

Trust

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

Promoting our responsible purchasing policy

Challenges / vision / beliefs

For Orange, sustainable cooperation between a company and its suppliers is a shared enabler of performance. An exemplary relationship like this requires mutual trust:

- compliance with the principles and rights expected by their customer;
- helping suppliers and sub-contractors to define and implement responsible best practices.

To achieve this, Orange assesses and monitors its suppliers' and sub-contractors' CSR commitments, by verifying compliance with its requirements in the field:

- a Supplier Code of Conduct;
- contractual CSR clauses in framework agreements and local contracts;
- evaluations, audits and the implementation of corrective action plans.

In 2017, Orange formulated a vigilance plan, in accordance with the Duty of Care Act, describing in more detail its relationships with its suppliers and sub-contractors.

The Group's impact on local economies is at the heart of Orange's purchasing policy, in particular helping its SME partners develop in the best possible conditions.

Roadmap

- As a responsible purchaser:
 - continue to develop CSR in purchase and logistics processes; adoption of CSR principles and commitments by the purchasing function;
 - contribute to local development and employment by encouraging participation in our tenders for innovative SMEs and companies in the adapted and protected work sector.
- As a promoter of CSR standards in the subcontractor chain:
 - strengthen the importance of environmental and social requirements in tenders and ensure that suppliers implement Orange's CSR requirements;
 - contribute to the deployment of these standards, particularly via the expansion of the Joint Audit Cooperation and its guiding principles.

Orange accredited for its "Responsible Supplier Relations"

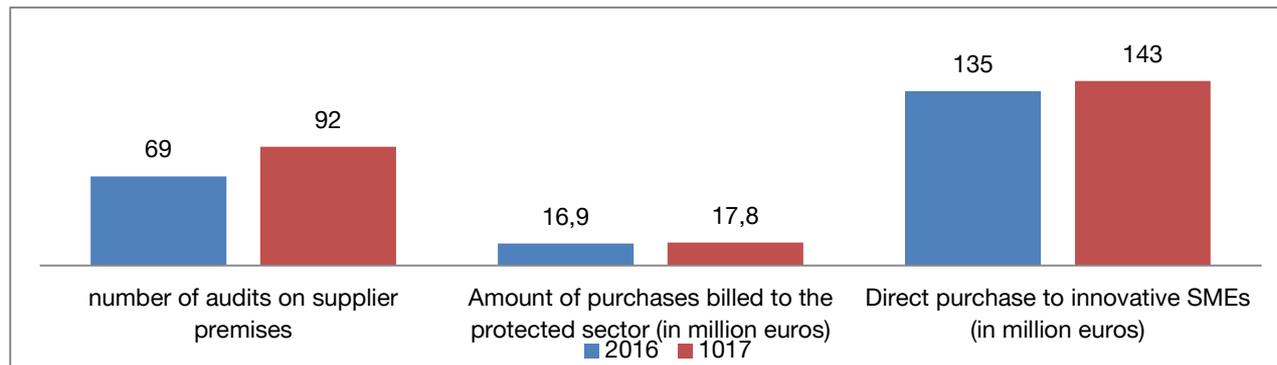
Over the period 2016-2018, Orange is one of 39 companies accredited for its "Responsible Supplier Relations" out of over 1,800 signatories of the Responsible Supplier Relations charter in France. Since 2013, this accreditation, awarded by the public authorities, has distinguished Orange as one of the French

companies to have demonstrated enduring, balanced relations with their suppliers.

About the Joint Audit Cooperation (JAC)

The JAC is an association of operators co-founded in 2009 by Orange, Deutsche Telekom and Telecom Italia to monitor, assess and develop the implementation of CSR principles by global suppliers in the ICT sector; it had 16 members in April 2018.

Indicators / Key figures



News / achievements in 2017

- The supplier assessment process relies on the provision of documents, either via a questionnaire drawn up by Orange, or via a company specialising in responsible purchasing (EcoVadis, which offers a tool to self-assess, according to the requirements of the ISO 26000 standard on suppliers' CSR commitments). Orange is assessed as a supplier by this organisation, for which its good performances have earned it the rating "gold member" again this year.
- It is supplemented by a coordinated programme of CSR audits on sites based on the verification, evaluation and development of a common methodology, performed by the JAC (Joint Audit Cooperation). The JAC carried out 92 audits in 2017 (+33% vs 2016) on sites totalling 96,000 employees; 72% of the audits concerned rank 2 and rank 3 suppliers (+14% vs 2016). The JAC Forum, held in China each year, is an opportunity to share best practice.
- Orange has committed to smooth SMEs' access to its tenders and to support their growth. At end-2017, Orange was supporting more than 300 innovative start-ups and SMEs, with a combined purchasing volume of €143m (of which €116m is accounted for by France-based companies alone). In France, Orange is a signatory of the part-government-owned companies charter for the emergence and development of innovative SMEs, and makes an active contribution to France Tech, or the Alliance for Open Innovation.
- The Group also actively supports the development of companies in the adapted and sheltered sector; its commitment to place at least €15m of contracts annually with this sector was exceeded in 2017.

Going further

- [Orange Vigilance Plan](#)
- [Supplier Code of Conduct](#) (pdf)
- [White Paper on relations between Orange and its suppliers](#) (pdf)
- [Orange Modern Slavery Act Declaration](#)
- [Orange Portal on Responsible Purchasing and Supplier Relations](#)
- [JAC website, including the Guidelines issued by JAC](#)