

environmental performance (energy)

indicators	units	Correspondance GRI	reporting scope, as % of the overall Group's turnover	Europe																	AMEA		Orange Business services International	Orange Bank	Group 2019: Validated Values	Group 2018: Validated Values	Group Validated Values (updated without United Kingdom, for years 2006 to 2014)																								
				France							Europe																																								
				France	Poland	Spain	Belgium	Romania	Slovakia	Moldova	Maroc	Senegal	Mali	Côte d'Ivoire	Egypt	Niger	Jordan	Mada-gascar	Other AMEA Countries	2019	2018	2017					2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006														
facilities presenting a risk																																																			
fuel tanks	units			1,369	2,058	182	0	331	44	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	53	0	4,037	4,255	4,228	5,150	5,615	7,618	8,540	7,901	5,666	5,992	5,996	6,445	5,601	3,916				
energy consumption																																																			
Scope 1																																																			
fuel (all buildings, all use)	m³	EN3	99.8%	12,825	2,078	2,740	183	184	13	51	6	44	7,471	2,625	27,202	0	0	40	5,017	31	0	60,509	66,931	72,163	68,219	69,348	67,296	88,126	88,841	77,798	71,087	80,750	49,480	44,872	51,117																
gas	m³	EN3	99.6%	11,763,009	2,305,794	0	350,795	271,725	173,375	23,264	0	0	0	0	0	0	0	0	0	44,561	0	14,932,524	19,995,141	17,884,871	20,237,227	17,456,425	17,178,810	19,650,576	22,503,710	21,662,486	23,836,444	23,867,165	24,729,068	25,285,598	27,988,080																
coal	tons	EN3	100.0%	na	51	na	na	na	na	0	na	na	na	na	na	na	na	na	na	na	na	51	56	71	52	81	-14	86	100	87	119	197	271	284	213																
gazoline + GPL for company's vehicles	liters	EN3	99.0%	4,181,827	1,548,907	70,583	248,051	45,686	35,936	149,825	0	74,086	50,777	973,282	0	0	334,371	81,917	0	419,415	5,465	8,220,128	5,997,432	3,408,576	3,963,869	2,921,972	3,409,907	3,910,914	5,165,407	5,885,434	6,867,479	9,518,387	10,442,078	13,513,958	12,970,338																
diesel gazoline for company's vehicles	liters	EN3	99.0%	16,998,898	2,315,062	338,084	1,138,320	889,957	381,352	67,605	0	816,949	384,244	467,570	0	0	541,193	151,594	0	710,722	3,946	25,205,496	30,042,572	31,845,400	32,569,408	36,967,936	40,035,292	42,015,874	45,217,595	42,733,872	45,091,672	44,358,123	46,326,910	42,299,296	42,084,210																
Scope 1 total energy	GWh	EN3	99.5%	480	85	36	19	14	6	3	0	9	91	44	315	0	8	3	58	12	0	1,184	1,340	1,373	1,365	1,384	1,391	1,684	1,766	1,610	1,588	1,732	1,367	1,295	1,416																
CO ₂ emissions (fuel-gas-coal)	Metric tons CO ₂	EN4	99.8%	66,276	11,933	7,344	1,437	1,227	502	199	16	118	20,023	7,034	72,902	0	0	106	13,446	202	0	202,766	219,321	229,349	223,045	220,595	214,182	276,394	284,149	253,491	239,159	264,565	181,010	165,924	336,475																
CO ₂ emissions (vehicles)	Metric tons CO ₂	EN5	99.0%	55,339	9,775	1,072	3,633	2,501	1,109	525	0	2,369	1,151	3,484	0	0	2,222	596	0	2,873	23	86,671	96,891	95,687	99,000	108,616	118,213	124,852	136,642	131,524	140,344	144,637	152,138	150,410	146,599																
Scope 1 CO ₂ emissions (energy only)	Metric tons CO ₂	EN3	99.5%	121,615	21,708	8,416	5,070	3,728	1,611	723	16	2,487	21,174	10,518	72,902	0	2,222	702	13,446	3,075	23	289,437	316,212	325,036	322,045	329,211	332,395	401,246	420,791	385,015	379,503	409,203	333,147	316,334	483,075																
CO ₂ emissions from green house gas (refrigerants)	Tons eqCO ₂	EN19	19.0%	0	5,324	0	0	275	0	0	0	0	0	0	0	0	0	0	599	0	6,198	17,478	6,723	5,516	12,895	16,728	16,780	24,633	7,536	15,881	14,105	24,309	15,185																		
Non Emitted CO ₂ thanks to compensation projects	Tons eqCO ₂		100.0%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2,405	-2,229	-2,154	-2,185	-2,145	-2,153	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Scope 1 CO₂ emissions	Metric tons CO₂	EN16	99.0%	121,615	27,032	8,416	5,070	4,003	1,611	723	16	2,487	21,174	10,518	72,902	0	2,222	702	13,446	3,674	23	295,635	331,461	329,606	325,376	339,961	346,970	418,026	445,424	392,551	395,384	423,308	357,456	331,519	483,075																
Scope 2																																																			
electricity	GWh	EN4	99.6%	2,246	552	378.19	103.32	143	77	26	172	97	28.42	85.99	264	0	84	16	29	78	3	4,384	4,357	4,299	4,523	4,452	4,226	4,314	4,169	3,984	4,039	3,916	3,700	3,137	3,059																
of which green energy	GWh	EN6	100.0%	0.00	0.00	378.19	103.34	0.03	0	0	0	0	1.88	0	0	52	0	0	6.6	0.0	542	526	493	457	404.18	408.12	179.39	123.70	122.80	8.37	9.74	9.77	12	77																	
Electricity supply from renewable sources with certificate of guarantee of origin	GWh		100.0%	-	-	378.19	103.34	-	-	-	-	-	-	-	-	-	-	-	6.6	-	488																														
Electricity supply from renewable sources from ESCo contracts or solar farms, or internal solar production	GWh		100.0%	-	-	-	-	0.03	-	-	-	-	1.88	-	-	52	-	-	-	-	54																														
Electricity supply from renewable sources from PPAs	GWh		100.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-																														
Scope 2 CO₂ emissions	Metric tons CO₂	EN16	99.6%	117,473	397,428	0	-3	45,829	12,168	13,051	118,253	64,625	10,548	31,028	121,450	0	15,928	5,837	18,179	35,083	167	1,007,045	1,043,144	1,001,900	1,094,090	1,078,491	1,045,258	1,138,305	1,123,301	1,000,252	1,127,432	1,116,859	1,100,661	961,225	923,632																
Scope 1 + Scope 2 CO₂	Metric tons CO₂	EN16	99.3%	239,088	424,460	8,416	5,066	49,832	13,780	13,775	118,269	67,112	31,722	41,546	194,353	0	18,150	6,539	31,625	38,757	190	1,302,681	1,374,605	1,331,506	1,419,466	1,418,453	1,392,228	1,556,331	1,568,724	1,392,803	1,522,816	1,540,167	1,458,118	1,292,743	1,406,706																
Scope 3																																																			
flight distances for business trips	km	EN29	99.0%	174,437,635	5,740,125	4,816,271	1,200,303	4,665,063	563,508	806,761	0	4,494,826	1,734,247	1,846,766	1,649,915	0	0	0	49,728,170	305,310	251,988,900	246,564,097	250,765,793	253,654,993	230,926,102	225,591,784	243,454,361	277,542,729	290,385,071	284,772,951	215,613,397	254,818,910	242,680,598	184,211,947																	
train distances for business trips	km	EN29	99.0%	95,204,758	4,799,606	3,463,371	280,461	134,234	2,162	0	0	0	0	0	0	0	0	0	1,122,098	483,411	105,490,101	91,033,830	94,097,363	106,460,338	102,515,949	98,059,490	100,955,819	112,256,755	113,164,635	105,266,548	86,939,923	96,283,916	62,030,773	59,901,669																	
Scope 3 CO₂ emissions	Metric tons CO₂	EN16	99.0%	41,693	1,378	1,154	286	1,106	134	191	0	1,065	411	438	391	0	0	0	11,790	74	60,111	46,170	47,041	47,517	43,289	42,316	45,674	52,076	54,139	53,110	40,063	50,620	35,479	36,752																	
total emitted CO₂ (Scope 1 + 2 + 3)	Metric tons CO₂	EN16	99.0%	280,781	425,838	9,570	5,352	50,938	13,913	13,966	118,269	68,177	32,134	41,984	194,744	0	18,150	6,539	31,625	50,546	265	1,362,791	1,420,775	1,378,547	1,466,983	1,461,742	1,434,54																								

environmental performance (Water – Waste – EMS)

indicators	units	Correspondance GRI	reporting scope, as % of the overall Group's turnover	Europe																		AMEA	Orange Business services International	Orange Bank	Group 2017: Validated Values	Group 2017: Validated Values	Group Validated Values (updated without United Kingdom, for years 2006 to 2014)										
				France	Poland	Spain	Belgium	Romania	Slovakia	Moldova	Maroc	Senegal	Mali	Côte d'Ivoire	Egypt	Niger	Jordan	Mada-gascar	Other AMEA Countries	2019	Rappel 2018						Rappel 2017	Rappel 2016	Rappel 2015	Rappel 2014	Rappel 2013	Rappel 2012	Rappel 2011	Rappel 2010	Rappel 2009	Rappel 2008	Rappel 2007
consumed water	m³	EN8	97.0%	668,412	0	37	0	0	237	0	0	0	0	0	0	0	0	0	0	38,622	0	707,308	1,106,883	1,280,102	1,526,652	2,002,402	1,896,733	1,957,396	2,461,099	2,579,078	2,663,656	nc	nc	nc	nc		
paper & cardboard, internal (offices) and external (marketing, invoicing, directories, packaging...)	tons	EN1	93.0%	4,429	0	149	0	206	151	0	0	0	0	31	0	0	0	0	0	19	0	4,985	7,154	7,895	9,126	10,607	8,786	16,559	20,199	23,215	25,278	23,615	32,238	25,890	34,733		
EVACUATED internal waste																																					
internal (network & tertiary) WEEE	tons	EN23	96.5%	1,097	112	0	0	124	115	12	0	17	0	1	23	0	0	0	0	10	1	1,512	1,393	2,805	2,210	1,713	3,022	2,860	3,204	2,273	2,125	2,517	2,433	1,787	1,990		
– Percentage of Recovery	%	EN23	96.5%	93%	95%	na	na	100%	100%	100%	na	100%	na	100%	100%	na	na	na	na	26%	90%	94%	91%	81%	85%	73%	93%	76%	92%	na	na	na	na	na	na		
metal poles	tons	EN23	90.1%	1,227	0	0	0	0	0	0	0	0	0	2	320	0	0	0	0	0	0	1,549	1,508	1,257	1,251	1,303	1,343	1,371	1,259	1,153	950	722	547	1,625	415		
– Percentage of Recovery	%	EN23	90.1%	100%	na	na	na	na	na	na	na	na	na	100%	100%	na	na	na	na	na	100%	100%	100%	100%	100%	100%	100%	100%	na	na	na	na	na	na	na		
wooden poles	tons	EN23	97.5%	18,859	216	0	0	0	0	0	0	71	0	2	0	0	0	0	0	0	0	19,148	19,805	18,072	17,687	15,875	16,821	15,618	14,329	11,903	11,740	9,360	11,868	10,861	11,830		
– Percentage of Recovery	%	EN23	97.5%	100%	100%	na	na	na	na	na	na	100%	na	100%	na	na	na	na	na	na	na	100%	100%	100%	100%	100%	100%	100%	100%	na	na	na	na	na	na	na	
cables	tons	EN23	97.0%	11,528	126	0	0	0	17	5	0.0	10	0	22	175	0	0	0	0	0	0	11,883	12,563	19,482	24,519	23,034	26,218	18,980	16,329	8,968	8,214	5,698	5,698	7,106	4,663		
– Percentage of Recovery	%	EN23	97.0%	75%	100%	na	na	na	100%	100%	na	100%	na	92%	100%	na	na	na	na	0%	na	76%	79%	73%	86%	85%	86%	79%	76%	na	na	na	na	na	na		
batteries	tons	EN23	98.0%	827	93	36.6	0	319	10	21	0	6	0	0	252	0	0	0	0	30	0	1,594	1,387	1,599	1,781	2,288	1,862	2,939	1,942	2,402	2,664	1,546	1,863	2,455	2,188		
– Percentage of Recovery	%	EN23	98.0%	69%	100%	100%	na	100%	100%	100%	na	100%	na	na	100%	na	na	na	na	2%	na	82%	83%	80%	84%	81%	87%	91%	87%	na	na	na	na	na	na		
paper – cardboard	tons	EN23	97.0%	2,220	15	175	0	21	60	10	0.0	18	14	0	16	0	0	0	0	40	90	2,678	3,254	3,024	3,157	3,296	2,959	3,011	3,180	3,482	2,957	3,057	2,520	2,216	746		
– Percentage of Recovery	%	EN23	97.0%	100%	100%	100%	na	100%	87%	100%	na	100%	100%	na	100%	na	na	na	na	44%	100%	98.9%	86%	97%	99%	100%	100%	99%	95%	na	na	na	na	na	na	na	
other hazardous waste (PCB – printer cartridges – Fluorescent tubes included)	tons	EN23	96.0%	161	3	1	0	1	0.03	0	0.0	1	0	0	0	0	0	0.00	0	2	2	170	189	176	254	422	529	499	654	379	591	660	231	309	270		
– Percentage of Recovery	%	EN23	96.0%	88%	97%	100%	na	100%	100%	100%	na	100%	na	na	na	na	na	na	90.8%	7.1%	88%	94%	91%	90%	96%	34%	28%	21%	na	na	na	na	na	na	na		
other non-hazardous waste	tons	EN23	85.0%	7,172	1,234	0	0	1	188	81	0	51	0	51	0	0	0	0	0	16	117	8,911	9,434	9,288	10,664	10,270	11,606	2,399	1,007	1,052	644	904	793	937	2,376		
– Percentage of Recovery	%	EN23	85.0%	47%	98%	na	na	100%	4%	100%	na	100%	na	100%	na	na	na	na	na	46%	44%	54%	49%	59%	60%	56%	46%	60%	58%	na	na	na	na	na	na	na	
total EVACUATED internal waste	tons	EN23	94.6%	43,090.9	1,798.9	211.9	0.0	466.7	389.5	130.0	0.0	173.4	13.8	78.4	786.3	0.0	0.0	0.0	0.0	96.6	209.7	47,446	49,533	55,702	61,523	58,201	64,360	47,676	41,903	31,613	29,885	24,464	25,953	27,295	24,478		
– Percentage of Recovery	%	EN23	94.6%	84%	98%	100%	na	100%	47%	100%	na	100%	100%	98%	100%	na	na	na	na	30%	68%	84.5%	83.31%	82.05%	86.48%	85%	83%	87%	75%	na	na	na	na	na	na	na	
KPI: tons of internal EVACUATED waste / MEuros of turnover	tons/MEuros of turnover	EN23	94.6%	1.86	0.69	0.04	-	0.43	0.71	0.94	-	0.24	0.03	0.10	1.01	0	-	-	-	0.04	0	1.14	1.21	1.37	1.51	1.46	1.64	1.16	0.96	0.70	0.66	0.53	0.54	0.59	0.49		
WEEE collected from customers (including batteries)	tons	EN23	365.09	3,380	0.0	197	0	77	4	0	0.0	11	0	0	0	0	0	0	0	75	0	3,745	2,754	1,371	2,038	1,495	2,012	2,805	2,416	3,121	1,607	1,357	1,586	1,913	1,632		
– Percentage of Recovery	%	EN23	44%	86%	na	35%	na	100%	100%	na	na	100%	na	na	na	na	na	na	na	1%	0%	82%	83%	83%	81%	82%	82%	75%	78%	na	na	na	na	na	na	na	
KPI: WEEE collected from customers	kg/1000 customer	EN23	-29.92	44.76	0.00	8.06	0.00	7.66	1.32	0.00	0.00	1.14	0.00	0.00	0.00	0	0.00	0.00	0.00	na	na	14.84	10.95	5.31	8.17	6.49	9.11	13.00	11.54	15.35	8.22	7.74	9.60	12.67	11.78		
Total EVACUATED Hazardous waste	tons	EN23	1480.54	20,944	424	37	0	444	125	34	0	94	0	3	275	0	0	0	0	41	3	22,424	22,774	22,651	21,932	20,298	22,234	21,916	20,128	16,957	17,120	14,084	16,396	15,411	16,278		
– Percentage of Recovery	%	EN23	97%	98%	99%	103%	N/A	100%	100%	100%	N/A	100%	N/A	100%	100%	N/A	N/A	N/A	N/A	11%	36%	98%	99%	96%	97%	95%	96%	94%	84%	na	na	na	na	na	na	na	
Total EVACUATED Non hazardous waste	tons	EN23	2874.66	22,147	1,375	175	0	23	265	96	0	79	14	75	511	0	0	0	0	55	207	25,022	26,759	33,051	39,591	37,903	42,126	25,760	21,775	14,656	12,765	10,381	9,558	11,884	8,200		
– Percentage of Recovery	%	EN23	84%	70%	98%	100%	N/A	100%	23%	100%	N/A	100%	100%	98%	100%	N/A	N/A	N/A	N/A	44%	68%	72%	70%	72%	81%	79%	76%	80%	67%	na	na	na	na	na	na	na	
EMS																																					
KPI EMS: importance of ISO 14001 certified scope	%		92.5%	80.5%	0.0%	0.0%	0.0%	0.0%	100.0%	11.0%	0.0%	0.0%	100.0%	0.0%	77.8%	#DIV/0!	0.0%	0.0%	0.0%	0.0%	0.0%	60.8%	59.8%	66.8%	66.8%	53.4%	41.3%	35.0%	33.9%	25.0%	16.8%	14.0%	13.9%	12.9%	na		

(1) France scope covers Orange France, the Group's headquarters, Orange Marine and the Orange Business Services entities operating on the territory.

Item reviewed by KPMG: reasonable level of assurance.