



ORANGE

2014 CORPORATE SOCIAL RESPONSIBILITY REPORT

Correspondence table GRI - ISO 26000 - Global Compact

For GRI, the table is based on GRI-G3 and includes GRI-G4 indicators

Key	
CSR	CSR Report 2014 http://www.orange.com/en/responsibility/reporting/2014
RD	Registration Document 2014 http://www.orange.com/en/content/download/29884/834878/version/3/file/2014%20Registration%20document.pdf

ISO 26000	GRI				
	GRI G3	GRI G4			Scope
6.2	1.1	G4-1	Statement from the organisation's most senior decision-maker (CEO, president or senior officer of the same level, for example) about the relevance of sustainability to the organisation and its strategy.	Statement from Stéphane Richard, Orange Chief Executive Officer: http://www.orange.com/en/responsibility/reporting/2014	Group
	1.2	G4-2	Description of key impacts, risks and opportunities.	http://www.orange.com/en/responsibility/commitment	Group
	2.1	G4-3	Name of the organisation.	Orange	Group
	2.2	G4-4	Major brands, products and services.	In 2006, Orange became the Group's unique internet, television and mobile brand in the majority of countries where the Group operates. At the same time, Orange Business Services became the worldwide leading business service provider (RD page 1).	Group
	2.4	G4-5	Organisation's headquarters.	RD p. 1	Group
	2.5	G4-6	The number of countries where the organisation operates, and names of countries where either the organisation has significant operations or countries that are specifically relevant to the sustainability topics covered in the report.	RD p. 5 http://www.orange.com/en/about/Orange-at-a-glance	Group
	2.6	G4-7	Nature of ownership and legal form.	RD p. 1; 324-326	Group
	2.7	G4-8	Markets served.	RD pp. 4-5; 44-83 http://www.orange.com/en/about/Orange-at-a-glance	Group
	2.8	G4-9	Scale of the organisation.	RD pp. 4-5; 92-109; 325-326 http://www.orange.com/en/about/Orange-at-a-glance	Group
	2.10		Rewards received during reporting period.	Throughout the entire Orange RSE website: http://www.orange.com/en/responsibility	Group
	LA1	G4-10	Number of employees.	RD pp. 297-299 http://www.orange.com/en/responsibility/reporting/CSR-database	Group
		G4-11	The percentage of total employees covered by a collective agreement.	80% (http://www.orange.com/en/responsibility/reporting/CSR-database)	Group
		G4-12	Describe the organisation's supply chain.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing http://www.fournisseurs.orange.com/en/web/guest/les-achats-chez-orange;jsessionid=D0813B8C7A74F3069E12CE7AD5200892 http://www.orange.com/fr/content/download/11414/246196/version/1/file/Livre+Blanc_Fournisseurs+Orange_Mars2013.pdf (in French)	Group
	2.9	G4-13	Significant changes during the reporting period regarding the organisation's size, structure, capital, or its supply chain.	RD pp. 4-5	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.	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
	4.2	G4-39	Report whether the Chair of the Board of Directors (or similar) is also an executive officer (and, if so, his or her role within the organisation's management and the reasons for this arrangement).	RD p. 268	Group
	4.3	G4-38	For organisations that have a unitary board structure (or similar), state the number of independent and/or non-executive members.	RD p.266: 7 independent members	Group
	4.4	G4-37; G4-49; G4-53	Mechanisms for shareholders and employees to forward recommendations or instructions to the Board of Directors (or similar).	One or more shareholders owning at least the share of capital set forth in the corresponding law, and acting under the legally-required conditions and deadlines, can require that proposed resolutions be added to the agenda of a meeting (bylaws, article 21-3). http://www.orange.com/en/about/governance/documentation All reported information is available online: http://www.orange.com/en/investors/regulated-information	Group

	4.5	G4-51	Link between the remuneration policies of members of the Board of Directors (or similar), senior executives and senior officers (including termination arrangements) and the organisation's performance (including social and environmental).	RD pp. 283-285	Group
	4.6	G4-41	Process set up by the Board of Directors (or similar) in order to avoid conflicts of interest.	RD pp. 274; 278 (Lead director)	Group
	4.7	G4-40	Process of identifying required qualifications and expertise for Board of Directors members (or similar) to decide upon the organisation's strategic goals in terms of economic, environmental and social topics.	RD pp. 271-273; 277	Group
	4.9	G4-45; G4-47	Procedures as defined by the Board of Directors (or similar) to supervise how the organisation identifies and manages its economic, environmental and social performance, especially risks, and opportunities. Including adherence to international standards, codes of good conduct and principles. State the frequency of the Board of Directors' (or similar) sustainability performance evaluation.	RD pp. 279-281	Group
	4.10	G4-44	Board of Directors' (or similar) auto-evaluation processes with respect to governance of economic, environmental and social topics.	RD p. 281	
	4.11	G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation.	RD pp. 36-41	Group
	4.12	G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses.	1996: signature of the ETNO Environmental Charter. 2000: joined the UN Global Compact. 2006: Group signature of the UNI World Alliance agreement. 2007: signature of the European Framework on Safer Mobile Use by Younger Teenagers and Children. 2008: Caring for Climate signature. 2009: signature of the Code of Best Practices for women in ICTs, developed under the auspices of the European Commission. 2011: signature of the ICT Coalition principles for safer internet for children and teenagers. 2012: publication of Orange's 10 commitments for a digital agenda for Europe launched by the European Commission; Industry Dialogue launch. 2013: signature of Industry Dialogue's action guidelines.	Group
	4.13	G4-16	Memberships of associations (such as industry associations) and national or international advocacy organisations in which the organisation: — holds a position on the governance body; — participates in projects or committees; — provides substantive funding beyond routine membership dues; — views membership as strategic.	ETNO (European Telecommunications Network Operators) – United Nations Global Compact – ORSE (<i>Observatoire de la Responsabilité Sociétale des Entreprises</i>) – CSR Europe (European network for corporate social/societal responsibility) – IMS Entreprises – GeSI (Global eSustainability Initiative) – Mobile Alliance Against Child Sexual Abuse Content - GSMA - Telecommunication Industry Dialogue (http://www.telecomindustrydialogue.org)	Group
	2.3 3.6 3.7	G4-17	a. List all entities included in the organisation's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the report.	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database RD p. 7	Group
	3.5	G4-18	a. Explain the process for defining the report content and the Aspect Boundaries. b. Explain how the organisation has implemented the Reporting Principles for Defining Report Content.	Material aspects have been identified but the wording required by GR14 has not been applied. Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database http://www.orange.com/en/responsibility/commitment#approach	Group
		G4-19	List all the material Aspects identified in the process for defining report content.	Material issues are identified but the wording required by GRI4 has not yet been applied. Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database http://www.orange.com/en/responsibility/commitment#approach	Group
		G4-20	a. For each material Aspect, report the Aspect Boundary within the organisation, as follows: — report whether the Aspect is material within the organisation; if the Aspect is not material for all entities within the organisation (as described in G4-17), select one of the following two approaches and report either: — The list of entities or groups of entities included in G4-17 for which the Aspect is not material or — The list of entities or groups of entities included in G4-17 for which the Aspects is material; Report any specific limitation regarding the Aspect Boundary within the organisation.	The selected stakes are applicable for the whole Group. Refer to http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality	Group
		G4-21	a. For each material Aspect, report the Aspect Boundary outside the organisation, as follows: — Report whether the Aspect is material outside the organisation; — If the Aspect is material outside the organisation, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified; — Report any specific limitation regarding the Aspect Boundary outside the organisation.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality	Group
	3.10	G4-22	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group

	3.11	G4-23	a. Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
	4.14	G4-24	Provide a list of stakeholders with whom the organisation has engaged in dialogue.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/fr/content/download/30251/938407/version/3/file/Orange_cartoPP_eng.pdf	Group
	4.15	G4-25	Report basis for identification and selection of stakeholders with whom to engage.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/fr/content/download/30251/938407/version/3/file/Orange_cartoPP_eng.pdf	Group
	4.16	G4-26	Report the organisation's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality	Group
	4.17	G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality	Group
	3.1	G4-28	Reporting period (such as fiscal or calendar year) for information provided.	2014 calendar year	Group
	3.2	G4-29	Date of most recent previous report (if any).	2013 CSR Report (2013 calendar year).	Group
	3.3	G4-30	Reporting cycle (such as annual, biennial).	Yearly	Group
	3.4	G4-31	Provide the name of a contact person for any question about the report or its contents.	contact.csr@orange.com	Group
	3.12	G4-32	a. Report the "in accordance" option the organisation has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured.	Main Criteria ("core")	Group
	3.13	G4-33	Report the organisation's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organisation and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organisation's sustainability report.	Since 2009, the CSR report is audited by external auditors. In 2012, 2013 and 2014, reasonable assurance was provided for all reports carried out during the previous year including a certain number of environmental and social indicators.	Group
	EC4	G4-EC4	Significant financial assistance received from government.	RD pp. 174; 232	Group
6.8 6.8.3 6.8.7 6.8.9	EC1	G4-EC1	Indicate direct economic value created and distributed.	CSR: http://www.orange.com/en/responsibility/commitmentt "A fair value sharing"" table (http://www.orange.com/en/Media2/orange.com/responsabilite/repartition)	Group
6.5.5	EC2	G4-EC2	Report risks and opportunities posed by climate change that have the potential to generate substantive changes in operations, revenue or expenditure.	Implications of climate change were analysed and evaluated: network infrastructures reinforced, fire intervention costs, impact on insurance rates, etc. Read the answers to the 2014 Climate Change survey in the 2014 Carbon Disclosure Project - Q 5.1.c to 5.1.f; Q 6.1 https://www.cdp.net/en-US/Results/Pages/Responses.aspx?Search=True&Keyword=Orange&Year=2014 http://www.orange.com/en/responsibility/environment	Mainly France (some Group measures)
	EC3	G4-EC3	Scope of pension cover with retirement plans with defined benefit pension plans.	RD pp. 124; 303 (§5.6.1.3 Work organisation)	Group
	EC4	G4-EC4	Significant financial assistance received from government.	RD pp. 174; 232	France
6.4.4 6.8	EC5	G4-EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	In France, minimum wages are set annually by the telecommunications industry (http://www.unetel-rst.com/theme/salaires-minima/) and signed agreements in each of the Group's companies. The average wage per status is detailed in section 211 part 2 of the social overview (published yearly in July). This data is unavailable for the Group's other countries. Research carried out by the <i>Observatoire interne des Rémunérations</i> (interactive benchmarking tool for salaries) enables the overall coherence of the Group's company salary policies to be studied and also ranks the remuneration policies in terms of market levels. The average male/female salaries can be found on RD p. 302.	Group France
6.8 6.8.5 6.8.7	EC7	G4-EC6	Local recruitment procedure and proportion of senior officers, other employees, contractual partners and subcontractors hired locally at main locations of operation.	Orange supports local recruitment. For information on subcontractors in France, refer to the statistics on RD p. 301. This data is unavailable for the rest of the Group.	Group
6.3.9 6.8 6.8.3 6.8.4 6.8.5 6.8.6 6.8.7 6.8.9	EC8	G4-EC7	Development and impact of infrastructure investments and services, mainly implemented for the benefit of the general public, via a free or pro-bono commercial service.	http://www.orange.com/en/responsibility/development	Group
	EC9	G4-EC8	Understanding and description of significant indirect economic impacts, including the extent of said impacts.	http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality http://www.orange.com/en/responsibility/developmentt	Group

6.6.6 6.8 6.8.5 6.8.7	EC6	G4-EC9	Proportion of spending with local suppliers at significant locations of operation (with regard to the total volume of purchases made at significant locations). Report the definition used for "local suppliers" and "significant locations of operation".	http://www.orange.com/en/responsibility/trust/Responsible-purchasing Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
6.5 6.5.4	EN1	G4-EN1	Consumption of materials in weight or by volume.	Orange does not manufacture goods. However, consumption of paper and cardboard is monitored - refer to http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Environnemental-data , In addition, Orange takes into account issues associated with rare resources involved in the composition of Group products - refer to www.orange.com/en/responsibility/environment/Resources-and-Biodiversity	Group
	EN2	G4-EN2	Percentage of materials used that are recycled input materials.	Orange does not manufacture goods. However, Orange has implemented a policy to optimise the life cycle and end-of-life of equipment - http://www.orange.com/en/responsibility/environment/Collecting-Recycling	Group
6.5 6.5.4	EN3	G4-EN3	Energy consumption within the organisation. Energy consumption of renewable energy sources versus non-renewable energy consumption. Methodology, estimations and conversion factors used.	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
	EN4	G4-EN4	Energy consumption outside the organisation. Methodology, estimations and conversion factors used.	http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Environnemental-data Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
		G4-EN5	Energy intensity Work unit used, types of energy taken into account and scope (energy consumption within and outside the organisation c.f. G4-EN 3 and G4-EN 4).	http://www.orange.com/en/responsibility/environment/Climate-change http://www.orange.com/en/responsibility/environment/Climate-change/climate-change-file http://www.orange.com/en/responsibility/environment/Climate-change/Climat-change-Method	Group
	EN5 EN7	G4-EN6	Reduction of energy consumption by means of energy efficiency, per energy type and applied method.	http://www.orange.com/en/responsibility/environment/Climate-change/climate-change-file http://www.orange.com/en/responsibility/environment/Climate-change/Climat-change-Method	Group
	EN6	G4-EN7	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	http://www.orange.com/en/responsibility/environment/Climate-change	Group
6.5 6.5.4	EN8	G4-EN8	Total water withdrawal by source.	The main areas of water consumption at the Orange Group level are water fountains, waste water, work canteens and data centre ventilation systems. Following the assessment of the volumes in question, the Group is of the opinion that said volumes are not high enough to justify setting up a collection and data consolidation procedure for water consumption.	Group
	EN9	G4-EN9	Water sources significantly affected by withdrawal of water.	Refer to G4-EN8	Group
	EN10	G4-EN10	Percentage and total volume of water recycled and reused.	Refer to G4-EN8	Group
6.5 6.5.6	EN11	G4-EN11	Location and size of land owned, leased or managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not applicable - the Group's only impact concerns the installation of antennae and masts, which are rarely located in these types of protected areas. Local government approval is always obtained before any equipment is installed. The same holds true for the Group's fixed infrastructure (like cables, fibre, and submarine cables).	Group
	EN12	G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Refer to G4-EN11	Group
	EN13	G4-EN13	Protected or restored habitats.	Refer to G4-EN11	Group
	EN14			www.orange.com/en/responsibility/environment/Resources-and-Biodiversity	Group
	EN15	G4-EN14	Number of IUCN Global Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Refer to G4-EN11	Group
6.5 6.5.5	EN16	G4-EN15	Direct greenhouse gas emissions (Scope 1).	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
	EN16	G4-EN16	Direct greenhouse gas emissions (Scope 2).	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
	EN17	G4-EN17	Indirect greenhouse gas emissions (Scope 3).	Methodology note : http://www.orange.com/en/responsibility/reporting/CSR-database	Group
		G4-EN18	Greenhouse gas emissions intensity.	http://www.orange.com/en/responsibility/environment/Climate-change/climate-change-file http://www.orange.com/en/responsibility/environment/Climate-change/Climat-change-Method	Group
	EN18	G4-EN19	Reduction of greenhouse gas emissions.	http://www.orange.com/en/responsibility/environment/Climate-change/climate-change-file http://www.orange.com/en/responsibility/environment/Climate-change/Climat-change-Method	Group
	EN19	G4-EN20	Emissions of ozone-depleting substances by weight.	http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Environnemental-data	Group
	EN20	G4-EN21	NOx, SOx, and other significant air emissions by type and weight.	Not significant: the Group's SOx and NOx emissions are essentially only those from its vehicles and Orange Marine's ships.	Group
	EN21	G4-EN22	Total water discharge by quality and destination.	The Group's water consumption only concerns its tertiary activities. Our activities do not involve any water pollution.	Group
	EN22	G4-EN23	Total weight of waste by type and by disposal method.	http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Environnemental-data	Group

6.5 6.5.3	EN23	G4-EN24	Total number and volume of significant spills.	Not applicable. To the best of the Group’s knowledge, there are no spills to report.	Group
	EN24	G4-EN25	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.	We have put procedures in place concerning transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention and, in this respect, we ask that our transport providers have notification documents to hand in accordance with the Basel Convention procedures. Where border crossings are concerned, control and monitoring duties are carried out by our subsidiaries. However, we have no consolidated figures on this type of waste due to the practical difficulties involved in consolidating information that is shared among the various subsidiaries which might be concerned, in addition to the transport and waste treatment providers.	Group
6.5 6.5.4 6.6.6 6.7.5	EN25	G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organisation’s discharges of water and runoff.	Not applicable	Group
6.5 6.5.4 6.7.5	EN26	G4-EN27	Initiatives to mitigate environmental impacts of products and services.	http://www.orange.com/en/responsibility/environment/Climate-change http://www.orange.com/en/responsibility/environment/Climate-change/Climat-change-Method http://www.orange.com/en/responsibility/environment/Our-actions/Eco-design	Group
6,5	EN27	G4-EN28	Percentage of products sold and their recycled or reclaimed packaging materials, by category.	http://www.orange.com/en/responsibility/environment/Our-actions/Eco-design	Group
6.5 6.5.4 6.6.6	EN28	G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	No significant fines or sanctions.	Group
	EN29	G4-EN30	Significant environmental impacts of transporting products and other goods and materials used for the organisation’s operations, and transporting members of the workforce.	http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Environnemental-data	Group
	EN30	G4-EN31	Total environmental protection expenditures and investments by type.	The Group’s environmental protection expenditures are currently not broken down as such, but are included in its overall expenditures.	Group
		G4-EN32	Percentage of new suppliers that were screened using environmental criteria.	100%	Group
		G4-EN33	Significant, actual and potential negative environmental impacts in the supply chain and actions taken.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing http://www.orange.com/en/responsibility/environment/Resources-and-Biodiversity	Group
		G4-EN34	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	To the best of the Group’s knowledge, there are no grievances to report.	Group
6.4 6.4.3	LA2	G4-LA1	Total number and rate of new hires and employee turnover by age group, gender, and region.		France
6.4 6.4.3 6.4.4	LA3	G4-LA2	Benefits provided to full-time employees that are not provided to temporary or fixed-term contract employees, or to part-time employees, per major locations of operation.	RD p.298-299	France
6.4 6.4.3 6.4.4 6.4.5 6.3.10	LA15	G4-LA3	Return to work and guaranteed position after parental leave, by gender.	As set forth in labour agreements entered into by the Group’s French entities, employees on fixed-term contracts and part-time employees are eligible for the same benefits as full-time employees.	France
6.4 6.4.3 6.4.4 6.4.5	LA5	G4-LA4	Minimum notice period regarding significant operational changes, including whether the period is specified in collective agreements.	Return to work and guaranteed position after parental leave is a legal right for all employees, be they male or female 4 weeks (legal minimum).	France
6.4 6.4.6	LA6	G4-LA5	Percentage of total workforce represented in joint management-worker health and safety committees that have a monitoring and advisory role .	100% - RD p. 305	Group
	LA7	G4-LA6	Rates and types of work-related accidents, occupational illnesses, lost days, and absenteeism, and number of work-related fatalities, by region and gender.	RD p. 304-305	France
6.4 6.4.6 6.8 6.8.3 6.8.4 6.8.8	LA8	G4-LA7	Employee category highly exposed to work-related accidents and occupational illnesses.	RD p. 306 The data is not divided per gender category.	Group
6.4 6.4.6	LA9	G4-LA8	Health and safety topics covered in formal agreements with trade unions.	The employees with the highest work-related accident risk factor are the technicians working on lines and poles. Two thirds of occupational illnesses in France are musculoskeletal disorders.	Group France
6.4 6.4.7	LA10	G4-LA9	Average hours of training per year per employee and employee category.	RD p. 306 (breakdown per year and per employee). The breakdown per gender and employee category for France is published in the social report which is published yearly in July - topic 523a (breakdown per gender) 513b (per grade) - Refer to the 2013 social report: http://www.orange.com/en/responsibility/reporting/Archives	Group
6.4 6.4.7 6.8.5	LA11	G4-LA10	Programmes for skills development and lifelong learning that support the continued employability of employees and assist them in managing career endings.	RD p. 307 https://orange.jobs/site/en-training-and-career-development/index.htm http://www.orange.com/fr/presse/Communiques/communiques-2014/Orange-signe-un-accord-sur-la-Gestion-Previsionnelle-des-Emplois-et-des-Competences-pour-la-periode-2014-2016 (in French only)	Group
6.4 6.4.7	LA12	G4-LA11	Percentage of employees receiving regular performance and career development reviews, per gender and employee category.	http://www.orange.com/en/responsibility/reporting/CSR-database/Spreadsheets/Social-data The gender and employee category breakdown has not been applied	Group

6.3.7 6.3.10 6.4 6.4.3	LA13	G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	RD p. 276 (§5.2.2.3: application of the principle of an equal women/men ratio on the Board of Directors; 5.1.1: composition of the Board of Directors; §5.1.3: composition of the Executive Committee) RD p. 307-308 http://www.orange.com/en/responsibility/trust/responsible-employer French law forbids any reference to ethnicity.	France
6.3.7 6.3.10 6.4 6.4.3 6.4.4	LA14	G4-LA13	Ratio of basic salary of men to that of women, by employee category.	RD p. 308 Average salary per gender: RD p. 302	Group
		G4-LA14	Percentage of new suppliers and subcontractors that have undergone labour practices screening.	100% - Refer to http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-LA15	Significant, actual and potential negative impacts for labour practices in the supply chain and actions taken.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-LA16	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	All training modules contain elements of human rights training. This is not identifiable as a single training module. Specialised management training for members of EDH (<i>Entreprises pour les Droits Humains</i> -Businesses in support of human rights) - 9 major French businesses, including Orange - were organised. Two sessions were held in 2014 and 20 Orange employees took part.	Group
6.3 6.3.3 6.3.5 6.6.6	HR1	G4-HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening.	All Group purchasing contracts and a growing number of local contracts contain a specific clause, refer to - http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.3 6.3.5	HR3	G4-HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations including the percentage of employees trained.	Information not available	Group
6.3 6.3.6 6.3.7 6.3.10 6.4.3	HR4	G4-HR3	Total number of incidents of discrimination and actions taken.	Information not available	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.8 6.3.10 6.4.3 6.4.5	HR5	G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measure taken to support these rights.	Internally: RD p. 309-310 For suppliers: RD p. 309; 317-318 - http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	HR6	G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labour, and measures taken to contribute to the effective abolition of child labour.	Internally: RD p. 309-310 For suppliers: RD p. 309; 317-318 - RSE http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.3 6.3.3 6.3.4 6.3.5 6.3.7 6.3.10	HR7	G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the effective abolition of forced or compulsory labour.	Internally: RD p. 309-310 For suppliers: RD p. 309; 317-318 - RSE http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.3 6.3.5 6.4.3 6.6.6	HR8	G4-HR7	Percentage of security personnel trained in the organisation's policies or procedures concerning aspects of human rights that are relevant to operations.	Not applicable	Group
6.3 6.3.6 6.3.7 6.3.8 6.6.7	HR9	G4-HR8	Total number of incidents involving violation of the rights of indigenous people and measures taken.	Not applicable	Group
	HR10	G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	Within the framework of the Group's contract with Mapplecroft, an overview of 27 of our 28 "general public" subsidiaries has been drawn up (excluding Orange Business Services)	Group
6.3 6.3.3 6.3.5 6.4.3 6.6.6	HR2	G4-HR10	Percentage of new suppliers that were screened using human rights criteria	100% - Refer to http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-HR11	Significant, actual and potential negative impacts for labour practices in the supply chain and actions taken	http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
	HR11	G4-HR12	Number of grievances about environmental impacts filed, addressed and resolved through formal grievance mechanisms.	To the best of the Group's knowledge, there are no incidents to report.	Group
6.3.9 6.8 6.8.5 6.8.7* 6.6.7	SO1	G4-SO1	Percentage of operations with implemented local community engagement, impact assessments and development programmes.	This engagement is part of our stakeholder dialogue procedure framework and is applicable throughout the Group: http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue http://www.orange.com/en/responsibility/commitment/Stakeholder-dialogue/Materiality	Group
	SO9	G4-SO2	Operations with significant, actual and potential negative impacts on local communities.	http://www.orange.com/en/responsibility/trust/Radio-waves	Group
	SO2	G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified.	The risk corruption analysis method has been defined at Group level and has been deployed in the subsidiaries. This analysis is in progress. (http://www.orange.com/en/responsibility/reporting/2014/2014-review#corruption) RD p. 293	Group

6.6 6.6.3	SO3	G4-SO4	Communication and training on anti-corruption policies and procedures	In accordance with managerial deployment, the French version of the anti-corruption e-learning programme was finalised in May 2014 and rolled out in Orange France - 7000 employees were selected and trained during this initial phase. The English version is currently being rolled out within the rest of the Group. Translations in Polish and Flemish were created specifically for subsidiaries in Belgium and Poland. The Slovakian and Spanish versions are under way. http://www.orange.com/en/responsibility/reporting/2014/2014-review#corruption RD. p 293	Group
	SO4	G4-SO5	Actions taken in response to incidents of corruption.	No available information.	Group
6.6 6.6.4 6.8.3	SO5-SO6	G4-SO6	Total value of political contributions by country and recipient/beneficiary.	"Code of ethics" p. 4 "In no circumstances do we finance political parties or organisations whose purpose is primarily political. We do not tolerate corruption." http://www.orange.com/en/responsibility/reporting/Reference-documents	Group
6.6 6.6.5 6.6.7	SO7	G4-SO7	Total number of legal actions for anticompetitive behaviour, breach of anti-trust laws and monopolistic practices and their outcomes.	100% - Refer to http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.6 6.6.7 6.8.7*	SO8	G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	100% - Refer to http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society.	100% - Refer to http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
		G4-SO11	Number of grievances about impacts on society filed, addressed and resolved through formal grievance mechanisms.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing	Group
6.3.9 6.6.6 6.7 6.7.4 6.7.5	PR1	G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement.	http://www.orange.com/en/responsibility/trust/Radio-waves	Group
	PR2	G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	To the best of the Group's knowledge, no incidents to report.	Group
6.7 6.7.3 6.7.4 6.7.5 6.7.6 6.7.9	PR3	G4-PR3	Type of product and service information required by the organisation's procedures for product and service information labelling, and percentage of significant product and service categories subject to such information requirements.	Voluntary local environmental performance labelling in the following countries: France, Spain, Poland, Romania and Armenia, Orange Business Services (scope France).	France, Spain, Poland, Romania, Armenia, OBS
	PR4	G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes.	To the best of the Group's knowledge, there are no incidents to report.	Group
6.7 6.7.4 6.7.5 6.7.6 6.7.8 6.7.9	PR5	G4-PR5	Results of customer satisfaction surveys.	http://www.orange.com/en/responsibility/trust/Quality-of-Service	Group
6.7 6.7.3 6.7.6 6.7.9	PR6	G4-PR6	Sale of banned or disputed products.	To the best of the Group's knowledge there are no products to report.	Group
	PR7	G4-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.	To the Group's best knowledge there are no incidents to report.	Group
6.7 6.7.7	PR8	G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Information not available	Group
6.7 6.7.6	PR9	G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Information not available	Group

Global Compact

Human rights

principle 1	Support and respect the protection of internationally-proclaimed human rights within the Group's sphere of influence.	http://www.orange.com/en/responsibility/commitment http://www.orange.com/en/responsibility/trust/Human-rights http://www.orange.com/en/responsibility/trust/Responsible-purchasing
principle 2	Ensure that the Group is not complicit in human rights abuses.	

Working conditions

principle 3	Uphold freedom of association and recognise the right to collective bargaining.	http://www.orange.com/en/responsibility/trust/Responsible-purchasing
principle 4	Eliminate all forms of forced and compulsory labour.	
principle 5	Abolish child labour.	
principle 6	Eliminate all forms of discrimination.	

Protection of the environment

principle 7	Support a precautionary approach to environmental challenges	http://www.orange.com/en/responsibility/environment
principle 8	Undertake initiatives to promote greater environmental responsibility.	
principle 9	Encourage the development and diffusion of environmentally friendly technologies.	http://www.orange.com/en/responsibility/environment/Collecting-Recycling

Fight against corruption

principle 10:	Fight against corruption in all its forms.	http://www.orange.com/en/responsibility/commitment/Governance
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