

Principles of action

Ethics / **Human Rights** / Governance / Stakeholders / Digital Society Forum

Respecting human rights

Challenges / vision / beliefs

- In line with the commitment made by signing the United Nations Global Compact in July 2000, Orange wants to comply with and ensure compliance with human rights. This applies to our relationship with our employees in particular, as well as the relationship with our suppliers and sub-contractors. Compliance with the fundamental principles set out in the Universal Declaration of Human Rights and by the International Labour Organization figures explicitly in the Group's Code of Ethics.
- Companies in the telecommunications and internet sector face particular challenges when it comes to protecting freedom of expression and privacy. Orange is a member of the GNI (Global Network Initiative), which strives to improve cooperation and the sharing of best practice with other telecommunications operators, internet providers and representatives of civil society to advance citizens' freedom of expression and privacy.
- Orange is also helping its employees develop a better understanding of the issues related to human rights, in particular by introducing appropriate learning resources.

Roadmap

- Promoting human rights in the ICT sector:
 - In 2017, Orange joined the "Global Network Initiative" (GNI), a multi-stakeholder platform including internet operators, NGOs, academics and socially responsible investors, in order to share best practices regarding the protection of freedom of expression and privacy, and more particularly potential conflicts of interest between the desires and duties of sovereign governments and the responsibilities of telecommunications companies regarding respect for human rights (network shutdowns, illicit online content, etc.).
 - The principles of the GNI constitute a shared Group-level framework for the development of policies and processes relating to freedom of expression and the right to privacy in the ICT sector. Every year, Orange reports on its website on the way the Group applies these 11 guiding principles.
- Customer data and transparency of governmental demands
 - Given the upsurge in service shutdown requests, Orange checks that an official, written request from the competent authorities has indeed been received. In June 2017, Orange published a report collating the wiretapping and requisition requests made by governments.

News / achievements

- Human rights in the ICT sector:
 - Orange is heavily involved in the promotion of freedom of expression and respect for privacy in the ICT sector, including as part of the Telecommunication Industry Dialogue (TID) organisation,

of which the Group is a founding member, and which merged in March 2017 with the Global Network Initiative (GNI) network. Via this platform Orange actively participates in working groups examining issues related to extremist content online and on problems related to government requests to shut down networks (internet, landlines, mobile, SMS).

- In 2017 Orange published its first report dedicated to human rights, drafted according to a reporting framework that complies with United Nations Guidelines on companies and human rights, as well as with its first Declaration on combating modern slavery.
- Since 2012, Orange has tasked Verisk Maplecroft, a specialist external firm using a methodology based on UN and OECD standards, with developing a bespoke evaluation of the risks run in relation to respecting human rights in each country where Orange is an operator so as to enable it to improve its assessment and targeting of its actions.

In September 2016, Verisk Maplecroft awarded the Orange Group a “moderate risk” rating.

■ Employee awareness

- Drawing on its participation in EDH (Entreprises pour les Droits de l’Homme), an organisation bringing together 17 of the largest French companies, Orange has rolled out an e-learning course available in more than 90% of Group countries to make its employees aware of its guiding principles.

In 2017, 128 employees took this training course.

- Orange also makes sure that the Group's suppliers and providers commit to take account of the fight against any form of compulsory or forced labour, to ban child labour, and not to discriminate. These commitments are implemented in the different countries according to the local context and respecting national sovereignty.

Going further

- [The guiding principles defined by the GNI \(TID\)](#) (pdf)
- [2017 Report on Orange's implementation of the GNI principles](#) (pdf)
- [2017 Orange Transparency Report on governmental requests for customer data](#) (pdf)
- [The GNI website](#)