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Orange S.A.

Assurance Report by one of the Statutory Auditors on a Selection of Items published in the 2015 Complete CSR Report

Year ended 31 December 2015
Orange S.A.
78 rue Olivier de Serres 75015 Paris
This report contains *50* pages

KPMG S.A.,
société française membre du réseau KPMG
constitué de cabinets indépendants adhérents de
KPMG International Cooperative, une entité de droit suisse.

Société anonyme d'expertise
comptable et de commissariat
aux comptes à directoire et
conseil de surveillance.
Inscrite au Tableau de l'Ordre
à Paris sous le n° 14-30080101
et à la Compagnie Régionale
des Commissaires aux
Comptes
de Versailles.

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This is a free translation into English of the statutory auditor's report issued in French and it is provided solely for the convenience of English-speaking users. This report should be read in conjunction with, and construed in accordance with, French law and professional auditing standards applicable in France.

Orange S.A.

Headquarters: 78 rue Olivier de Serres 75015 Paris
Share capital: €10,595,541,532

Assurance Report by one of the Statutory Auditors on a selection of items published in the 2015 Complete CSR Report

Year ended 31 December 2015

To the Executive Management of Orange SA,

Pursuant to your request and in our capacity as Statutory Auditor of Orange, we conducted procedures on a selection of items published in the sections comprising the "2015 Complete CSR Report" page available on Orange's website on June 6, 2016, as appended to this report (hereinafter referred to as the "Verified Items"). The items are as follows:

(1) The description given by Orange in the "Our approach" section on compliance with the accountability principles set forth in standard AA1000 APS[1] (2008) on inclusivity, materiality and responsiveness in the process adopted to prepare the sections comprising the "2015 Complete CSR Report" page of Orange's website ("**the Principles**"),

(2) The description given by Orange in the "2015 achievements review" section on progress towards meeting the objectives set in the 2014 Corporate Social Responsibility Report roadmap ("**the Main Achievements**"),

(3) The social, environmental and societal information selected by Orange and identified by the symbol (☐) or (☐) from the information published in the "Social data" and "Environmental data" sections ("**the Selected Information**"),

(4) The self-assessment, in the "GRI – ISO 26000 – Global Compact" sections of the "2015 Complete CSR Report" page, conducted by Orange based on Global Reporting Initiative (GRI) G4 guidelines ("**the GRI Self-assessment**").

[1] http://www.accountability.org/standards/

Responsibility of the Company

The Verified Items were prepared under the responsibility of Orange's management in accordance with the following Reporting Criteria:

(1) For the Principles, AA1000 APS standard (2008);

(2) For the Main Achievements, the corporate responsibility policies and guidelines prepared by Orange and described in the "Objective" column in the "2015 Achievements Review" section of the "2015 Complete CSR Report" page;

(3) For the Selected Information, all the procedures relating to the reporting of corporate social responsibility information (the "Reporting Criteria"), available for consultation at the Company headquarters, that is summarized in the "Social data" and "Environmental data" sections of the "2015 Complete CSR Report" page;

(4) For the GRI Self-assessment, the GRI G4 sustainable development reporting guidelines[2].

Independence and quality control

Our independence is defined by regulations, the Code of Conduct governing the statutory audit profession and the provisions of Article L.822-11 of the French Commercial Code. We have also put in place a quality control system which includes documented policies and procedures in order to ensure compliance with applicable ethical rules, professional standards, laws and regulations.

Statutory Auditor's responsibility

It is our responsibility, on the basis of our work, to provide:

- A reasonable assurance that the description of the Principles (1) defined above has been prepared, in all material respects, in accordance with the above-mentioned Reporting Criteria.
- A reasonable assurance that the description of the Main Achievements (2), and the Selected Information (3) identified by the symbol ( ) (3) have been prepared, in all material respects, in accordance with the above-mentioned Reporting Criteria.
- A limited assurance that the selected information identified by the symbol ( ) (3), and the GRI Self-assessment (4) do not contain any material anomalies likely to call into question their compliance, in all material respects, with the above-mentioned Reporting Criteria.

Our work covered the Verified Items only and not all the sections comprising the "2015 Complete CSR Report" page of Orange's website.

[2] https://www.globalreporting.org/

We conducted our work in accordance with international standards ISAE 3000[3] and AA1000 AS (2008)[4], and with the French professional standards[5].

Our procedures satisfy the requirements of Type 2 verification in accordance with the AA1000 Accountability Assurance Standard (2008).

To assist us in conducting our work, we called on our firm's corporate responsibility experts.

1. Description of compliance with Principles

Nature and scope of procedures

We met the people in charge of Corporate Responsibility at the Orange headquarters (Executive Committee and Corporate Social Responsibility Department) and in a selection of legal entities[6] in order to assess the nature and degree of the Company's compliance with the Principles.

We observed and studied management practices, conducted tests, and collected and evaluated documentary evidence at corporate level and for the above-mentioned selected entities on the implementation of the procedure relating to:

- Identifying stakeholders and their expectations,
- Identifying the main corporate responsibility issues,
- Implementing corporate responsibility policies and guidelines.

Conclusion of reasonable assurance

In our opinion, the description given on Orange's website[7] as of June 6, 2016 regarding compliance with the AA1000 APS (2008) principles of inclusivity, materiality and responsiveness in the process adopted to prepare the sections comprising the "2015 Complete CSR Report" page has been prepared in a true and fair way, in all material respects.

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[3] ISAE 3000 "*Assurance Engagements other than audits or reviews of historical financial information*"
[4] The AA1000 Assurance Standard, AA1000AS (2008), is the second edition of AccountAbility's assurance standard.
[5] In particular NEP 9090 – "*Services relating to business and environmental information that fall within the scope of due diligence directly related to statutory audit engagements* (*Prestations relatives aux informations sociales et environnementales entrant dans le cadre des diligences directement liées à la mission du commissaire aux comptes*)"
[6] France (Orange SA), Poland (Orange Polska), Egypt (ECMS), Senegal (Sonatel)

2. Description of the Main Achievements

Nature and scope of procedures

We determined the nature and scope of our tests and controls based on the nature and importance of the achievements with respect to the characteristics of the company, the social and environmental impacts of its operations and its sustainability strategy.

Regarding the achievements that we considered to be the most important, we assessed progress towards meeting the objectives set in the 2014 Corporate Social Responsibility Report roadmap and the presentation given by Orange of the achievements on its website by conducting interviews and collecting substantive evidence at Orange's headquarters and the relevant entities.

Conclusion of reasonable assurance

In our opinion, the description given on Orange's website[7] as of June 6, 2016 on progress towards meeting the objectives set in the 2014 Corporate Social Responsibility Report roadmap and of the Main Achievements has been prepared, in all material respects, in accordance with the above-mentioned Reporting Criteria.

3. Selected information

Nature and scope of procedures

We assessed the appropriateness of the Reporting Criteria with respect to their relevance, completeness, neutrality, clarity and reliability and took into consideration, where relevant, the sector's best practices.

We verified that Orange has implemented a process to collect, compile, process and check the selected information with regard to its completeness and consistency. We gained an understanding of the internal control and risk management procedures relating to the compilation of the information. We conducted interviews with the individuals in charge of corporate responsibility reporting.

Concerning the Selected quantitative Information:

- for the consolidating entity and controlled entities, we set up analytical procedures and verified, using sampling techniques, the calculations as well as the consolidation of the information;

[7] "2015 achievements review" section of the "2015 Complete CSR Report" page included in the document appended to this report

- for the entities selected[8] according to their activity, their contribution to consolidated information, their location and risk analysis, we:
  - conducted interviews to verify that procedures are properly applied and obtain information to perform our verifications;
  - performed tests of details, using sampling techniques, in order to verify the calculations performed and reconcile the data with supporting evidence.

For the information selected by Orange and identified by the symbol ( ) on its website[9], we conducted procedures of a similar nature as those performed on the other information selected by Orange and identified by the symbol ( ), but more extensive, in particular regarding the number of tests.

We believe that these procedures enable us to express reasonable assurance regarding the information selected by the company and identified by the symbol ( ).

Conclusion of reasonable assurance

In our opinion, the information selected by Orange and identified by the symbol ( ) on its website[10] as of June 6, 2016 has been prepared, in all material respects, in accordance with the above-mentioned Reporting Criteria.

Conclusion of limited assurance

Based on the work performed, we did not identify any material anomalies likely to call into question the fact that the information selected by Orange and identified by the symbol ( ) on its website[10] as of June 6, 2016 has been prepared, in all material respects, in accordance with the above-mentioned Reporting Criteria.

Without qualifying the above conclusion, we draw your attention to the following matter:

- For waste indicators, Orange continued its efforts to further identify and collect waste information in the Europe and MEA areas, despite the complexity associated with the lack of maturity of local waste management industries. Reporting of these indicators can still improve to become more comprehensive in these two areas.

[8] Two OBS entities in France and and Egypt and the following entities: France (Orange SA and Orange Marine), Poland (Orange Polska), Ivory Coast (Orange Côte d'Ivoire), Slovakia (Orange Slovensko), Egypt (ECMS), Senegal (Sonatel)

[9] "Social data" and "Environmental data" sections of the "2015 Complete CSR Report" page included in the document appended to this report

4. GRI Self-assessment

Nature and scope of procedures

Based on the GRI cross-reference table shown on Orange's website[11], we verified that for each assertion contributing to the "Comprehensive" in accordance level, a disclosure was provided in the sections comprising the "2015 Complete CSR Report" page or in another document referred to in the table and published by Orange.

Conclusion of limited assurance

Based on our work, we did not identify any material anomaly likely to call into question the fact that Orange's self-assessment of the sections comprising the "2015 Complete CSR Report" page, based on the GRI G4 guidelines that contributed to the "Comprehensive" in accordance level and published on its website[10] as of June 6, 2016, has been presented, in all material respects, in accordance with the above-mentioned Reporting Criteria.

Paris-La Défense, June 6, 2016

KPMG S.A.

Anne Garans
Partner
Climate Change & Sustainability Services

Marie Guillemot
Partner

[10] "GRI – ISO 26000 – Global Compact" section of the "2015 Complete CSR Report" page included in the appended document

Appendix

1. Description given on Orange's website[11] as of June 6, 2016 on compliance with the AA1000 APS (2008) principles of inclusivity, materiality and responsiveness in the process adopted to prepare the sections comprising the "2015 Complete CSR Report" page

Structured and constant listening helps the Group implement the projects that are best adapted to local conditions, whilst identifying emerging requirements, weak signals and opportunities for co-development.

Orange bases its dialogue approach on the principles of the AA1000 standard:

- Inclusion: identify stakeholders in the countries in which we are active and gather their expectations using a broad and representative sample;
- Materiality: identify the most material/relevant themes both for the company and its ecosystem on a country by country basis;
- Responsiveness: draft and implement appropriate action plans, with short, medium and long-term projects.

This approach is implemented

- at Group level, to ensure overall consistency of strategy and policies (Group dialogue),
- at country level, where there is direct contact with local issues and players (country dialogue)
- to address a specific development topic (subject dialogue), for example women and digital technology in Africa (m-Women) ...

We seek input from all ecosystem stakeholders, from public and private sectors and civil society: ministries, donors and investors, NGOs, associations, experts, sociologists, the media, customers from the general public, business partners, key account customers, suppliers, and of course our employees, who are at the centre of our approach as a responsible digital employer.

› Mapping of the stakeholders (pdf)

A programme rolled out the countries where Orange operates
Using either their own resources or a common methodology (the "CSR Dialogue Toolkit") developed by the Group Corporate Social Responsibility (CSR) Department, our subsidiaries engage in structured dialogue with local stakeholders, in the shape of one-on-one interviews, discussion groups with stakeholders, or surveys among the general public. They then lead to the development of action plans tailored to the needs of local stakeholders and consistent with the Group's CSR priorities.

Materiality: Identifying and prioritising our CSR objectives

Our dialogue with stakeholders is based on the three guiding principles set out in the AA1000 standard, one of which is Materiality.

Materiality defines topics that may have a significant impact on a company, its business operations, and its ability to create value for itself and its stakeholders.
It derives from the combined prioritisation of Corporate Social Responsibility (CSR) themes identified by the company's in-house stakeholders and the expectations of external stakeholders.
Dialogue with all our stakeholders has helped us to identify the most significant issues for them. This has shown that the customer experience and the contribution to local social and economic development are among the most important areas of CSR for Orange.

[11] "Our approach" section on the "2015 Complete CSR Report" page

2. Description given on Orange's website[12] as of June 6, 2016 on progress towards meeting the objectives set in the 2014 Corporate Social Responsibility Report roadmap and of main achievements

Contents

Corporate Social Responsibility

2015 Review

Making digital technology a driver of progress for all

At Orange we move forward with the belief that digital technology is a powerful tool for economic and social development. The incredible source of innovation provided by digital technology must be made available to the greatest number of people.

The Orange CSR approach is built around this value of shared progress. Encouraging the development of more inclusive, sustainable and collaborative solutions, our approach introduces new opportunities for creating value for society as a whole, as well as for Orange.
An integral part of the Group's strategy, the CSR approach involves all subsidiaries around three enablers of sustainable performance: trusted support of our customers, local support for the economic and social development of each country, and a controlled environmental balance. Based on constructive listening with our stakeholders, and an internal culture which promotes innovation, our corporate citizenship commitment ensures that all of our activities have the same focus: making digital technology a driver of progress for society and all.

The table below shows the progress made on the Orange Group objectives set for 2015.

Orange Corporate Social Responsibility / Achievements in 2015 1

Contents

Contents

Approach 3
Ethics and the fight against corruption 3
Stakeholder Dialogue 4
Raising awareness of CSR among employees 7
Orange, a trusted operator 8
Providing an unmatched customer experience 8
Setting the example with our employees 15
Setting the example with our suppliers 23
Promoting human rights and freedom of expression 27
Orange in support of social and economic development 29
Combating digital divides 29
Developing essential and innovative services 33
Supporting entrepreneurship 35
Orange, a player in ecological transition 38
An ambitious environmental policy 38
Controlling our own impacts 39
Helping our customers reduce their footprint 41
Optimise the useful life and recycling of equipment 43
Preserving biodiversity and rare resources 45

Orange Corporate Social Responsibility / Achievements in 2015 2

[12] "2015 Achievement reviews" section on the "2015 Complete CSR Report" page

APPROACH

Trust, the environment, economic and social development are major areas of our corporate responsibility. This only makes sense if it meets the requirements of the company and individuals. This is why we build our CSR policy based on a structured and active dialogue with all our stakeholders.

Our responsible policy is also supported by clear governance principles which are asserted at the highest levels of the company. This approach was further reinforced this year with the publication of a transparency report on government requests for customer data, and another one on tax payment.

Ethics and the fight against corruption

Objectives	Deadline	Progress
ETHICS		
To meet our ambition to "bring the best of digital technology to the largest number of people and increase preference for Orange", our Group is supported by an ethical approach, focused on a collection of action and behaviour principles which guide its behaviour in order to increase the trust of our employees and customers, its suppliers and shareholders, as well as all of its stakeholders. View the Code of Conduct		
Review and update procedures concerning our activities, areas of business and functions to take into account cultural and regulatory changes and integrate best practices	2015	In 2015, the cross-cutting areas under consideration by the Group for actions relating to the ethical approach mainly included: • taking aspects of the service relationship policy into account when developing offers and services This helps include the ethical aspect in its current form in marketing projects. This self-evaluation reference is a internal tool, built around three principles: transparent offers, ethical customer interactions, and the implementation of safe and responsible use. It was distributed to subsidiaries in 2014 for adoption and implementation; • the prevention of situations involving conflicts of interest has been examined with reference to the declaration procedures under the regulations of various countries.
FIGHT AGAINST CORRUPTION		
In 2015, Orange reaffirmed its zero tolerance commitment against corruption in a document signed by Stéphane Richard and the entire Executive Committee. This commitment underlines that this prevention is a collective responsibility and each person must take an active role to promote a culture where corruption has no place.		
• Consolidate, at Group level, local assessments of the risk of corruption • Pursue the roll-out of anti-corruption e-	2015	• Integration in 2015 of the risk of corruption in major risks facing the Group Analysis of the risk of corruption conducted at division / country level and consolidated at Group level • Continued deployment of e-learning in France

learning in French and kick off deployment in English		versions in English and Spanish have been deployed; the translations in Flemish, Slovak and Polish are in progress

Stakeholder Dialogue

The stakeholder dialogue is the basis of our CSR strategy, which is itself based on a structured and ongoing process of listening. This exchange helps the Group implement projects which are better adapted to the requirements of stakeholders, whilst identifying emerging requirements, weak signals and opportunities for partnerships and co-development. Orange bases its dialogue approach on the principles of the AA1000 standard :

- inclusion: identifying stakeholders in the countries in which we are active and gathering their expectations using a broad and representative sample;
- materiality: identifying the most tangible/relevant themes both for the company and its ecosystem on a country by country basis;
- responsiveness: drafting and implementing appropriate action plans, with short, medium and long-term projects, to meet the needs and concerns of stakeholders.

This approach is implemented at a Group level to ensure overall consistency between policies, and at a country level which are as close as possible to local players and issues.

Objective	Deadline	Progress
GROUP DIALOGUE		
Setting up dialogue between stakeholders at Group level, involving the Executive Committee	2015	The first group dialogue was put into place in November 2015 on the theme of diversity and equality in the workplace; this dialogue takes several forms: • local in-person and digital dialogues in seven countries. The first took place in France and Senegal. Other dialogues will take place in 2016 in other countries, particularly in Jordan, Romania, Spain, OBS Russia, OBS India; • at a group level: interviews and panels with internal and external "corporate" stakeholders An interactive dialogue with Group employees will take place on 8 March 2016 on the theme of gender equality in the workplace. The final presentation of the results will take place in June 2016
DIALOGUES BY COUNTRY		
Organise a dialogue in countries where they have not yet taken place (Egypt, Morocco, Tunisia);	2015	Dialogues postponed until 2016.
Renew the dialogue in countries where it has already taken place, and update CSR action plans (Jordan, Spain, Moldova).	2015	• Jordan: dialogue conducted in March 2015, the identified priorities being education and entrepreneurship support. • Moldova: postponed, due to electoral context • Spain: postponed

		• Romania: dialogue conducted in June 2015 in partnership with an NGO: 32 face-to-face interviews (21 external, 11 internal)
THEMATIC DIALOGUES		
Women dialogue: • follow-up to the women and ICT dialogue conducted in Niger in December 2014 • Orange Women dialogue in Senegal;	2015	• Women and ICT Dialogue: following the dialogue held in 2014 and 2015, an action plan was defined with a focus on mother and child health; it will be integrated into the 2016 marketing plan; • m-Women Dialogue in Senegal: conducted in March 2015, in Dakar and Saint-Louis, it led to an action plan approved by the Executive Committee and the launch of two projects identified as a priority : ○ Women's Digital Entrepreneurship prize (PENF) in November 2015 ○ contract with Sooretul, platform to connect female farmers and end clients (processing of local products) signed in December 2015.
Healthcare Dialogue in Côte d'Ivoire	2015	Dialogue conducted in Côte d'Ivoire: February 2015 in Abidjan and Bouaké, including healthcare professionals, institutions and patients. An action plan was developed, including projects focused on both professionals and the general public (information, prevention, establishing relationships).
Internet and Children Dialogue		Internet and Children Dialogue conducted in Senegal in November 2015, including parents, pupils and institutions. Identification of major requirements in terms of parental support in the digital world, with parental controls and dedicated courses, in partnership with schools (see § "Helping families use new technologies safely and responsibly").
Dialogue on the silver economy in a European country	2015	To be conducted in 2016
Dialogue on human rights	2015	Active participation in dialogues on human rights, particularly during the following sessions: • UNESCO (March 2015): international multi-party conference to examine the first detailed UNESCO case study on issues relating to the internet • Round table organised by the Global Network Initiative (GNI) and the Centre for Democracy and Technology (CDT) on the regulation of extremist content online (16 October in London) • UN (OHCHR): Forum on human rights and companies (16-18 November 2015 in Geneva)
Supplier Dialogue		2 dialogues were held with suppliers, one within the JAC (Joint Audit Cooperation), the other with Orange's main suppliers. See chapter "Promoting CSR standards in the chain of subcontractors" (page 26)
Digital Society Forum: supporting the development of the Digital Society Forum	2015	3 new topics uploaded to the DSF website, with an English translation : • privacy and personal data

and its expansion worldwide: • organisation of 3 new themes • coordination of new workshops (including 2 outside of France)		• attention and information abundance • digital technology and employment This involved the publication of 687 articles and 121 videos (see DSF website) Coordination of new workshops: • 15 new workshops in France, with more than 500 participants in attendance • 1 workshop in Morocco (Casablanca) with ESCA, the Casablanca Business School • Development of remote participation: 4 connected workshops with over 300 participants in 2015 • 30 major speakers at workshops Increased visibility • Facebook account (opened in April 2015): 600 fans and 243 publications; Twitter account: 2,628 followers as of late 2015 • 300 proposals made by participants during 2015 workshops to improve the impact of new technologies on our life

Contents

Raising awareness of CSR among employees

Objectives	Deadline	Progress
Further reinforce activities to raise awareness of CSR among employees (courses leading to formal CSR qualifications. Ensure that CSR is an integral part of all functional training...)	2015	• Launch of training programmes for our functional schools: ○ network functions school, with joint presentations with CSR and the Technocentre ○ Presentations at the marketing functions school • Adaptation to the European educational environment launched in 2014 with the assistance of the KEDGE Business School in several AMEA countries • Launch of a partnership for the development of a "Sustainability Literacy Test" (Sulitest), a test intended to assess the sustainable development skills of students and businesses. This international test, comparable to a language proficiency certificate, was developed following RIO+20 with the support of the UN in 2012. In 2015, we tested the current version which proved to be poorly adapted for use in a company. A new version adapted to Orange will be put into place in 2016 • Throughout the year, and with a special focus at the time of the COP 21, publication of numerous CSR articles on the Group's intranets.

Contents

ORANGE, A TRUSTED OPERATOR

Our daily lives have become more efficient, quicker and enriched due to the effect of digital technology. However it's not so easy for some people. As we aren't all experts, it can sometimes be difficult to maintain control of our usage amid incessant digital innovation. Development of positive skills and control of digital technology is vital, however, so that technology can meet the individual or collective needs of its users.

Improving this control of digital technology for the largest possible number of people involves helping our customers to protect their personal data and privacy, helping families use new technologies safely and responsibly, respecting the personal data that is entrusted to us, promoting freedom of expression, but also supporting our employees and customers in the development of new skills, or, with our suppliers, constantly improving the supply chain for these technologies... This is why we are working to be a trusted operator in a changing world.

Providing an unmatched customer experience

Reinvent the customer relationship

As part of Essentials 2020, Orange has given itself the objective providing each person with an unrivalled customer experience by designing digital services that enable them to enjoy and have complete trust in what is essential to them.

Our customers are increasingly demanding regarding the quality of services that we are offering them. We are committed to satisfying them, and therefore gaining their loyalty. We are simplifying our offers, limiting the number of contacts and personalising all interactions, whether digital or physical. We constantly improve our customer understanding and provide responses which are as close as possible to their requirements.

To do this, we are rolling out an internal transformation programme structured around three priority areas for action and two enablers:

- three priority areas for action: **evaluating the network and services, digitalisation** which helps facilitate the customer relationship and personalise it, **simplification**, a source of peace of mind for the customer and improved internal efficiency.
- **a technological enabler: individual understanding** of the customer thanks to the deployment of digital customer understanding tools which help personalise the relationship that we have with our customers, the product offers and the services, as well as monitoring the quality of the network provided by Orange.
- **a human and cultural enabler** thanks to the " Essential Voices " programme which aims to deploy a culture of continuous improvement based on listening to the voice **of employees and customers.** This programme involves all business lines, markets and Orange countries, 156,000 employees and 70,000 subcontractors and service providers.

Objectives	Deadline	Progress
Strategy based on information with • operational deployment of	2015	Our goal: to base all our processes on customer data which gives an individual overview of contact and usage history for each of our customers. • Deployment of Customer Experience Management

Contents

Customer Experience Management (launched in at least 4 European countries in 2015) • deployment of Customer Interactions Management in 3 countries to provide a complete, integrated view of interactions with customers		(CEM) in 4 countries: France, Spain, Cameroon, Mali: 6 deployments in progress in Poland, Slovakia, Guinea Conakry, Jordan, Tunisia and Senegal: . CEM helps measure the network quality of service for each user. • Deployment of Customer Interaction Management, renamed "360° overview" in 2 countries: in France (Business Branches, aimed at professional customers) and Morocco (use in April 2016); several projects are in progress, including the most advanced in Cameroon, Niger and France (general public). CIM provides a comprehensive integrated overview (360° overview) of interactions with customers, regardless of the points of contact.
Digitalisation • Opening of the first "Smart Stores" in France, Romania and Europe • Further development of chat and social media tools ensuring a decrease of 4 million call to call centres in Europe (excluding France) thanks to these initiatives	2015	Our goal: through digitalisation, improving customer satisfaction by providing more flexibility, speed and personalisation in the customer relationship. The Smart Store programme places human beings at the heart of the customer relationship by providing the best of digital technology. The Smart Store: a new store concept offering advice, demonstrations and services, a store focused on usages, organised by department, teams are multi-purpose, dedicated to advice and support. • Opening of 23 Smart Stores by the end of 2015: 5 in Romania, 8 in France, 8 in Poland, 1 in Moldova and 1 in Jordan An improvement of Orange's web portals also took place in Europe and AMEA in order to integrate the store location to an e-commerce platform The "Digital Assisted" programme aims to support customers in the use of digital tools by using social networks, mutual assistance communities and chat and click-to-call tools, underlining our desire to promote human digital technology in an increasingly digital world. Several mutual assistance communities and forums are already in place, specifically in France, Spain, Morocco and Tunisia. This has led to a reduction in customer calls: • decrease of 5 million calls to call centres in the European Region (excluding France) including 10% related to chat and social media. This figure rises to 14 million calls when including France, of which 3 million related to chat and social media.
Listening to the customer and our employees • Gradual roll-out of continuous improvement methods and coordination of a community of ambassadors in the subsidiaries	2015	With the "Essential Voices" programme, our ambition is to encourage each person to listen to the customer and employee's opinions in order to develop the basics of a customer relationship and more relevant and effective marketing, contributing to gaining the loyalty of our customers and improving our internal efficiency. • Implementation of a continuous improvement experts network (Lean, 6 Sigma, etc.) to support transformation in countries and divisions: 500 people certified in 2015 in France, Europe, AMEA, OBS and central offices.

Contents

		• Coordination of a community of continuous improvement ambassadors with a meeting bringing together representatives from all the regions and the creation of a community on the internal social media, Plazza.
Simplification of the customer experience • Implementation of product offer simplification plans in all countries • Development of end-to-end management of the major process areas	2015	Simplification of the customer experience. Our goals: to improve customer interactions with Orange at all levels: perception and understanding of our offers, use of products and tools, all stages linked to different customer journeys. In 2015: • definition of the golden rules of simplicity for all new offers by the Group marketing department • acceleration of the "pruning" programme (reduction of offer portfolios), for example, -61% in Spain, -33% in Romania; • extension of the role of customer test centres in designing offers in France, Romania, Poland and Spain, as part of an agile approach focused on customers; • deployment of end-to-end management of the customer journey for major processes (Processes and Governance): ○ Fibre and convergence in France, Poland and Spain ○ TV, complaints, retention and payment in Romania, Morocco and Jordan ○ Orange Money, Flybox and SIM Swap in the AMEA Region

Communicating with peace of mind

The rise of ICT and associated uses has diversified the issue of their security. This issue has various forms, and has a major effect on the confidence of users in digital tools. Exponential amounts of data are transmitted every day via operator networks, and users are asking more questions on the integrity and confidentiality of the digital information that they are sharing.

We manage the communications and data of 263 million customers right around the world on a daily basis. Our commitments to the protection and confidentiality of private data are transparent and have been enshrined in the Orange Charter on personal data protection published in November 2013.

2014 objectives	Deadline	Progress
Implement the Orange Charter for personal data protection in the countries;	2014-2016	• As part of the "Global reinforcement plan involving the protection of customer data and sensitive Orange data", implementation of various measures, including: ○ Encryption of leader PCs, implementation of secure messaging (encryption, signature), ○ Implementation of a specific organisation for personal data protection (see information on the internal guide below), ○ Inventory of processes including private data and setting of protection rules

Contents

		○ Effective implementation of all technical measures • Internal publication of the guide, "Deployment of the private data protection plan". This document is an operational "guiding light" written to provide points of reference for implementing the various phases of securing personal data and achieving legal compliance. • Internal publication in January 2016 of the Response Procedure to a security event / incident involving private data. This document lists additional reference points, specific to personal data, to integrate into the existing security event management process. • Distribution of the Charter amongst subsidiaries, particularly during CSR meetings or seminars. • Implementation, within the Purchasing Division, of a programme to ensure correct consideration of security requirements by suppliers and subcontractors (including their possible subcontractors) associated with the sensitivity of our customers' and employees' data. After having assessed the criticality of all of these contracts, the objective is to verify the level of supplier maturity in order to carry out additional evaluation audits if needed, to implement corrective actions or even to terminate contracts if suppliers are not at the expected level. For the second consecutive year, 2,500 France and Group Services contracts were re-evaluated. Over 95% of them had a low or moderate criticality, and around fifteen suppliers audits were carried out by Orange Cyberdefense experts.
Offer Orange customers the right to control, verify and manage the personal data they give to Orange platforms, and for all services managed by Orange, in the form of a dashboard	2014-2016	In order to give users the possibility to control, verify and manage the personal data that they supply to Orange platforms, Orange has developed 2 tools: • The badge of confidence, an application which allows a customer using the mobile application on a smartphone to understand which data is used by these applications and to control usage where allowed by the application. The badge of confidence is currently being beta tested and will be launched as a priority on Orange applications (Orange and me...). It is also available for free as open source: all application publishers are able to integrate it and will be encouraged to do so. • DataShare, the equivalent to the badge of confidence for the internet of things, gives the user transparency and control over data collected and shared between their connected devices and the Datavenue platform. The customer can therefore choose which data they wish to share. The launch of DataShare is planned between now and summer 2016

Orange Corporate Social Responsibility / Achievements in 2015 11

Contents

Helping families use new technologies safely and responsibly

Younger generations are heavy users of the internet and social networks due to the communication and entertainment opportunities that they offer. Whilst the web is a source of opportunities and creativity for young people, parents are concerned about the potential risks and dangers which could arise from increasing exposure to digital content.

For operators which allow the distribution of this content, the challenge is to provide parents with adapted protection tools, and to provide children with the resources to benefit from a "better internet".

Orange has made it a priority to support children and teenagers on the internet, and also helps support parents, as awareness and promotion of a safer internet must involve the whole family as educators.

This concern led to the creation of the "Better Internet for Kids" (BIK) programme, a collection of tools, offers and support measures which aim to give parents the power to act and offer the best of digital technology to their children.

Objectives	Deadline	Progress
Reinforce the implementation of parental control systems;	2015	Parental control solutions are offered to our customers for our entire European area. Uptake has been quite low despite parent awareness campaigns, for example in France with promotion of the new application in sales areas (catalogue, Orange portal, stores).
Strengthen parent awareness initiatives in Europe;	2015	Various initiatives have taken place over the past few years and continue to operate. Some examples in 2015: • Poland: launch of a specific online manual for parents about the importance of protecting young people. • France: continued development of the "Living with Digital" site and the "parental manual" project • Slovakia: - reworking of the site to make it more attractive to young people; - continuation of free training offered in schools in cooperation with a group of psychologists - financing a parental manual
Support the roll-out of marketing offers designed for families in Europe	2014-2015	Support for family offers to raise awareness among parents and young people about best practice, for example • France: reinforcement of the family nature of the Orange Open offer with solutions that bring families together to enjoy secure and entertaining digital experiences thanks to the Family Place application, parental control and the support provided for certain uses • Spain: showing of videos on the Orange "Navega Seguro" site; participation in a conference held by the Ministry of Telecommunications to present the "Privial" application intended to demonstrate to young people how to protect their privacy (See also the objective "Strengthening parent awareness initiatives in Europe" - above)

Orange Corporate Social Responsibility / Achievements in 2015 12

Contents

Develop #SuperCoders workshops in Europe and AMEA for the long term.	2015	#SuperCoders allows young people to discover the ins and outs of digital technology for themselves with a fun introduction to computer programming. This places young people in the position of a stakeholder. After the success of the 1st edition in October 2014, the #SuperCoders operation has been expanded in 2015 with the creation of the #SuperCoders Festival, linking 5 countries in Africa (Côte d'Ivoire, Egypt, Mali, Senegal and Tunisia) to 4 countries in Europe which were already active in 2014 (Spain, France, Poland, Romania) • workshops launched in these 9 countries with a common theme for all workshops: "code for the planet"; • 1,400 children aged between 9 and 14 years old in 60 workshops, male-female equality in all workshops; • 390 employees volunteered to host the workshops (mainly in France, but also in Egypt, Mali, Côte d'Ivoire and Senegal) - an online training programme for more than 600 volunteers; • A #SuperCoders website with presentation of country initiatives, appreciation of employee commitment and educational resources
Develop and stimulate children's involvement in Better Internet for Kids (BIK)		As part of COP21, organisation of a challenge open to boys and girls of any age, to illustrate environmental issues in a fun way (responsible consumption, recycling, biodiversity, climate change...); Publication of projects on the dedicated Scratch platform: 47 projects shared by children from France, Spain, Poland, Romania, Egypt and Mali, who made the most of the Scratch kit provided by Orange to express their creativity and their environmental awareness (http://supercoders.orange.com/en/The-results) On 2 December, presentation of the best projects at an event held at PlacetoB in Paris, an alternative site dedicated to sharing about the challenge of climate change in support of the COP 21 international conference. In addition in Romania, "Scoala Altfel", a working session organised in April for children between 10 and 13 years old to learn to make responsible use of the internet and ICTs
Assess expectations in terms of the protection of children and family offers in the AMEA Region;	2014-2015	Organisation of a consultation on a better internet for children conducted in Senegal (Dakar) to understand the requirements of the Stakeholders and to identify appropriate solutions. Consultation organised around 7 themes covering the risks and opportunities of the internet for children (accessibility, safe environment, skills, time spent online, links with friends and family, content and services, personal development). The conclusions of these consultations will be used to shape the strategy of Sonatel, a Group subsidiary.

Orange Corporate Social Responsibility / Achievements in 2015 13

Contents

Answering questions about radiowaves

The wireless telecommunications equipment that Orange uses and sells, such as mobile telephones, tablets and other connected devices, emit radiowaves, which they need to function properly.

Exposure to radiowaves, particularly antennas, raises concerns regarding possible health effects. The scientific community has been working on this topic for over 20 years. To date, no health effect has been discovered. However, whilst waiting for confirmation from ongoing additional studies, particularly regarding children and long-term usage, some health authorities have issued warnings about usage in order to reduce exposure to radiowaves from mobile telephones.

Orange proactively participates in the debate about radiowaves and passes on information and recommendations for usage to its stakeholders. These measures revolve around 5 areas:

- ensuring total transparency in our communications with the various stakeholders regarding radiowaves and communication technologies using appropriate information materials and discussion channels
- contributing to the research effort via the Orange research laboratory (Orange Labs) into exposure levels as part of domestic or international programmes concerning wireless communications
- ensuring compliance with local regulations (wherever such regulations exist) or applying international recommendations as appropriate
- promoting proper mobile use as defined by the authorities
- providing support regarding safety rules for staff working near or on radio antennae

Objectives	Deadline	Progress
Roll out training for employees in the AMEA subsidiaries (translation of the site about radiowaves into Arabic, creation of a training kit for the personnel who work on or near relay antennas).	2015 - 2016	• Creation of a training kit ("radiowaves for people working on antennas and the security perimeter around antennas") with the "Ecole des métiers techniques", aimed at technical teams in the subsidiaries. • Creation of an Orange guide regarding the security perimeters around antennas for Europe and AMEA technical teams; presentation of the guide in Spain and Côte d'Ivoire. • Training for technical teams in Côte d'Ivoire on radiowaves and security perimeters started in 2015; training will be continued into 2016 • Information days for Orange France occupational doctors on electro-sensitive individuals • Participation in GSMA meetings on the creation of a guide regarding security perimeters, scientific and regulatory monitoring and consideration of possible scenarios of a new regulatory landscape for radiowaves in Europe. • Translation of the radiowaves site into Arabic complete, integration of the Arabic version planned for 2016
Audit subsidiaries on the application of their radiowaves policy (one country in 2015)	2015	audit in Egypt postponed in 2016

Orange Corporate Social Responsibility / Achievements in 2015 14

Contents

Setting the example with our employees

Building a digital and human employer model is one of the five areas on which the Orange Essentials2020 strategic plan is based, and one of the main challenges, or even the top challenge for Human Resources in the years to come.

This goal is based on a high-quality employee experience, the basis of a successful Orange customer experience: giving employees the resources to transform the customer experience.

As part of adaptations and changes to the company, the position of the human is vital and the goal of HR is to reconcile financial performance and social quality, which involves adapting organisations, digital transformation and also the internal workplace environment.

Orange bases its Human Resources approach on the deployment of a socially responsible model, aiming to become a preferred employer in the countries where it operates. There are three policies which coordinate the policies on this topic: ongoing improvement of social quality, anticipation and support of business transformation and the promotion of diversity in all its forms.

Reconciling business and social performance

The Group's social model is based around a series of commitments to employees, enshrined within a social contract in France and the Orange People Charter, the version distributed in 23 countries worldwide.

The relationship between the Group and its employees is focused on 6 commitments:

- acting as a responsible employer
- providing a diverse range of career paths
- promoting methods of work which focus on customer satisfaction
- giving managers the freedom they need to lead their teams to success
- providing a high-quality working environment
- rewarding teams for their individual and collective contributions to Group success

Listening to employee opinions on the quality of their working environment and in-depth monitoring of these opinions helps Orange to constantly adapt the guidelines of its social policy.

Award	2015	Orange certified as a "Top Employer Global 2016": Orange received "Top Employer Global 2016" certification for the first time on 22 February 2016. This certification recognises the best human resources policies and programmes. 29 Orange countries and territories on 5 continents were involved in the process and made it a success.
Objectives	**Deadline**	**Progress**
Continue the Group's commitments in terms of social dialogue by means that suit the local context and regular meetings with ad hoc committees (Worldwide Works Council	2015	To support its development, the Group has implemented social dialogue meetings covering its whole perimeter at different levels: • The European Works Council: it includes 28 employee representatives from 19 countries. In 2015, it met 3 times(physical meetings), successively in Marseille, Paris and Rome, in order to provide information and

Contents

- European Works Council…)		consultation on development and acquisition projects in Europe and OBS zones. The Group's strategic 2020 plan (Essentials 2020) and its international version were the subject of a detailed presentation. • The Worldwide Works Council: it has 31 members, representing 21 countries (subsidiaries with over 400 employees). It meets once a year on the initiative of the Group Director General. The Worldwide Works Council meeting was held in June 2015. Information focused on the strategic plan, operations and projects in the AMEA region, and the implementation of the worldwide health and safety agreement which was signed on 21 November 2014. • At a local level, employee representatives include representatives from unions, representatives appointed by elected employee forums and also representatives democratically elected directly by employees according to rules defined locally.
Pursue the tracking of quality of life in the workplace through the periodic reporting of surveys and combined national / international indicators and inclusion of the results as part of the bonus scheme for top international managers in the Group	2015	The 5th annual international employee survey and the 12th France biannual employee survey took place at the end of 2015. These surveys help assess social quality and the implementation of the Orange People Charter at a Group level as well as its French version, the social contract. These surveys were carried out by the CSA Institute. • France: publication of the results of the 11th employee survey in June 2015 and the 12th in January 2016 93% of employees are proud to work for Orange (+1%) and 87% would recommend Orange as a good place to work (+1%); 88% are confident that the company will successfully achieve the Essentials2020 goals. • Other countries: fifth annual employee survey at the end of 2015 in 21 AMEA and Europe countries, and in four Orange Business Services zones. The participation rate of 69%, a 3% increase on 2014, reflects the interest shown by employees in this topic, which is based around five themes: ○ strategy and Corporate Social Responsibility ○ professional development ○ quality of life at work and working environment ○ management ○ recognition
Continue deployment of the health and safety policy and provide support for Group countries	2015	Health and safety is a strong aspect of the Group's Human Resources policy, as demonstrated by the Group's health and safety agreement signed on 21 November 2014. This agreement covers all Group employees. It is an extension of the agreement signed in 2006, as well as all other projects already in place. The health and safety goals are the same for all but the implementation of a management system (already under way before the signature of the Group agreement) must be adapted to each situation. It has therefore been decided to allow each entity to develop it at its own pace, whilst supporting this development. A Group health and safety management reference standard

Contents

		has been developed based on the international OHSAS18001 standard. Every country has the choice of either using the Group policy or the OHSAS18001 Standard. To launch this approach, a self-diagnosis questionnaire allows countries to assess the discrepancy between current and expected behaviour. Personalised support for self-assessment is provided by Group Health & Safety for entities of either more than 1,000 employees or that are at risk. In addition, a health and safety network has been put into place to encourage a coherent global approach with health and safety players, distribute information and support countries to adapt the new health and safety policy and to share best practices.

Preparing the Group's future

The new technologies market is continuing to develop, its functions are changing and its players must adapt their employment, training and recruitment management policies in a dynamic and ongoing manner.

This is why the Group is supporting the professional development of its employees, by providing them with a full range of training. In order to speed up the Group's digital transformation, a dedicated programme "Orange Digital Leadership Inside" was launched at the end of 2013 to raise awareness and train our employees whilst providing the Group within new ways of working adapted to the challenges of digitalisation.
In addition, Orange is committed to France's national effort to help young people find work.

Awards	2015	Orange won the 7th edition of the Human Capital trophy (prize created by Michael Page and Le Monde seven years ago, which recognises the initiatives and achievements of large Groups in their human resources policies). This prize recognises the consistency of our initiatives to appreciate human capital, as well as the involvement of management in this field, and winning this employee digital transformation prize has proven the effectiveness of our Orange Digital Leadership Inside approach. On 16 October, in Paris, our Digital Academy won the "Digital HR" prize at the "Digital Industries Awards" presented by the magazine "L'Usine Nouvelle". This prize recognises Orange's desire to develop the digital culture of 160,000 employees.
Objectives	**Deadline**	**Progress**
Accelerate internal digitalisation: raising awareness, training employees and permeating the Group with new ways of working	2015-2020	• Training has always been very important to the Group. The number of training hours per employee is 31.5 hours. • Orange training is organised by Orange Campus, dedicated to management of all Group managers, business schools, including 17 schools in France, in the fields of sales, technical, marketing, services,

Contents

		support functions, 7 in Poland, in the fields of sales, technical, networks and project management, and 4 in Spain in the fields of sales, IS and networks. • 2015 was marked by the deployment of the "**Orange Digital Leadership Inside**" programme, a Group programme launched at the end of 2013 in order to boost and support the Group's internal digital transformation. It is based around 3 complementary areas (raising awareness, training, equipping), with staggered deliverables over time. The **Digital Academy** has been launched as part of the training programme. It is a common platform for digital knowledge intended for all Group employees. It allows each person to complete the "digital for all" course at their own pace, in addition to training initiatives provided by business schools and the Orange Campus for managers. The Digital Academy has been deployed in 18 countries, in 5 languages (French, English, Arabic, Spanish and Polish). Nearly 100,000 passports and visas have been obtained by over 63% of employees. • As part of the Digital Academy, several types of training have been launched, specifically: ○ two MOOCs at the end of 2014: "Becoming a web adviser" (13,400 registrations - "finisher" rate (people who completed the course); 16%) and "Decoding code" (15,000 registrations - "finisher" rate: 12%), ○ A "Digital usage" COOC ("*Corporate online open course*") aimed at employees, on the usage of digital tools for more simplicity and effectiveness on a daily basis ○ A "Big Data" course (13,300 visitors - 6,200 visas) ○ and other sorts of more targeted training, for a specific audience • In addition, the content of the Digital Society Forum was promoted through a special MOOC called "living with digital". A DSF workshop was held within the Innovation, Marketing and Technologies Department (IMT) on the issue of "connected migrants". The Orange France Executive Committee has followed a beginner's session in computer programming applied to connected devices, within Simplon.co. • At the same time, a number of pilot programmes were put in place in order to assess the impact of digital technologies on ways of working. For example: ○ Supporting the development of working from home and working on the move whilst taking into account the impacts on the organisation, management, coordination of remote resources, activity steering, IS and the layout of a working space ○ Rethinking the contact centre of tomorrow:

Contents

		supporting the creation of the contact centre of tomorrow by considering ways of working, organisation of the working space, and use of collaborative tools. New innovative ways of working have been tested ○ Launch of the "Villa Bonne Nouvelle", a co-working space within the "Silicon Sentier" in Paris, hosting Orange teams working on a project with external partners, allowing an exchange of experiences and a similar environment to an incubator. The main goal is to create optimally functioning methods in a digital culture and to understand how this framework enhances social quality and economic performance. ○ "Les étableurs" or digital innovation experts: an operation to test the integration of digital technologies into a classic environment in order to observe the ways in which people work start to merge and overlap 15 employees at a Paris site are transformed into digital coaches for one half-day per week: individual support of employees, group workshops and assistance in improving ways of working by using digital technology
Pursue the roll-out of Group management guidelines to all managers of managers and teams	2013-2015	• Sessions held in 22 countries: 7,500 self-assessment quizzes completed • Managers trained: 76 sessions, including 20 international: 1,100 leaders trained (including 300 outside of France), 450 manager managers; • HR trained: 68 sessions, including 14 international: 800 people trained (including 160 international) After a wide-scale deployment stage in 2013/2014, awareness and training in the use of the Orange Managerial Reference Materials was integrated into initial training in 2015 ("Becoming a manager", taking up an HR role involving career development), in fundamental modules used outside of France for all management levels whether together or apart, and in other modules such as "Developing all of my employees".
Committing to France's national effort to help young people find work	2014-2018	Signature in December 2015 of a new inter-generation agreement for the 2016-2018 period This agreement is a merger of three previous agreements on work experience and internships, older workers and the previous 2013 inter-generation agreement. The generation contract has 3 aims: ○ helping the sustainable integration of young people into permanent employment ○ keeping older workers in employment ○ encouraging the passing on of knowledge and skills For this purpose, the agreement sets forth or underlines specific, ambitious measures around five areas: • recruitment of 6,000 permanent workers between now and 2018 in a difficult context in terms of money and competition. • welcoming young people in training: 4,300 work experience candidates working at the company on

Orange Corporate Social Responsibility / Achievements in 2015 19

Contents

		average over three years, recruitment between now and 2018 of 1,800 of these young people amongst 6,000 new permanent contracts in our company, and welcoming at least 2,500 interns each year. • keeping older workers in employment and preparing the end of the career (renewal of existing systems) • passing on knowledge, which is a particular challenge for our company where 30% of employees will retire between now and 2020. • specific measures for parental leave, taking into consideration people who are temporarily away from work to raise a child As part of previous agreements (the 2013 inter-generation agreement and the 2014 work experience and internship agreement), the Group has already met the commitments that it set: • with more than 5,650 current work experience contracts as at 31 December 2015 (initial and further vocational training contracts), equivalent to 5.8% of the total headcount (within the scope of the Group agreement in France) • around 1,160 ex-work experience candidates recruited into permanent jobs in 2015, including 400 as part of the ultra-broadband plan, bringing the total number of permanent employees recruited from among this group in the period 2013-2015 to nearly 1,900, in line with the 3 year target; • furthermore, the Group adds to its initiative to get young people into work by continuing to welcome a significant number of interns each year (2,400 in 2015).

PROMOTING DIVERSITY IN THE WORKPLACE

Orange makes diversity and equality during recruitment and the professional career an asset for innovation and attractiveness. In every Orange country, initiatives in support of diversity and workplace equality, adapted to the specific local challenges, are put into place with ad hoc monitoring and assessment systems. Workplace equality between men and women is a cross-cutting priority for all Group entities.

Certification	2015	The GEEIS certification (Gender Equality European International Standard) which deals with the Group's workplace equality policy has been renewed. Certification since 2011 of the Orange Group, Orange France, Orange Business Services, Orange Spain, Mobistar Belgium and Orange Business Services in Germany and Italy. In 2015, the newly certified entities are Orange Poland, Orange Luxembourg and Orange Romania. Orange Slovakia and Orange Moldova are currently being assessed.
Objectives	Deadline	Progress
Strengthen workplace gender equality in all aspects of working life in	2013-2020	The Group policy has 4 pillars: • Wage equality: monitoring by the entire Group. Specifically for France, a study aiming to identify the

Orange Corporate Social Responsibility / Achievements in 2015 20

Contents

all Group countries and the setting up of assessment tools and ad hoc monitoring		"unexplained" wage gap has demonstrated that it is 0.63%, a very small gap in comparison to a market which is 10 times higher (6.3%) • Access for women to positions of responsibility: ○ monitoring of talent pools for Leader and Executive networks, succession plans for key positions and mentoring of high-potential women which is being deployed in Europe; ○ participation of women in internal networks (InnovElles, the Group's female manager network, all local networks and divisions in France, Niger, Mali and some OBS countries - Egypt, UK, Germany, USA, etc.) and external networks to develop their leadership (WIL, PWN, InterElles), controlling their self-censorship and giving them the keys for success. • Feminisation of technical roles: launch of "*Capital Filles*" in Romania and extension of the programme in France, strengthening of "shadowing" initiatives with "*Elles Bougent*" • Work-life balance: the Workplace Equality Strategic Committee, which controls the deployment of the Group's Workplace Equality policy, decided to deploy the Work-Life Balance Charter produced by the French Ministry for Women's Rights across the entire Orange group, with the local required adaptations. It has also decided to test the possibility of the "Happy Men" concept outside of France in order to engage men in terms of workplace equality. In various subsidiaries overseas, measures linked to parental leave are more favourable than required by local regulations (implementation of paternity leave in Botswana, full salary for maternity and paternity leave in Romania and Tunisia, additional leave when children are unwell in France and Luxembourg, for example.) As the entire Group policy is subject to evaluation against the Gender Equality European and International Standard, the Group and all the European countries were audited in 2015. All the countries were certified and a roll-out to some of the AMEA countries was carried out in 2015. A Global Stakeholder Dialogue on diversity and workplace equality was kicked off in 2015 in order to identify any necessary changes in the view of the many Group stakeholders. The pilot took place in Senegal in November. (see paragraph "Group Dialogue" - page 4)
Increase the proportion of women in management bodies (2015 objective: 35%) ;	2013-2020	The objective of reaching 35% of women in the Leaders Network was postponed to 2020 to take into account the low rate of renewal in this group of people. At end 2015, the figure stood at 25%. In order to achieve this goal, the following initiatives were

Orange Corporate Social Responsibility / Achievements in 2015 21

Contents

		put into place: • During the Group's talent reviews, the proportion of women in management roles and associated pools are presented and we look at the equality and, where appropriate, an initiative contributing to achieving the objective. • A long-term initiative to achieve 35% is the equal recruitment of very young potential talent through the Orange Graduate Program.
Increase support for Group countries and divisions to help them strengthen local policies in terms of diversity and particularly for the disabled	2013-2015	• Signature of the OIT commitment charter in October 2015. Through this charter, Orange commits to fighting against discrimination and stereotypes, including disabled people in the workplace. French equal opportunity initiatives have been deployed in Romania with "*Capital Filles*" and in Morocco with "*Passeport Avenir*". A "Diversity" network was created within AMEA with a "diversity champion". • in 2015, in France, the employment rate of disabled employees was 5.9%. • Various initiatives have been deployed across the Group, for example the layout of workstations and the information system, employee awareness and coaching meetings, participation in disabled worker recruitment forums.

Orange Corporate Social Responsibility / Achievements in 2015 22

Contents

Setting the example with our suppliers

ORANGE, A RESPONSIBLE PURCHASER

Sustainable relationship between a company and its suppliers is a real enabler of performance for all. At the heart of this relationship: trust. This is mainly based on compliance, by suppliers and subcontractors, with the principles and rights expected by their customer who should support them in the definition and implementation of the best responsible practices.

Acting as a responsible purchaser, for Orange, also involves ensuring that our partners, particularly SMEs, are developing in the best conditions. The major influence that our Group can have on the development of the local financial network is at the centre of our Purchasing policy.

Prize	2015	In June 2015, Orange received the "payment terms" prize issued by the "*Observatoire des Délais de Paiemen*"t in the "Large companies" section, for its initiatives in support of suppliers in France.
Objectives	**Deadline**	**Progress**
Continue to reinforce CSR in terms of governance and the purchasing and supply chain processes	2014-2016	• CSR has been largely deployed within the Group's purchasing process, as well as Orange France and Buyln. • for purchases for all Europe and AMEA subsidiaries, implementation of the CSR reinforcement project. This project has 3 stages; in 2015, the first stage (updating of the CSR clause and raising awareness about CSR amongst all purchasers) has taken place. • Contribution to goals to reduce environmental impacts: o increased consideration of CSR in major Orange projects, such as the selection of the business WEEE sector in France o Refurbishing of Livebox 2 returned to Orange so that they can be used in AMEA: 30,000 Livebox 2 sent to Côte d'Ivoire and Senegal o finalisation in progress with Sagem of the spare parts production project which uses recycled plastic from Livebox cases and digital decoders. • Payment terms: o implementation by Orange in France of a reverse factoring programme offering suppliers advantageous payment terms on their invoices with deadlines reduced to a few days. • Supplier understanding: reinforcement of processes allowing improved supplier understanding, particularly in terms of the active fight against corruption and employee health and safety • Supplier assessment: provision of a web platform to subsidiaries in AMEA and Europe to allow them to assess the performance of their local suppliers with the use of QREDIC (Orange methodology used to assess supplier performance, already largely used for "Group" purchases and purchases in France). In

Orange Corporate Social Responsibility / Achievements in 2015 23

Contents

		2015, measures were taken in Guinea Conakry, Côte d'Ivoire, Spain, Slovakia, Moldova, Tunisia, Belgium and Romania.
Strengthening of buy-in and commitment to CSR by the purchasing function;	2014-2016	• In France o Continuation of CSR workshops started in 2014 to allow purchasers in France to better apply CSR principles in their respective purchasing categories: in 2015, 3 workshops helped train 19 people o 8 web conferences organised in France to encourage uptake of CSR commitments by purchasing teams within the purchasing process on themes such as risk management, waste mapping and personal data security. Over 50 participants attended each conference. • Subsidiaries in Europe and AMEA zones: awareness about CSR amongst o all purchasing CSR contacts (1 per subsidiary) o all purchasers in 4 countries (Egypt, Jordan, Cameroon, Madagascar) i.e. a total of 10 people trained in Europe and 60 in AMEA • Organisation of a training session for logistics teams regarding the regulations of cross-border transport and starting e-learning to raise awareness about CSR amongst all staff • For Buyln, training of 70 people in CSR during 12 sessions, including "support" functions (legal, regulatory)
Contribute to local development and employment by encouraging participation in our tenders for companies in the disabled sector and innovative SMEs.	**2014-2016**	• adapted and protected sector (France): renewal of the commitment to spend at least €15 million in purchases per year to this sector. Currently over 440 companies in this sector work with Orange for €16.4 million invoiced at the end of 2015. • As part of the "Public undertakings charter in support of the emergence and development of innovative SMEs" signed in 2012, support for over 200 innovative SMEs, through direct purchases for more than €100 million per year in the group (including 66% in France), and through open innovation programmes and various commitments such as our active contribution to French Tech, or the "*Alliance pour l'Innovation Ouverte*". • Thanks to its expertise in the Chinese market through its OSC subsidiary, Orange has developed a support offer since mid-2014 aimed at innovative SMEs in order to help them in their international development to identify and select Chinese manufacturers which are mature enough to respond to international requirements in terms of costs/quality/deadlines/intellectual property protection/CSR compliance.

Orange Corporate Social Responsibility / Achievements in 2015 24

Contents

PROMOTING CSR STANDARDS IN THE CHAIN OF SUBCONTRACTORS

The Group attaches particular importance to ensuring commitment and development of CSR amongst its suppliers and subcontractors, both through the incorporation of CSR criteria in the selection and ranking processes, as well as monitoring of operational practices as part of continuous improvement.

Suppliers are therefore regularly assessed on ethical, social and environmental issues. These assessments can be led by the Group, with the assistance of specialised partners as part of collaborative and sector-based organisations.

Labels	2015	In France, Orange has received the "responsible supplier relations" label again for the 2016-2018 period. Created in 2012, this State-awarded label distinguishes French companies which have signed the "Responsible supplier relations charter" which proves that they have sustainable and balanced relations with their suppliers.
Objectives	**Deadline**	**Progress**
Prefer suppliers that meet the ethical, social and environmental requirements of tenders by improving consideration of environmental and social criteria and ensure that suppliers implement Orange's own CSR requirements	2014-2016	• Systematic integration of a standard CSR clause, regularly updated, in any new contract in France. It has been deployed in over 50% of subsidiaries in Europe and AMEA and is currently being deployed in other subsidiaries. • Strengthening of CSR in the supplier selection process in areas at risk such as projects involving the treatment of waste and the reconditioning of second hand products Initiatives are also in progress to take into consideration the energy costs of the products that we purchase in more detail as part of our purchase cost analyses. • Encouragement by Orange of its subcontractors to adhere to principles and commitments defined in the "responsible supplier relations" charter which contributes to the implementation of CSR in France. Amongst 1,600 signatories at end 2015, 86 are direct suppliers in France; they represent nearly 21% of our purchases. • Continuation of supplier CSR practices assessment: o 456 suppliers evaluated by the specialised company EcoVadis on behalf of Orange by end 2015 o JAC (Joint Audit Cooperation - a telecommunications operator association, working together to control, assess and develop the implementation of CSR principles by their suppliers in the ICT sector) 2015 audit campaign: - 61 audits carried out in 2015 (nearly twice as many audits as 2014), i.e. a total of 209 since 2010. - In 2015, 56% of audits cover rank 2 subcontractors, 28% rank 3 and 16% cover the supplier production site (rank 1).

Orange Corporate Social Responsibility / Achievements in 2015 25

Contents

		- In 2015, we saw a 10% increase in the number of closed CSR issues and the proportion of production sites without CSR problems increased from 39% to 46%. • First edition of the Suppliers CSR Forum held in June on the theme: "Let's share our CSR commitments together to develop a responsible Supply Chain". This event welcomed the main suppliers of Orange and Buyln, as well as other JAC operators. In order to develop this approach further, a webinar was held in December with around twenty suppliers to identify the major problems found during audits and to exchange best practices to solve them. • Implementation of discussions with key suppliers to be aware of their 10 main production sites in order to reinforce transparency in relations. These discussions were followed by corrective action plans, including audits for certain sites.
Contribute to the roll-out of Joint Audit Cooperation (JAC), particularly by developing multi-stakeholder dialogue on the JAC Guidelines in order to improve their meaning and content	2014-2016	Multi-stakeholder dialogue: 5th forum held on 14 January 2016 in Nanjing (China): discussion with industry players (suppliers and subcontractors), NGOs (IPE, ICO), Institutions (University of Nanjing, Global Compact), and other Telecoms Operators on the financial benefits of CSR and its essential role for sustainable and responsible economic growth. The debates between stakeholders have helped identify areas of entry for initiatives to be developed for more effective deployment of CSR in the production chain.
Improve the traceability of minerals originating in war zones for the products concerned	2014-2016	• Inclusion in purchasing contracts (Orange and Buyln) for all equipment and products of a clause concerning minerals originating in zones of conflict as defined in section 1502 of the Dodd-Frank Act (tin, tantalum, tungsten and gold). Obligation for suppliers to indicate if one of these minerals is used in their products. If this is the case, the supplier must improve traceability of the source of the minerals and transparency amongst its own supply chain; • Integration of questions on resources used into on-site audits as part of the Joint Audit Cooperation (JAC), improving traceability of the source of minerals and transparency within the supplier's supply chain.

Orange Corporate Social Responsibility / Achievements in 2015 26

Contents

Promoting human rights and freedom of expression

Respect for human rights is applied at all levels within the company, with employees, suppliers and subcontractors. However companies in the telecommunications and internet sector are faced with new challenges, particularly freedom of expression and the protection of personal data.
Orange ensures that these human rights are respected, particularly when using ICT. This is why we are involved within the sector dialogue group "Telecom Industry Dialogue" (TID), of which we are a founding member and co-writer of 10 main principles relating to freedom of expression and privacy in the ICT sector. These constitute a reference diagram for the development and implementation, within the Group, of policies and processes relating to freedom of expression and respect of privacy in the ICT sector.
In line with these principles and in order to ensure transparency regarding follow-ups to government requests for customer data, Orange is committed to regularly publishing information on the number of government requests where allowed by local legislation.

Objectives	Deadline	
Strengthening the notion of respect for human rights within the Group and encouraging buy-in: • continue to apply the 10 principles of Industry Dialogue in all countries where the Group operates • continue to evaluate Group human rights related risk with a focus on high risk countries. • providing awareness training to Orange employees potentially facing negative impacts in collaboration with the EDH association	2015 - 2018	• Deployment of the Industry Dialogue principles within all Group countries, in several forms ○ Ad hoc presentations during CSR contact meetings within Group divisions or subsidiaries ○ Greater interaction to help finalise the Group Transparency Report (discussions with internal departments involved in obtaining the necessary information, and implementing the definition of indicators and reporting methods) ○ involvement of Group teams at all subsidiaries, if government requests deviate outside of the law. ○ active support of Group teams at subsidiaries to help them modify their processes if changes are made to legislation (state of emergency, etc.) • Impact studies Updating of the study carried out in 2014 to measure the impact of human rights in different countries by an external firm, Verisk Maplecroft, including new 2015 parameters relating to the number of Orange customers, staff employed and the Orange geographic scope. Orange also participated in the specific assessment carried out by the organisation Ranking Digital Rights on protection of privacy and freedom of expression by telecommunications and content operators. The score we obtained places us amongst the best telecommunications operators. • Employee awareness Participation, within EDH (Companies for Human Rights, an organisation made up of 12 major French companies) in the preparation of specialised e-learning: this e-learning was tested in 2015 and will be deployed in 2016.
Pursuing and further	2015 - 2018	• Transparency report

Orange Corporate Social Responsibility / Achievements in 2015 27

Contents

developing activities and partnerships to promote best practices in this field • Improve transparency in the majority of Group countries wherever local law allows and governments do not publish information • Improve the sharing of information and best practices in this field, particularly by way of the Telecom Industry Dialogue (ID) • Examine the possibility of bringing the Telecom Industry Dialogue and internet players closer together via the Global Network Initiative		For 2015, for the 2nd time, Orange published a report which summarises requests made by governments in terms of wire-tapping and requisition (included in the CSR report available at Orange.com) • Participation in ID Orange is a member of the Board of Industry Dialogue that meets every 3 months to discuss best practice and deploy the 10 ID principles for the respect of human rights. The year was devoted to a rapprochement with the Global Network Initiative (GNI), a multi-stakeholder platform that includes internet operators, NGOs, academics and socially responsible investors. In 2015 ○ Weekly telephone conferences ○ Bimonthly participation in a working group on the sharing of best practices amongst telecommunications operators ○ In-person meetings with the participation of stakeholders (London, Stockholm, Boulogne) ○ Interaction with David Kaye, United Nations Special Rapporteur on freedom of opinion and expression to define the roles of business and government Our participation in these events and discussions helps provide us with the international means to resist the non-compliant demands made by certain governments • Promotion of best practices during other events: in France, the active participation of Orange, as co-rapporteur, in the CSR Platform (dependent on the Prime Minister), to develop a national French action plan to apply the United Nations' guiding principles.

Orange Corporate Social Responsibility / Achievements in 2015 28

Contents

ORANGE IN SUPPORT OF SOCIAL AND ECONOMIC DEVELOPMENT

Digital technologies are changing the world and contribute to societal development. They are so important that they can be considered a fundamental right. Experience shows how much digital technology, particularly in Africa, can speed up socio-economic and cultural development in a country. However at a global and local level, there are various sources of digital divides.

Our role is to support digital talents and to develop local ecosystems by taking advantage of our local position. We would like to create shared value thanks to the source of innovation and employability that digital technology offers. Providing access to the largest number of people, deploying essential digital services adapted to each person's needs, supporting entrepreneurship and open innovation, particularly as an enabler of social innovation: these are the three areas of our local development initiative.

Combating digital divides

Even now, there is inequality with digital technologies. Whether geographic, economic, physical or cultural, obstacles exist.

As a responsible operator, Orange is committed to fighting against factors which cause exclusion through innovative solutions and investments. We work to ensure that the largest number of people can access services which are now essential in good conditions.

COMBATING THE GEOGRAPHIC DIGITAL DIVIDE

To combat the geographic digital divide, Orange has invested in extending fixed and mobile network coverage for many years. This commitment was underlined as part of the Essentials2020 strategic plan presented in March 2015, within which Orange committed to deploying 4G networks (mobile broadband) across 95% of its European perimeter and in the majority of AMEA countries, between now and 2018, whilst preparing for 5G.

Objectives	Deadline	Progress
• Continue to roll out solar depending on the local situation, in the context of agreements for outsourcing base stations • Improve broadband coverage in Africa by leveraging the Group's network of submarine cables and terrestrial backbone	2013-2015	Contribute to the electrical supply for remote areas, allowing them to access digital technologies and reducing the digital divide. Various projects have been launched: • Group solar sites: the total number is now more than 2,600 sites (2,400 in 2014). These sites help extend the coverage of the mobile network at sites without an electrical supply which are difficult to access, but in a more environmentally-friendly manner: these sites represent an annual production of over 19GWh of solar energy, allowing annual savings of nearly 34 million litres of fuel and avoiding around 92,000 tonnes of CO_2 emissions. • Launch of the UNI-VERTs Forum with the incubator CIPMEN in NIGER. CIPMEN, in collaboration with GiMafoR Engineering and the Energies pour le Monde foundation, wishes to create a framework for reflection

Orange Corporate Social Responsibility / Achievements in 2015 29

Contents

network;		and discussion called UNI-Verts, the main aim of which is to create a sustainable ecosystem which supports the renewable energies sector in Niger. • In November 2015, Orange and ENGIE signed a deal to expand rural electricity grid and optimise power supply to telecoms infrastructure in Africa. These solutions could, for instance, include individual solar kits and small-scale, local electricity networks. The service could then be billed via mobile using Orange Money. The trials will allow the companies to validate the technical solutions, the sales and distribution models, and the economic feasibility of the service before making it available on a larger scale. • Project to build solar farms conducted in Jordan which will help cover all electricity needs of Orange Jordan over time, reducing CO^2 emissions and controlling energy costs. The first farms will be built in 2016. Broadband service in Africa countries Through major investments in **submarine cable** networks, Orange underlines its commitment to increase access to the internet in nearly twenty countries where it operates in Africa, whilst continuing to improve the network quality: • commissioning of ACE cable in Benin and the Canary Islands in July 2015; launch of construction of the 2nd phase between Sao Tomé & Principe and Cape Town. At the end of 2015, nearly 12,000km of optical cable had already been deployed and helps link 18 countries: France, Portugal, the Canary Islands (Spain), Mauritania, Senegal, Gambia, Guinea, Sierra Leone, Liberia, Côte d'Ivoire, Ghana, Nigeria, Equatorial Guinea, Gabon and Sao Tomé & Principe. Two countries without a coastal border, Mali and Niger, are connected with a land extension. Once phase II is complete, ACE will cover a total distance of 17,000km and will allow 25 countries to access broadband internet. • deployment of the SEA-ME-WE 5 (South East Asia-Middle East-Western Europe 5) submarine cable, commissioning is planned in the second half of 2016. 20,000km long, the SEA-ME-WE 5 cable will reinforce the Europe-Asia link by offering additional capabilities. It will link France to Singapore, serving 17 countries: Saudi Arabia, Bangladesh, Burma, Djibouti, Egypt, United Arab Emirates, France, Indonesia, Italy, Malaysia, Oman, Pakistan, Qatar, Singapore, Sri Lanka, Turkey and Yemen.
Deploy 4G in Europe: • France: 100% 3G and 4G coverage on high speed train lines and the majority of motorways • outside France: deploy 4G	2015-2020	• In Europe: ○ fixed high-speed networks (in fibre optic with FTTH) are deployed in Spain, France, Slovakia and Poland. At the end of 2015, fibre has 1,882 million customers. ○ 4G networks are deployed in 8 European countries: France, Poland, Spain, Belgium, Luxembourg, Moldova, Romania, Slovakia. At the end of 2015, 4G has nearly 18 million customers in Europe.

Orange Corporate Social Responsibility / Achievements in 2015 30

Contents

networks across 95% of the territory		• In France: ○ deployment of 4G coverage on the Paris-Lyon high-speed TGV rail line; Orange continues to deploy 4G on other links, including the Paris-Lille high-speed TGV rail line planned for the start of July 2016. ○ coverage of 11 motorways in 3G+/4G (at 98% for some) ○ ARCEP, the French telecoms regulatory authority, ranks Orange as the best mobile network in France with 153 criteria out of 210 better than average. • Preparation for deploying 5G as part of French and European research projects and standardization bodies.
Deploy 4G in 13 Orange countries in the AMEA region	2015-2020	• 4G network deployed in 4 AMEA countries (Mauritius, Botswana, Jordan and Morocco). • 3G/3G+ networks deployed in 19 African and Middle Eastern countries

Combating the physical digital divide

In the fight against the digital divide linked to disability or age, we have deployed a "design for all" strategy for many years. It specifically has the aim of adapting our products and services to the needs of these populations, and to design specific products combining innovation, simplicity and ergonomics.

Objectives	Deadline	Progress
Continue to develop offers and products to meet the needs of disabled and elderly people, either directly or in partnership with start-ups as part of open innovation Continue with training and digital technology initiatives Developing access to offers via digital technology with improvements to web catalogues and improved website access Reinforce dialogue with disabled players	2014-2015	Products and offers • Marketing of the Claria Vox vocalisation solution, and continuing to collaborate with the company Claria to provide our blind and partially sighted customers with an accessible, simple and intuitive smartphone solution at the best price, enriched with specific functionalities (OCCR, colour recognition, etc.) • Development of an "Easy Smartphone for Seniors" solution which encourage use of tactile interfaces and major functionalities for Android smartphones for older people, this application will be tested in Romania at the start of 2016. • Catalogue of specific products (2 editions/year) available in France and Spain with 3 e-accessible formats, in addition to hard copy and CD audio version for vision solutions. • Ongoing test for a tablet based home automation control solution using head movement recognition and voice control for quadriplegics • Experimentation in 2015/2016 in France of a home care solution with adapted sensors and data analysis which helps family carers to check on older people remotely and to help with their home care.

Contents

		Training and coaching • In 2015 and 2016, continuation of training activities with an additional strand for calls from the elderly. • The site "living well with digital" provides information on Orange initiatives which support accessibility; visits to the site have increased since its creation in July 2013 Distribution network • At the end of 2015: 280 "Independence" stores (with expert advisers trained in advising disabled people, adapted furniture, guiding audio terminal, audio induction loop...). • Commercial adapted smartphone promotions for older people. • 95% of the Orange France own network store network is accessible to disabled people; work is planned to make the entire own network accessible. Dialogue with disabled and senior players: participation in major disability exhibitions to present independence and innovation offers, dialogue with associations and contribution to the work of the European Commission and standardization bodies.

Improving equal opportunities for access to education, healthcare and culture

To fight against factors for exclusion linked to education or culture, we offer awareness and equipment programmes in collaboration with local academic institutions, particularly through the Orange Foundation

Objectives	Deadline	Progress
Give young people and women the keys to the digital world through 4 major digital education programmes: the Solidarity FabLabs, Together for youth integration, Digital Centres, Digital Schools;	2014-2016	Education is a strong point for all Orange areas of operation (internal, business, sponsorship). The Orange Foundation has been supporting projects that encourage learning in all the countries where we are present for many years. And of course we do this through our own expertise: digital! • 32 Solidarity FabLabs in 2015, in 9 countries (France, Spain, Poland, Slovakia, Tunisia, Egypt, Senegal, Madagascar, Mauritius); these FabLabs are innovative and free learning organisations to train and motivate young people in difficult situations or who have problems at school, preparing them for the roles of tomorrow. • 8,000 young people trained in digital technology in France with Solidarity FabLabs and Together for the integration of young people programmes, in particular. • 300 Digital Schools in 2015, in 8 countries, to offer

Contents

		children in small skills which do not have books or internet access with access to educational content; 40,000 students welcomed at end 2015. • 8,000 women trained on digital technology in the *'Maisons Digitales'* in France and Africa These Digital Centres aim to give independence back to women though digital training See the programmes and achievements of the Orange Foundation: http://www.fondationorange.com/nos-programmes
Continue the "Orange villages" project: providing healthcare and education infrastructures (water source, healthcare centre, school) where essentials are lacking to allow young boys and girls to have a social life and a future	2014-2016	Since 2012, the Villages programme links two areas for action of the Orange Foundation: education and healthcare. Now there are 50 villages, across 9 different countries, from Tunisia to Madagascar, plus Cameroon. In total, nearly 250,000 people benefit from this programme. The Village programme aims to improve the daily life of its inhabitants. Each project helps construct infrastructures required to improve daily life: a healthcare centre, a water source and a school.
Helping people with autism to progress with digital, supporting research.	2014-2016	Different initiatives: • Equipment of welcome spaces: the Orange Foundation has equipped and supported over 300 structures in the use of digital tools • Partnership with CRA (autism resource centre) • creation of one professional exchange network for digital technology use: Digital Autism Network. • Launch of the 1st learning game aimed at carers of people with autism: virtual reality videos presenting real-life situations which can be problematic for people with autism and the people caring for them, and which provides answers.
Support access to culture in all its forms	2014-2016	• Launch of two new on-line training programmes on Picasso and Louis XIV. Hosted on the Solerni social learning platform, these MOOCs are self-learning journeys with seven stages that are free and open to all. • The Orange Foundation is the 1st sponsor to show operas directly in cinemas.

Developing essential and innovative services

ICTs can provide solutions in all areas, as long as users are provided with offers adapted to their situation. As part of its global development approach, Orange designs products and services which, in each field, are the best enabler of progress. We have identified several areas for commitment: women, agriculture, healthcare, education, financial services. .

Objectives	Deadline	
Developing solutions that meet specific needs • continue to expand	2014-2016	**Agriculture in Africa:** m-Agri services meet 3 goals: • improve the revenue of farmers (accessing updated

Contents

and increase the density of m-Agri services • roll out e-health services • m-Women: deploy at least 1 service pilot in 2015		prices for crop markets by SMS, USSD or voice (Interactive Voice Server or call centre), saving and paying safely via Orange Money,...), • increase agricultural productivity (weather alerts, professional directories, etc.). • reinforce the value chain (collecting and processing field data for statistical purposes, logistical monitoring of vehicles...). In 2015, m-Agri was deployed in 2 new countries: in Senegal, the mLouma service, and in Egypt, 2 experiments led with the Government. In total, there are 11 services in 6 countries (Niger, Mali, Madagascar, Cote d'Ivoire, Senegal, Egypt) support by the NGO Agrisud to create a guide to provide small family agricultural producers in Africa with the resources and tools to professionalise the family agricultural business, in order to allow the farmer to make the right decisions at the right time, and thanks to adapted and relevant advice and use of ICT. This guide provides the tools required for those who wish to hold the role of adviser: project teams in the field, in Northern and Southern organisations, technical departments and producer organisations. **e-Health**, i.e. the use of mobile technologies (telephones, laptops, tablets, PDA...) to offer healthcare solutions, either for prevention, medical infomation or monitoring chronic illnesses. In AMEA, various initiatives have been launched, for example: • the "myhealthline" service: medical advice hotline which answers questions asked by SMS 24 hours a day, completely anonymously, which is very often used for questions about contraception • "myhealthline" is deployed in one country, Cameroon, and is currently being studied for deployment in Côte d'Ivoire and Guinea; • Côte d'Ivoire: partnership signed in December 2015 with UN AIDS to lead a project to fight against HIV **Women** The m-Women project covers several goals: • increasing access to digital technology to the largest possible number of women, who are currently less connected than men • deploying essential services for their specific needs, for their pregnancy, the health of their children, to avoid unnecessary travel and above all providing them with more security with Orange Money, • and supporting social innovation and female entrepreneurship, knowing that women reinvest 90% of their income into their community. Several services have been launched, for example: • Mali: commercialisation of the Sini Tonon offer, an offer including a savings system giving access to

Contents

		health insurance for expectant mothers (6,000 policies for rural users) • Senegal: agreement protocol signed with Sooretul (an e-commerce platform to link female producers and customers) • The Women's Digital Entrepreneurship Prize, created in 2015 in Senegal
Developing solutions for vulnerable people: in France, test offers targeting people with low income in 9 towns in the Seine Saint Denis Department	2014-2016	Launch in France of an offer co-construction approach with players in the field (Action Tank *Entreprises & Pauvreté*, a social landlord in Seine St Denis, Institut Miir, an insurance expert) to better address the needs of small populations and to make it easier for them to access adapted services by using digital enablers. The potential offer is based on "agile" home insurance which can be extended to other offers to help people to better manage their budget constraints.

Supporting entrepreneurship

The hyper-connected world allows expansion and collaboration with talents from all areas to be more inventive, effective and therefore more competitive. This dynamic has a name: Open Innovation. Orange uses it on a daily basis with leaders in the digital world, other operators, researchers, entrepreneurs, associations, NGOs, students, start-ups, etc. Thanks to these rich interactions with players in different fields, the ability to innovate can be increased, thus benefiting the largest number of people.

This is why Orange is committed to identifying, supporting and promoting digital talents which will change the way that customers live their lives on a daily basis.

Our aim is not just to connect our customers to what is essential to them, but also to contribute to the development of a new economy, to make it an enabler of local financial development and to encourage new ways of thinking about industry, agriculture, education, environmental protection...

Objectives	Deadline	Progress
Develop partnerships with players in the third sector economy and social entrepreneurship and support the development of new forms of entrepreneurship • Launch an incubator and a Simplon school in AMEA • Reinforce the partnership with *La Ruche* (third sector produce distributor) and support the businesses it hosts	2014-2016	Orange endeavours to encourage synergies between players, by creating support and exchange ecosystems by distributing knowledge as part of open innovation. Orange has therefore implemented several organisations, including: • Orange Fab, an international network of start-up accelerators: selected start-ups are offered a mentor and support over 3 months (e.g. provision of co-working spaces, training, expert advice, etc.) In some countries, they can even benefit from a financial grant of up to €15,000. • Orange Partner and Orange Developer, where Orange allows developers across the world to access their networks and key services, providing 20 program interfaces (API) for free, associated to a support programme personalised to developers. • Incubators, created on a model of co-creation, linking the public sector, the private sector and the community, aiming to create and develop SMEs and

Orange Corporate Social Responsibility / Achievements in 2015 35

Contents

		start-ups. After the launch of 3 incubators in Senegal, Mauritius and Niger, 2 new incubators have been launched: • Legal constitution of the CREATEAM incubator in Mali for an official opening in Q1 2016 • Legal constitution of the SABOUTECH incubator in Guinea for an official opening in Q1 2016 However the Simplon school project in Mali has been abandoned. In order to continue to expand the horizons of start-ups, Orange created an international alliance in September 2015, Go Ignite, along with Deutsche Telekom, Singtel and Telefonica. Start-ups with international ambitions can therefore access the resources and markets of these partners, representing a potential of over one billion customers, in addition to the local presence. Orange has also reinforced its partnership with *La Ruche*, created in 2008 and which was the first co-working space in Paris: after Paris and Bordeaux, launches of La Ruche Marseille and La Ruche Montreuil Orange also supports several companies hosted by *La Ruche* • HelloAsso: born in *La Ruche*, it continued to grow, then forged close links with Orange as part of a partnership to launch "Orange Collecte", the first West Africa crowdfunding website with joint branding. • Partnership with the start-up Claria and HandiCaPZero. By using its expertise, Claria has created a solution to make it easier for people with visual difficulties to use technology. The association HandiCaPZero manages technical support to help the customer use Claria Vox. Orange has coordinated everything: the solution is now available in some "Independence" stores (for disabled people). • "*Double Sens*": listed by Orange group Works Councils for their community travel offers for Group employees • Otosense: a technological and social company which has developed a telephone application for the hard-of-hearing which issues sound alerts during emergencies. Also hosted at La Ruche, Otosense is now incubated at Cambridge and has just entered the prestigious Red Herring Top 100 list which celebrates the 100 best start-ups during the year. A technical and partnership collaboration is in place with Orange teams to integrate Otosense technology into Liveboxes to offer audio surveillance offers to Orange customers.
Promote entrepreneurship through awards and competitions, support the best projects	2015	A major Orange goal is to select and integrate start-ups into its ecosystem which are most likely to develop new services and products which simplify and enrich our daily lives.

Orange Corporate Social Responsibility / Achievements in 2015 36

Contents

• Launch the 2015 edition of the Orange Prize for Social Entrepreneurship in Africa • Launch the 2015 edition of the Prize for Social Entrepreneurship in France		This is why Orange has hosted the Orange Social Entrepreneurship Prize in Africa since 2011. In 2015, the prize experienced growing success: 17 participating countries, 608 applications received (452 in 2014), 117,855 votes as part of the "*coup de cœur*" prize and 22,430 for the 2015 "*coup de cœur*" project. Since 2011, 21 projects have benefited from Orange's financial support and expertise, 15 out of 16 winners selected by a jury of experts are still operating and continuing to develop their business. The major winners this year were the start-ups Bassita (Egypt), upOwa (Cameroon) and MyAgro (Mali), the "*coup de cœur*" prize going to Kezakoo (Morocco). Orange also launched the Social Entrepreneurship Academy contest in France in partnership with *La Ruche* and the INSEEC research and higher education group. The aim is to support the emergence of local solutions which encourage societal progress. The 8 projects selected from more than one hundred applications benefit from 9 months of support to test and launch their business. Beyond these initiatives, Orange is committed to supporting start-ups as part of structures put into place, like Orange Labs, Orange Fab, incubators, to allow them to develop and implement themselves sustainably. This includes Orange Digital Investment. This structure, created in 2016, combines all of Orange's investment activity, for a sum of around €300 million: • Fund of funds such as Iris • Orange Digital Ventures, created at the start of 2015, which has a scope of €100M between now and 2020 to finance start-ups in any country with the most ground-breaking digital innovations, able to transform the customer experience thanks to innovative solutions, new technologies or new economic models (maximum amount invested per start-up is €3M). Since its creation, Orange Digital Ventures has already financed seven start-ups. • Corporate development, for example with the investment of €75M in Africa Internet Group In total, 151 start-ups have been supported by different Orange open innovation programmes. Furthermore, Sonatel, Orange's Senegal subsidiary, participates in the Teranga Capital fund, the first venture capital fund in Senegal. The aim of Teranga Capital is to provide an innovative solution to respond to SME finance requirements, from €75,000 to €300,000. Teranga Capital has been incorporated and will start operations at the start of 2016.

Orange Corporate Social Responsibility / Achievements in 2015 37

Contents

ORANGE, A PLAYER IN ECOLOGICAL TRANSITION

Digital technology, an enabler of transformation in all business sectors, also leads to increased use. In this context, Orange endeavours to reduce its own environmental footprint and to help other sectors to reduce theirs.

In addition to the implementation of an Environmental Management System covering its entire geographic perimeter, Orange deploys ambitious solutions and action plans to support ecological and environmental transition in the fields of climate change, resource and waste management and the protection of biodiversity. This is why various company business lines are working to reduce our energy consumption and CO2 emissions, to improve the disposal of our equipment and promote their recycling, and to research more eco-responsible solutions for our customers.

An ambitious environmental policy

Orange is voluntarily committed to reducing its environmental impacts by setting quantified objectives. To achieve them, it is necessary to organise all human and technical measures needed to implement appropriate action plans; this is called an "Environmental Management System" (EMS) which is in place and assessed with the assistance of ISO 14001. Since 2007 we have committed to expanding ISO 14001 certification whilst ensuring that we are transparent about the reality of our progress.

Objectives	Deadline	Progress
Enlarge the ISO 14001 certified scope across the Orange Group from 50% at end 2015 to 60% at end 2016.	2014-2016	Result at end of 2015: 50.47% In 2015, all ISO 14001 certified Group organisations successfully underwent renewal or follow-up audits. Orange France has significantly extended its certified scope, which now covers 63% of its scope. The Olivier de Serres site which hosts the Group headquarters obtained its ISO 14001 certification in July 2015. The KPI measuring the size of the certified scope compared to all our activities increased by nearly 10% compared to 2014.

Orange Corporate Social Responsibility / Achievements in 2015 38

Contents

Controlling our own impacts

In a context where usage is developing rapidly, and data traffic is continuing to increase, reducing electrical consumption is a real challenge for a telephone operator. This is why Orange has committed to do this for several years. Our action plan also affects our technical infrastructure, our buildings and our ways of travelling and ways of working. And we are going further, by making ourselves a player in energy transition.
Voluntary and innovative action plans have been launched, and continue to be launched to reduce all sources of direct emissions: networks and information systems, buildings, vehicle fleet and business travel.

In order to achieve this objective, Orange enshrined it during COP21: reducing its CO2 emissions by customer use by 50% by 2020 (compared with 2006).

As a reminder, Orange set the target in 2008 of reducing its greenhouse gas emissions by 20% between 2006 and 2020, as an absolute figure. In order to better understand the consequences of a strong increase in the number of customers and the boom in ICT, the scope of which was not expected in 2006, Orange has implemented an indicator to monitor CO2 emissions per customer.

Between 2006 and 2015, Orange reduced its CO^2 emissions by customer by 25%.

Total emissions from scopes 1, 2 and 3 in 2015 was 1,461,742 tonnes of CO^2

Objectives	Deadline	Progress
NETWORKS AND IT SYSTEMS Networks and IT systems represent nearly 74% of the Group's CO2 emissions, and 72% of its consumption. A major energy action plan was launched in 2008 to reduce energy consumption linked to their use: Green ITN 2020		
Green ITN 2020 Programme • Continue to deploy enablers for energy savings (Energy metering, low consumption functionalities for devices, etc.) • Carry out studies into and develop new enablers of innovative energy savings and support the Group subsidiaries with their implementation.	2014-2016	• France: energy audits were carried out across 13 major technical sites; areas for improvement were listed mainly for 55 air conditioning installations. • AMEA: continuing to deploy solar energy with over 2,600 sites (2,400 in 2014). A project to build solar farms has also taken place in Jordan which will help cover all electricity needs of Orange Jordan over time, reducing CO^2 emissions and controlling energy costs. The first farms will be built in 2016. • AMEA: the proportion of sites shared with other operators reached 30% at end 2015. ○ Increased cooperation with equipment suppliers in order to develop and sell high-energy efficiency telecoms equipment by 2020: announced during COP21, increased joint developments between Orange and Huawei • Continuing to replace previous generation equipment with equipment that is more energy efficient. Low consumption functionalities are being progressively introduced for network equipment. The deployment of

Contents

		smart meters at technical sites has also been pursued with 2,500 new sites equipped in 2015, i.e. a total of 4,600 sites which will allow Orange to optimise its energy consumption. • Continuation of the very significant commitment within international standardisation bodies (ITU, ETSI and CENELEC) to establish standards supporting the energy transformation of telecoms and IT systems infrastructures: assessment of the energy efficiency of mobile networks (ETSI ES 203 228), 400VDC (ETSI EN 300132-3-1 & ITU-T L.1200), control and monitoring interface for equipment (ETSI EE ES 202 336)
Data Centres: deploy the energy consumption measurement / optimisation systems for equipment across Europe	2014-2016	Continued deployment of measuring devices in the Data Centres (servers and other equipment)

Objectives	Deadline	Progress
TERTIARY BUILDINGS Buildings represent nearly 19% of the Group's CO2 emissions, and 21.5% of its consumption. To reduce this energy consumption, it must be measured. Analysis and use of measurement data helps speed up transformation of uses and processes, as well as a reduction in consumption		
in France, • optimise the testing of technical installations and reduce energy consumption while continuing with other measures (smart meters, remote meter reading…) • put in place systems and methods to audit and monitor our maintenance and works service providers	2014-2017	• Continued measuring of the consumption of multiple fluids in buildings to cover 110 of the biggest mixed and tertiary sites (100 sites at end 2014) • Automated detection and correction of defects at 97 sites (66 sites at end 2014) • Implementation of recommendations arising from performance analysis by Diag Flah (approach helping identify opportunities to improve energy management in a building) carried out on 161 buildings (representing 562,000m²)
In other European countries, deploying energy consumption measurement and optimisation tools for IT equipment (office equipment) in all tertiary buildings, and studying	2014-2016	For all other countries in the Europe zone, finalising the deployment of energy consumption measurement tools for office and IT equipment. In 2015, the setting up of optimisation programmes enabled a number of countries to reduce the consumption of this equipment by 30 to 50%. These savings were generated thanks to better control over equipment outside of working hours (on average, 40% of these equipment were left switched on in the evenings and on the

Contents

the possibility of integrating other sources of consumption (air conditioning, lighting, etc.).		weekends, this average has now been reduced to 25%).
TRANSPORT AND TRAVEL Travel represents nearly 7% of the Group's CO2 emissions. Electric vehicles, limiting business travel, promoting collaborative and solidarity transport methods: Orange is exploring innovative technological and human solutions to reduce its emissions.		
Objectives	Deadline	Progress
• Continue to optimise the fleet of company cars by introducing sustainable travel systems (1,700 pooled vehicles by 2017) • Increase the fleet of electric vehicles (200 by end 2015, around 600 electric or hybrid vehicles by 2017) • Further encourage replacing the use of transport by using video-conference facilities instead.	2014-2020	• Fleet optimisation ○ in 2015: increasing reliability of the car-sharing software before deployment; 300 vehicles equipped (100 at end 2014) • Electric fleet ○ Around only one hundred vehicles ordered due to the difficulty and cost of deploying recharging equipment. ○ Deployment of electric vehicle recharging equipment in Orange buildings. 105 sockets installed and operational at end 2015 • Several entities have taken measures to limit the use of individual cars (company transport, carpooling, car sharing, eco-driving training etc.). Several solutions are available to staff in order to reduce business travel (such as video-conference, conference calls, remote collaborative portals). Various telepresence rooms are available to employees in several countries.

Helping our customers reduce their footprint

Information and communication technologies (ICT) can play a key role in the fight against climate change with solutions to encourage remote working, paperless procedures and smart building, network and city management.

objectives	deadline	Progress
• Developing innovative "green" solutions, particularly in the fields of the sustainable city and Smart Home, by bringing partners	2014-2018	**Innovative solutions** Since 2011, Orange works to develop solutions adapted to challenges of the smart city through its *Smart Cities & Territories* programme. Its participation developments have various forms, from a partnership with a regional start-up to develop environmental sensors, to the evaluation of collected urban data. http://www.orange.com/fr/actualites/2015/Smartcities/Carte-

Contents

together; • Continue in-house developments for eco-designed services		interactive A few examples • Flux Vision: observing flows of movements in real time - every minute, the Flux Vision solution converts 4 million pieces of mobile data. Performance which offers real-time statistics on how often a geographic area is visited and the travel within it. The data that is collected is anonymised and aggregated, in order to help communities to better understand their habits and fellow citizens, and therefore to better assess the needs of inhabitants in terms of services and infrastructures. • *"Ma ville dans ma poche"*, a mobile application to facilitate the daily life of urban residents. Using 3G/4G networks it offers the user information about the infrastructure in his or her town In just a few seconds, it is possible to find out transport timetables in real time, to locate yourself on a map and to be guided to a point of interest, or to obtain visit advice depending on your profile • Streetline: in order to make it easier to manage available parking spots, Orange Business Services has joined up with the American company Streetline to offer a smart parking solution. By linking a mobile app with sensors which detect the presence of a car in a parking space, it is possible to guide drivers to the nearest free space. On top of this, it reduces the number of cars driving about and reduces CO2 emissions. **Eco-design of services** Eco-design for software: Launch at end 2015 of a Group IT Excellence programme to improve the efficiency of IT developments and their operation. Among the routes investigated was the eco-design of software with the objective of rolling out the theme across the Group in 2016/2017.

Contents

Optimise the useful life and recycling of equipment

Telephones, boxes, cables, employee computers, networks... Various equipment is part of the activity of an operator like Orange. We optimise the use of this equipment in advance, during and after their use, in order to exploit all possibilities and to reduce the impact on our environment. This starts with eco-design, to think about and create sustainable equipment. This is followed by WEEE management, waste electrical and electronic equipment: recycling equipment which can still be used, such as mobile telephones, upgrading materials...

Orange makes collection and recycling a key priority, at the heart of its strategy, in order to better take into account and process waste generated by the equipment that the Group designs, markets and operates in an optimal manner.

Waste Electrical and Electronic Equipment (WEEE)

The issue of recycling WEEE is not just important from an environmental point of view - they also contain raw materials which are sometimes rare: gold, gallium, germanium, etc.

For Orange, the implementation of recycling approaches is both a regulatory obligation and voluntary approach. All Group subsidiaries are working on the topic, including in Africa and the Middle East, where recycling is less common. These efforts are part of a continuous improvement approach.

Objectives	Deadline	Progress
Optimise collection and treatment for corporate customers by improving collection processes in all regions where Orange Business Services has a significant presence	2015	France: extension of the working relationship with the eco-body Ecologic. Oblane and EGT now also use this collective arrangement. In total, 310 tonnes have been collected from our corporate customers. Internationally, continuing to deploy a collection service with prepaid packaging for equipment for customers, in Europe and North America.
Continue with work to improve waste management in AMEA in collaboration with subsidiaries and other external players.	2015-2017	The emergence of new, circular business models means developing recycling, with suitably adapted schemes in countries where formal structures for treating waste do not yet exist. The Group has launched several projects in AMEA, in collaboration with external players: • Jordan: signature of a partnership with the Ministry of the Environment in early 2015 • Senegal: setting up of e-waste collection at internal sites and points of sale • Niger: reinforcement of cooperation between Orange Niger and ONEN, workshop on the collection of waste from mobiles • Mali: contract put in place to manage network batteries • Madagascar: launch of a management project for obsolete materials and waste with a local specialised partner

Orange Corporate Social Responsibility / Achievements in 2015 43

Contents

Mobile collection, upgrading, resale and recycling

Objectives	Deadline	Progress
• Develop and enhance local eco-friendly mobile collection or buy-back programmes in Europe; • Develop offers for second hand mobiles in Europe	2015-2020	• Development and promotion of eco-friendly buy-back and collection offers in all Europe zone countries. A few examples ○ Romania: the buy-back offer has reached 31%, a collection record for the Europe zone. ○ In Slovakia, the eco-friendly collection has reached a record rate of 17%. • Second-hand mobile offers are developing in France, Poland and Romania.
Improve the rate of collection of mobiles in the distribution channels that we control to an average of 30% by 2020 in Europe		In 2015, the collection rate was 14%, i.e. 1.7 million mobiles collected. This is a 12% increase over 2014. Total number of mobiles collected since 2010: over 8 million.
Stimulate new collection initiatives in AMEA.	2014-2020	Mobile buy-back offers have been put into place in Jordan and Mauritius.

Orange Corporate Social Responsibility / Achievements in 2015 44

Contents

Preserving biodiversity and rare resources

Because obtaining supplies of rare or critical resources is essential for the components of electronic devices, including those needed to develop communications technologies, Orange actively participates in improving the collective management of the planet's resources and is committed to those who work to protect biodiversity.

objectives	deadline	Progress
Biodiversity		
• Continue the biodiversity impact study started in 2013 particularly as part of the circular economy programme run by the MacArthur Foundation and conduct activities to diminish the Group's main impacts in this area; • Roll out the biodiversity protection programme in partnership with CREA on Mont Blanc • Carry out a study in one or two countries for specific initiatives: study of the nature reserve crossing project between Senegal and Niger with a fibre cable.	2014-2017	Impact studies on biodiversity have been carried out. They have focused on the deployment of eco-design to reduce the use of resources in the processes. Partnership with CREA • Signature of a 3-year partnership at the start of 2015 with the *Centre de Recherches sur les Ecosystèmes d'Altitude de Chamonix* (CREA - Chamonix High Altitude Ecosystems Research Centre). This partnership covers 3 areas: ○ A technological partnership: Orange is making its high altitude antennas available to the CREA along with useful data gathering sensors (temperature, etc.). This will help the CREA optimise the extent of its observation network. ○ A technical partnership: Orange provides the CREA with technical solutions enabling the implementation of new protocols for observing, collecting and popularising scientific data. ○ A human partnership: The men and women of Orange's technical teams maintain the copper, fibre, 3G and 4G networks in the Alps on a daily basis. Orange employee volunteers will contribute in the field to the maintenance of the CREA's 60 climate stations. At the same time other employees will be involved in the participatory science programme by collecting data on flora (from locals for instance). Senegal / Niger: the study of the nature reserve crossing was carried out but there were no specific or adaptable results. The Group is focused on a project to raise awareness of climate change amongst the public, as part of objectives set during COP 21.
Rare resources		
• Carry out the business activities	2014-2017	Within the "rare resources committee" implemented by Orange in 2014, the representatives of different Group business lines have participated in the study of metal criticality in the

Orange Corporate Social Responsibility / Achievements in 2015 45

Contents

identified by the Group • Continue to remain actively involved in research and regulatory bodies in this field		composition of main products. Recommendations have been made for the selection of WEEE processing service providers. Different Orange laboratories, particularly the one in Grenoble, work on product parts lists, life cycle analyses and the possibility of substituting one material with another. Orange actively participates in the work of the ITU (International Telecommunication Union - an specialised United Nations institution for information and communication technologies) to develop standards for this field.

Orange Corporate Social Responsibility / Achievements in 2015 46

3. Information selected by Orange and identified by the symbol ( ) on the Company's website[13] as of June 6, 2016

Information selected by Orange and identified by the symbol ( ) on the Company's website[13] as of June 6, 2016

[13] "Social data" and "Environmental data" sections of the "2015 Complete CSR Report" page

Environmental Performance (energy)

Indicateurs	units	GRI	reporting scope, as a percentage of the overall Group's turnover	France	Europe						AMEA								Orange Business services Interna-tional(1)	Group 2015 Validated Values	Group Validated Values (updated without United Kingdom, for years 2006 to 2014)								
				France	Poland	Spain	Belgium	Romania	Slovakia	Moldova	Senegal	Mali	Ivory Coast	Egypt	Niger	Jordan	Mada-gascar	Other AMEA Countries		2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Facilities Presenting A Risk																													
Fuel Tanks	units			**1,910**	**1,972**	**168**	**0**	**325**	**43**	**0**	**0**	**0**	**0**	**0**	**413**	**0**	**0**	**700**	**84**	**5,615**	**7,618**	**8,540**	**7,901**	**5,666**	**5,992**	**5,996**	**6,445**	**5,601**	**3,916**
Energy Consumption																													
Scope 1																													
Fuel (All Buildings, All Use)	m³	EN3	99.8%	12,203	1,814	1,236	189	67	25	57	2,538	6,210	2,503	27,955	1,626	233	57	12,364	51	69,248	67,296	88,126	88,641	77,798	71,087	80,750	49,480	44,672	51,117
Gas	m³	EN3	99.6%	14,595,116	2,432,488	0	143,310	0	177,200	24,029	0	0	0	0	0	0	0	0	84,162	17,456,425	17,178,810	19,650,576	22,503,710	21,692,486	23,836,444	23,867,165	24,729,068	25,285,598	27,988,080
Coal	tons	EN3	100.0%	na	81	na	na	na	na	0	na	na	na	na	na	na	na	na	na	81	-14	86	100	87	119	197	271	284	213
Gazoline + Gpl For Company'S Vehicles	liters	EN3	99.0%	39,299	762,138	25,145	0	231,364	8,252	166,104	37,466	65,524	751,558	389,082	28,095	0	77,059	36,172	304,694	2,921,972	3,409,907	3,910,914	5,165,407	5,845,434	6,867,479	9,518,387	10,442,078	13,513,958	12,970,338
Diesel Gazoline For Company'S Vehicles	liters	EN3	99.0%	26,302,911	4,178,917	514,817	1,405,563	803,751	374,516	60,989	512,068	294,652	654,153	0	276,954	0	225,629	250,896	1,112,130	36,967,906	40,035,292	42,015,874	45,217,595	42,733,872	45,091,672	44,358,123	46,326,910	42,299,296	42,084,210
Scope 1 Total Energy	**GWh**	**EN3**	**99.5%**	**558**	**96**	**20**	**18**	**11**	**6**	**3**	**35**	**76**	**42**	**326**	**24**	**3**	**4**	**146**	**15**	**1,384**	**1,391**	**1,684**	**1,766**	**1,610**	**1,586**	**1,732**	**1,367**	**1,295**	**1,416**
CO_2 Emissions (Fuel-Gas-Coal)	CO_2 tons	EN4	99.8%	61,721	9,759	3,313	784	180	439	199	6,801	16,644	6,709	74,919	4,893	624	154	33,189	300	220,516	214,162	276,394	284,149	233,491	239,159	264,565	181,010	165,924	336,475
CO_2 Emissions (Vehicles)	CO_2 tons	EN5	99.0%	72,427	13,306	1,476	3,865	2,761	1,250	563	1,497	966	3,586	926	828	0	804	776	3,784	108,616	118,213	124,852	136,642	111,524	140,344	144,637	152,138	150,410	146,599
Scope1 CO_2 Emissions (Energy Only)	Tons CO_2	EN3	99.5%	134,147	23,065	4,788	4,650	2,941	1,458	762	8,298	17,610	10,296	75,845	5,721	624	957	33,965	4,083	329,211	332,356	401,246	420,791	345,015	379,503	409,203	333,147	316,334	483,075
CO_2 Emissions From Green House Gas	Tons eqCO_2	EN19	19.0%	8,210	2,806	0	0	27	343	0	0	643	0	0	0	0	0	0	736	12,695	16,728	16,780	24,633	7,536	15,881	14,105	24,309	15,185	
Non Emitted CO_2 Thanks To Compensation Projects	Tons eqCO_2		100.0%	0	0	0	-2,145	0	0	0	0	0	0	0	0	0	0	0	0	-2,145	-2,153	0	0	0	0	0	0	0	0
Scope1 CO_2 Emissions	**Tons CO_2**	**EN16**	**99.0%**	**142,357**	**26,001**	**4,788**	**2,505**	**2,968**	**1,801**	**762**	**8,298**	**18,253**	**10,296**	**75,845**	**5,721**	**624**	**957**	**33,965**	**4,819**	**339,961**	**346,970**	**418,026**	**445,424**	**352,551**	**395,384**	**423,308**	**357,456**	**331,519**	**483,075**
Scope 2																													
Electricity	GWh	EN4	99.6%	2,493	635	301	98.62	116	86	28	69	26.61	67	262	10	69	15	92	105	4,452	4,226	4,314	4,169	3,984	4,039	3,916	3,700	3,137	3,059
Of Which Green Energy	*GWh*	*EN8*	100.0%	*0.00*	*0.80*	*300.00*	*98.02*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*0*	*5*	*454*	*408.12*	*179.39*	*123.70*	*122.80*	*8.37*	*9.74*	*9.77*	*12*	*77*
Scope2 CO_2 Emissions	**Tons CO_2**	**EN16**	**99.6%**	**172,627**	**479,569**	**174**	**127**	**55,809**	**12,811**	**14,038**	**41,549**	**15,915**	**32,621**	**116,435**	**5,886**	**43,704**	**8,869**	**25,897**	**53,062**	**1,078,491**	**1,045 258**	**1,138,305**	**1,123,301**	**1,040,252**	**1,127,432**	**1,116,859**	**1,100,661**	**961,225**	**923,632**
Scope 1 + Scope 2 CO_2	**Tons CO_2**	**EN16**	**99.3%**	**314,385**	**505,570**	**4,962**	**2,632**	**58,777**	**14,612**	**14,799**	**49,847**	**34,168**	**42,917**	**192,279**	**11,607**	**44,328**	**9,827**	**59,861**	**57,881**	**1,418,453**	**1,392,228**	**1,556,331**	**1,568,724**	**1,392,803**	**1,522,816**	**1,540,167**	**1,458,118**	**1,292,743**	**1,406,706**
Scope 3																													
Flight Distances For Business Trips	km	EN29	99.0%	150,269,02	7,905,570	3,621,805	1,173,270	3,316,302	800,237	1,519,576	4,323,249	3,303,057	4,042,401	2,945,971	2,646,141	0	0	134,819	44,862,683	230,926,132	225,501,794	243,454,361	277,542,739	290,365,371	284,772,951	215,613,387	254,819,910	242,995,598	184,211,947
Train Distances For Business Trips	km	EN29	99.0%	92,386,751	5,685,004	2,285,864	1,101,699	135,780	0	0	0	0	0	0	0	0	0	0	918,851	102,515,049	96,069,490	100,955,819	112,256,755	113,694,935	105,266,546	86,935,923	96,263,916	62,930,773	59,901,969
Scope3 CO_2 Emissions	**Tons CO_2**	**EN16**	**99.0%**	**27,926**	**1,992**	**769**	**265**	**611**	**144**	**274**	**778**	**605**	**728**	**530**	**476**	**0**	**0**	**24**	**8,167**	**43,289**	**42,316**	**45,674**	**52,076**	**14,139**	**53,110**	**40,063**	**50,620**	**35,479**	**36,752**
Total Emitted CO_2 (Scope 1 + 2 + 3)	**Tons CO_2**	**EN16**	**99.0%**	**342,311**	**507,561**	**5,731**	**2,896**	**59,388**	**14,756**	**15,073**	**50,625**	**34,773**	**43,645**	**192,809**	**12,083**	**44,328**	**9,827**	**59,885**	**66,049**	**1,461,742**	**1,434,544**	**1,602,005**	**1,620,800**	**1,446,942**	**1,575,926**	**1,580,230**	**1,508,737**	**1,328,222**	**1,443,458**
Kpi: Electricity Consumption / Customer	kWh/customer		99.0%	34.39	27.42	13.19	23.98	11.40	21.56	13.18	7.85	2.23	5.99	7.85	5.20	18.80	7.48	4.66	na	18.87	18.65	19.61	19.47	19.03	20.17	21.23	21.21	20.66	19.90
Kpi: CO_2 Due To Electricity Consumption / Customer	kg/customer		99.0%	2.37	20.70	0.01	0.00	5.48	4.20	6.55	4.72	1.34	2.93	3.49	3.11	11.96	4.47	1.32	na	4.85	4.47	4.64	5.13	4.63	5.51	5.78	6.02	6.32	5.49
Kpi: Total Energy Consumption (Scopes "1+2") / Customer	kWh/customer		99.6%	42.1	31.6	14.1	28.3	12.5	23.6	14.6	11.8	8.6	9.8	17.7	18.0	19.5	9.3	12.1	na	24.8	24.9	27.3	27.8	26.8	28.2	30.9	29.3	29.1	29.9
Kpi: CO_2 Emitted (All Energies = Scopes "1+2+3") / Customer	kg/customer		99.0%	4.7	21.9	0.3	0.7	5.8	4.8	7.0	5.8	2.9	3.9	5.8	6.4	12.1	5.0	3.0	na	6.058	6.173	6.38	7.43	6.73	7.71	8.32	8.27	8.64	9.04

(1) OBS International considers: Equant (which totals around 200 countries, including France, 94.9% in the number of employees), 9 subsidiaries of NRS (2.4%) and 8 of GlobeCast (2.7%).

Item reviewed by KPMG: reasonnable level of assurance.

Environmental Performance (Water - Waste - EMS)

Indicateurs	units	GRI	reporting scope, as a percentage of the overall Group's turnover	France						Europe								AMEA	Orange Business services Interna-tional [1]	Group 2015: Validated Values	Group Validated Values (updated without United Kingdom, for years 2006 to 2014)								
				France	Poland	Spain	Belgium	Romania	Slovakia	Moldova	Senegal	Mali	Ivory Coast	Egypt	Niger	Jordan	Mada-gascar	Other AMEA Countries		2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Consumed Water	m³	EN8	97.0%	1,060,150	767,986	32,918	0	40,000	15,017	0	0	0	0	0	26,432	0	0	0	59,894	2,002,402	1,896,733	1,957,296	2,461,099	2,579,078	2,663,656	nc	nc	nc	nc
Paper & Cardboard, Internal (Offices) And External (Marketing, Invoicing, Directories, Packaging...)	tons	EN1	93.0%	8,284	1,490	17	0	470	308	0	0	0	0	0	6	0	0	7	25	16,607	8,786	16,569	20,199	23,215	25,278	23,615	32,238	25,690	34,733
Evacuated Internal Waste																				-	0	0	0						
Internal (Network & Tertiary) Wawe	tons	EN23	96.5%	1,359	45	2	0	150	83	0	36	0	18	7	0	0	3	0	10	1,713	3,022	2,960	3,204	2,273	2,125	2,517	2,433	1,787	1,990
Percentage Of Recovery	%	EN23	96.5%	67%	97%	100%	na	100%	100%	na	64%	na	100%	112%	100%	na	0%	na	29%	73%	93%	78%	92%	na	na	na	na	na	na
Metal Poles	tons	EN23	90.1%	1,267	0	0	0	0	0	0	0	0	17	20	0	0	0	0	0	1,303	1,343	1,371	1,259	1,153	950	722	547	1,625	415
Percentage Of Recovery	%	EN23	90.1%	100%	na	na	na	na	na	na	na	na	100%	100%	na	na	na	na	na	100%	100%	100%	100%	na	na	na	na	na	na
Wooden Poles	tons	EN23	97.5%	15 845	24	0	0	0	0	0	0	0	6	0	0	0	0	0	0	16,875	16,821	15,618	14,329	11,903	11,740	9,360	11,868	10,861	11,830
Percentage Of Recovery	%	EN23	97.5%	100%	100%	na	na	na	na	na	na	na	100%	na	na	na	na	na	na	100%	100%	100%	100%	na	na	na	na	na	na
Cables	tons	EN23	97.0%	22 668	259	0	0	0	0	0	43	0	64	0	0	0	0	0	0	23,034	26,218	18,980	16,329	8,968	8,214	5,698	5,698	7,106	4,663
Percentage Of Recovery	%	EN23	97.0%	85%	100%	na	na	na	na	na	100%	na	35%	na	na	na	na	na	0%	85%	86%	79%	76%	na	na	na	na	na	na
Batteries	tons	EN23	98.0%	1,397	227	0,7	0	288	8	1	3	0	0	351	11	0	0	0	2	2,288	1,862	2,989	1,942	2,402	2,664	1,546	1,863	2,455	2,188
Percentage Of Recovery	%	EN23	98.0%	69%	96%	100%	na	100%	100%	100%	100%	na	na	100%	100%	na	na	na	178%	81%	87%	91%	87%	na	na	na	na	na	na
Paper - Cardboard	tons	EN23	97.0%	2,123	93	165	758	1	71	4	15	0	24	0	3	0	0	0	37	3,296	2,959	3,011	3,180	3,482	2,957	3,057	2,520	2,216	746
Percentage Of Recovery	%	EN23	97.0%	100%	100%	100%	100%	100%	99%	100%	100%	na	100%	na	100%	na	na	na	35%	100%	100%	96%	95%	na	na	na	na	na	na
Other Hazardous Waste (Fcb - Printer Cartridges - Fluorescant Tubes Included)	tons	EN23	96.0%	395	8	1	0	6	8,23	0	0	0	0	0	0	0	0,00	0	4	422	529	469	654	379	591	660	231	309	270
Percentage Of Recovery	%	EN23	96.0%	96%	95%	100%	na	100%	100%	0%	na	na	na	na	na	na	na	na	100%	96%	34%	28%	21%	na	na	na	na	na	na
Other Non-Hazardous Waste	tons	EN23	85.0%	8,104	1,446	0	a	2	208	0	0	0	32	0	0	0	0	0	448	10,270	11,606	2,269	1,007	1,052	644	904	793	937	2,376
Percentage Of Recovery	%	EN23	85.0%	53%	92%	na	na	100%	17%	0%	na	na	100%	na	na	na	na	na	21%	56%	46%	62%	58%	na	na	na	na	na	na
Total Evacuated Internal Waste	tons	EN23	94.6%	53,187,6	2,102,0	168,7	757,5	446,4	377,9	5,6	97,0	0,0	160,2	378,0	14,5	0,0	2,5	0,0	501,6	56,201	64,360	47,676	41,903	31,613	29,885	24,464	25,953	27,295	24,478
Percentage Of Recovery	%	EN23	94.6%	85%	94%	100%	100%	100%	54%	94%	94%	na	74%	100%	100%	na	100%	na	23%	85%	83%	87%	75%	na	na	na	na	na	na
Kpi: Tons Of Internal Evacuated Waste / M€ Of Turnover	tons/M€ of turnover	EN23	94.6%	2,27	0,75	0,04	0,65	0,48	0,68	0,05	0,16	-	0,23	0,28	0,17	-	0,04	-	0,23	1,46	1,64	1,16	0,96	0,70	0,66	0,53	0,54	0,59	0,49
Wawe Collected From Customers (Including Batteries)	tons	EN23	98,2%	1,383	0,3	41	0	10	9	0	0	0	0	0	0	0	0	0	52	1,495	2,012	2,865	2,416	3,121	1,607	1,357	1,586	1,913	1,632
Percentage Of Recovery	%	EN23	98,2%	84%	10%	25%	na	113%	100%	na	na	na	na	na	na	na	na	na	62%	82%	82%	75%	78%	na	na	na	na	na	na
Kpi: Wawe Collected From Customers	kg/ 1000 customers	EN23	98,2%	19,07	0,01	1,82	0,00	1,00	3,02	0,00	0,00	0,00	0,80	0,00	0,00	0,00	0,00	0,00	na	6,49	9,11	13,00	11,54	15,35	8,22	7,74	9,60	12,67	11,78
Total Evacuated Hazardous Waste	tons	EN23		18,997	303	3	0	443	99	1	39	0	24	358	11	0	3	0	16	20,298	22,234	21,916	20,128	16,957	17,120	14,084	16,396	15,411	16,278
Percentage Of Recovery	%	EN23		95%	96%	100%	n/a	100%	100%	96%	86%	n/a	100%	100%	100%	n/a	0%	n/a	65%	95%	96%	94%	84%	na	na	na	na	na	na
Total Evacuated Non Hazardous Waste	tons	EN23		34,191	1,799	165	758	3	279	5	58	0	137	20	3	0	0	0	485	37,903	42,126	25,760	21,775	14,656	12,765	10,381	9,558	11,884	8,200
Percentage Of Recovery	%	EN23		79%	93%	100%	100%	100%	38%	94%	100%	n/a	70%	100%	304%	n/a	n/a	n/a	22%	79%	76%	80%	67%	na	na	na	na	na	na
Ems																													
Kpi Ems: Importance Of Iso 14001 Certified Scope	%		92,5%	51,0%	23,7%	100,0%	0,0%	100,0%	100,0%	8,1%	50,0%	100,0%	0,0%	100,0%	0,0%	0,0%	0,0%	0,0%	3,8%	50,23%	41,3%	35,0%	33,9%	25,0%	16,8%	14,0%	13,9%	12,9%	na

(1): OBS International considers: Equant (which totals around 200 countries, including France, 94.9% in the number of employees), 9 subsidiaries of NRS (2.4%) and 8 of GlobeCast (2.7%).

Item reviewed by KPMG: moderate level of assurance.

Item reviewed by KPMG: reasonnable level of assurance.

Social data

Indicators	GRI code	scope (in % of the overall Group's headcount)	France								Europe								AMEA	Other countries word organi-sations	Orange Business services Interna-tional[3]			
			France	Poland	Spain	Belgium	Romania	Slovakia	Maroc	Moldova	Other EME countries	Senegal	Mali	Ivory Coast	Egypt	Jordan	Niger	Mada-gascar	Other AMEA countries			Group Total 2015	Group Total 2014	Group Total 2013
In the Group (end of the year)																								
Number of male employees	LA13	100%	62,042	9,990	3,715	982	1,579	737	737	419	107	1,162	417	916	3,500	1,412	409	505	1,335	1,627	8,404	99,994	99,920	105,500
Number of female employees	LA13	100%	34,780	7,008	3,360	569	1,536	351	372	483	54	645	122	564	1,107	451	122	446	649	667	2,860	56,196	56,313	56,988
Total number of employees[4]	LA1	100%	96,821	16,997	7,075	1,551	3,114	1,088	1,109	902	161	1,807	539	1,480	4,607	1,863	531	951	1,984	2,314	11,297	156,191	156,234	162,488
Percentage of women among the employees	LA13	100%	35.9%	41.2%	47.5%	36.7%	49.3%	32.3%	33.5%	53.5%	33.5%	35.7%	22.6%	38.1%	24.0%	24.2%	23.0%	46.9%	32.7%	29.7%	25.6%	36.0%	36.0%	35.2%
Total number of employees CDI (Permanent contracts)[4]	LA1	100%	95,593	16,434	6,675	1,551	2,843	1,064	1,109	902	151	1,805	500	1,423	4,607	1,724	427	949	1,806	2,170	11,206	152,879	153,046	161,933
Total number of employees CDD (Temporary contracts)[4]	LA1	100%	1,228	563	400	-	271	84	-	-	10	2	39	57	-	139	104	2	178	144	91	3,312	3,188	3,557
Yearly Average number of employees CDI (permanent contracts)[1]	LA1	100%	96,589	17,121	5,000	1,475	2,826	1,064	373	870	433	1,818	496	1,411	4,549	1,749	398	913	1,812	2,216	11,164	152,216	152,031	162,830
Number of full time equivalent staff	LA1	100%	86,302	16,955	6,404	1,475	3,106	1,087	1,109	888	159	1,807	539	1,480	4,607	1,863	531	951	1,984	2,283	11,211	143,742	146,866	156,868
Total number of employees of the previous year	LA1	100%	99,399	18,583	4,009	1,407	3,023	1,144	-	839	592	1,802	528	1,438	4,687	1,959	343	868	1,949	2,346	11,319	156,234	165,488	176,531
Number of men (CDI) in management positions	LA13	99.7%	21,442	2,376	311	397	352	414	189	84	13	330	65	206	210	107	38	9	380	771	5,061	32,755	32,404	32,739
Number of women (CDI) in management positions	LA13	99.7%	9,324	976	120	200	218	161	81	47	3	130	17	91	49	34	7	4	101	399	1,533	13,435	13,096	13,102
Number of employees (CDI) in management positions	LA13	99.7%	30,766	3,352	431	597	570	575	270	131	16	460	82	297	259	141	45	13	481	1,170	6,594	46,190	45,500	46,841
Percentage of women (CDI) in management positions	LA13	99.7%	30.3%	29.1%	27.8%	33.5%	38.2%	19.6%	30.0%	35.9%	18.8%	28.3%	20.7%	30.6%	18.9%	24.1%	15.6%	30.8%	21.0%	34.1%	23.2%	29.1%	28.8%	28.6%
% of women in the "leaders" network	LA13	100%	Global figure (concerning 1105 leaders at the end of 2015), difficult to split between the different countries, because of transverse-corporate activities (278 women out of 1105)																			25.2%	24.46%	24.43%
Average age of the workforce	LA1	100%	48.6	42.0	36.3	39.0	33.0	37.1	36.6	32.2	35.2	41.1	36.0	40.7	33.4	38.5	33.9	32.5	37.7	39.6	37.8	44.7	39.6	44.3
Total number of permanent employees (CDI) in 2014	LA1	100%	98,193	17,819	3,767	1,402	2,846	1,066	-	839	578	1,800	479	1,393	4,687	1,782	318	868	1,767	2,231	11,211	153,046	161,932	166,944
Number of redundancies	LA2	100%	72	1,149	392	126	28	76	1	-	7	10	-	4	59	3	2	22	92	156	266	2,464	2,443	2,995
% of redundancies per country (compared to 2014 permanent employees)	LA2	100%	0.1%	6.4%	10.4%	9.0%	1.0%	7.1%	NC	0.0%	1.2%	0.6%	0.0%	0.3%	1.3%	0.2%	0.6%	2.5%	5.2%	7.0%	2.4%	1.6%	1.5%	1.8%
Number of external recruitments	LA2	100%	2,321	623	812	264	422	83	18	181	47	80	37	70	534	105	137	173	209	402	1,434	7,951	6,057	5,973
% of external recruitments (compared to 2014 permanent employees)	LA2	100%	2.4%	3.5%	21.6%	18.8%	14.8%	7.8%	NC	21.6%	8.1%	4.4%	7.7%	5.0%	11.4%	5.9%	43.1%	19.9%	11.8%	18.0%	12.8%	5.2%	3.7%	3.6%
Number of resignations	LA2	100%	406	340	422	39	311	40	13	91	41	6	-	17	487	112	12	55	53	247	1,050	3,742	3,723	3,566
% of voluntary departures (compared to 2014 permanent employees)	LA2	100%	0.4%	1.9%	11.2%	2.8%	10.9%	3.8%	NC	10.8%	7.1%	0.3%	0.0%	1.2%	10.4%	6.3%	3.8%	6.3%	3.0%	11.1%	9.4%	2.4%	2.3%	2.1%
Total number of employee departures (male)	LA2	100%	3,025	984	459	113	189	105	20	55	37	49	11	28	398	117	23	46	132	336	1,093	7,232	6,335	6,966
Total number of employee departures (female)	LA2	100%	1,580	862	363	59	227	33	9	64	21	21	5	12	187	46	3	38	35	137	318	4,020	4,626	4,075
Total number of employee departures < 30 years	LA2	100%	278	178	560	39	158	30	5	88	26	4	2	4	278	43	3	53	15	107	491	2,360	2,767	2,475
Total number of employee departures 30-50 years	LA2	100%	503	1,096	261	113	251	166	22	31	32	13	12	33	298	100	24	31	142	326	772	4,166	5,509	4,443
Total number of employee departures > 50 years	LA2	100%	3,819	566	11	20	6	9	2	0	0	53	2	3	11	20	0	0	11	43	150	4,726	4,685	4,122
Number of employees covered by collective bargaining agreements	LA4	100%	96,744	15,969	6,574	0	0	0	0	0	0	1,807	0	0	0	0	0	951	0	735	1,525	124,325	124,546	129,351
Percentage of employees covered by collective bargaining agreements (compared to 2015 employees)	LA4	100%	99.9%	94.0%	92.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	32.6%	13.5%	79.6%	79.7%	76.2%
Total number of trained workers	LA10	100%	79,292	17,378	4,208	1,185	2,130	1,020	840	758	515	1,222	384	1,178	2,791	1,754	561	842	1,106	1,315	8,049	125,481	132,020	141,842
Total number of hours devoted to training	LA10	100%	3,084,425	727,451	157,415	26,334	68,638	42,442	28,270	23,794	5,300	81,811	21,652	47,268	106,932	55,089	16,706	22,736	50,865	36,607	184,988	4,793,723	4,531,208	4,958,820
Average number of hours of training per year and per employee (CDI)		100%	32.3	44.3	23.6	18.9	24.1	42.3	25.5	26.4	35.1	45.3	43.3	33.2	23.6	32.0	35.1	24.0	28.2	16.9	16.5	31.4	29.6	30.6
Average number of hours of training per year and per employee (average CDI)[5]		100%	31.9	42.5	31.5	18.9	24.3	42.3	75.7	27.4	12.2	45.0	43.7	33.5	23.9	31.5	41.9	24.9	28.1	16.5	16.6	31.5	29.8	30.5
% of employees who had a performance appraisal [6] [7]	LA12	89.6%	80.95%	98.0%	0%	nc	100.0%	nc	nc	75.4%	nc	nc	nc	nc	nc	nc	nc	nc	na	nc	92.8%		76.0%	na
The 6 indicators below are temporary values on a restricted scope of reporting [2]																								
Number of fatal work accidents	LA7	96%	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	3	1
Number of related work accidents, with a leave of absence[2]	LA7	96%	630	47	44	7	0	0	0	1	1	7	1	0	2	28	0	16	4	30	12	830	857	968
Number of days lost due to non-fatal Work Accidents	LA7	96%	46,261	2,342	571	236	0	0	0	32	11	153	51	0	145	1,253	0	25	39	711	228	52,158	54,953	54,512
Total number of days lost due to illness	LA7	90%	868,226	211,695	68,538	13,049	9,380	9,265	0	3,959	1,361	7,985	416	0	16,087	5,745	0	1,940	4,556	14,914	31,165	1,269,630	1,253,502	1,306,489
Frequency rate of work related accidents (TFRAC)	LA7	96%	4.45	20.30	3.91	2.88	nc	nc	nc	0.70	3.43	2.21	1.02	6.91	0.24	7.96	nc	9.60	2.87	nc	nc	3.48	3.45	4
Severity rate of work related accidents (TGRAC)	LA7	96%	0.34	0.48	0.05	0.10	nc	nc	nc	0.02	0.008	0.05	0.05	0.18	0.018	0.36	nc	0.01	0.03	nc	nc	0.22	0.23	0

(1) OBS International takes into account: Equant (which number of employees through 200 countries including France, represents 94.9% of the overall number), 9 NRS subsidiaries (2.4%) and 8 Globecast subsidiaries (2.7%).
(2) The number of accident, with a leave of absence, have been reported, for OBS Intl, on 10 Equant countries: USA, UK, Brazil, India, Singapore, Australia, Germany, Belgium, Egypt and Mauricius), 6 Globecast subsidiaries & 8 NRS subsidiaries.
(3) Corrected 2010 Group Total (taken out of the HR data of Mauritius -1726 employees- and Equatorial Guinea -491 employees-, unconsolidated entities in 2010).
(4) the given % refer to the mid year performance employees apraisal campaign. For France & OBS, it concerns performance appraisal of senior managers (level E, F, G); for the other countries, when values are available, it concerns the complete population of employees.
(5) For Poland, collected reporting on only Orange Polska, Teltech, OCS Wsparcie, OCS Operacje and Orange Fundacja (96% of CDI employees).
(6) This indicator "Average yearly CDI" does not take into account some rare entities where data pertaining to training had not been reported. Then, some low gaps might appear in the reporting scope.
(7) Values provided in the Registration Document are often related to Orange SA only, to say a scope of financial consolidation, excluding French subsidiaries which revenues are consolidated aside for their international activities. In the CSR Report, all figures provided for France take into account Orange SA & the french subsidiaries.

Item reviewed by KPMG: moderate level of assurance.

Item reviewed by KPMG: reasonnable level of assurance.

4. Methodological note presented by Orange on its website[9] as of June 6, 2016

Orange - Corporate Social Responsibility
Methodology note / 2015

The Group has been publishing a sustainable development and corporate social responsibility (CSR) report every year, since 2002.
Since 2015, the Orange Group publish its report solely online, within the CSR section of the corporate Orange website. Since this section is to be regularly updated, all along the year, it is agreed that, for the sake of clarity, the so-called 2015 complete CSR report includes the documents listed under the web page "2015 complete CSR report", and in particular the following documents:

- ✓ the forewords by Stephane Richard and Christine Albanel
- ✓ the 2015 achievements review
- ✓ the environmental data table
- ✓ the social data table
- ✓ the GRI table

The detail of policies and actions taken is in the pages "Commitment", as well as in the pages on our three CSR pillars: Trust – Development - Environment.

The 2015 CSR report aims to provide a fair and balanced view of the Orange Group's overall performance during the 2015 calendar year. It strives to meet the main expectations which have been expressed by the Group's stakeholders (customers, shareholders, credit rating agencies, employees, suppliers, public authorities and local communities).

REPORTING PERIOD

The 2015 CSR report applies to 1 January - 31 December 2015. It also includes several qualitative elements dated beginning 2015 (outstanding achievements).

METHODOLOGY SCOPE AND REPORTING

The report is based on selected indicators which take into account the main economic, social, societal and environmental impacts of the Group's activities. The chosen indicators take into account recommendations from relevant international institutions such as Global Reporting Initiative (GRI), the United Nations Global Compact, the OECD guidelines and the ISO 26000 standard on social responsibility.
The indicators were collected, calculated and consolidated with the help of dedicated IT tools. Unless stated otherwise, the presented data covers the Group's global activities and countries where the Group is established.
As regards environmental information, the reporting scope covers an average of 98% of the Group's turnover. The coverage rate, estimated as a percentage of the turnover of entities included in the reporting scope, is provided for each environmental indicator in the environmental data table.

For social data, the coverage rate estimated as a percentage of the Group's employees is provided in the social data table.

1

Orange Corporate Social Responsibility / Methodology Note 2015

REPORT AUDIT

As with previous years Orange commissioned one of its auditors , KPMG, to review objectives set in the 2014 CSR report, to check a selection of environmental, social and societal indicators, the application of the AA1000 APS (2008) standard principles, and the self-assessment based on GRI G4 guidelines.
The review of the CSR information was made this year according an innovative process. Checking the most important information was made with a limited selection of contributing entities, by a combination of on-site and remote audits. The works were completed by a particurlarly deep review of consolidation of information. This method fits our organisation, with its numerous locations, which impacts on the Group data diverge.
The information that have been checked by the external auditor, are identified
- in a black text box for a moderate level of insurance
- in an orange text box for a reasonable level of insurance
The conclusions of this audit are detailed in the insurance report by KPMG (http://www.orange.com/en/Responsibility/Reporting).

APPLICATION OF THE AA1000 STANDARD PRINCIPALS

The elaboration process of the 2015 corporate social responsibility report adheres to, in material respects, the three principles of the AA1000 APS (2008) standard (inclusion, materiality and responsiveness). This guide to corporate social responsibility focuses on taking stakeholders expectations into account.

Inclusion

Identifying our stakeholders' expectations is a decisive element in our process of identifying the challenges of sustainable development. Consult the Group's main stakeholders mapping.

Materiality

The selection of the most relevant indicators to reflect its sustainable development challenges, given the Group's activities, takes into account the expectations expressed by stakeholders and a regularly updated internal risk prioritisation.
http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue

Reactivity

The identification of sustainable development challenges for the Orange Group's activities results are listed in yearly revised action plans which are published in the2016-2020 roadmap on page "2015 complete CSR Report"
(http://www.orange.com/en/Responsibility/Reporting_)

This report is an essential element of response to the expectations expressed by the Group's stakeholders. It is published annually and provides an insight on the impacts and progress made in relation to commitments made with stakeholders.

COMPLIANCE WITH INTERNATIONAL REPORTING GUIDELINES

GRI *(Global Reporting Initiative)*

This report was designed according to the Global Reporting Initiative GRI G4 guidelines,.
The reporting table is available on page "2015 complete CSR Report "

Conformity with the Global Compact

Orange joined the United Nations Global Compact in July 2000.

2

Orange Corporate Social Responsibility / Methodology Note 2015

On this basis, Orange is committed to publishing a yearly Communication on Progress report. The response to this commitment is presented in the reporting guidelines table of correspondence on page "2015 complete CSR Report ".

Conformity with the ISO 26000 standard

The international ISO 26000 standard provides organisations with social responsibility guidelines. The ISO 26000 standard is based on seven principals covering various areas of action in terms of social responsibility of organisations.
To consult the answers to these different guidelines, turn to the reporting guidelines table of correspondence on page "2015 complete CSR Report ".

SOCIAL DATA

The social reporting in this document is mainly based on an information system (HR-Info), whereas for the annual report, and the Registration Document HR-Info data are supplemented with those from a financial information System (Magnitude). Only HR-Info makes it possible to differentiate gender and socio-professional categories.

Men-women ratio in management (permanent contracts at the end of the period)

The rule for calculating the "management staff" indicator is based on the total active workforce with permanent contracts (CDI).
The "management staff" indicator includes staff in the "senior executive" category which corresponds to the consolidation of the CCNT's (National collective convention of telecommunications) E, F and G levels.
Sites outside France use a document which describes each CCNT level so that each member of staff may be placed in the appropriate CCNT category.

Percentage of women in the "leaders" network

The "leaders" network is a management network comprised of 1 105 managers at the end of 2015. These managers hold highly strategic positions within the Orange Group.

Number of departures

The "number of resignations", "number of redundancies" and the "number of departures per gender" only take into account active permanent staff. In this way, the permanent departures of staff who are temporarily out of the office (inactive: extended sick leave, lay-offs, leave without pay, etc.) are not included in these indicators.

Training hours

The reporting is currently in a stabilisation phase on an international scope. It now covers more than 97,5% of staff.

Health and safety indicators

The coverage rate for these indicators is more than 95% of staff by end 2015 which is more than 98.9% for France alone. Accidents reported by countries comply with local regulations.

Definitions

TFRAC: the frequency rate of workplace accidents (TFRAC) corresponds to the number of workplace lost-time accidents per million of theoretically worked hours in the year.
TGRAC: the accident severity rate (TGRAC) corresponds to the number of lost-time days per million of theoretically worked hours in the year.

3

Orange Corporate Social Responsibility / Methodology Note 2015

The number of theoretically worked hours in a year varies according to country. It is calculated using the number of full-time staff, the number of theoretically worked days in the year and the number of theoretically worked hours per day in each of the countries where the Group is present (last two elements sourced from ILO).

ENVIRONMENTAL DATA

The environmental reporting in this document is based on an information system (Indicia). Only the countries in the Yearly Report took part in the CSR reporting. With regards to the change in the 2015 reporting scope: when compared to that of 2015, the changes are as follows - deleted countries: Kenya (not consolidated), Dominican Republic (sold) and Uganda (sold). Environmental reporting is based on quarterly reporting campaigns. The fourth quarter values are real or, if the data was unavailable, are estimated by the country and corrected the following year. Corrections from 2014 have therefore been applied to the 1st trimester of 2015.

Energy

The energy consumption of data and network centres which share this with other operators is partially or fully counted according to the relevance and availability of the information. French mixed equipment consumption (network and mobile) is fully applied to the indicator covering network consumption, except for mobile activity.
Energy consumption in premises, especially shops, for which the Orange Group does not pay a direct bill are not included.
Energy consumption from district heating plants is not accounted for given the difficulty in estimating the associated CO_2 emissions.
Polish energy consumption is calculated using a sample of statistics from paid invoices during the fiscal year. In the same way, electricity consumption for Orange Spain and France is partly based on estimates.
The "fuel consumption" (all buildings, all purpose) indicator includes the following fuel: domestic (vehicles not included), diesel, petrol, heavy oil and marine diesel for the Orange Marine subsidiary.

Transport

Train and plane transport data comes mostly from Carlson Wagonlit which covers more than 80% of the kilometres travelled by employees. Distance travelled by train and plane during business trips are estimated using the great circle distance (the shortest distance between two points on the earth's surface). The CO_2 air transport "short haul" emission factor of the GHG Protocol (180g CO_2/km passenger) was used for all flights (short, medium and long-haul). The CO_2 rail transport factor was taken from the "Bilan Carbone" ™ method when the latter was available in the relevant country.
In the other countries, a standard measure of 100g CO_2/km passenger is applied.
The local travel agencies, not including Carlson Wagonlit, who provided a reporting are also taken into consideration as well as expatriates' family trips.

CO_2 emissions

For CO_2 linked to electricity consumption, the updated January 2015 IEA CO_2 emission factors were applied to all countries from 2006 to 2015. CHG Protocol and ADEME emission factors (electricity) used for reporting during previous years were replaced by those of the IEA.

4

Orange Corporate Social Responsibility / Methodology Note 2015

The coefficients used for the other means of fuel (gas, oil, coal, petrol, diesel and LPG) were not changed and come from GHG (2007). The reporting of refrigerant emissions, as taken into account in CO_2 emissions in Scope 1, is not yet comprehensive. The Group is working on improving the follow up of these emissions.

For the France consolidation scope, the CO_2 emissions of greenhouse gases for the year 2015 (emissions associated with refrigerant gases from the network and tertiary buildings) are based on the 2014 data in the absence of source data for a portion of the consolidation scope submitted within the publication deadline of this document.

Mobile phones collected

Calculation of the rate of mobiles phones collected takes into consideration five collection streams: environmentally responsible citizen collection, collection of mobile waste in Africa, Orange Reprise Grand Public, Orange Reprise Entreprise, commercial returns. The rate is calculated by dividing the number of mobile phones collected by the number of mobile handsets sold through the sales points having implemented a collection system

Collected customer electrical waste (e-waste)

The WEEE (Electric and electronic waste) from individual customers corresponds to WEEE (mobile telephones, landlines and multimedia) brought to stores, sent by mail or collected by Orange service providers.

This indicator includes the Group's employees' mobile telephones. It includes batteries and accumulators which are part of a device when it is brought to the store by the customer and the other types of batteries and accumulators s in the various collection points.

In France, business customers' WEEE (OBS France) is not included in this indicator. They are included in the internal WEEE indicator (network).

Evacuated and recovered waste

The reporting for waste takes into account the idea of discharged waste (i.e. waste which is no longer stored on the Group's premises or is no longer handled by the Group and has been transferred to an external handler with or without financial gain) and recovered waste (i.e. waste which has been recycled in terms of material or energy use). This is applied to European countries.
For non-European countries, and given the fact that there is frequently no identified waste treatment channel for certain types of waste, the quantities of recovered waste concern, in broader terms, all the quantities of discharged and sold waste.

The waste indicators reporting is not comprehensive for the following reasons: on the one hand, due to the current identification process and the sustainability of the collection and waste disposal channels in AMEA; on the other hand, due to difficult access to outsourced contract data within the network of certain European countries.
Commun waste has not been taken into account since 2012, except for France, where in 2015, some commune waste were included in framework agreements in the reporting of other non-dangerous waste.

Furthermore since 2012, fluorescent bulbs, "PCB" (polychlorinated biphenyl) and printer cartridges are included in "other dangerous waste".

In France for tertiary networks and waste other than WEEE from clients, only waste handled by a contractor with whom the Orange Group has signed a framework agreement is integrated in the reporting. This excludes cables and other Orange Marine hazardous waste and a limited amount of Orange Marine waste (including mud and oily water).

In 2015, Orange France continued the program of dismantling telephone booths. The tons of waste from dismantling the booths are included in the following indicators:

- "Other non-hazardous waste": for aluminium, stainless steel, steel and glass,
- "Network WEEE" for that which concerns WEEE.

Different contractors are involved depending on the type of waste concerned (copper cables, paper, network equipment, wooden poles etc.). Special attention is paid to wooden poles in order to ensure that they are not reused, in line with restrictive regulations, and to ensure that they are correctly disposed of. For leased sites, household or similar waste is not reported as this is the lessor's responsibility.

Water

The main areas of water consumption within the Orange Group are water fountains, the sanitary facilities, corporate restaurants and data centre ventilation systems.
Having studied the relevant volumes, the Group has reached the opinion that the latter are not high enough to justify setting up a measuring and data consolidation process where water consumption is concerned.

Environmental management system

The "rate of Group ISO 14001 certification" KPI is the ratio of electrical energy used on the ISO 14000 certified perimeter of the total electrical energy used by the Group or, for a country, by the country.
It is calculated on the consolidation scope of the entities consolidated by the Group. A special method of calculation is applied for France, since process certifications exist (for which consumed energy makes no sense) as well as site certification:

- the total number of staff working on the certified perimeter is divided by the total number of staff in France to obtain a ratio;
- then, in a second step, this ratio is applied to the total energy used in France (excluding Orange France). This gives an "equivalent" energy which can be aggregated with results obtained for the Group's other organisations.

This equivalent electrical energy value is aggregated with that of Orange Marine (fully certified) then with that of the other certified consolidation scopes in the other organizations of the Group; the whole is then divided by the total electrical energy consumption of the Group to provide the KPI.
The electrical energy data is available in the Indica tool managed by the department of Social and Environmental Responsibility.

Orange Business Services International

Reporting for Orange Business Services International is limited to 11 countries (or 117 sites) out of the 85 (1) where it is present. The countries make up **81%** of Orange Business Services International workforce and **62% of the surface** of its occupied offices (in m^2). The countries are Australia, Brazil, Switzerland, Egypt, Germany, India, Mauritius, Russia, Singapore, the United States and Great Britain.

For the consumption of electrical energy, the reporting of OBS International is based on 257 (**) sites in 45 countries in which OBS operates. These countries represent 82% of the surface area of its occupied buildings (in m2) excluding France.
For the fuel consumption of company cars, the OBS International reporting is based on the extrapolated data of 7 countries to cover a total of 23 countries in which OBS operates. The data of the 7 countries represents 70% of the total number of vehicles using diesel fuel and 51% of the vehicles using gasoline.

CET (CUSTOMER EXPERIENCE TRACKER)

The published indicator corresponds to the average Orange customer ratings in answer to the following question "[…] Would you recommend Orange mobile/high-speed internet to your friends and family?"
The people questioned give a rating from 0 to 10. The results are averages and are multiplied by 10 to get a mark out of 100.

(1) Outside France
(2) 42 pays included by OBS + Egypte, India and Russia.

5. Orange's self- assessment of the sections comprising the "2015 Complete CSR Report" page, based on the GRI G4 guidelines, published on its website[14] as of June 6, 2016

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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact 1

[14] "GRI – ISO 26000 – Global Compact" section of the "2015 Complete CSR Report" page

	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: • 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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact

3

	G4-20	"a. For each material Aspect, report the Aspect Boundary within the organization, as follows: • 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: – 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"	All identified issues are relevant within the Group http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue http://www.orange.com/en/Responsibility/Commitment/Stakeholder-dialogue/Materiality	Group
	G4-21	For each material Aspect, report the Aspect Boundary within the organization, as follows: • 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: – 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"	All identified issues are relevant outside the Group 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/Commitment/Stakeholder-dialogue/Panorama	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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact

4

	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	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	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.	Group
	G4-34	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.	RD P. 268-271; 278-281; 284-285	Group
	G4-35	Report the process for delegating authority for economic, environmental and social topics from the highest governance body to senior executives and other employees.	RD P. 284-285	Group
	G4-36	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.	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. RD P. 271	Group
	G4-37	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.	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 All reported information is available online: http://www.orange.com/en/investors/regulated-information	Group
	G4-38	a. Report the composition of the highest governance body and its committees by: • Executive or non-executive • Independence	RD P. 268-276 7 independent Directors out of 15 members	Group

		• 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: • 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) - environnemental 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: • 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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact 11

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 *Observatoire interne des Rémunérations*(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 mpacts	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/Developmen t	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/St akeholder-dialogue http://www.orange.com/en/Responsibility/Commitment/St akeholder-dialogue/Materiality http://www.orange.com/en/Responsibility/Developmen t	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 Metholodogy Note	Group

	Category: Economy			
	G4 - DMA	Materials	Orange does not manufacture goods. However, Orange implemented a policy on optimising equipment life cycle and end-of-life http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling This topic is particularly checked within relationship with suppliers www.orange.com/en/Responsibility/Trust/Responsible-purchasing Suppliers Code of Conduct P.6	
6.5 6.5.4	G4-EN1	Consumption of materials in weight or by volume.	Orange does not manufacture goods Orange includes the issues of rare resources incorporated in the Group products http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling	Group
	G4-EN2	Percentage of materials used that are recycled input materials.	Orange does not manufacture goods. However, Orange implemented a policy on optimising equipment life cycle and end-of-life http://www.orange.com/en/Responsibility/Environment/Collecting-Recycling	Group
	G4 - DMA	Energy	IAR P.94-95 http://www.orange.com/en/Responsibility/Environment	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.	CSR Data Base Metholodogy Note	Group
	G4-EN4	Energy consumption outside the organisation. Methodology, estimations and conversion factors used.	CSR Data Base Metholodogy Note	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).	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-EN6	Reduction of energy consumption by means of energy efficiency, per energy type and applied method.	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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact 13

	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 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 Metholodogy Note	Group
	G4-EN17	Indirect greenhouse gas emissions (Scope 3).	CSR Data Base Metholodogy Note	Group
	G4-EN18	Greenhouse gas emissions intensity.		Group

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact 14

	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 areessentially 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 Grop'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 Grop'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 mecanisms	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

	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 mecanisms	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	Oange 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

Orange Corporate Social Responsibility / GRI – IS026000 – Global Compact 21

	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 wthin 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 mecanisms 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	

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/jachete-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