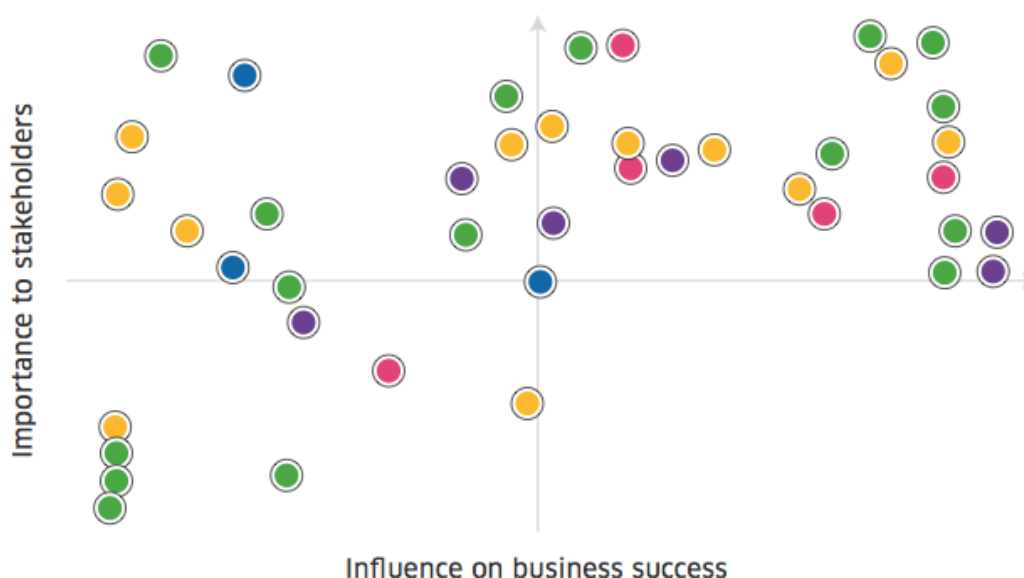


Company:	Alcatel Lucent
Sector:	Technology Hardware & Equipment
Report Year:	2013
Headquarters:	France
Standard Application:	GRI 3.1 A+
Format:	Matrix

**Material topics, 42 topics identified**



- Product innovation and environment
- Digital inclusion
- Ethics & compliance
- Supply chain
- Our people

CR REPORTING CATEGORIES	SUPPORT INNOVATION & DIFFERENTIATION	SUPPORT EXECUTION & EXCELLENCE
Product innovation & environment	Measure, support, increase energy efficiency products	Product safety to customers & communities
	Product stewardship: minimize environmental impact through lifecycle	Managing customer satisfaction Management of electromagnetic environment
	Co-development, R&D partnerships (universities/customers)	Our carbon footprint
Ethics & compliance business conduct	Protection of intellectual property	Anti-corruption % code of conduct
Our people	Talent development	Employee safety & well-being
	Diversity	Employee engagement
Digital inclusion	Affordable and sustainable access for digital inclusion	Social, economical & environmental impact of local operations
Supply chain	Supplier CR practices	Product traceability

## 1.5 Materiality assessment

### Highlight

#### Recap of the 2011-2012 Materiality Assessment

Our first-ever materiality assessment involved the internal analysis of 42 sustainability issues relevant to our industry, spanning areas such as customer expectations, risk management, the environment (operational and product-related), employees, ethics and governance, products, services, customers, supply chain, community and philanthropy. Each issue was considered by more than 50 Alcatel-Lucent executives and sustainability experts involved in key company functions such as finance, R&D, operations, legal, HR, compliance, sales, marketing, procurement, communication, public affairs and philanthropy. Our top customers also participated in the assessment. In 2014, we are launching a new materiality assessment in line with the company's new industrial focus on *The Shift Plan*.

Alcatel-Lucent carefully monitors and evaluates sustainability issues and trends to identify opportunities for progress and improve our sustainability approach. In 2013, we continued to establish action plans and performance evaluations based on the results of our first formal materiality assessment, completed in late 2011. A new materiality assessment is being launched in 2014 in line with the company's industrial focus on *The Shift Plan*.

Through one-on-one interviews with key management team members over the course of a four-month period in mid-2012, we fully reviewed our materiality assessment results, identifying specific actions and embedding them into our business. We held additional meetings with customers to discuss our sustainability strategy and its effect on business performance. We also continued to have important dialogue with key external stakeholders and NGOs, continuously assessing our performance.

Along with areas of the greatest materiality, we continued to manage and monitor the full range of issues and expectations facing our company and industry, working to improve our performance and management systems over time according to business and customer needs.

## 9 SUSTAINABILITY

### 9.1 ENVIRONMENT

#### 9.1.1 OVERALL ENVIRONMENTAL POLICY

##### Our approach

The information and communications technology (ICT) sector has the potential to play a critical role in addressing challenges related to climate change. At Alcatel-Lucent, our long-term success depends on helping our customers respond to their environmental challenges through our innovation — and on reducing our own direct environmental impact.

For these reasons, we have built environmental considerations into virtually every aspect of our business, following a three-part approach:

- **Developing eco-sustainable networks:** Creating and bringing to market products, services and solutions that contribute to environmentally responsible end-to-end networks.
- **Enabling a low-carbon economy:** Helping businesses and consumers reduce their respective environmental impacts with innovative applications and solutions.
- **Reducing our carbon footprint:** Reducing our absolute carbon footprint from operations by 50% by 2020 compared to our 2008 baseline. By the end of 2013, our carbon footprint had decreased by 32% compared to the 2008 baseline.