25	<i>Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff.</i>	Not applicable	Group
	products and services			
6.5 6.5.4 6.6.6 6.7.5	BASE EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	CSR Section 5.2 "Combating climate change" p. 81 - 2013 review p. 86-89	Group
6.5 6.5.4 6.7.5	BASE EN27	Percentage of products sold and their recycled or reclaimed packaging materials, by category.	CSR Section 5.3 "Optimising equipment life cycle and longevity" p. 91 Section 5.4 "Preserving biodiversity and rare resources" p. 97	Group
	compliance			
6.5	BASE EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	No significant fines or sanctions: see RD Notes 15 p. 179: Major administrative or legal proceedings are listed in the RD. They do not include any related to the environment.	Group
	transport			
6.5 6.5.4 6.6.6	SUP EN29	<i>Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.</i>	CSR Section 5.2 "Combating climate change" - 2013 review p. 87	Group
	overall			
	SUP EN30	<i>Total environmental protection expenditures and investments by type.</i>	<i>The Group's environmental protection expenditures are currently not broken down as such, but are included in its overall expenditures.</i>	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope

social performance: labour practices and decent work

		employment		
6.4 6.4.3	BASE LA1	Total workforce by employment type, employment contract, and region.	CSR p. 116-117 RD p. 351	Group
	BASE LA2	Total number and rate of employee turnover by age group, gender, and region.	Turnover by region and by type: RD p. 352, CSR p. 118-119 departures by gender and by age: CSR p. 126	Group
6.4 6.4.3 6.4.4	SUP LA3	<i>Benefits provided to full-time employees that are not provided to temporary or fixed-term contract employees, or to part time employees, by major operations.</i>	<i>As set forth in labour agreements entered into by the Group's French entities, employees on fixed-term contracts and part-time employees are eligible for the same benefits as full-time employees</i>	France
		labour-management relations		
6.4 6.4.3 6.4.4 6.4.5 6.3.10	BASE LA4	Percentage of employees covered by collective bargaining agreements.	CSR p. 118 RD Chapter 5.6.1.4 "Social dialogue" p. 357	Group
6.4 6.4.3 6.4.4 6.4.5	BASE LA5	Minimum notice period(s) regarding significant operational changes, including whether the period is specified in collective agreements.	France: 4 weeks (legally-required minimum)	France
		occupational health and safety		
6.4 6.4.6	SUP LA6	<i>Percentage of total workforce represented in joint committees. Management-employees occupational health and safety aimed at monitoring and providing advice on occupational health and safety programmes.</i>	RD Chapter 5.6.1.5 "Health and safety" p. 358	Group
	BASE LA7	Rates of work-related accidents, occupational illnesses, lost days, and absenteeism, and number of work-related fatalities, by region.	RD Chapter 5.6.1.5 - § "Work-related accidents and occupational illnesses" p. 359	Group
6.4 6.4.6 6.8 6.8.3 6.8.4 6.8.8	BASE LA8	Education, training, counselling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases.	In France, there are a number of options: family support leave (unpaid, temporary family support leave of between three months and one year), special authorised leave for various family reasons (care for children, illness of a parent, hospitalisation of a close relative), parental leave to take care of a child under 20 who is seriously ill, disabled, or the victim of a severe accident requiring heavy treatment or constant care; and family leave to take care of a parent who is seriously ill. The Group's various subsidiaries in the AMEA region sponsor several programmes allowing employees and their families to receive vaccinations and building awareness about serious diseases like AIDS, malaria, and dengue fever (in Madagascar, Niger, Cote d'Ivoire, and Senegal).	France
6.4 6.4.6	SUP LA9	<i>Health and safety topics covered in formal agreements with trade unions.</i>	RD Chapter 5.6.1.5 - § "Agreements signed by trade unions or employee representatives concerning occupational health and safety" p. 359	France

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training and education				
6.4 6.4.7	BASE LA10	Average hours of training per year per employee, by employee category.	RD Chapter 5.6.1.6 "Training" p. 360 CSR Section 2.2 "Building the Group's future" p. 40 For France Social Report, heading 523a (Distribution by gender) 513b (by level)	Group
6.4 6.4.7 6.8.5	SUP LA11	<i>Programmes for skills development and lifelong learning that support the continued employability of employees and assist them in managing career endings.</i>	CSR Section 2.2 "Building the Group's future" p. 39 End-of-career management: RD Chapter 5.6.1.3 "Organisation of work" p. 356	Group
6.4 6.4.7	SUP LA12	Percentage of employees receiving regular performance and career development reviews.	CSR p. 118	Group
diversity and equal opportunity				
6.3.7 6.3.10 6.4 6.4.3	BASE LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	RD Chapter 5.6.1.7 "Promoting diversity and equal opportunities" p. 361 CSR Section 2.3 "Promoting diversity at work" p. 43 RD Chapter 5.2.2.3 "Application of principle of balanced representation of men and women" p. 327	Group
6.3.7 6.3.10 6.4 6.4.3 6.4.4	BASE LA14	Ratio of basic salary of men to that of women, by employee category.	RD Chapter "Remuneration Policy" p. 354 Social Report, heading 211 bis (distribution by collective bargaining agreement category): – "Average gross monthly remuneration"	Group

social performance: human rights

investment and procurement practices				
6.3 6.3.3 6.3.5 6.6.6	BASE HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	All of the Group's procurement contracts and a growing number of local contracts include a specific clause see CSR Section 1.3 "A responsible purchasing policy" - §1.3.2 "Promoting CSR standards among our suppliers and subcontractors" p. 26	Group
6.3 6.3.3 6.3.5 6.4.3 6.6.6	BASE HR2	Percentage of major suppliers and subcontractors that have undergone human rights screening and actions taken.	CSR Section 1.3 "A responsible purchasing policy" p. 25	Group
6.3 6.3.5	SUP HR3	<i>Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.</i>	<i>See LA10 - Ethics training (including business-specific programmes) and training on employee rights, including a section on human rights.</i>	Group
non-discrimination				
6.3 6.3.6 6.3.7 6.3.10 6.4.3	BASE HR4	Total number of incidents of discrimination and actions taken.	In France: there is an independent watchdog and counselling unit for employees, Allodiscrim. In 2013, a single claim was lodged by an applicant claiming to have been overlooked for appointment to a sales position. There was no proven discrimination. The Commissioner for Human Rights (the independent constitutional authority) forwarded eleven discrimination claims to us on cases concerning the following criteria: 4 related to health status, 2 related to country of origin, 1 related to salary, 1 related to disability, 2 related to age and, finally, one related to discrimination towards a person who had been on a professional training contract for 1 year. All these cases have now been closed by the Commissioner for Human Rights, with the exception of one for which Orange is still awaiting receipt of the Commissioner's conclusions.	France

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	No.	indicator	2013 references	scope
freedom of association and collective bargaining				
6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5	BASE	HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	RD Chapter 5.6.1.4 "Social dialogue" p. 357 UNI Agreement (Group-wide): freedom of association, of representation and of membership in a trade union in accordance with the principles established by ILO Convention no. 87 of 1948 on freedom of association and protection of the right to organize: http://www.orange.com/en/commitments/responsibility/communication/reports-and-publications	Group
prohibition of child labour				
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	BASE	HR6 Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	UNI Agreement: http://www.orange.com/en/commitments/responsibility/communication/reports-and-publications - Section "Publications" RD Chapter 5.6.1.8 "Respect for basic ILO conventions" p. 363 CSR Section 1.3 "A responsible purchasing policy" - §1.3.2 "Promoting CSR standards among our suppliers and subcontractors" p. 26	Group
abolition of forced and compulsory labour				
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	BASE	HR7 Operations identified as having significant risk for incidents of forced or compulsory labour, and measures taken to contribute to the elimination of forced or compulsory labour.	UNI Agreement: http://www.orange.com/en/commitments/responsibility/communication/reports-and-publications - Section "Publications" RD Chapter 5.6.1.8 "Respect for basic ILO conventions" p. 375 CSR Section 1.3 "A responsible purchasing policy" - §1.3.2 "Promoting CSR standards among our suppliers and subcontractors" p. 26	Group
security practices				
6.3 6.3.5 6.4.3 6.6.6	SUP	HR8 <i>Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.</i>	<i>Not applicable</i>	Group
rights of indigenous persons				
6.3 6.3.6 6.3.7 6.3.8 6.6.7	SUP	HR9 <i>Total number of incidents involving violation of the rights of indigenous people.</i>	<i>Not applicable. No incidents have been reported.</i>	Group

social performance: society

community				
6.3.9 6.8 6.8.5 6.8.7 6.6.7	BASE	SO1 Nature, scope, and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	CSR Section 1.3 "An approach fuelled by dialogue" p. 19 CSR Section 4.1 "Combating the digital divide" p. 61 CSR Section 4.2 "Supporting local development" p. 69 CSR Section 4.3 "Responding to concerns about radio waves" p. 75	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
	corruption			
6.6 6.6.3	BASE SO2	Percentage and total number of strategic business units analysed for risks related to corruption.	The Group's anti-fraud strategy includes a specific section relating to anti-corruption, which has been deployed in the Group's main entities, responsible for almost all of the Group's revenue - see RD p. 342 At the end of 2012, the Group reinforced its measures to combat corruption by drawing up a dedicated anti-corruption policy. CSR Section 1.1 "Responsible governance" - §1.1.2 p. 3 http://www.orange.com/en/about/Group/governance/documentation RD "Corruption prevention policy" p. 371	Group
	BASE SO3	Percentage of employees trained in the organisation's anti-corruption policies and procedures.	In 2013, the Group's new anti-corruption policy was implemented and the first "Compliance Day" was organised in October 2013 CSR Section 1.1 "Responsible governance" - p. 12	Group
	BASE SO4	Actions taken in response to incidents of corruption.	RD p. 343	Group
	public policy			
6.6 6.6.4 6.8.3	BASE SO5	Public policy positions and participation in public policy development and lobbying.	"Code of Ethics" p. 9: <i>"In no circumstances do we finance political parties or organisations whose purpose is primarily political. We do not tolerate corruption."</i>	Group
	SUP SO6	Total value of financial and in-kind contributions to political parties, politicians and related institutions, by country.	http://www.orange.com/en/commitments/responsibility/communication The Orange Group's Public Affairs Directorate comprises two teams: one based in Paris and the other based in Brussels and dedicated to European lobbying actions. The Orange Group lobbyists are in charge of monitoring and anticipating public policy developments that are likely to have an impact on the Group's business and for raising awareness among the public authorities on business-related issues and problems. In addition, the Brussels lobbyists are registered in the Transparency Register set up by the European Commission. They are subject to the corresponding code of conduct in place (http://ec.europa.eu/transparencyregister/info/about-register/codeOfConduct.do?locale=en#en).	Group
	anti-competitive behaviour			
6.6 6.6.5 6.6.7	SUP SO7	Total number of legal actions for anti-competitive behaviour, breach of anti-trust laws and monopolistic practices and their outcomes.	RD Note 15 p. 179	Group
	compliance			
6.6 6.6.7 6.8.7	BASE SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	RD Note 15 p. 179	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope

social performance: product responsibility

customer health and safety				
6.3.9 6.6.6 6.7 6.7.4 6.7.5	BASE PR1	Life cycle stages in which the health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	CSR Section 5.2 "Combating climate change" - 2013 review p. 86-87 CSR Section 4.3 "Responding to concerns about radio waves" p. 75 CSR Section 3.3 "Supporting families in the safe and responsible use of new technologies" p. 57 CSR Section 5.3 "Optimising equipment life cycle and end-of-life" p. 91	Group
	SUP PR2	<i>Total number of incidents of non compliance with regulations and voluntary codes concerning health and safety impacts of products and services, by type of outcome.</i>	<i>None to the Group's best knowledge.</i>	Group
labelling of products and services				
6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	BASE PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	CSR Section 5.2 "Combating climate change" - 2013 review p. 89 - environmental labelling CSR Section 4.3 "Responding to concerns about radio waves" p. 75	Group
	SUP PR4	<i>Total number of incidents of non compliance with regulations and voluntary codes concerning product and service information and their labelling, by type of outcome.</i>	<i>Mandatory inspections in France did not lead to any order forbidding the sale of products in stores.</i>	France
6.7 6.7.4 6.7.5 6.7.6 6.7.8 6.7.9	SUP PR5	<i>Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.</i>	CSR Section 3.1 "Becoming the customers' choice" p. 47	Group
marketing communications				
6.7 6.7.3 6.7.6 6.7.9	BASE PR6	Programmes for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	CSR Section 3.1.4 "A responsible communications policy" p. 49	Group
	SUP PR7	<i>Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcome.</i>	<i>Mandatory inspections in France did not lead to any order forbidding the sale of products in stores.</i>	France
customer privacy				
6.7 6.7.7	SUP PR8	<i>Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.</i>	<i>The number of complaints concerning Orange France received by the Group's Chief Privacy Officer, either directly or through the CNIL, fell by 35% in 2013. The Group replies to every one of these complaints within an average of two weeks. The Group does not wish to state the exact number of complaints received.</i>	France
compliance				
6.7 6.7.6	BASE PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	None mentioned (see RD Note 15 p. 186)	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
telecommunication sector specific indicators				
internal operations				
	investments			
	IO 1	Capital investment in telecommunication network infrastructure broken down by country/region.	€5.631 billion in 2013, representing an investment of 13.7% of turnover RD 4.3.2.5.1 Group Investments p. 220 RD 4.3.2.5.2 Investment Commitments Presentation of 2013 financial results, p. 26: http://www.orange.com/en/finance/nbsp2/investors-and-analysts/all-consolidated-results - heading: 2013 consolidated results	Group
	IO 2	Net costs for service providers under the Universal Service obligation when extending service to isolated geographic locations and low-income groups, which are not profitable. Describe relevant legislative and regulatory mechanisms.	Universal Service: RD Spain: p. 28; Poland p. 31; Note 4.2 p. 129 Chapter 4.3.2.5.1 Group Investments p. 220	Group
	health and safety			
	IO 3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables, and other outside installations. Related health and safety issues.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	IO 4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) recommendations on exposure to radiofrequency (RF) emissions from handsets.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	IO 5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) recommendations on exposure to radiofrequency (RF) emissions from base stations.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	IO 6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	infrastructure			
	IO 7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	IO 8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	There are a number of projects existing within the Group to share networks and pool fibre optic activities with those of other operators, but no figures are available See RD p. 196; 209; 366 - Spain p. 29 - France p. 90 - Poland p. 61 Romania p. 67 - Moldova p. 71 - UK p. 81-82	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope

access

	access to telecommunication products and services: bridging the digital divide			
	PA 1	Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	CSR Section 4.1 "Combating the digital divide" p. 61 RD Chapter 3.2.1 "Network" p. 90	Group
	PA 2	Policies and practices to overcome barriers to access and use of telecommunication products and services including: language, culture, illiteracy, lack of education, income, disability and age.	CSR Section 4.2 "Supporting local development" p. 69 CSR Section 4.1 "Combating the digital divide" p. 61	Group
	PA 3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, the duration and locations of down time.	The Group has set up a crisis management system to ensure a fast, effective response to emergency situations. This system demonstrated its efficacy during the recent storms in France. Two technical teams work on shifts round the clock, 7 days per week, to monitor the condition of networks and guarantee excellent quality service. In addition, robots perform automatic service tests (for example, by establishing a communication and analysing the sound quality) and teams regularly carry out field campaigns to measure quality. As new technologies are rolled out, the networks become increasingly complex and we adapt our tools and operating methods, for example, by using expert systems working with artificial intelligence, which help us to avert potential faults before they become an issue for our customers. With LTE (long-term evolution) technology, we use the SON (Self-Optimising Network) functionality, so that the network is able to self-configure. We are developing tomorrow's expert systems, based on big data and data mining, to optimise our networks, our equipment and our services.	Group
	PA 4	Quantify the level of availability of telecommunications products and services in areas where the organisation operates.	CSR Section 4.1 "Combating the digital divide" p. 61	Group
	PA 5	Number and types of telecommunication products and services provided to and used by low-income sectors of the population.	CSR Section 4.1 "Combating the digital divide" p. 61	Group
	PA 6	Programmes to provide and maintain access to telecommunication products and services in emergency situations and for disaster relief.	Orange is fervently committed to ensuring continuity of service. The Group has set up a crisis management system to ensure a fast, effective response to emergency situations. This system demonstrated its efficacy during the storms which battered the west of France from December 2013 to February 2014. The crisis management plan, which remained in place for over two months, involved the participation of more than 400 technicians in the field, each and every day, including Saturdays and Sundays. Technicians from all over France were mobilised to support the effort.	Group
	content			
	PA 7	Policies and practices to manage human rights issues relating to the access and use of telecommunications products and services.	CSR Chapter 1.2 § "Increased commitment with respect to human rights" p. 14 http://www.orange.com/en/commitments/responsibility/vision/Folder/freedom-of-expression-and-user-privacy-rights	Group

ISO 26000	Global Reporting Initiative			
	No.	indicator	2013 references	scope
	customer relations			
	PA 8	Policies and practices to publicly communicate on EMF related issues.	CSR Section 4.3 "Responding to concerns about radio waves" p. 75 http://radio-waves.orange.com/en/home	Group
	PA 9	Total amount invested in programmes and activities in electromagnetic field research. Include description of programmes currently contributed to and funded by the reporting organisation.	Orange provides indirect financial support to research projects, giving public health authorities complete freedom and independence to allocate the funds to the studies of their choosing. In France, Orange's contribution in 2013 amounted to €700,000, funding projects run by the French Agency for Food, Environmental and Occupational Health & Safety (ANSES). For details on research guidelines for participation in ANSES projects, see: https://www.anses.fr/fr/documents/ANSES-Ft-APR_EST_2013_RF.pdf Through Orange Labs, the Group also uses its technological expertise in the fields of dosimetry and metrology to contribute to various European projects such as FP7, Mobikids and LEXNET or to French projects such as the ANR's (the French national research agency's) Fetus project, Mobiexpo and Acte (analysis and characterisation of exposure of very young children to LTE wireless communication systems, a programme led by Orange). Orange Labs participates in these projects through its own research efforts and by providing €200,000 to support doctoral research students. Orange Spain also played a part in the European Mobikids project by contributing €7,000. As regards the establishment of standards, the Group is involved in various international working groups (Cenelec, ITU, IEC) working to develop transparent methodologies that are viable on a technical level.	Group
	PA 10	Initiatives to ensure clarity of charges and tariffs.	CSR Section 3.1 "Becoming the customers' choice" - 2013 review p. 51	Group
	PA 11	Initiatives to inform customers about product features and functionalities that will promote responsible, efficient, cost effective, and environmentally preferable use.	CSR Section 3.1 "Becoming the customers' choice" p. 47 CSR Section 4.3 "Responding to concerns about radio waves" p. 75 CSR Section 3.2 "Communicating safely" p. 53 CSR Section 3.3 "Supporting families in the safe and responsible use of new technologies" p. 57	Group

Global Compact

Principle

Reference / CSR Report

human rights

principle 1:	support and respect the protection of internationally-proclaimed human rights within the Group's sphere of influence	Message from the Chairman and Chief Executive Officer p. 4 "Orange, a committed operator in a changing world" p. 6-8 "Our action priorities for 2014-2016" p. 9-10
principle 2:	make sure that the Group is not complicit in human rights abuses	"Increased commitment with respect to human rights" p. 14

labour

principle 3:	uphold freedom of association and recognise the right to collective bargaining	"Combining social performance and economic performance" p. 33-34 "A responsible purchasing policy" p. 26-27
principle 4:	eliminate all forms of forced and compulsory labour	"Combining social performance and economic performance" p. 33
principle 5:	abolish child labour	"Promoting workplace diversity" p. 43 "A responsible purchasing policy" p. 26-27
principle 6:	eliminate all forms of discrimination	

environment

principle 7:	support a precautionary approach to environmental challenges	"Our action priorities for 2014-2016" p. 9-10 "An ambitious environmental policy" p. 79
principle 8:	undertaking initiatives to promote greater environmental responsibility	"Combating climate change" p. 81 "Optimising equipment life cycle and end-of-life" p. 91
principle 9:	encouraging the development and diffusion of environmentally friendly technologies	"Combating climate change" p. 81 "Optimising equipment life cycle and end-of-life" p. 91 "Protecting biodiversity and rare resources" p. 97

anti-corruption

principle 10:	work against corruption in all its forms	"Proactive prevention of fraud and corruption" p. 13
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