

# E-waste management forum

## Practice sharing

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# France Telecom is present in 30 countries

western europe

central and eastern europe

Africa, Middle East



**€ 53 billion revenue in 2007**

Mobile services:	€ 22 bn
Residential fixed services:	€ 17bn
Enterprise services:	€ 6bn

**177 million customers Sept 2008**

Mobile:	118 M
ADSL Broadband:	12,4M
IP-VPN accesses:	0,3 M

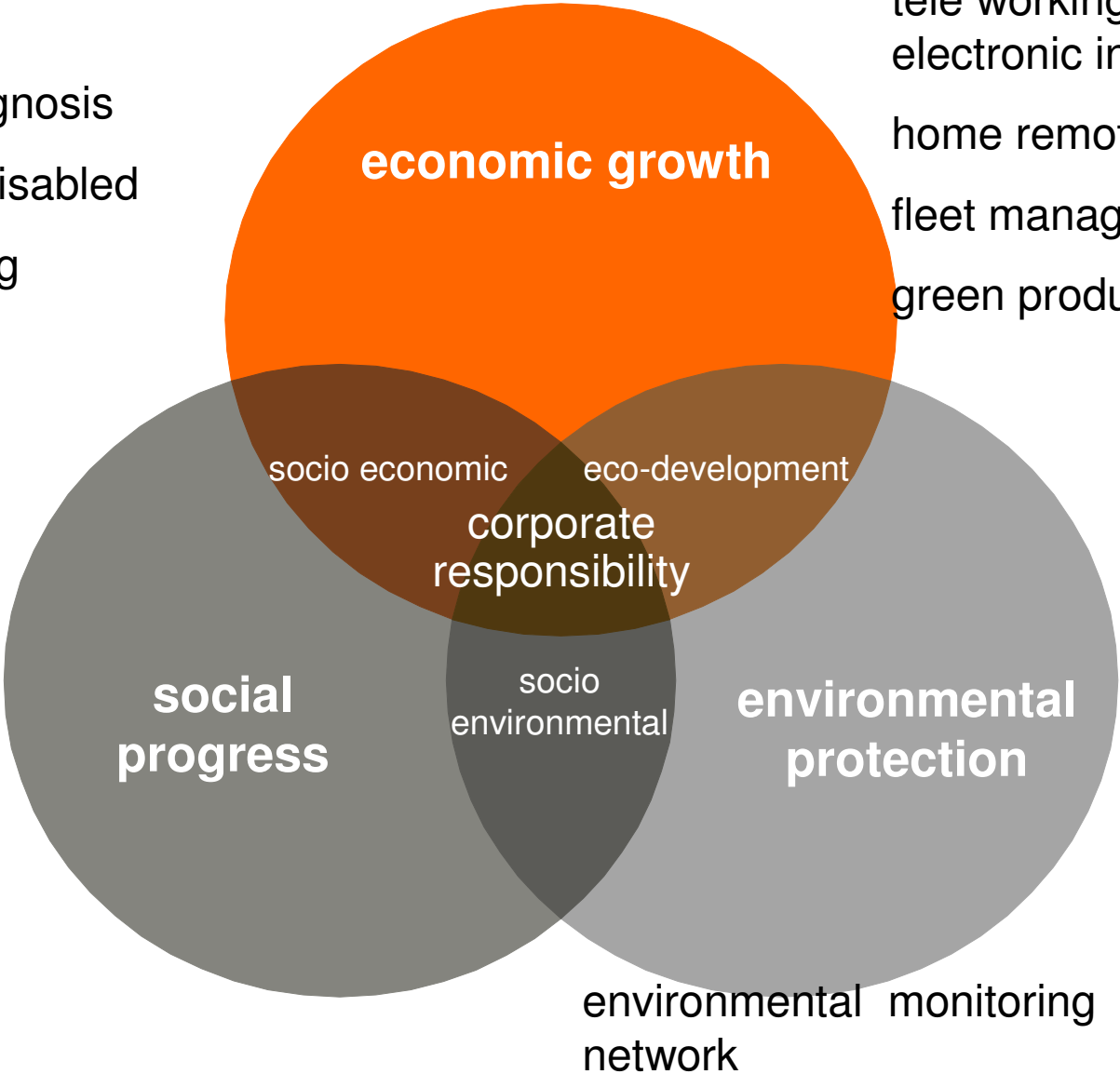
**18 Orange Labs**

■ Fixed/BB/Mobil  
 ■ Mobile only  
  Minority owned Fixed/BB/mobile  
  Minority owned mobile

# sustainability model: a proper balance

health telediagnosis  
solutions for disabled  
mobile banking  
e learning

videoconferencing  
tele working,  
electronic invoices  
home remote control  
fleet management  
green products



# key dates for our sustainability commitments

- 2008 - 2011*    *relevant signatures and partnerships in markets*
- 2008    Strengthening of **ethical and environmental clauses** inside Group sourcing contract policy
- 2008    Signatory to the Global Compact program **Caring for Climate**
- 2007    **European framework for youth protection**  
GSMA alliance to combat online child pornography
- 2006    France Telecom and the **Worldwide Trade Union Alliance-UNI** - a worldwide agreement on fundamental social rights in the Group
- 2000    Founding signatory to **Global Compact**



## example of concrete action: solar solution for mobile network



### Solar-powered mobile relay stations

- contribute to reduce our CO<sup>2</sup> footprint by 20% by 2020
- enables isolated populations, without any power supply, to access the mobile network
- contribute to bring the energy bill down

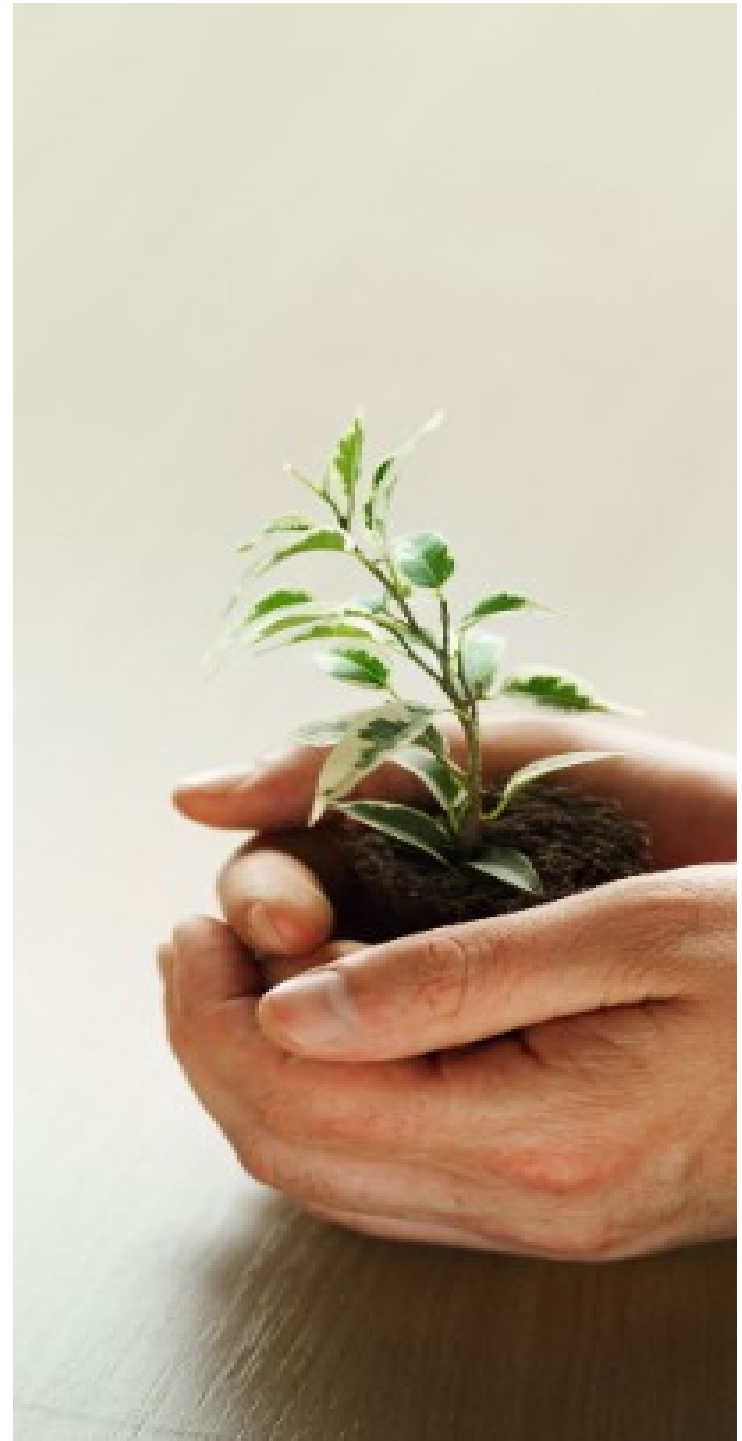
This program reflects Orange's ambition to take the percentage of solar energy in its networks' power supply up to 25% by 2015.

200th solar-powered mobile relay station inaugurated in last november

By the end of 2009, Orange will have more than one thousand 100% solar-powered stations

## **sustainable development: our key stakes**

- 1 innovative solutions serving sustainable development**
  - 2 developing access for all**
  - 3 meeting customers' expectations**
  - 4 mobilizing our staff**
  - 5 promoting responsible purchasing principles**
  - 6 optimizing waste management**
  - 7 responding to concerns over EMW**
  - 8 involvement in communities**
- & fighting climate change**



# Mobile activities CSR program

## ➤ CARE

- > Protecting children
- > Ensuring telecoms services are used responsibly Ensuring confidence and security for customers

## ➤ PRESERVE

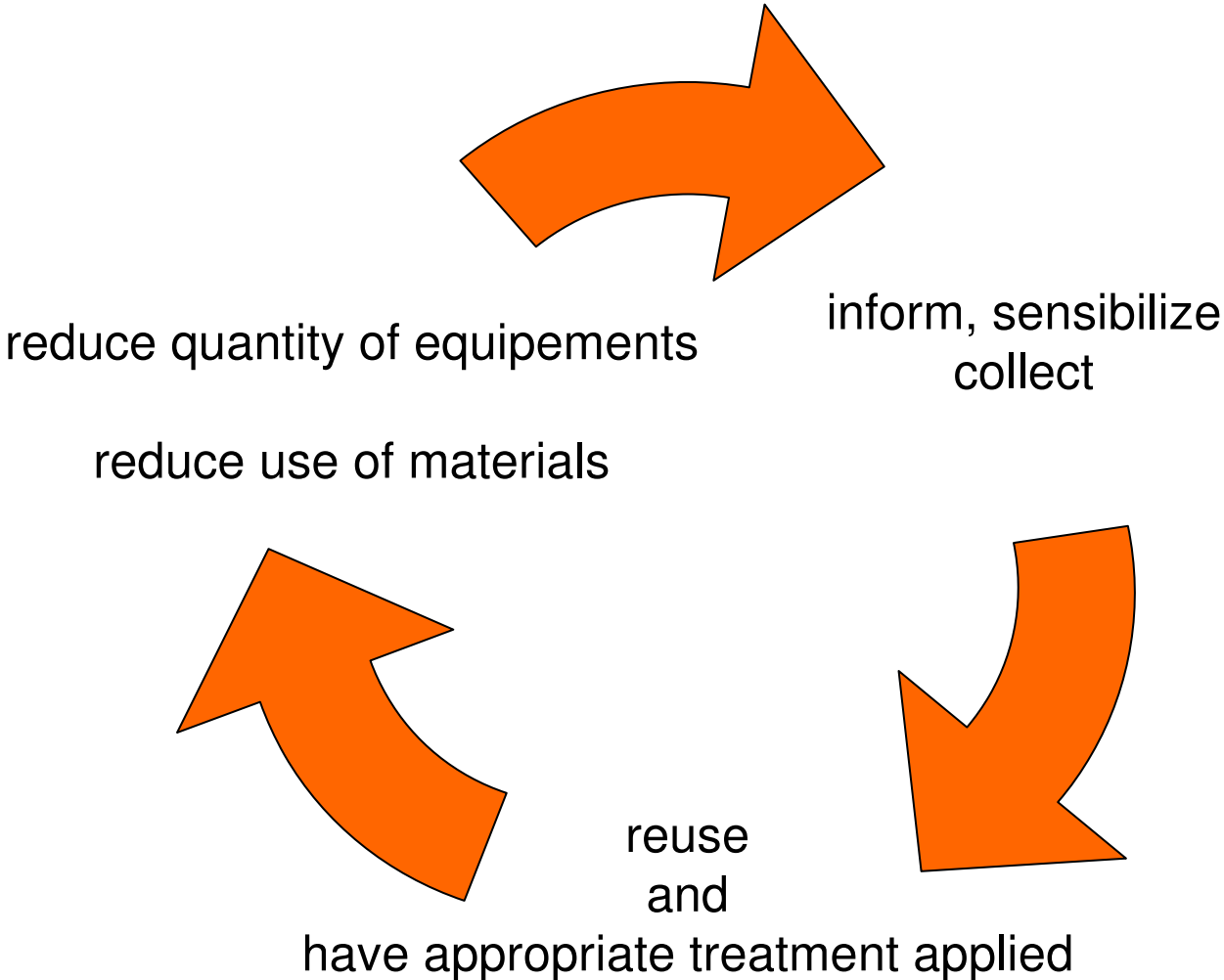
- > Managing our environmental impact: energy, waste, green choices for customers / from suppliers, Environment Management Systems (EMS)

## ➤ INCLUDE

- > Fight for digital inclusion - geographical, economic and physical inclusion

*MobiNil a flagship of the group*

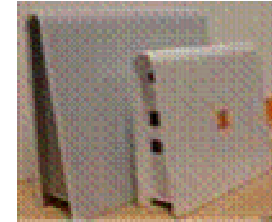
FT / Orange is very active in the e-waste management along the chain



# Partnership to eco design Livebox 1.2

## Materials

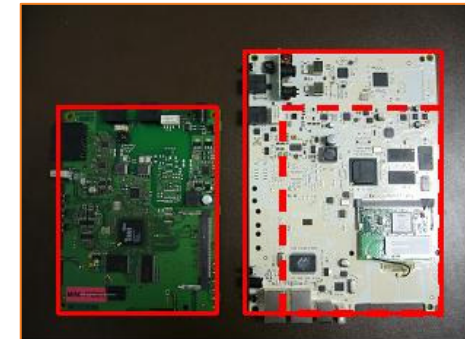
- Less materials: weight reduced by 35%
- Size of the printed circuit board reduced
- Packaging: – 25% in weight, -30% in size



**Energy consumption:** -26% during « use » phase

## Easier dismantling

- Homogeneous plastics
- Non brominated flame retardant
- Number of parts is reduced and all parts are separable –metals, plastics, electronics- only 4 screws and no glue



# Promoting a Universal Charger

**Current situation  
at home!**



**Universal charger?**



Orange promotes a solution which matches this obvious need for:

environmental improvements

&

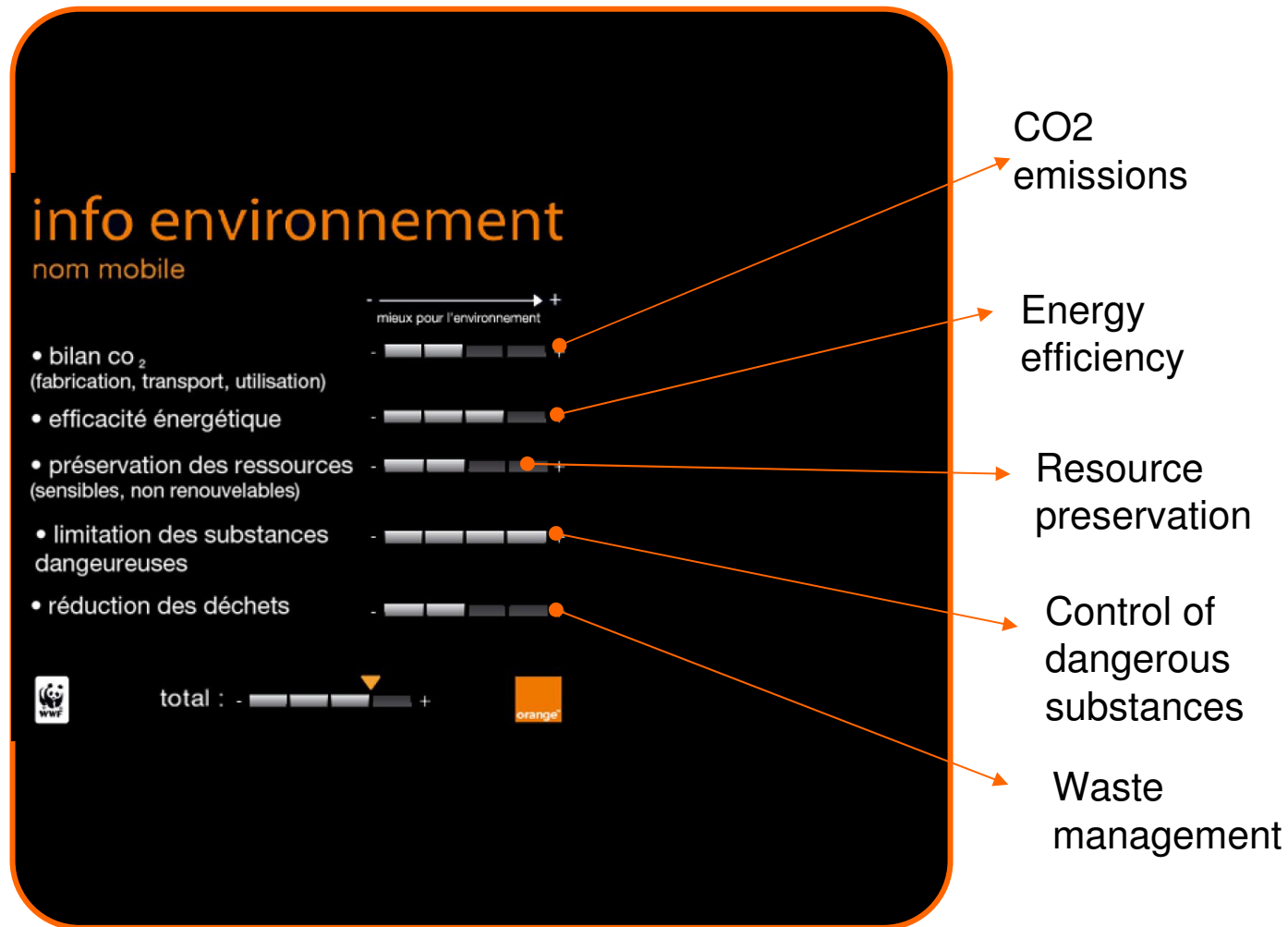
simpler connectivity

Universal  
Connectivity  
Standards exist



# Pioneering an eco-rating system

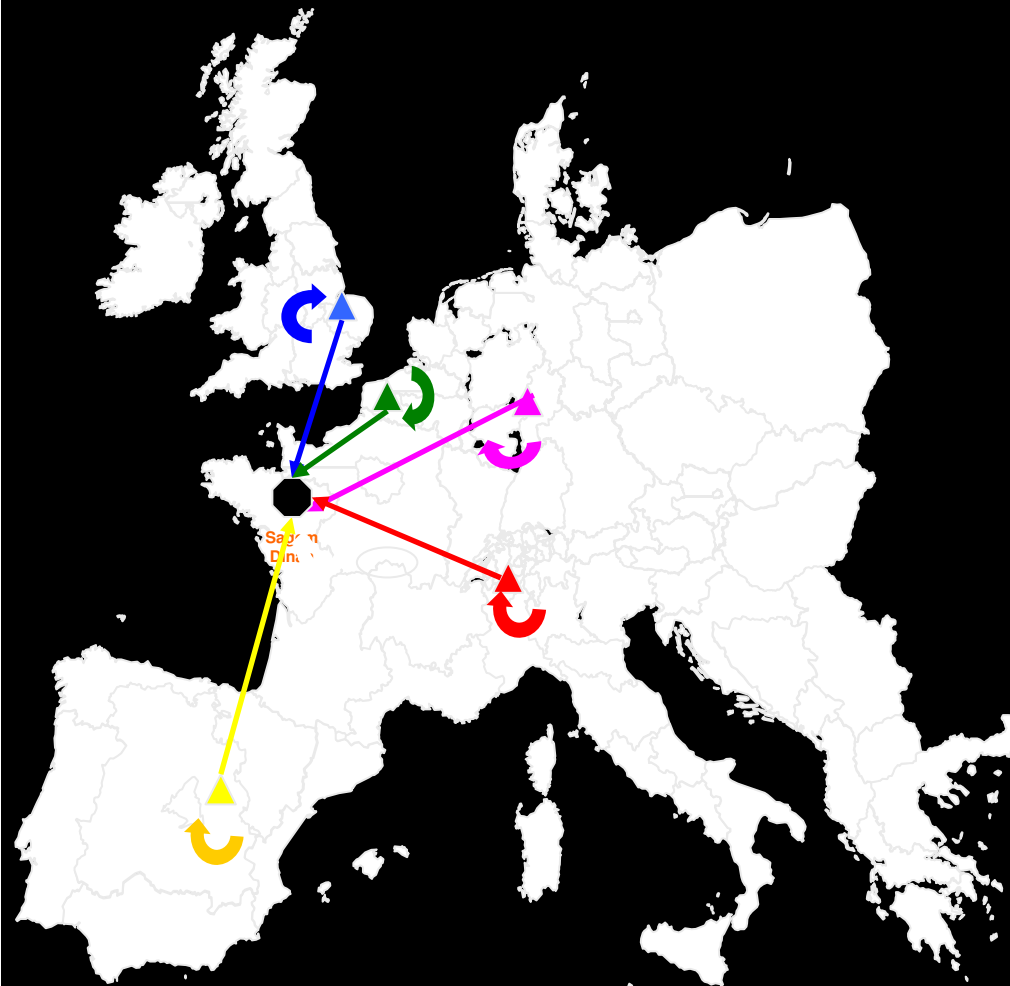
## sample of Orange/WWF eco-rating label



## Collecting & having appropriate treatments for used equipments

- Multimedia, fixed, mobile, equipments collected
  - 1632 tons in 2006
  - 1961 tons in 2007
  
- Mobile handsets collected
  - 695 189 units in 2006
  - 912 000 units in 2007
  
- IT&Network
  - 1996 tons in 2006
  - 2885 tons in 2007

# Favouring reuse by creating a refurbishment and repair center for multimedia equipments...



- reuse 70% of returned Multimedia products & avoid scrapping
- in line with regulation on Waste of Electric & Electronic
- Improve economic conditions for affiliates

▲ BL Sorting center

▲ SP sorting center

▲ UK sorting Center

▲ PL sorting Center



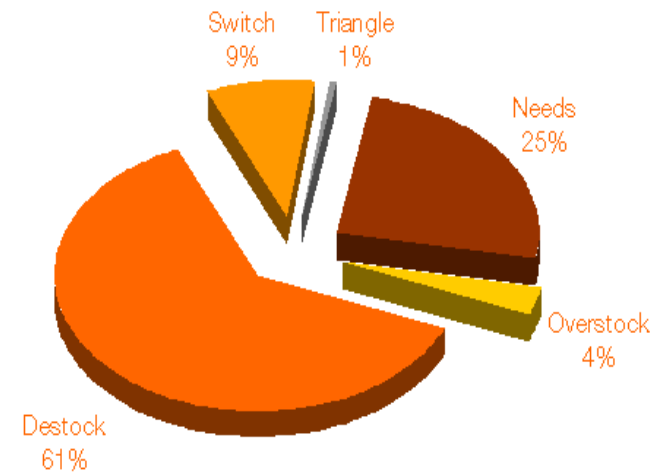
European Multimedia repair & refurbishment center

## ...and via an “home-made” Stock Market Place

### Summary 2007

Operation type	No of requests	Quantity sold	Value
Needs	331	234 422	11 097 353,06 €
Overstock	7	32 869	675 752,90 €
Destock	179	578 557	7 590 354,65 €
Switch	2	80 000	5 784 800,00 €
<b>Total</b>	<b>519</b>	<b>925 848</b>	<b>25 148 261 €</b>

Total volume per operation type



- **Visibility** : increase, extension for some “rest of Europe countries, trends to extend it to all group affiliates
- **stocks exchanges** between affiliates
- Tools & Requirements formalized and aligned with Group Supply Chain IT for the Stock Market Place creation

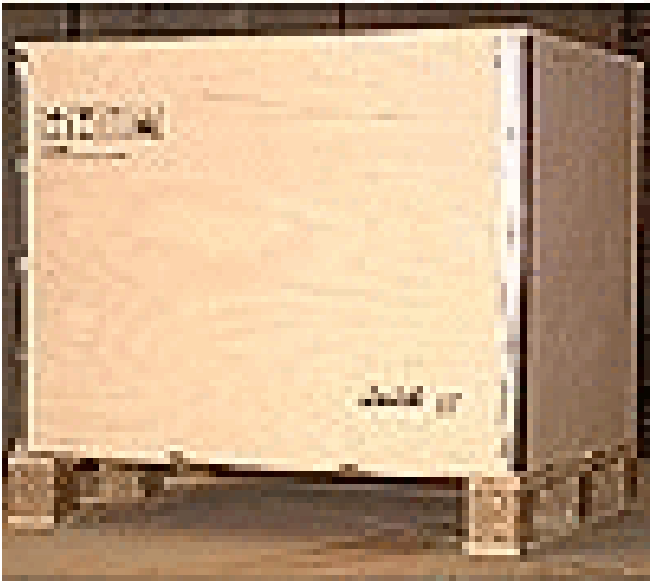
# More equipments, less weight, less materials

from  
300 mobile handsets of 700 g / pallet

to

500 mobile handsets of 400g / pallet

even 1500 handsets of 250 g when low cost handsets



## Our ambition

### Set an example

- in reducing our own environmental impacts
- acting as a responsible company
- helping our customers meet the challenge of sustainable development



Together we can do more !