**David Kaye**

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**RE: Submission on freedom of expression and the telecommunications and internet access sector**

Orange is pleased to provide input to the Special Rapporteur’s study on freedom of expression in the telecommunications and Internet access sector in addition to the Telecommunications Industry Dialogue (Industry Dialogue)

**Orange in few figures:**

Orange is one of the world’s leading telecommunications operators with sales of 40 billion euros in 2015 and 154,000 employees worldwide at 30 June 2016, including 96,000 employees in France. Present in 29 countries, the Group has a total customer base of 250 million customers worldwide at 30 June 2016, including 189 million mobile customers and 18 million fixed broadband customers. Orange is also a leading provider of global IT and telecommunication services to multinational companies, under the brand Orange Business Services in almost every country in the world. The customer experience and citizenship are placed at the heart of its strategy with the aim of allowing people to benefit fully from the digital universe and bring everywhere some social and economic developments in line with the SDG goals.

**Orange is part of the Telecom Industry Dialogue:**

As the ID members Orange spread the common ID principles on Freedom of expression

Orange is very pleased to work in the countries where it has affiliates on common positions with other affiliates members of the Industry Dialogue and to report in detail on the implementation of the guideline. <http://www.orange.com/en/Responsibility/Commitment/Human-rights/Industry-Dialogue>

On transparency orange as the other members of wants to add that we are publishing our own transparency report

<http://www.orange.com/fr/content/download/37558/1150696/version/2/file/Transparency+report+on+freedom+of+speach+and+privacy.pdf>

**Orange is setting up an emergency procedure to push back non acceptable demands from government of it operation countries**

Orange has set up an emergency process concerning non acceptable (unlawful, not traceable, against basic international laws,..) demands from governments regarding network shutdown (internet, mobile, SMS,..) or customer data information’s. We are following the Industry Dialogue principle, and every time there is a demand that is not in line with our principles we are sending an alert to the international community (GNI, ID, NGO’s,…) as an emergency measure. The alerted community reacts back within 24 hours. This process now in place in our Group as permitted to restore traceability or to push back (CAR and Guinea Conakry for examples) this kind of demands.

This process is particularly important since the number of demands is growing (6 cases already in 2016 compare to 3 in 2015)

**Orange is also part of EDH in France:**

Orange is also member of EDH a French Association of big companies (14 of the 40 biggest companies listed in Paris) dealing with global relationship between businesses and HR. Different training for our employees have been worked out in this environment.

**Orange is developing with Verisk Maplecroft a gap analysis study between international and local laws in our countries of operations**:

Orange has already customized a HRIA analysis in our countries of operations with Maplecroft. We are pursuing our studies with Maplecroft into a legal framework extension, setting up a gap analysis between international laws and local laws in our countries of operations. We will share this analysis soon after completion.

Thank you for the opportunity to present this Orange Extension to the ID contribution