

**Trust**

**Benchmark employer** / Customer experience / Personal data / Support for families / Radio waves / Responsible purchasing

## Encouraging employee engagement

### Challenges / vision / beliefs

Orange has made the same commitment to its employees as it has to its customers, with the goal of creating conditions that enable each employee to become a committed and enthusiastic player in the company. To do this, Orange:

- encourages each individual to express themselves, and gives each employee the means to implement their ideas for improvements and innovations, through team work
- recognises every person's contribution to customer satisfaction with a balance between the individual and the collective, by putting customer satisfaction at the heart
- leverages ethical, responsible and diversity-friendly behaviour for social performance and social contribution. This applies in particular to digital support, the integration of young adults and equal opportunities as well as the environment.

One of the major areas for action is workplace equality and diversity. This is dealt with in a dedicated data sheet.

#### **Social Barometer France - 2nd quarter of 2016**

88% recommend Orange as a good place to work.

93% of employees are proud to work at Orange

### News / achievements

- Continue the Group's commitments in terms of social dialogue by means that suit the local context and regular meetings with ad hoc committees (Global Works Council - European Works Council...)
  - The European Works Council is a place to discuss economic, financial and social issues of a global nature transcending the country framework (manufacturing and innovation strategy, main investment options, acquisitions, employment, etc.) It is made up of 28 employee representatives and covers 19 countries. In 2016, the Committee met three times.
  - The Global Works Council aims to develop social dialogue with all employees by giving them representation and allowing them to share a common base of information Group-wide, including the global strategy and transnational projects beyond Europe.  
It is made up of 31 members, representing 21 countries worldwide, each with over 400 employees. It meets once a year.

- At a local level, discussions were held with employee representatives, i.e. representatives from unions, representatives appointed by elected employee forums and also representatives democratically elected directly by employees according to locally defined rules.
- Continuing deployment of the health and safety policy by providing support for Group countries, especially by implementing the worldwide health and safety agreement.
  - In 2016, efforts to support international Orange Group entities were extended. Deployment of an Occupational Health and Safety Management System (OHSMS) continued. The health and safety network is now well established, enabling the identification of health and safety actors in the various Group entities.
  - Training for adopting the worldwide Health and Safety agreement was provided in Dakar, Abidjan, Cairo and Casablanca. The sessions brought together employee representatives and management.
  - In France, a pollution-peak alert tool for employees was implemented, encouraging employees to use non-polluting means of transport, or to work remotely. Tested by all employees in the Paris region in partnership with AirParif, the tool is progressively being deployed to all major French cities.

### Going further

- [Treating the company as a laboratory for the digital revolution](#)