

corporate social responsibility – complete report

France Telecom - Orange 2011



GRI correspondence table – ISO 26000



CSR = 2011 CSR Report
RD = 2011 Registration Document

ISO 26000	GRI				
		No.	profile	reference	scope

PROFIL

Strategy and analysis					
6.6.6		1.1	Statement from the most senior decision-maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.	CSR p. 2-3.	Group
6.2		1.2	Description of key impacts, risks, and opportunities.	p 2 -11 RD Chapter 4, and specifically points 5 to 10 (p 17-20).	Group

Organizational Profile					
		2.1	Name of the organization.	CSR p. 157. RD p. 1.	Group
		2.2	Primary products, and/or services and corresponding brands.	http://www.orange.com/en/produits-et-services/products-and-services http://www.orange.com/en/group/key-figures-and-activities RD Chapter 6-3 (p. 36-155). Brand: Since, Orange has been the one brand of the France Telecom Group for Internet, television and mobile activities in France and in the majority of countries where the Group is present. Orange Business Services is the brand for services offered to businesses around the world.	Group
		2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	RD p. 27, 171 (subsidiaries). CSR p. 155 (map). http://www.orange.com/en/group/management/France-Telecom-Orange-Groups-General-Management-Committee	Group
		2.4	Location of organization's headquarters.	RD p. 1.	Group
		2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	RD p. 171 (subsidiaries). CSR p. 155-156. http://www.orange.com/en/group/global-footprint/global-footprint	Group
		2.6	Nature of ownership and legal form.	RD p. 27.	Group
		2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	DDR p. 35-155; 171. RSE Chapter "Methodology" p146-147; 155-156. http://www.orange.com/en/finance/financing/information-on-debt	Group
		2.8	Scale of the reporting organization, including:		Group
			• number of employees;	RD p. 339. CSR p. 150-151.	Group
			• net sales (for private sector organizations) or net revenues (for public sector organizations);	RD p. 13, 194.	Group
			• total capitalization broken down in terms of debt and equity (for private sector organizations);	RD: Chapter 9-1-4 (p. 256-263).	Group
			• and the quantity of products or services provided.	RD Chapter 6-3 (p. 36-155). http://www.orange.com/en/group/key-figures-and-activities	Group
		2.9	Significant changes during the reporting period regarding size, structure, or ownership including:	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147. RD p. 24; 397.	Group
			• the location of, or changes in operations, including facility openings, closings, and expansions;	RD p. 34. http://www.orange.com/en/group/global-footprint/global-footprint	Group

ISO 26000	GRI				
		No.	profile	reference	scope
			• changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).	RD p. 397-403.	Group
		2.10	Awards received in the reporting period.	CSR p. 55.	Group

PARAMETERS OF THE REPORT

Report Profile					
		3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.2	Date of most recent previous report (if any).	CSR Chapter "About the report" p. 144-145. http://www.orange.com/en/responsibility/documentation/documentation	Group
		3.3	Reporting cycle (annual, biennial, etc.)	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.4	Contact point for questions regarding the report or its contents.	contact.csr@orange.com	Group

Report Scope and Boundary					
		3.5	Process for defining report content, including:		Group
			• determining materiality;	CSR p. 55 and 59-61.	Group
			• prioritizing topics within the report;	CSR p. 6; p. 144-145; p. 146-147.	Group
			• and identifying stakeholders the organization expects to use the report.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.6	Perimeter of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.7	State any specific limitations on the scope or boundary of the report.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147. There wasn't reformulation of information in previous reports.	Group
		3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group
		3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	CSR Chapter "About the report" p. 144-145. Chapter "Methodological note" p. 146-147.	Group

GRI Content Index					
		3.12	Table identifying the location of the Standard Disclosures in the report.	http://www.orange.com/en_EN/responsibility/our_approach/documentation/	Group

GRI Content Index					
7.5.3		3.13	Policy and current practice with regard to seeking external assurance for the report.	CSR External advice p. 148-149.	Group

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		No.	profile	reference	scope

GOVERNANCE

Governance					
		4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	RD p. 296-297. http://www.orange.com/en_EN/group/governance/	Group
		4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	Stéphane Richard was named Chairman and Chief Executive Officer on February 23rd, 2011 by the Board of directors, with effect on March 1st, 2011 (RD p. 297) to see the organization chart of the Executive Committee : http://www.orange.com/en_EN/group/management/	Group
		4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Seven administrators on the 15 who compose the Board of directors were qualified as independents by the Board of directors. (RD p. 297).	Group
		4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	One or several shareholders representing at least the statutory quota of the capital, and acting in the conditions and legal deadlines, have the faculty to require the inscription in the agenda of resolution drafts. Statutes art 21-3 – http://www.orange.com/en/finance/documentation/all-the-documentation All the information is available on-line: http://www.orange.com/en_EN/finance/	Group
		4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Since 2006, the directors receive on one hand an annual fixed amount (at present established in 10 000 euro), on the other hand a variable amount bound to their diligence in meetings at the board and its committees and in the functions which they exercise within these committees (see detail: RD p. 312-317; 498). This indicator impacts on the variable remuneration for the leaders (main executives). A composite indicator of social performance (CISP) mesures the social performance of the Group's various entities. (See detail: CSR p. 77). The Customer Experience Tracker, allows to compare the quality of the customer experience on its whole journey towards Orange and its competitors. (CSR p. 119).	Group
		4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	RD p. 297; 307. http://www.orange.com/en/governance	Group
		4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	RD Chapter 14.1.3, p. 298.	Group
		4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	RD p. 320; Chapter 16-4-1-1 p. 326; DDR "A responsible governance" Chapter 17-1-4 p. 337. CSR "A responsible governance", p. 52, 54. http://www.orange.com/en/content/download/3210/37022/version/2/file/code_of_ethics_2012.pdf	Group

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		4.9	Procedures defined by the board of directors to oversee the way the organization identifies and manages his economic, environmental and social performance, in particular the risks, the opportunities, as well as the respect for the international standards, the codes of manners and the principles. Indicate the frequency at which the board of directors (or likened) estimates the performance of sustainable development.	CSR p. 6. RD Chap 16.2.4, p. 320; p. 322; 323.	Group
		4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	RD p. 324 (§ 16-2-5).	Group

External commitments					
		4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	DDR p. 15-25.	Group
		4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	RSE p. 6; 53.	Group
		4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization:	CSR p. 4; 48. ETNO (European Telecommunications Network Operators) – Pacte mondial des Nations unies – ORSE (Observatoire de la Responsabilité Sociétale des Entreprises) – CSR Europe (réseau européen sur la responsabilité sociale/sociétale d'entreprise) – IMS Entreprises – Le GeSI (Global eSustainability Initiative) – Le EE IOCG (Energy Efficiency Inter-Operator Collaboration Group) – La Mobile Alliance Against Child Sexual Abuse Content GSMA http://www.orange.com/en/responsibility/strategy/commitments	Group
			• has positions in governance bodies;		Group
			• participates in projects or committees;		Group
			• provides substantive funding beyond routine membership dues;		Group
			• or views membership as strategic.		Group

Stakeholder Dialogue					
		4.14	List of stakeholder groups engaged by the organization.	CSR Chapter "An approach fuelled by dialogue" p. 8; 59-61. CSR report 2010 Chapter "Mapping of the stakeholders" p. 12. (http://www.orange.com/en/responsibility/documentation/documentation)	Group
		4.15	Basis for identification and selection of stakeholders with whom to engage.	CSR Chapter "An approach fuelled by dialogue" p. 8; 59-61.	Group
		4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	CSR Chapter "An approach nurtured through dialogue" p. 8; 59-61.	Group
		4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	CSR Chapter "An approach nurtured through dialogue" p. 8; 59-61.	Group

ECONOMIC

Economic Performance					
6.8 6.8.3 6.8.7 6.8.9	BASE	EC1	Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	CSR Table "Creating value for our stakeholders" p. 56.	Group
6.5.5	BASE	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	CSR Chapter "An ambitious environmental policy" p. 30-39; 40-49. CSR Chapter "Reduce the impacts associated with products and services" p. 138-140. CSR Chapter "Contribute to the advancement citizen" p. 138-140.	Group

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	BASE	EC3	Coverage of the organization's defined benefit plan obligations.	RD Note 5-1 & 5-2 p. 409-414.	Group
	BASE	EC4	Significant financial assistance received.	RD p. 48.	Group
Market Presence					
6.4.4 6.8	SUP	EC5	Range of ratios of standard entry level wage compared to local minimum wage at main operational sites.	In France, minimum wages are fixed by collective agreement (http://www.unetel-rst.com/nos-textes-conventionnels/convention-collective/). The average compensation per statute contained in sections 211 bis of the social report.	France
6.6.6 6.8 6.8.5 6.8.7	BASE	EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	CSR p. 8; 62-66. Table "Create value for our stakeholders" p. 51. RD p. 166.	Group
6.8.5 6.8.7	BASE	EC7	Procedures for local hiring and proportion of senior management hired from the local community at main operating sites.	The recruits are primarily local. For the zone Europe (except France), the number of expatriates represents only 0,2% of the total number of employees. Within executive committees, only 21,5% of the members come from the parent company. For the zone AMEA, the number of expatriates is 0,5% of the total number of employees. Among the leaders (managers) of our 25 subsidiaries, only 14 come from the parent company.	Group
Indirect Economic Impacts					
6.3.9 6.8 6.8.3 6.8.4 6.8.5 6.8.6 6.8.7 6.8.9	BASE	EC8	– Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	CSR Chapter "A world accessible" p. 32 to "Fighting the digital divide" p. 32-99. RD p. 172-190.	Group

ENVIRONMENT

Materials					
6.5 6.5.4	BASE	EN1	Consumption of materials in weight or by volume.	Not applicable.	Group
	BASE	EN2	Percentage of materials used that are recycled input materials.	Not applicable.	Group
Energy					
	BASE	EN3	Direct energy consumption by primary energy source.	CSR p. 152-154.	Group
	BASE	EN4	Indirect energy consumption by primary source.	CSR p. 152-154.	Group
	SUP	EN5	Energy saved due to conservation and efficiency improvements.	CSR p. 42-44; 124-128.	Group
	SUP	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	CSR "Some encouraging results" p. 43. CSR "Reduce the Group carbon footprint" p. 138-142. RD "Reducing impacts linked to products and services" p. 219-221.	Group
	SUP	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	CSR "Some encouraging results" p. 43. CSR "Reduce the Group carbon footprint" p. 138-142. CSR "Reducing impacts linked to products and services" p. 219-221.	Group
Water					
	BASE	EN8	Total water withdrawal by source.	CSR-data table p. 152-154.	Group
	SUP	EN9	Water sources significantly affected by withdrawal of water.	Not applicable.	Group
	SUP	EN10	Percentage and total volume of water recycled and reused.	Not applicable.	Group

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Biodiversity					
6.5 6.5.6	BASE	EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not applicable – Our only impact concerns the installation of antennas, rarely situated in this protected zones. In any case, the installation of our equipments is made in agreement with the local authorities. It's the same for our fixed infrastructures (cables, fibers, cables submarine...).	Group
	BASE	EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not applicable – Our only impact concerns the installation of antennas, rarely situated in this protected zones. In any case, the installation of our equipments is made in agreement with the local authorities. It's the same for our fixed infrastructures (cables, fibers, cables submarine...).	Group
	SUP	EN13	Habitats protected or restored.	Not applicable – Our only impact concerns the installation of antennas, rarely situated in this protected zones. In any case, the installation of our equipments is made in agreement with the local authorities. It's the same for our fixed infrastructures (cables, fibers, cables submarine...).	Group
	SUP	EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	CSR "Preserving biodiversity" p. 131-133.	France
	SUP	EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not applicable – Our only impact concerns the installation of antennas, rarely situated in this protected zones. In any case, the installation of our equipments is made in agreement with the local authorities. It's the same for our fixed infrastructures (cables, fibers, cables submarine...).	Group
Emissions, Effluents, and Waste					
6.5 6.5.5	BASE	EN16	Total direct and indirect greenhouse gas emissions by weight (t. eq. CO ₂).	CSR (appendices).	Group
	BASE	EN17	Other relevant indirect greenhouse gas emissions by weight. (t. eq. CO ₂).	CSR (appendices).	Group
	SUP	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	CSR p. 84; 124-130.	Group
6.5 6.5.3	BASE	EN19	Emissions of ozone-depleting substances by weight.	It is about substances (HCFC) used in cooling systems and released in the atmosphere. We replace the HCFC by the HFC when it's possible and we set up systems of optimization of the air conditioning allowing to reduce the use of air conditioners, as the optimized ventilation, and the natural ventilation (free-cooling).	Group
	BASE	EN20	NOx, SOx, and other significant air emissions by type and weight.	Not significant: our emissions of SOx and NOx limit themselves essentially to the emissions of our vehicles and the ship of FT MARINE.	Group
	BASE	EN21	Total water discharge by quality and destination.	Our only water consumptions concern our tertiary activities.	Group
	BASE	EN22	Total weight of waste by type and disposal method.	CSR (appendices).	Group
	BASE	EN23	Total number and volume of significant spills.	Not applicable. In our knowledge, no incident to be indicated.	Group
	SUP	EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not applicable.	Group
6.5 6.5.4 6.5.6	SUP	EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not applicable.	Group

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Products and Services					
6.5 6.5.4 6.6.6 6.7.5	BASE	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	CSR p. 48, 138-140. RD p. 219-221.	Group
6.5 6.5.4 6.7.5	BASE	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	The environment is integrated in marketing on the packagings of products into brand. A lot of analyses of life cycle allowing to estimate the environmental impact of products and to identify axes of improvement from the phase of conception are made for several years (RD p. 225-229) and our purchase contracts include specific clauses on the environmental performance of the suppliers (CSR p. 61-62). We also intensified the collection of worn mobiles with the aim of their re-use or recycling (RD p. 210-218).	Group
Compliance					
6.5	BASE	EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Not Significant. The judicial or administrative procedures are listed in the DR p. 21. They include no action relative to the environment.	Group
Transport					
6.5 6.5.4 6.6.6	SUP	EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	CSR p. 126-127.	Group
Overall					
6.5	SUP	EN30	Total environmental protection expenditures and investments by type.	Investment expenditure connected to our efforts of environmental protection are not identified today as some but are integrated in the whole of the spending.	Group

SOCIAL PERFORMANCE: LABOR PRACTICES & DECENT WORK

Employment					
6.4 6.4.3	BASE	LA1	Total workforce by employment type, employment contract, and region.	CSR p. 76 (by geographical zone and job) RD p. 338-340.	Group
	BASE	LA2	Total number and rate of employee turnover by age group, gender, and region.	CSR (appendices). RD p. 340.	Group
6.4					
6.4.3 6.4.4	SUP	LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	The employees under limited-term contract, or to the part-time employees, benefit from the same advantages as the full-time employees.	Group
Labour/Management Relations					
6.4 6.4.3 6.4.4 6.4.5 6.3.10	BASE	LA4	Percentage of employees covered by collective bargaining agreements.	CSR p. 69-70; table p. 150-151. RD Chapter 17-2-3 – social dialogue p. 345.	Group
6.4 6.4.3 6.4.4 6.4.5	BASE	LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	France: 4 weeks minimum (legal).	France

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Occupational Health and Safety					
6.4 6.4.6	SUP	LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	See LA4: the authorities include CHSCT or equivalents.	France
	BASE	LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	CSR – Table p. 150-151. RD p. 345; 350. Social audit.	France
6.4 6.4.6 6.8 6.8.3 6.8.4 6.8.8	BASE	LA8	Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	CSR p. 78-79. RD p. 350.	France
6.4 6.4.6	SUP	LA9	Health and safety topics covered in formal agreements with trade unions.	CSR 71-72. RD p. 346.	France
Training and Education					
6.4 6.4.7	BASE	LA10	Average hours of training per year per employee by employee category.	CSR p. 76-80; Table p. 150-151. RD p. 351. Social audit, part 513b: distribution by level (France).	Group
6.4 6.4.7 6.8.5	SUP	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	CSR p. 76-80; CSR – Table p. 150-151.	Group
6.4 6.4.7	SUP	LA12	Percentage of employees receiving regular performance and career development reviews.	CSR p. 72, Table p. 150-151.	Group
Variety and equality of opportunity					
6.3.7 6.3.10 6.4 6.4.3	BASE	LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	CSR p. 78-79, Table p. 150-151. RD p. 339; 351-353. RD Chapter 14-1-2 p. 297.	Group
6.3.7 6.3.10 6.4 6.4.3 6.4.4	BASE	LA14	Ratio of basic salary of men to women by employee category.	RD p. 346. Social audit, section 211bis (distribution by level of the collective agreement).	France

SOCIAL PERFORMANCE: HUMAN RIGHTS

Investment and Procurement Practices					
6.3 6.3.3 6.3.5 6.6.6	BASE	HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	CSR p. 69-70. Uni agreement.	Group
6.3 6.3.3 6.3.5 6.4.3 6.6.6	BASE	HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	CSR 62; 64.	Group
6.3 6.3.5	SUP	HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	See LA10 – The ethics trainings (and their declensions by jobs) and in right of the employees, include a shutter on the Human rights.	Group

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		N°	profile	reference	scope
Non discrimination					
6.3 6.3.6 6.3.7 6.3.10 6.4.3	BASE	HR4	Total number of incidents of discrimination and actions taken.	In France, in 2011, the Defender of rights sent no official mail for the attention of France Telecom-Orange. The unit Alلودiscrim opened 12 cases among which 4 were enclosed after treatment. For 2 cases it was about an assumption of discrimination, and for 2 other cases, about an assumption of disparity of treatment. At the end of 2011, there were 8 cases always under process, half with assumption of discrimination and for the other half, the assumption of disparity of treatment. Besides, the unit AlloDiscrim treated the appeal of 11 candidates not retained in extern on a company job, no discrimination being proved true. In 2011, an intern audit on the recruitment process was led to verify the absence of discrimination on the recruitment.	France
Freedom of Association and Collective Bargaining					
6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5	BASE	HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	UNI agreement (group perimeter): freedom of association, representation and adhesion to a trade union according to the principles fixed by the ILO no. 87 of 1948 on the trade union freedom and the protection of the union law: http://www.orange.com/en_EN/responsibility/our_approach/commitments/att00013702/AccordUNIUK.pdf Existence of a world committee covering the whole Group. (CSR p. 73-74).	Group
Child Labour					
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	BASE	HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour.	CSR p. 43.	Group
Forced and Compulsory Labour					
	BASE	HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour.	CSR p. 62-64.	Group
Security Practices					
6.3 6.3.5 6.4.3 6.6.6	SUP	HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not applicable.	Group
Indigenous Rights					
6.3 6.3.6 6.3.7 6.3.8 6.6.7	SUP	HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not applicable. No reported incident.	Group
SOCIAL PERFORMANCE: SOCIETY					
Community					
6.3.9 6.8 6.8.5 6.8.7* 6.6.7	BASE	SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	CSR Chapters : « Strategy » p. 6 ; « 8 strategic priorities » p. 53-54 ; « Stakeholders dialogue » p. 59-61 ; « Stand by young people » p. 91-94 ; « Radio waves » p. 95-97 ; « Digital divide » p. 99-102 ; « Local development» p. 103-106 ; « Elderly and disabled people » p. 107-113.	Group

ISO 26000	GRI				
		N°	profile	reference	scope
Corruption					
6.6 6.6.3	BASE	SO2	Percentage and total number of business units analyzed for risks related to corruption.	Entities representing 97% of the figure of business of the group (CSR p. 58).	Group
	BASE	SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Entities representing 97% of the figure of business of the group (CSR p. 58).	Group
	BASE	SO4	Actions taken in response to incidents of corruption.	CSR p. 58	Group
Public Policy					
6.6 6.6.4 6.8.3	BASE	SO5	Public policy positions and participation in public policy development and lobbying.	Code of Ethics p. 9: "In no circumstances do we finance political parties or organisations whose purpose is primarily political. The France Telecom Group does not tolerate corruption." http://www.orange.com/en/content/download/3210/37022/version/2/file/code_of_ethics_2012.pdf	Group
	SUP	SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.		Group
Anti-competitive behavior					
6.6 6.6.5 6.6.7	SUP	SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	RD p. 470-476 ; 548-550.	Group
Compliance with laws and regulations					
6.6 6.6.7 6.8.7*	BASE	SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	RD p. 470-476 ; 548-550.	Group
SOCIAL PERFORMANCE: PRODUCT RESPONSIBILITY					
Customer Health and Safety					
6.3.9 6.6.6 6.7 6.7.4 6.7.5	BASE	PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	CSR Chapters: « Reducing impacts linked to products and services » p. 138-140 ; « Communicating with peace of mind » p. 88-90 ; « Supporting young people towards safe and responsible usage» p. 91-94 ; « Answering questions about radio waves » p. 95-97 ; « Optimising waste management » p. 134-137 ; « Preserving biodiversity» p. 131-133.	Group
	SUP	PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Nobody in our knowledge.	France
Products and Service Labelling					
6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	BASE	PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	CSR « A pioneering environmental labelling initiative » p. 138-139.	France Spain Romania
	SUP	PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	The Controls mandatories made in France have not request the end of range of products in shop.	France
6.7 6.7.4 6.7.5 6.7.6 6.7.8 6.7.9	SUP	PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	CSR p. 83-87.	Group

ISO 26000	GRI				
		N°	profile	reference	scope
Marketing Communications					
6.7 6.7.3 6.7.6 6.7.9	BASE	PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	CSR « Promoting a responsible relationship with our customers » p. 86-87.	Group
	SUP	PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	The compulsory controls made in France have not request of stop of range of products in shop.	France
Customer Privacy					
6.7 6.7.7	SUP	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	RAS (see RD p. 470-479-6 ; 545-549).	Group
Respect des textes					
6.7 6.7.6	BASE	PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	RAS (see RD p. 470-479-6 ; 545-549).	Group

Telecommunication Sector Specific Indicators

INTERNAL OPERATIONS

Investment					
		IO1	Capital investment in telecommunication network infrastructure broken down by country/region.	3,2 Md€ of the investments in networks, increasing by 2 % and which represent 55 % of the investments of the Group (presentation of the 2011 profits and loss - http://www.orange.com/en/finance).	Group
		IO2	Net costs for service providers under the Universal Service Obligation when extending service to geographic locations and low-income groups, which are not profitable. Describe relevant legislative and regulatory mechanisms.	CSR Chapter « Extending network coverage » p. 99-102 DDR : « Investments in the networks » p. 197 ; « CAPEX » p. 218-219 ; « Commitments of investments » p. 465.	Group
Health and Safety					
		IO3	Practices to ensure health and safety of field personnel involved in the installation, operation and maintenance of masts, base stations, laying cables and other outside plant. Related health and safety issues include working at heights, electric shocks.	CSR Chapter "Answering questions about radio waves" p. 95-97.	France
		IO4	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets.	CSR Chapter "Answering questions about radio waves" p. 95-97. http://www.orange.com/en/responsibility/ensure-transparency-quality-and-security-for-all/radio-waves	Group
		IO5	Compliance with ICNIRP (International Commission on Non-Ionising Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	CSR Chapter "Answering questions about radio waves" p. 95-97.	Group
		IO6	Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	CSR Chapter "Answering questions about radio waves" p. 95-97.	Group

ISO 26000	GRI				
		Nº	profile	reference	scope
			Infrastructure		
		IO7	Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	CSR Chapter “Answering questions about radio waves” p. 95-97.	Group
		IO8	Number and percentage of stand-alone sites, shared sites, and sites on existing structures.	CSR Chapter “Answering questions about radio waves” p. 95-97.	Group

PROVIDING ACCESS

Access to Telecommunication Products and Services: Bridging the Digital Divide					
		PA1	Polices and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	CSR Chapter "Combating the geographic digital divide" p. 99-102.	Group
		PA2	Policies and practices to overcome barriers for access and use of telecommunication products and services including: language, culture, illiteracy, and lack of education, income, disabilities, and age.	CSR Chapter "Combating the geographic digital divide" p. 99-102.	Group
		PA3	Policies and practices to ensure availability and reliability of telecommunications products and services and quantify, where possible, for specified time periods and locations of down time.	CSR Focus « Plan de continuité d'activité » p. 86. CSR 2010 p. 30.	Group
		PA4	Quantify the level of availability of telecommunications products and services in areas where the organization operates.	CSR Chapter "Combating the geographic digital divide" p. 99-102.	Group
		PA5	Number and types of telecommunication products and services provided to and used by low and no income sectors of the population.	CSR Chapter « Increasing access to information and communication technologies » p.103.	Group
		PA6	Programmes to provide and maintain telecommunication products and services in emergency situations and for disaster relief.	CSR Chapter "Foundation, sponsorship" p. 116-119.	Group
Access to Content					
		PA7	Polices and practices to manage human rights issues relating to access and use of telecommunications products and services.	CSR Chapter "A firm commitment to human rights" p. 57-58.	Group
Customer Relations					
		PA8	Policies and practices to publicly communicate on EMF related issues.	CSR Chapter "Answering questions about radio waves" p. 95-97.	Group
		PA9	Total amount invested in programmes and activities in electromagnetic field research. Include description of programmes currently contributed to and funded by the reporting organization.	CSR Chapter "Answering questions about radio waves" p. 95-97.	Group
		PA10	Initiatives to ensure clarity of charges and tariffs.	CSR Chapter "Simplifying the telecommunications experience" p. 85-86.	Group
		PA11	Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	CSR Chapter "Simplifying the telecommunications experience" p. 85-86. Chapter "A global security policy" p. 88-89. Chapter « Optimising waste management » p. 134-137.	Group