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Environment

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

Limiting our impact on natural resources

Challenges / vision / beliefs

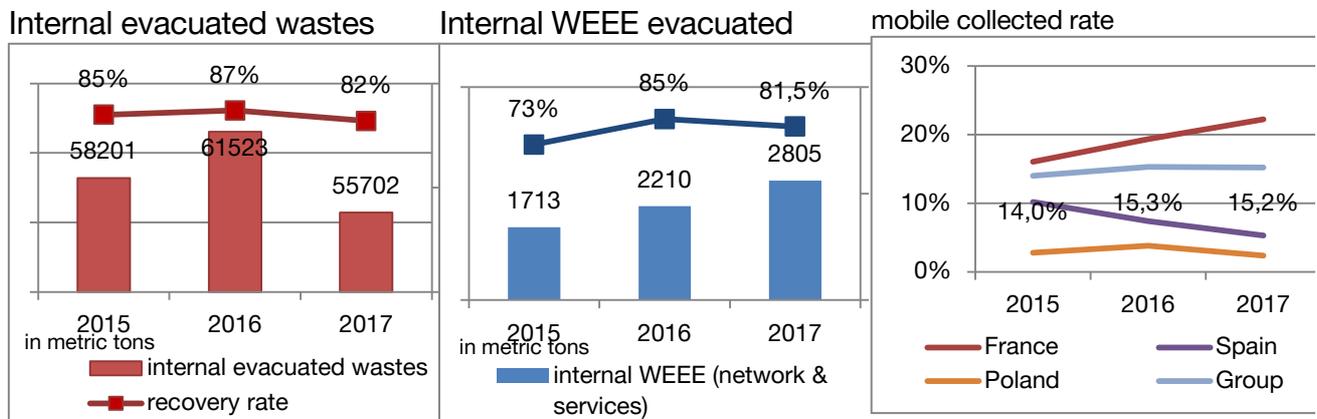
For many years now, Orange has been working on reducing its activity's impact on resources and raw materials. The aim is two-fold: optimise our processes and help our customers to reduce their own footprint. This is why introducing a circular economy is a strategic challenge for Orange. It is in line with the commitment we made at the 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 partnership with our whole ecosystem, especially with our suppliers. This approach also contributes to our objective of reducing our CO₂ emissions.

Roadmap

- Roll out the circular economy for all our processes by 2020:
 - set up an internal strategic steering committee for the circular economy;
 - create a roll-out plan, including nomination of leaders in Group subsidiaries.
- Eco-design: reducing impacts at source
 - work with our suppliers to reduce our dependence on critical materials;
 - work with the public authorities to exploit the resources contained in WEEE.
- Optimise electronic and electric devices' service life:
 - extend the lifespan of devices;
 - collect and process our and customers' used electronic equipment, using approved external partners or collective channels;
 - set up processing systems adapted to each waste category;
 - give 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.
- Transform our customer relations
 - encourage customers to limit their environmental impact, by allowing them to choose more environmentally-friendly devices via environmental labels;
 - design new services based on usage rather than possessing equipment.

Indicators / Key figures



News / achievements in 2017

- Roll out the circular economy for all processes
 - The internal strategic steering committee for the circular economy focuses its work on a number of key existing projects: eco-design, limiting the Group's use of critical resources, optimising waste management, and giving a second life to electronic and electrical waste. A new impact study on the use of scarce resources began in the first half of 2018.
 - As a member of the Ellen MacArthur Foundation, Orange is a member of the “100 companies in the circular economy” programme, and in 2017 steered the result of the report on the potential benefits of introducing modularity in technical and network equipment, in particular in residential gateways.
- Eco-design of products and services
 - A regularly updated database, with records on each material, is used for risk analyses and to search for replacement resources. A dialogue is maintained with suppliers to encourage them to limit the use of these resources, and to favour substitution and the use of recycled resources.
 - Orange has entered into discussions with manufacturers in a range of sectors and the authorities in order to support the development of high-performance processing systems to tap into the huge quantities of scarce resources contained in WEEE, which amount to rich “urban seams” and might provide up to 40 times more extractable minerals than the Earth’s subsurface.
 - Orange has applied this principle to the new Livebox 4: a more compact design, cardboard packaging from sustainably managed forests, which weighs no more than one-third of the product's weight, to limit packaging materials and cut transport-related impacts, and plant-based inks. This project earned recognition for Orange at the Mariannes d'Or for sustainable development.
- Optimise the useful life and recycling of equipment

The Group acts through several complementary channels:

 - optimise the management of internally-generated waste and items of equipment at the end of their useful lives, by setting up processing systems suited to each category of waste and ensuring they are traceable; a shared stock marketplace has been created and launched for the reuse of used network devices in all Group operations. This initiative is monitored regularly on a country-by-country basis.
 - collecting and processing customers' used electronic equipment, using approved external partners or collective channels (where they exist).



Thematic data sheets

Corporate Social Responsibility

European countries have already made a good start on setting up such channels, but the emergence of new, circular business models means developing recycling still further, with suitably adapted schemes in countries where formal structures for treating waste do not yet exist. The Group has already helped to create 5 collection workshops in Africa, which have collected over 2 million mobiles, and after tenders WEEE collection and processing providers need to be chosen in Mali and Madagascar; a tendering process is under way in Guinea.

- give a second life to used devices or ensure that they are disassembled and recycled in accordance with current environmental standards. In 2017, Orange exclusively distributed the *Fairphone2* mobile handset on the French market; it is designed to be modular and therefore easier to repair in order to extend its useful life.
- Orange has also committed to collecting 30% of its customers' used mobile devices in Europe by 2020. In France, since 2013 the "Orange reprise" (buyback) programme has allowed users to trade their old mobile in after being given a quote. In 2017, the collection rate was 15.2%, barely down on the 15.3% achieved in 2016. The steady progress in France, which achieved a collection rate of 22.2% in 2017 (vs 19.3 % in 2016) and for the first time broke the one million mobiles collected barrier, did not offset the fall in the collection rate in Poland resulting from the suspension of the buyback programme, and the change in provider in Spain and Romania. 1,675,000 million mobiles were collected in 2017, for a total of 11.7 million since 2010.

Since 2010, Orange has partnered with Emmaüs International and Ateliers du bocage, a social and solidarity-based employer, to open mobile waste collection workshops in Africa. In the absence of quality local recycling systems, the collected waste is shipped in bulk to France to be recycled in accordance with European environmental standards. These workshops, opened in five countries (Burkina Faso, Benin, Niger, Cameroon and Côte d'Ivoire), have collected and enabled the recycling of more than 2 million mobiles.

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](#)