

# GRI\* correspondence table

## profile disclosure

required information	location	comments
<b>strategy and analysis</b>		
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.	pp. 1-2	
1.2 Description of key impacts, risks, and opportunities.	pp. 6-7	See also registration document pp. 12-16 and pp. 26-29.
<b>organizational profile</b>		
2.1 Name of the organization.	pp. 15-16	
2.2 Primary brands, products, and/or services.	pp. 15-16	
2.3 Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	pp. 15-16, 84-87	
2.4 Location of organization's headquarters.	Back of the report	
2.5 Number of countries where the organization operates, and names of countries with either major operations or operations that are specifically relevant to the sustainability issues covered in the report.	pp. 15-16	
2.6 Nature of ownership and legal form.	Back of the report	
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	pp. 15-16	
2.8 Scale of the reporting organization, including: <ul style="list-style-type: none"> <li>• Number of employees;</li> <li>• Net sales (for private sector organizations) or net revenues (for public sector organizations);</li> <li>• Total capitalization broken down in terms of debt and equity (for private sector organizations); and</li> <li>• Quantity of products or services provided.</li> </ul>	pp. 15-16 pp. 15-16 pp. 15-16  See registration document (pages 177, 190 and 257) NA	Valued in revenues and number of customers
2.9 Significant changes during the reporting period regarding size, structure, or ownership including: <ul style="list-style-type: none"> <li>• The location of, or changes in operations, including facility openings, closings, and expansions; and</li> <li>• Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).</li> </ul>	See registration document, pp. 139-140 and 180 pp. 15-16  See registration document, p. 303	
2.10 Awards received in the reporting period.	p. 7	
<b>report profile</b>		
3.1 Reporting period (e.g., fiscal/calendar year) for information provided.	p. 3	
3.2 Date of most recent previous report (if any).	p. 3	
3.3 Reporting cycle (annual, biennial, etc.)	p. 3	
3.4 Contact point for questions regarding the report or its contents.	p. 101	
<b>report scope and boundary</b>		
3.5 Process for defining report content, including: <ul style="list-style-type: none"> <li>• Determining materiality;</li> <li>• Prioritizing topics within the report; and</li> <li>• Identifying stakeholders the organization expects to use the report.</li> </ul>	p. 3	
3.6 Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	pp. 3, 84-85, 86-87	
3.7 State any specific limitations on the scope or boundary of the report.	pp. 3, 84-85, 86-87	
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.	pp. 3, 84-85, 86-87	
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.	pp. 3, 84-85, 87-88	
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).	pp. 3, 84-85, 87-88	

3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	pp. 3, 84-85, 86-88	
<b>GRI Content Index</b>		
3.12 Table identifying the location of the Standard Disclosures in the report.	pp. 92-98	
<b>assurance</b>		
3.13 Policy and current practice with regard to seeking external assurance for the report.	p. 3	
<b>governance</b>		
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.	p. 10	Detailed information available at <a href="http://www.orange.com/en_EN/group/governance">www.orange.com/en_EN/group/governance</a> or in our 2008 registration document, pp. 200-221
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).	p. 10	
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.	p. 10	
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	pp. 200, 405-406 of registration document	
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).	pp. 239-240 of registration document	
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	p. 211 of registration document	
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.	pp. 200-201 of registration document	
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.	pp. 4, 9	
4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	pp. 6, 11	
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	p. 211 of registration document	
<b>commitments to external initiatives</b>		
4.11 Explanation of whether and how the precautionary approach or principle is addressed by the organization.	pp. 10, 59-60, 64-66 and 74-76	See also registration document pp. 99-102 and p. 216
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	pp. 8-9	
4.13 Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: <ul style="list-style-type: none"> <li>• Has positions in governance bodies;</li> <li>• Participates in projects or committees;</li> <li>• Provides substantive funding beyond routine membership dues; or</li> <li>• Views membership as strategic.</li> </ul>	pp. 8, 12	Non-exhaustive information
<b>stakeholder engagement</b>		
4.14 List of stakeholder groups engaged by the organization.	p. 12	
4.15 Basis for identification and selection of stakeholders with whom to engage.	pp. 8, 12	
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	p. 12	
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.	pp. 6-7	

## management approach and performance indicators

required information	location	comments
<b>economic</b>		
<b>disclosure on management approach</b>	pp. 26-32, 59-63	See also registration document pp. 27-30.
<b>economic Performance</b>		
- 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. (Core)	pp. 81-83	
- EC2 Financial implications and other risks and opportunities for the organization's activities due to climate change. (Core)		Non-financial information elements on risks and opportunities in terms of climate change are provided on p. 42-44 and 53.
- EC3 Coverage of the organization's defined benefit plan obligations. (Core)	See registration document pp. 229 and 316-320.	
- EC4 Significant financial assistance received from government. (Core)	See registration document, page 356	
<b>market presence</b>		
- EC5 Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (Additional)		
- EC6 Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. (Core)		
- EC7 Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)		
<b>indirect economic impacts</b>		
- EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. (Core)	pp. 26-28	
- EC9 Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional)	-	
<b>Environmental</b>		
<b>disclosure on management approach</b>	pp. 40-41	Additional elements on the Group's environmental policy are available at <a href="http://www.orange.com/en_EN/responsibility/environment">www.orange.com/en_EN/responsibility/environment</a>
<b>materials</b>		
- EN1 Materials used by weight or volume. (Core)	pp.48-49, 86-87	Since the group does not manufacture products, its principal raw materials consumption concerns paper and cardboard
- EN2 Percentage of materials used that are recycled input materials. (Core)		
<b>energy</b>		
- EN3 Direct energy consumption by primary energy source. (Core)	pp. 43, 86-87	
- EN4 Indirect energy consumption by primary source. (Core)	pp. 43, 86-87	The breakdown of electricity consumption by primary energy source is unknown
- EN5 Energy saved due to conservation and efficiency improvements. (Additional)	pp. 42-44, 86-87	
- EN6 Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)	pp. 44, 86-87	
- EN7 Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)	pp. 42-44, 86-87	
<b>water</b>		
- EN8 Total water withdrawal by source. (Core)	pp. 86-87	Does not meet the level of detail required (total water consumption without itemization by source).

- EN9 Water sources significantly affected by withdrawal of water. (Additional)		Water draws for Group activities are limited and do not risk affecting water resources.
- EN10 Percentage and total volume of water recycled and reused. (Additional)		
<b>biodiversity</b>		
- EN11 Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. (Core)		
- EN12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. (Core)		
- EN13 Habitats protected or restored. (Additional)	pp. 50-51	
- EN14 Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional)	pp. 50-51	
- EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (Additional)		
<b>emissions, effluents, an waste</b>		
- EN16 Total direct and indirect greenhouse gas emissions by weight. (Core)	pp. 86-87	
- EN17 Other relevant indirect greenhouse gas emissions by weight. (Core)	pp. 86-87	
- EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)	pp. 42-44	
- EN19 Emissions of ozone-depleting substances by weight. (Core)		
- EN20 NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions by type and weight. (Core)		
- EN21 Total water discharge by quality and destination. (Core)		
- EN22 Total weight of waste by type and disposal method. (Core)	pp. 45-47, 86-87	
- EN23 Total number and volume of significant spills. (Core)		
- 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. (Additional)		
- 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. (Additional)		
<b>products and services</b>		
- EN26 Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)	pp. 52-54	
- EN27 Percentage of products sold and their packaging materials that are reclaimed by category. (Core)		
<b>compliance</b>		
- EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. (Core)		
<b>transport</b>		
- EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. (Additional)	pp. 44, 86-87	
<b>overall</b>		
- EN30 Total environmental protection expenditures and investments by type. (Additional)		See registration document, page 102
<b><u>social performance: labor practices &amp; decent work</u></b>		
<b>disclosure on management approach</b>	pp. 8, 67-73	Additional elements on the Group's social policy are available at <a href="http://www.orange.com/en_EN/responsibility/stakeholders/employees">www.orange.com/en_EN/responsibility/stakeholders/employees</a>
<b>employment</b>		
- LA1 Total workforce by employment type, employment contract, and region. (Core)	pp. 15-16, 67, 84-85	No detail by employment contract available.
- LA2 Total number and rate of employee turnover by age group, gender, and region. (Core)	pp. 84-85	Does not meet the level of detail required (no detail by age bracket or sex).
- LA3 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional)		

<b>labor/management relations</b>		
- LA4 Percentage of employees covered by collective bargaining agreements. (Core)		
- LA5 Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. (Core)		
<b>occupational health and safety</b>		
- 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. (Additional)		
- LA7 Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. (Core)		pp. 73, 84-85
- LA8 Education, training, counselling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. (Core)		
- LA9 Health and safety topics covered in formal agreements with trade unions. (Additional)		
<b>training and education</b>		
- LA10 Average hours of training per year per employee by employee category. (Core)		p. 68 No details by job classification
- LA11 Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)		pp. 67-69
- LA12 Percentage of employees receiving regular performance and career development reviews. (Additional)		Non-numerical information elements are available on p. 97
<b>diversity and equal opportunity</b>		
- LA13 Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. (Core)		pp. 70, 84-85 Additional elements on the composition of the governance bodies are available in the registration document, pp. 200-213
- LA14 Ratio of basic salary of men to women by employee category. (Core)		
<b>social performance: human rights</b>		
<b>disclosure on management approach</b>		pp. 8-9 The Group's Code of Ethics may be downloaded from the website <a href="http://www.orange.com/en_EN/responsibility">www.orange.com/en_EN/responsibility</a>
<b>investment and procurement practices</b>		
- HR1 Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. (Core)		
- HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. (Core)		pp. 77-78
- 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. (Additional)		Information elements are available on p. 9
<b>non-discrimination</b>		
- HR4 Total number of incidents of discrimination and actions taken. (Core)		
<b>freedom of association and collective bargaining</b>		
- 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. (Core)		
<b>child labor</b>		
- HR6 Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. (Core)		Information on the measures taken to prohibit child labor is provided on pp. 8-9, 77-78
<b>forced and compulsory labor</b>		
- HR7 Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor. (Core)		Information on the measures taken to prohibit forced or compulsory labor is provided on pp. 8-9, 77-78
<b>security practices</b>		
- HR8 Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. (Additional)		
<b>indigenous rights</b>		
-HR9 Total number of incidents involving a violation of the rights of indigenous people and actions taken. (Additional)		

<b>social performance: society</b>	
<b>disclosure on management approach</b>	pp. 24-36
<b>community</b>	
- 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. (Core)	
<b>corruption</b>	
- SO2 Percentage and total number of business units analyzed for risks related to corruption. (Core)	
- SO3 Percentage of employees trained in organization's anti-corruption policies and procedures. (Core)	Unquantified information is available on p. 9
- SO4 Actions taken in response to incidents of corruption. (Core)	
<b>public policy</b>	
- SO5 Public policy positions and participation in public policy development and lobbying. (Core)	
- SO6 Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (Additional)	
<b>anti-competitive behaviour</b>	
- SO7 Total number of legal actions for anti-competitive behaviour, anti-trust, and monopoly practices and their outcomes. (Additional)	See registration document, p. 17 and pp. 340-344
<b>compliance</b>	
- SO8 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. (Core)	
<b>social performance: product responsibility</b>	
<b>disclosure on management approach</b>	pp. 56-79
<b>consumer health and safety</b>	
- 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. (Core)	Non-numerical information is available on pp. 59-60, 64-66, 74-76
- 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. (Additional)	
<b>labelling of products and services</b>	
- PR3 Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. (Core)	Information on product environmental labelling is provided on p. 54
- PR4 Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes. (Additional)	
- PR5 Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional)	pp. 61-62, p. 32
<b>marketing communications</b>	
- PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. (Core)	Non-numerical information on our responsible marketing actions is available on p. 66
- 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. (Additional)	
<b>customer privacy</b>	
- PR8 Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional)	Non-numerical information on personal information protection measures is available on pp. 10, 60, 66
<b>compliance</b>	
- PR9 Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. (Core)	

## telecommunication sector specific indicators

required information	location	comments
<b>internal operations</b>		
<b>investment</b>		
IO 1. Amount of investments in telecommunications network infrastructure, by country or region	See registration document, pp. 153-155	
IO 2. Net costs of measures aimed at extending access to isolated regions or low-income populations for service providers under the obligation of Universal Service. Describe the applicable legislative or regulatory measures.		
<b>health and safety</b>		
IO 3. 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 shock, exposure to electromagnetic and radio frequency fields and to hazardous chemical products.		
IO 4. Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) standards on exposure to radiofrequency (RF) emissions from handsets	pp. 74-76	
IO 5. Compliance with ICNIRP (International Commission on Non-Ionizing Radiation Protection) guidelines on exposure to radiofrequency (RF) emissions from base stations.	pp. 74-75	
IO 6. Policies and practices with respect to Specific Absorption Rate (SAR) of handsets.	pp. 74-76	
<b>infrastructure</b>		
IO 7. Policies and practices on the siting of masts and transmission sites including stakeholder consultation, site sharing, and initiatives to reduce visual impacts.	pp. 76, 50-51	Additional information is available at <a href="http://www.orange.com/en_EN/responsibility/societal_impacts/EMF">www.orange.com/en_EN/responsibility/societal_impacts/EMF</a>
IO 8. Number and percentage of stand-alone sites, shared sites, and sites on existing structures.		
<b>access</b>		
<b>access to telecommunication products and services: bridging the digital divide</b>		
PA 1. Policies and practices to enable the deployment of telecommunications infrastructure and access to telecommunications products and services in remote and low population density areas.	pp. 26-28	
PA 2. 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.	pp. 27-30	
PA 3. 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.		
PA 4. Quantify the level of availability of telecommunications products and services in areas where the organization operates.	pp. 26,28	
PA 5. Number and types of telecommunication products and services provided to and used by low and no income sectors of the population.	p. 28	Qualitative information only
PA 6. Programs to provide and maintain telecommunication products and services in emergency situations and for disaster relief	p. 63	
<b>access to content</b>		
PA 7. Policies and practices to manage human rights issues relating to access and use of telecommunications products and services.	p. 60, 64-66	Does not meet the level of detail required (data confidentiality and protection of minors only).
<b>customer relations</b>		
PA 8. Policies and practices to publicly communicate on EMF related issues.	p. 75-76	
PA 9. Total amount invested in programs and activities in electromagnetic field research. Include description of programs currently contributed to and funded by the reporting organization.		Non-numerical information is available on p. 40-41.
PA 10. Initiatives to ensure clarity of charges and tariffs.		
PA 11. Initiatives to inform customers about product features and applications that will promote responsible, efficient, cost effective, and environmentally preferable use.	p. 54	