

ORANGE

CORPORATE SOCIAL RESPONSABILITY - 2015 REPORTING

CORRESPONDENCE TABLE GRI - ISO 26000 - GLOBAL COMPACT

Key

CSR	2015 CSR Reporting
RD	2015 Registration Document
IAR	2015 Integrated Annual Report

ISO 26000	GRI G4			
	GRI G4			Scope
6.2	G4-1	Statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization's strategy for addressing sustainability	Statement from Stéphane Richard, Orange Chief Executive Officer: http://www.orange.com/en/Responsibility/Commitment IAR P.9-10	Group
	G4-2	description of key impacts, risks, and opportunities.	IAR P. 13-21; 25; 40; 53; 65; 77; 89 http://www.orange.com/en/Responsibility/Commitment	Group
	G4-3	Report the name of the organization	Orange	Group
	G4-4	Report the primary brands, products, and services	In 2006, Orange became the Group's unique internet, television and mobile brand in the majority of countries where the Group operates. At the same time, Orange Business Services became the worldwide leading business service provider (RD page 4-5).	Group
	G4-5	Report the location of the organization's headquarters	RD P.1; 345	Group
	G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	RD P.5 http://www.orange.com/en/About/Global-footprint	Group
	G4-7	Report the nature of ownership and legal form	RD P.1; 330; 345	Group

	G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	RD P.5; 40-76 http://www.orange.com/en/About/Global-footprint	Group
	G4-9	Report the scale of the organization, including:	RD P.4-5; 300; 40-76; 330-332 http://www.orange.com/en/About/Global-footprint	Group
	G4-10	Total number of employees	RD P.300 http://www.orange.com/en/Responsibility/reporting/CSR-database/Spreadsheets/Social-data	Group
	G4-11	Total number of operations	http://www.orange.com/en/Responsibility/reporting/CSR-database/Spreadsheets/Social-data	Group
	G4-12	Net sales (for private sector organizations) or net revenues (for public sector organizations)	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain, including: <ul style="list-style-type: none"> • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination 	RD P. 4-5	Group
	G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	RD P.33-38	Group

	G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	1996: signature of the ETNO Environmental Charter. 2000: joined the UN Global Compact. 2006: Group signature of the UNI World Alliance agreement. 2007: signature of the European Framework on Safer Mobile Use by Younger Teenagers and Children. 2008: Caring for Climate signature. 2009: signature of the Code of Best Practices for women in ICTs, developed under the auspices of the European Commission. 2011: signature of the ICT Coalition principles for safer internet for children and teenagers. 2012: publication of Orange's 10 commitments for a digital agenda for Europe launched by the European Commission; Industry Dialogue launch. 2013: signature of Industry Dialogue's action guidelines. 2015: signature of UN Women's Empowerment Principles . 2015: signature of the ILO Charter on Handicap (International Labor Organisation).	Group
	G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization:	ETNO (European Telecommunications Network Operators) – United Nations Global Compact – ORSE (Observatoire de la Responsabilité Sociétale des Entreprises) – 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	Group
	G4-17	List all entities included in the organization's consolidated financial statements or equivalent documents. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	CSR Methodology Note RD P. 7	Group
	G4-18	"a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organization has implemented the Reporting Principles for Defining Report Content."	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue IAR P. 13-20	Group
	G4-19	List all the material Aspects identified in the process for defining report content.	2016-2020 Roadmap	Group

	G4-20	<p>"a. For each material Aspect, report the Aspect Boundary within the organization, as follows:</p> <ul style="list-style-type: none"> • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> – The list of entities or groups of entities included in G4-17 for which the Aspect is not material or – The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization" 	<p>All identified issues are relevant within the Group</p> <p>http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue</p> <p>http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality</p>	Group
	G4-21	<p>For each material Aspect, report the Aspect Boundary within the organization, as follows:</p> <ul style="list-style-type: none"> • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: <ul style="list-style-type: none"> – The list of entities or groups of entities included in G4-17 for which the Aspect is not material or – The list of entities or groups of entities included in G4-17 for which the Aspects is material • Report any specific limitation regarding the Aspect Boundary within the organization" 	<p>All identified issues are relevant outside the Group</p> <p>http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue</p> <p>http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality</p> <p>http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Panorama</p>	Group
	G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	CSR - Methodology Note	Group
	G4-23	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	CSR - Methodology Note	Group

	G4-24	Provide a list of stakeholder groups engaged by the organization.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue http://www.orange.com/fr/content/download/30251/938407/version/3/file/Orange_cartoPP_eng.pdf	Group
	G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue http://www.orange.com/fr/content/download/30251/938407/version/3/file/Orange_cartoPP_eng.pdf	Group
	G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality	Group
	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality	Group
	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	calendar year 2015	Group
	G4-29	Date of most recent previous report (if any).	2014 CSR Report (calendar year 2014)	Group
	G4-30	Reporting cycle (such as annual, biennial).	yearly	Group
	G4-31	Provide the contact point for questions regarding the report or its contents.	contact.csr@orange.com	Group
	G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option. c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	Comprehensive 2015 CSR Reporting	Group

	G4-33	<p>a. Report the organization's policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.</p> <p>c. Report the relationship between the organization and the assurance providers.</p> <p>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.</p>	<p>Since 2009, the CSR report is audited by external auditors. Since 2012, a reasonable assurance has been provided for all achievements reported in the reviews of the previous year, including a certain number of environmental and social indicators.</p>	Group
	G4-34	<p>Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.</p>	RD P. 268-271; 278-281; 284-285	Group
	G4-35	<p>Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.</p>	RD P. 284-285	Group
	G4-36	<p>Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.</p>	<p>Within the Executive Committee, Senior Executive Vice President for CSR, Diversity, Partnerships & Philanthropy is in charge of the economic, environmental and social topics linked to CSR.</p> <p>RD P. 271</p>	Group
	G4-37	<p>Report processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics. If consultation is delegated, describe to whom and any feedback processes to the highest governance body.</p>	<p>One or more shareholders owning at least the share of capital set forth in the law, and acting under the legally-required conditions and deadlines, can require that proposed resolutions be added to the agenda of a meeting (bylaws, article 21-3).</p> <p>http://www.orange.com/en/about/governance/document-ation</p> <p>All reported information is available online: http://www.orange.com/en/investors/regulated-information</p>	Group
	G4-38	<p>a. Report the composition of the highest governance body and its committees by:</p> <ul style="list-style-type: none"> • Executive or non-executive • Independence 	<p>RD P. 268-276</p> <p>7 independent Directors out of 15 members</p>	Group

		<ul style="list-style-type: none"> • Tenure on the governance body • Number of each individual's other significant positions and commitments, and the nature of the commitments • Gender • Membership of under-represented social groups • Competences relating to economic, environmental and social impacts • Stakeholder representation 		
	G4-39	a. Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization's management and the reasons for this arrangement).	RD P.268	Group
	G4-40	a. Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members, including: <ul style="list-style-type: none"> • Whether and how diversity is considered • Whether and how independence is considered • Whether and how expertise and experience relating to economic, environmental and social topics are considered • Whether and how stakeholders (including shareholders) are involved 	Nomination: RD P. 278; Diversity RD P.278-279 ; Independence RD P.278-280 ; Expertise and experience relating to economic, environmental and social topics (RD P.280) - environmental and social information is regularly given to Directors; Participation of stakeholders (including shareholders) RD P.278; 280.	Group
	G4-41	a. Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders, including, as a minimum: <ul style="list-style-type: none"> • Cross-board membership • Cross-shareholding with suppliers and other stakeholders • Existence of controlling shareholder • Related party disclosures 	RD P. 277; 281 (Lead Director)	Group

	G4-42	a. Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts.	Role of the Governance and Corporate Social and Environmental Responsibility Committee: RD P. 280-281 GCSERC activities: RD P. 283	Group
	G4-43	a. Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	RD P. 284 (chapter 5.2.2.9)	Group
	G4-44	a. Report the processes for evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics. Report whether such evaluation is independent or not, and its frequency. Report whether such evaluation is a self-assessment. b. Report actions taken in response to evaluation of the highest governance body's performance with respect to governance of economic, environmental and social topics, including, as a minimum, changes in membership and organizational practice.	RD P. 284 (chapter 5.2.2.9)	
	G4-45	a. Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. b. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	RD P.279-281	Group

	G4-46	a. Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	RD P. 280-281; 283	Group
	G4-47	a. Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	RD P. 283-285	Group
	G4-48	a. Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	RD P. 283-285	Group
	G4-49	a. Report the process for communicating critical concerns to the highest governance body.	Within the Executive Committee, the Risks Committee's role is to help the Executive Committee report on the Group's principal risks to the Audit Committee and to Board of Directors (RD P.285). One or more shareholders owning at least the share of capital set forth in the law, and acting under the legally-required conditions and deadlines, can require that proposed resolutions be added to the agenda of a meeting (bylaws, article 21-3 - http://www.orange.com/en/about/governance/documentation)	Group
	G4-50	a. Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	Information cannot be published	Group
	G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: • Fixed pay and variable pay: – Performance-based pay – Equity-based pay – Bonuses – Deferred or vested shares • Sign-on bonuses or recruitment incentive payments • Termination payments • Clawbacks • Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees	RD P. 286-289	Group

		b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.		
	G4-52	a. Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	Governance and CSER Committee (RD P.283) Information not published for confidentiality reasons	Group
	G4-53	a. Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	No process in place	Group
	G4-54	a. Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Information not published for confidentiality reasons	Group
	G4-55	a. Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	Information not published for confidentiality reasons	Group
	G4-56	a. Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Group Code of Ethics	Group

	G4-57	a. Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	A network of ethical correspondents in the various countries and entities monitor the operational rolling out of Code of Ethics, adapted to local and professional context, and answer questions and requests for advice from employees and managers. An e-learning module and a whistleblowing process in case of accountancy failure, fraud or corruption are available to all on intranet.	Group
	G4-58	a. Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	An internal widely spread and precise process has been defined. It includes the possibility to contact an ethical correspondent, if the employee does not want to get through to his manager, to send an e-mail on a dedicated mail-box, or directly to the Ethics Committee President. The employee who files an alert will not be subject to threat, discrimination, or any unfavorable treatment.	Group

	Categorie: Economy			
	G4 - DMA	Managerial approach	IAR P. 25-37	Group
6,8 6.8.3 6.8.7 6.8.9	G4-EC1	Indicate direct economic value created and distributed.	CSR: http://www.orange.com/en/Responsibility/Commitment/repartition	Group
6.5.5	G4-EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	Implications of climate change were analysed and evaluated: network infrastructures reinforced, fire intervention costs, impact on insurance rates, etc. Read the answers to the 2015 Climate Change survey in the Carbon Disclosure Project - Q 5.1.c à 5.1.f; Q 6.1 (https://www.cdp.net/en-S/Results/Pages/Responses.aspx?Search=True&Keyword=Orange&Year=2015) http://www.orange.com/en/responsibility/environment	Mainly France
	G4-EC3	Scope of pension cover with retirement plans with defined benefit pension plans.	RD P.122-125; 306 (§5.6.1.3)	Group
	G4-EC4	Significant financial assistance received from government.	RD P.261	France
	G4 - DMA	Market presence	IAR P. 25-37 http://www.orange.com/en/Responsibility/Commitment	Group

6.4.4 6.8	G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	In France, minimum wages are set annually by the telecommunications industry (http://www.unetel-rst.com/theme/salaires-minima/) and signed agreements in each of the Group's companies. The average wage per status is detailed in section 211 part 2 of the social overview (published yearly in July). This data is unavailable for the other countries. Research carried out by the <i>Observatoire interne des Rémunérations</i> (interactive benchmarking tool for salaries) enables the overall coherence of the Group's company salary policies to be studied and also ranks the remuneration policies in terms of market levels. The average male/female salaries can be found on RD p. 305.	France
6.8 6.8.5 6.8.7	G4-EC6	Local recruitment procedure and proportion of senior officers, other employees, contractual partners and subcontractors hired locally at main locations of operation.	Orange supports local recruitment. For information on subcontractors in France, refer to the statistics on RD p. 303. This data is unavailable for the rest of the Group.	Group
	G4 - DMA	indirect economic impacts	IAR P. 25-37 http://www.orange.com/en/Responsibility/Commitment	Group
6.3.9 6.8 6.8.3 6.8.4 6.8.5 6.8.6 6.8.7 6.8.9	G4-EC7	Local recruitment procedure and proportion of senior officers, other employees, contractual partners and subcontractors hired locally at main locations of operation.	http://www.orange.com/en/Innovation/Networks IAR P. 41-49 http://www.orange.com/en/Responsibility/Development	Group
	G4-EC8	Development and impact of infrastructure investments and services, mainly implemented for the benefit of the general public, via a free or pro-bono commercial service.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality http://www.orange.com/en/Responsibility/Development	Group
	G4 - DMA	Procurement practices	IAR P. 98 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
6.6.6 6.8 6.8.5 6.8.7	G4-EC9	Proportion of spending with local suppliers at significant locations of operation (with regard to the total volume of purchases made at significant locations). Report the definition used for "local suppliers" and "significant locations of operation".	http://www.orange.com/en/Responsibility/Commitment/repartition www.orange.com/en/Responsibility/Trust/Responsible-purchasing Methodology Note	Group

	Category: Economy			
	G4 - DMA	Materials	<p>Orange does not manufacture goods. However, Orange implemented a policy on optimising equipment life cycle and end-of-life</p> <p>http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling</p> <p>This topic is particularly checked within relationship with suppliers</p> <p>www.orange.com/en/Responsibility/Trust/Responsible-purchasing</p> <p>Suppliers Code of Conduct P.6</p>	
6.5 6.5.4	G4-EN1	Consumption of materials in weight or by volume.	<p>Orange does not manufacture goods</p> <p>Orange includes the issues of rare resources incorporated in the Group products</p> <p>http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling</p>	Group
	G4-EN2	Percentage of materials used that are recycled input materials.	<p>Orange does not manufacture goods. However, Orange implemented a policy on optimising equipment life cycle and end-of-life</p> <p>http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling</p>	Group
	G4 - DMA	Energy	<p>IAR P.94-95</p> <p>http://www.orange.com/en/Responsibility/Environment</p>	Group
6.5 6.5.4	G4-EN3	Energy consumption within the organisation. Energy consumption of renewable energy sources versus non-renewable energy consumption. Methodology, estimations and conversion factors used.	<p>CSR Data Base</p> <p>Methodology Note</p>	Group
	G4-EN4	Energy consumption outside the organisation. Methodology, estimations and conversion factors used.	<p>CSR Data Base</p> <p>Methodology Note</p>	Group
	G4-EN5	Energy intensity Work unit used, types of energy taken into account and scope (energy consumption within and outside the organisation c.f. G4-EN 3 and G4-EN 4).	<p>http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file</p> <p>www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file/Climat-change-Method</p>	Group
	G4-EN6	Reduction of energy consumption by means of energy efficiency, per energy type and applied method.	<p>http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file</p> <p>www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file/Climat-change-Method</p>	Group

	G4-EN7	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file	Group
	G4 - DMA	Water	The main areas of water consumption at the Orange Group level are water fountains, waste water, canteens and data center ventilation systems. Following the assessment of the volumes in question, the Group is of the opinion that said volumes are not high enough to justify setting up a collection and data consolidation procedure for water consumption.	
6.5 6.5.4	G4-EN8	Total water withdrawal by source.		Group
	G4-EN9	Water sources significantly affected by withdrawal of water.		Group
	G4-EN10	Percentage and total volume of water recycled and reused.		Group
	G4 - DMA	Biodiversity	Non applicable - Notre seul impact concerne l'installation d'antennes et de poteaux, rarement situées dans ce genre de zones protégées. En tout état de cause, l'installation de nos équipements se fait en accord avec les autorités locales. Il en va de même pour nos infrastructures fixes (cables, fibres, cables sous marin...) http://www.orange.com/en/Responsibility/Environment/IT-for-Green IAR P.94-95 http://www.orange.com/en/Responsibility/Environment/Climate-change	
6.5 6.5.6	G4-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.		Group
	G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.		Group
	G4-EN13	Protected or restored habitats.		Group
	G4-EN14	Number of IUCN Global Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.		Group
	G4 - DMA	Emissions	IAR P.94-95 http://www.orange.com/en/Responsibility/Environment/Climate-change	Group
6.5 6.5.5	G4-EN15	Direct greenhouse gas emissions (Scope 1).		Group
	G4-EN16	Direct greenhouse gas emissions (Scope 2).	CSR Data Base Methodology Note	Group
	G4-EN17	Indirect greenhouse gas emissions (Scope 3).	CSR Data Base	Group
	G4-EN18	Greenhouse gas emissions intensity.	Methodology Note	Group

	G4-EN19	Reduction of greenhouse gas emissions.	http://www.orange.com/en/Responsibility/Environment/Climate-change http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file/Climat-change-Method	Group
6.5 6.5.3	G4-EN20	Emissions of ozone-depleting substances by weight.	http://www.orange.com/en/Responsibility/Environment/Climate-change http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file/Climat-change-Method	Group
	G4-EN21	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
	G4 - DMA	Effluents and waste	IAR P.94-95 http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling	
	G4-EN22	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
	G4-EN23	Total weight of waste by type and by disposal method.	CSR Data Base	Group
	G4-EN24	Total number and volume of significant spills.	Not applicable. No incident to report, to the best of our knowledge	Group
	G4-EN25	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.	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.	Group
6.5 6.5.4 6.7.5	G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation's discharges of water and runoff.	Not applicable.	Group
	G4 - DMA	Products and services	http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling	

6.5 6.5.4 6.7.5	G4-EN27	Initiatives to mitigate environmental impacts of products and services.	http://www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file www.orange.com/en/Responsibility/Environment/Climate-change/climate-change-file/Climat-change-Method http://www.orange.com/en/Responsibility/Environment/IT-for-Green	Group
6.5	G4-EN28	Percentage of products sold and their recycled or reclaimed packaging materials, by category.	http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling	Group
	G4 - DMA	Compliance	An Environmental Management System (EMS) is implemented in the whole Groups. An ISO 14001 certification covers over 50% of the Group's scope www.orange.com/en/Responsibility/Environment/SME	
6.5 6.5.4 6.6.6	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	No fine or significant sanction	Group
	G4 - DMA	Transport	http://www.orange.com/en/Responsibility/Environment/Climate-change	Group
	G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation's operations, and transporting members of the workforce.	CSR Data Base	Group
	G4 - DMA	Overall	An Environmental Management System (EMS) is implemented in the whole Groups. An ISO 14001 certification covers over 50% of the Group's scope www.orange.com/en/Responsibility/Environment/SME	Group
	G4-EN31	Total environmental protection expenditures and investments by type.	The Group's environmental protection expenditures are currently not broken down as such, but are included in its overall expenditures.	Group
	G4 - DMA	Évaluation environnementale des fournisseurs	IAR P.98 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	100%	Group
	G4-EN33	Significant, actual and potential negative environmental impacts in the supply chain and actions taken.	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Environnemental grievance mechanisms	Management is done at entities level. Information is not consolidated at Group level.	Group

	G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	To the best of the Group's knowledge, there are no grievances to report.	Group
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	Category: Social			
	G4 - DMA	Employment	IAR P. 68-75 http://www.orange.com/en/Responsibility/Trust/responsible-employer	
6.4 6.4.3	G4-LA1	Total number and rate of new hires and employee turnover by age group, gender, and region.	RD P. 302	France
6.4 6.4.3 6.4.4	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or fixed-term contract employees, or to part-time employees, per major locations of operation.	Employees on fixed-term contracts and part-time employees are eligible for the same benefits as full-time employees. RD P.304-311	France
6.4 6.4.3 6.4.4 6.4.5 6.3.10	G4-LA3	Return to work and guaranteed position after parental leave, by gender.	Processes are in place in each country to be compliant to regulation. Information is not consolidated at Group level	Group
	G4 - DMA	Labor/management relations	IAR P. 68-75 RD P. 307 http://www.orange.com/en/Responsibility/Trust/responsible-employer	
6.4 6.4.3 6.4.4 6.4.5	G4-LA4	Minimum notice period regarding significant operational changes, including whether the period is specified in collective agreements.	Return to work and guaranteed position after parental leave is a legal right for all employees, be they male or female 4 weeks (legal minimum).	Group
	G4 - DMA	Occupational health and safety	http://www.orange.com/en/Responsibility/Trust/responsible-employer#amelioration	
6.4 6.4.6	G4-LA5	Percentage of total workforce represented in joint management-worker health and safety committees that have a monitoring and advisory role .	100% - RD P. 307-308	Group
	G4-LA6	Rates and types of work-related accidents, occupational illnesses, lost days, and absenteeism, and number of work-related fatalities, by region and gender.	RD P. 309 There is no monitoring per gender category.	Group

6.4 6.4.6 6.8 6.8.3 6.8.4 6.8.8	G4-LA7	Employee category highly exposed to work-related accidents and occupational illnesses.	RD P. 307-309	Group
6.4 6.4.6	G4-LA8	Health and safety topics covered in formal agreements with trade unions.	RD P. 307-308	Group France
	G4 - DMA	Training and education	IAR P. 72-73	Group
6.4 6.4.7	G4-LA9	Average hours of training per year per employee and employee category.	RD p. 309-310 (breakdown per year and per employee). http://www.orange.com/en/Responsibility/Trust/responsible-employer#anticipation http://www.orange.com/en/actus-courtes-tuiles/responsibility/actions/Confiance/Digital-Leadership-Inside The breakdown per gender and employee category for France is published in the social report which is published yearly in July - topic 523a (breakdown per gender) 513b (per grade) - Refer to the 2014 social report: http://www.orange.com/en/responsibility/reporting/Archives	Group
6.4 6.4.7 6.8.5	G4-LA10	Programmes for skills development and lifelong learning that support the continued employability of employees and assist them in managing career endings.	RD P. 309-310 https://orange.jobs/site/en-home/ http://www.orange.com/en/Responsibility/Trust/responsible-employer	Group
6.4 6.4.7	G4-LA11	Percentage of employees receiving regular performance and career development reviews, per gender and employee category.	CSR Data Base The breakdown per gender and employee category for France is not monitored.	Group
	G4 - DMA	Diversity and equal opportunity	IAR P.92-93 http://www.orange.com/en/Responsibility/Trust/responsible-employer#diversity	
6.3.7 6.3.10 6.4 6.4.3	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	RD p. 268-279 (§5.2.2.3: application of the principle of an equal women/men ratio on the Board of Directors; 5.1.1: composition of the Board of Directors; §5.1.3: composition of the Executive Committee) RD p. 301 http://www.orange.com/en/Responsibility/Trust/responsible-employer French law forbids any reference to ethnicity.	Group
	G4 - DMA	Equal remuneration for women and men	IAR P.92-93	

6.3.7 6.3.10 6.4 6.4.3 6.4.4	G4-LA13	Ratio of basic salary of men to that of women, by employee category.	RD P. 304-305	Group
	G4 - DMA	Supplier assessment for labor practices	IAR P. 98 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	
	G4-LA14	Percentage of new suppliers and subcontractors that have undergone labour practices screening.	100% - See www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-LA15	Significant, actual and potential negative impacts for labour practices in the supply chain and actions taken.	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Labor practices grievance mechanisms	RD P. 313-314 http://www.orange.com/en/content/download/5759/83557/version/3/file/AccordUNIUK.pdf	
	G4-LA16	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	Not available	Group

	G4 - DMA	Investment	http://www.orange.com/en/Responsibility/Commitment/Human-rights	
6.3 6.3.3 6.3.5 6.6.6	G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	All Group purchasing contracts and a growing number of local contracts contain a specific clause, refer to - www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
6.3 6.3.5	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations including the percentage of employees trained.	Training is split among all modules, without possibility to individualize specific human rights training. Within EDH (Companies for Human Rights, an organisation made up of 12 major French companies), Orange participated in the preparation of a specialized e-learning; this e-learning was tested in 2015 and will be deployed in 2016.	Group
	G4 - DMA	Non-discrimination	RD P. 313-314 http://www.orange.com/fr/content/download/5759/83555/version/3/file/AccordUNIFR.pdf	Group
6.3 6.3.6 6.3.7 6.3.10 6.4.3	G4-HR3	Total number of incidents of discrimination and actions taken.	Not available	Group

	G4 - DMA	Freedom of association and collective bargaining	RD P.314	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5	G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measure taken to support these rights.	Internally: RD P. 307-308 Regarding suppliers: RD P. 321; 322-323 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Child labor	http://www.orange.com/en/Responsibility/Commitment/Human-rights	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Internally: RD P. 307-308 Regarding suppliers: RD P. 321; 322-323 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Forced or compulsory labor	http://www.orange.com/en/Responsibility/Commitment/Human-rights	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the effective abolition of forced or compulsory labour.	Internally: RD P. 307-308 Regarding suppliers: RD P. 321; 322-323 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Security practices	This aspect does not appear as relevant in our materiality assessment	Group
6.3 6.3.5 6.4.3 6.6.6	G4-HR7	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	not applicable	Group
	G4 - DMA	Indigenous rights	This aspect does not appear as relevant in our materiality assessment	Group
6.3 6.3.6 6.3.7 6.3.8 6.6.7	G4-HR8	Total number of incidents involving violation of the rights of indigenous people and measures taken.	Not applicable.	Group
	G4 - DMA	Assessment	Through our contract with Mapplecroft, we draw up an inventory regarding all 28 subsidiaries (not including	

	G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Orange Business Services). This survey was updated in 2015, including new parameters related to the number of clients, employees et the geographical scope of Orange. Regarding suppliers: www.orange.com/en/Responsibility/Trust/Responsible-purchasing http://www.orange.com/en/Responsibility/Commitment/Human-rights	Group
	G4 - DMA	Supplier human rights assessment	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
6.3 6.3.3 6.3.5 6.4.3 6.6.6	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	RD P. 321; 322-323 100% - See www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-HR11	Significant, actual and potential negative impacts for labour practices in the supply chain and actions taken	RD P. 321; 322-323 www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Human rights grievance mechanisms	RD P.312	
	G4-HR12	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	No one, to the best of our knowledge.	Group

	G4 - DMA	Local communities	This engagement is part of our stakeholder dialogue procedure framework and is applicable throughout the Group.	Group
6.3.9 6.8 6.8.5 6.8.7* 6.6.7	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	This engagement is part of our stakeholder dialogue procedure framework and is applicable throughout the Group. http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue	Group
	G4-SO2	Operations with significant, actual and potential negative impacts on local communities.	http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue www.orange.com/en/Responsibility/Trust/Radio-waves	Group
	G4 - DMA	Anti- corruption	IAR P. 97	Group
6.6 6.6.3	G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	The risk corruption analysis method has been defined at Group level and has been deployed in the subsidiaries. This analysis is in progress. http://www.orange.com/en/Responsibility/Commitment/Governance RD p. 299	Group

	G4-SO4	Communication and training on anti-corruption policies and procedures	http://www.orange.com/en/Responsibility/Commitment/Governance RD. P.299	Group
	G4-SO5	Actions taken in response to incidents of corruption.	No information available	Group
	G4 - DMA	Public policy	IAR P. 97	Group
6.6 6.6.4 6.8.3	G4-SO6	Total value of political contributions by country and recipient/beneficiary.	Code of Ethics P. 4 "In no circumstances do we finance political parties or organisations whose purpose is primarily political. We do not tolerate corruption." http://www.orange.com/en/responsibility/reporting/Reference-documents	Group
	G4 - DMA	Anti competition behavior	Code of Ethics – P. 4: "Our Principles of Action / With our competitors" www.orange.com/en/content/download/4813/67906/version/12/file/CHARTE-DE-DEONTOLOGIE_03-10_VA.pdf Rules and process are implemented within the Group	Group
6.6 6.6.5 6.6.7	G4-SO7	Total number of legal actions for anticompetitive behaviour, breach of anti-trust laws and monopolistic practices and their outcomes.	RD P. 170-172; 256-257	Group
	G4 - DMA	Compliance	RD P.296-267	Group
6.6 6.6.7 6.8.7*	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	RD P. 172	Group
	G4 - DMA	Evaluation of suppliers impacts on the company	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	100% - See www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	www.orange.com/en/Responsibility/Trust/Responsible-purchasing	Group
	G4 - DMA	Grievance mechanisms about impacts on society	RD P.169-171; 256-258	
	G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms.	No information available	Group

	G4 - DMA	Customer health and safety	www.orange.com/en/Responsibility/Trust/Radio-waves	
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6.3.9 6.6.6 6.7 6.7.4 6.7.5	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	www.orange.com/en/Responsibility/Trust/Radio-waves	Group
	G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	No information available	Group
	G4 - DMA	Product and service labelling	Process in place to secure compliance with regulation	
6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	G4-PR3	Type of product and service information required by the organisation's procedures for product and service information labelling, and percentage of significant product and service categories subject to such information requirements.	Voluntary local environmental performance labelling in the following countries: France, Spain, Poland, Romania and Armenia, Orange Business Services (scope France). http://bienvivreledigital.orange.fr/environnement/jachte-plus-vert/choisir-un-mobile-plus-vert-grace-la-note-environnementale#list-2 (in French only)	Group
	G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	None, to the best of our knowledge	Group
6.7 6.7.4 6.7.5 6.7.6 6.7.8 6.7.9	G4-PR5	Results of customer satisfaction surveys.	http://www.orange.com/en/Responsibility/Trust/Quality-of-Service	Group
	G4 - DMA	Marketing communications	Orange signed the French Union of Advertisers' (UDA) Charter on Responsible Communication http://www.uda.fr/communication-responsable/charte-uda/engagements-par-signataire/2015-2016/orange-engagements-2015-2016/ The corresponding process have been implemented	
6.7 6.7.3 6.7.6 6.7.9	G4-PR6	Sale of banned or disputed products.	None, to the best of our knowledge	Group
	G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing, communications, including advertising, promotion and sponsorship, by type of outcomes.	None, to the best of our knowledge	Group
	G4 - DMA	Customer privacy	IAR P.96 http://www.orange.com/en/Responsibility/Trust/Security-privacy	Group

6.7 6.7.7	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	No information available	Group
	G4 - DMA	Compliance	The process have been implemented	Group
6.7 6.7.6	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	No information available	Group

PACTE MONDIAL

Human rights

Support and respect the protection of internationally-proclaimed human rights within the Group's sphere of influence.	Message by the CEO, IAR P. 9-10 http://www.orange.com/en/Responsibility/Commitment/Human-rights
Ensure that the Group is not complicit in human rights abuses.	

Working conditions

Uphold freedom of association and recognise the right to collective bargaining.	http://www.orange.com/en/Responsibility/Trust/responsible-employer
Eliminate all forms of forced and compulsory labour.	
Abolish child labour.	www.orange.com/en/Responsibility/Trust/Responsible-purchasing
Eliminate all forms of discrimination.	

Protection of the environment

Support a precautionary approach to environmental challenges	http://www.orange.com/en/Responsibility/Environment
Undertake initiatives to promote greater environmental responsibility.	
Encourage the development and diffusion of environmentally friendly technologies.	http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling http://www.orange.com/en/Responsibility/Environment/IT-for-Green

Fight against corruption

Fight against corruption in all its forms.	IAR P. 97 http://www.orange.com/en/Responsibility/Commitment/Governance
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