

#### Environment

CO2 emissions / **Impacts and resources** / IT for green / Systemic approach

## Limiting our impact on natural resources

### Challenges / vision / beliefs

For many years now, Orange has been working on reducing its activity's impact on resources and raw materials. The aim is two-fold: optimise our processes, and help our customers to reduce their own footprint. This is why introducing a circular economy is a strategic challenge for Orange. It is in line with the commitment we took at COP21 in Paris, in December 2015.

Orange is resolutely committed to introducing a circular economy. From analysing scarce resources to recycling and reusing equipment, we are slowly but surely changing our economic models, in relation with our whole ecosystem, especially with our suppliers, as Orange does not manufacture the equipment used. This approach also contributes to our objective of reducing our CO<sub>2</sub> emissions.

### Roadmap

- The circular economy model
  - Shifting away from a linear, vertical production model, in which raw materials are extracted for consumption, creating waste, and moving towards a circular model, fostering new methods of "virtuous" design, production and consumption.
- Eco-design: reducing impacts at the source
  - Technocentre and Orange Labs teams are developing eco-design processes for devices and software alike, to limit the environmental impact of Orange products used within the company and by our customers.
- Rethinking our dependency on critical materials
  - In 2011 Orange initiated a study into scarce and critical resources involved in the manufacture of its electronic equipment. Following the study, mapping was generated to assess our dependence on these resources. Today we are taking measures across our entire supply chain, working with our suppliers in seeking to use new types of deposits and working with Orange Labs to find alternatives to critical ores.
- Optimising electronic and electric devices' service life
  - Extending the life of equipment by developing re-use internally, by Orange customers or other actors.
  - Collecting and processing our own and our customers' used electronic equipment, using approved external partners or collective channels; providing services to our business and key account customers to collect their WEEE.
  - Setting up processing systems adapted to each waste category
  - Giving a second life to mobiles, with a target of 30% of used mobiles collected in Europe by 2020, and by developing the sale of second-hand or re-conditioned devices.
- Transforming our customer relations



## Thematic data sheets

### Corporate Social Responsibility

- Encouraging customers to limit their environmental impact, by allowing them to choose more environmentally-friendly devices via environmental labels;
- Designing new services based on usage rather than possessing equipment.

#### Indicators / Key figures

<b>60,954 tonnes</b>	1.8 million mobiles collected in 2016
of waste recycled in 2016 (+5% vs 2015)	A collection rate of <b>15,3%</b> up <b>9%</b> in one year

#### News / achievements

- 2016: introduction of a centralised process to re-use network equipment and monitor results by country. A first initiative is under way in France.
- 2016: 1<sup>st</sup> pilot scheme in Senegal for 45.3 tonnes of WEEE from the network, enabling financial and environmental optimisation, as well as traceability of the various sub-components (electronics, ferrous and non-ferrous metal).
- A consultation is under way in Mali to select a WEEE collection and processing service provider.
- Eco-design of the new Livebox 4, which earned a prize at the Mariannes d'Or for sustainable development.
- Study carried out with Sagemcom to recycle plastics used in the Livebox 3.
- 2016: energy audit of 4 applications: Orange Football Club, Orange Travel, Orange Money and Mon Réseau.
  - Introduction of software eco-design recommendations for Orange Travel.
- Creation of the Open Eco Rating platform with Telefonica and Huawei, to perfect a uniform approach to calculating the environmental and social impact of mobiles.
- 2016: creation of several collection and recycling workshops for mobiles in Africa, in partnership with Emmaüs International. Since 2010, over 1.5 million mobiles have been collected, i.e. 250 tonnes. These workshops created 30 jobs locally.

#### Going further

- [Moving towards the circular economy](#) (pdf)
- [Scarce resources and critical materials](#)
- [Eco-design at Orange](#)
- [When Orange Business Services reverses its supply chain flows](#)
- [Recycling used mobiles with the Ateliers du Bocage](#)