

# 2012

SUSTAINABILITY REPORT  
A BUSINESS IMPERATIVE

## GLOBAL REPORTING INITIATIVE

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DELIVERING ON TRANSPARENCY

For the third year, Alcatel-Lucent prepared its sustainability reporting according to the G3 GRI sustainability reporting guidelines. For the second year in a row, our A+ level reporting assessment has been checked and confirmed by the GRI organization.



## Global Reporting Initiative (GRI)

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### GRI Application Level Check A+



2012-2013  
ACHIEVEMENTS

In 2012, for the third consecutive year, Alcatel-Lucent prepared its sustainability report according to the G3 GRI sustainability reporting guidelines – and received, for the second year in a row, a GRI Application Level Check Statement A+. Our previously submitted report also received A+ certification.

The Global Reporting Initiative (GRI) is a non-profit organization that works towards a sustainable global economy by providing organizational reporting guidance. Its comprehensive sustainability reporting framework is used by companies and organizations around the world. GRI is committed to continuously improving and facilitating the application of its framework to bring disclosure of environmental, social and governance performance into the mainstream.

For the third year, Alcatel-Lucent's sustainability report has been prepared according to GRI sustainability reporting (G3) guidelines. We have also applied the 'Guidance on Defining Report Content' and associated Principles.

Aligned with our continued transparency and leadership principles, for 2012 we have maintained the GRI Application level check A+, a measure of the extent to which we have applied GRI guidelines in our reporting.

The '+' sign indicates that our report has been externally assured, subject to an independent review by Ernst & Young. The full scope of that review and its conclusions can be found in the Independent Verification Statement.

#### **Q ERNST & YOUNG STATEMENT**

We reviewed the Global Reporting Initiative (GRI) content index communicated to the GRI and verified that:

- the Index answered the required number and set of standard disclosures for the self-declared A+ Application Level;
- the way in which the reporting had been addressed was in-line with the self-declared A+ Application Level.

Based on the procedures performed, nothing came to our attention that causes us to believe that conditions set out in the GRI G3 guidelines to achieve A+ self-declaration rating are not fully met.



## Statement GRI Application Level Check

GRI hereby states that **Alcatel-Lucent** has presented its report “2012 Sustainability Report” to GRI’s Report Services which have concluded that the report fulfills the requirement of Application Level A+.

GRI Application Levels communicate the extent to which the content of the G3 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3 Guidelines. For methodology, see [www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf](http://www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf)

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 17 April 2013

Nelmara Arbex  
Deputy Chief Executive  
Global Reporting Initiative



The “+” has been added to this Application Level because Alcatel-Lucent has submitted (part of) this report for external assurance. GRI accepts the reporter’s own criteria for choosing the relevant assurance

*The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world’s most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. [www.globalreporting.org](http://www.globalreporting.org)*

**Disclaimer:** Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 10 April 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

## GRI INDEX

### Standard Disclosures Part I: Profile Disclosures

#### 1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation	Sections' starting pages
1.1	Statement from the most senior decision-maker of the organization.	Fully	SR:-MESSAGE of ALCATEL-LUCENT CEO: ,/ Sustainability Management: 4.3-United Nations Global Compact,4.4-World Economic Forum,3-2012 HALL OF FAME,/ 2012 Reporting: 2-2012 ALCATEL-LUCENT DASHBOARD: ACHIEVEMENTS, PROGRESS AND COMMITMENTS		SR:2,34,36,17,48
1.2	Description of key impacts, risks, and opportunities.	Fully	SR:Sustainability Management: 1.4-Materiality assessment, 1.5.6-Environmental risks		SR:8,11

#### 2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation	Sections' starting pages
2.1	Name of the organization.	Fully	SR>About Us: Company Overview		<a href="#">Weblink</a>
2.2	Primary brands, products, and/or services.	Fully	SR>About Us: Company Overview,/ 20F: 5-Description of the Group's Activities		<a href="#">Weblink</a> 20F:29
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	SR>About Us: Company Overview,/ 20F: 4-Information About the Group		<a href="#">Weblink</a> 20F:17
2.4	Location of organization's headquarters.	Fully	SR>About Us: Company Overview		<a href="#">Weblink</a>
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	SR>About Us: Company Overview		<a href="#">Weblink</a>
2.6	Nature of ownership and legal form.	Fully	20F: 10-Stock Exchange and Shareholding		20F:163
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	SR>About Us: Company Overview,/ 20F: 5-Description of the Group's Activities		<a href="#">Weblink</a> 20F:29
2.8	Scale of the reporting organization.	Fully	20F section 12-CONSOLIDATED FINANCIAL STATEMENTS OF ALCATEL-LUCENT AND ITS SUBSIDIARIES		20F:186
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	20F: 5.1-Business Organization		20F:29
2.10	Awards received in the reporting period.	Fully	SR:Sustainability Management: 3-2012 HALL OF FAME,/ About Us: Bell Labs		<a href="#">Weblink</a>

3. Report Parameters					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation	Sections' starting pages
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:46
3.2	Date of most recent previous report (if any).	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:46
3.3	Reporting cycle (annual, biennial, etc.)	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:46
3.4	Contact point for questions regarding the report or its contents.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:46
3.5	Process for defining report content.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY / Sustainability Management: 1-OUR APPROACH TO SUSTAINABILITY		SR:46,5
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY / Sustainability Management: 1-OUR APPROACH TO SUSTAINABILITY		SR:46 20F:17
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:46
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.	Fully	20F: 4-Information About the Group		20F:17
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. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	SR:Environment: 1.4-Adopting carbon footprint assessment standards for ICT products, / 2012 Reporting: 3-ENVIRONMENTAL INDICATORS,4-SOCIAL INDICATORS,		SR:97,52,57
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).	Fully	No restatements		
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY, / -MESSAGE of ALCATEL-LUCENT CEO: , / Sustainability Management: 1.1-The Alcatel-Lucent Sustainability vision		SR:46,2,5
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	This Table		
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	SR: Verification Statement		SR:218,237

4. Governance, Commitments, and Engagement					
Profile Disclosure	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation	Sections' starting pages
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.	Fully	SR:Corporate Governance: 1-BOARD OF DIRECTORS GOVERNANCE SYSTEM,2.2-Board's information and works,/ Sustainability Management: 2-MANAGING OUR SUSTAINABILITY,/ 20F: 7.1-Chairman's Corporate Governance report		SR:64,67,15 20F:77
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	SR:Corporate Governance: 1.1-Separation of functions,/ Sustainability Management: 2-MANAGING OUR SUSTAINABILITY		SR:64,15
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.	Fully	SR:Corporate Governance: 1.3-Selection criteria and independence of the Directors,1.2-Staggered Board - Membership and diversity,1.1-Separation of functions,/ 20F: 7.1-Chairman's Corporate Governance report		SR:66,65,64 20F:77
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	SR:Our People: 5.1-Communication at Alcatel-Lucent,5.3-Discussions with unions,/ Sustainability Management: 4.1-Dialogue and action,/ 2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY		SR:142,145,26,46
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).	Fully	SR:Corporate Governance: 3-SENIOR MANAGEMENT REMUNERATION,4-SUSTAINABILITY,/ 20F: 7.1.2-Management Bodies of the Company,7.2-Compensation and Long-term incentives		SR:68,70 20F:79,112
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	SR:Corporate Governance: 1.4-Ethics and absence of conflicts of interest		SR:66
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.	Fully	SR:Corporate Governance: 1.3-Selection criteria and independence of the Directors,1.4-Ethics and absence of conflicts of interest		SR:66
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.	Fully	SR:Environment: 1.1-Our approach to environmental sustainability,4.3-Encouraging eco-awareness among our people,/ Ethics, Compliance and Business Conduct: 1-OUR COMMITMENT TO ETHICS AND COMPLIANCE,9.2-Internal communications in 2012,2.2-The role of the Board of Directors,/ Corporate Governance: 1.3-Selection criteria and independence of the Directors,/ Sustainability Management: 1.2-Priorities and values		SR:94,133,77,90, 81,66,5
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.	Fully	SR:Ethics, Compliance and Business Conduct: 2-OUR COMPLIANCE GOVERNANCE STRUCTURE,/ Corporate Governance: 1.1-Separation of functions,1.2-Staggered Board - Membership and diversity,1.4-Ethics and absence of conflicts of interest,1.5-Board duties,2-BOARD EFFECTIVENESS AND TRANSPARENCY,4-SUSTAINABILITY,/ Sustainability Management: 2.1-Alcatel-Lucent Sustainability Council,1-OUR APPROACH TO SUSTAINABILITY,2-MANAGING OUR SUSTAINABILITY		SR:80,64,65,66,67, 70,15,5
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	SR:Sustainability Management: 2-MANAGING OUR SUSTAINABILITY,/ 20F: 7.1.3-Powers and Activity of the board of Directors		SR:15 20F:98

4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	SR:Corporate Governance: 7-OUR APPROACH TO RISK AND CRISIS MANAGEMENT	SR:72
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	SR:2012 Reporting: 1-HOW WE REPORT ON SUSTAINABILITY,/ Corporate Governance: -CORPORATE GOVERNANCE,/ Sustainability Management: 4.3- United Nations Global Compact, 4.4- World Economic Forum	SR:46,64,34,36
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	SR:Ethics, Compliance and Business Conduct: 11- INTERNATIONAL INITIATIVES,/ Environment: 1.2-Engaging for success: Stakeholder activities,/ About Us: Bell Labs	SR:91,95 <a href="#">Weblink</a>
4.14	List of stakeholder groups engaged by the organization.	Fully	SR:Sustainability Management: 4.1- Dialogue and action	SR:26
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	SR:Sustainability Management: 4-OUR ENGAGEMENT WITH STAKEHOLDERS	SR:26
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	SR:Environment: 1.2-Engaging for success: Stakeholder activities,2.2.4-GreenTouch™ consortium,4.3-Encouraging eco-awareness among our people,/ Sustainability Management: 4-OUR ENGAGEMENT WITH STAKEHOLDERS	SR:95,104,133,26
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.	Fully	SR:Sustainability Management: 4-OUR ENGAGEMENT WITH STAKEHOLDERS	SR:26

Standard Disclosures Part II: Disclosures on Management Approach (Dmas)					
G3 DMA	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation	Sections' starting pages
DMA EC	Disclosure on Management Approach EC				
Aspects	Economic performance	Fully	20F: 6-Operating and Financial Review and Prospects		20F:41
	Market presence	Fully	20F: 5-Description Of The Group's Activities		20F:29
	Indirect economic impacts	Fully	SR:Society: 1-OUR APPROACH TO DIGITAL INCLUSION,2-HOW WE GIVE		SR:173,185
DMA EN	Disclosure on Management Approach EN				
Aspects	Materials	Fully	SR:Environment: 2.3.2-Managing materials,/ Supply Chain: 3.5-Product traceability and conflict minerals	Not material/ See Environment 4.2.4- Protecting biodiversity	SR:109,207
	Energy	Fully	SR:Environment: 2.3.7-Increasing the energy efficiency of products in use,/ 2012 Reporting: 3-ENVIRONMENTAL INDICATORS		SR:112,52
	Water	Fully	SR:Environment: 4.2.6-Conserving water		SR:132
	Biodiversity	Not	Biodiversity is immaterial to Alcatel-Lucent however we take action to protect the limited biodiversity in the areas we operate. See Environment 4.2.4- Protecting biodiversity		SR:131
	Emissions, effluents and waste	Fully	SR:Environment: 4-REDUCING OUR CARBON FOOTPRINT,4.2.7-Handling spills,2.3.8 Takeback, remanufacturing and recycling		SR:121,132,115
	Products and services	Fully	SR:Environment: 2.3-Reducing the impact of our products and solutions,2.3.6-Packaging and distribution		SR:108,112
	Compliance	Fully	SR:Sustainability Management: 1.5.4-EHS Compliance Audit Program		SR:10
	Transport	Fully	SR:Environment: 2.3.6-Packaging and distribution		SR:112
	Overall	Fully	SR:Environment: 1-OUR ENVIRONMENTAL SUSTAINABILITY STRATEGY		SR:94
DMA LA	Disclosure on Management Approach LA				
Aspects	Employment	Fully	SR:Our People: 1-FOCUSED ON OUR PEOPLE,8-DEVELOPING OUR WORKFORCE,9-TALENT ATTRACTION AND RETENTION,10-TALENT DEVELOPMENT		SR:138,157,160,162
	Labor/management relations	Fully	SR:Our People: 5-FOSTERING INTERNAL DIALOGUE		SR:142
	Occupational health and safety	Fully	SR:Our People: 6-EMPLOYEE HEALTH AND SAFETY,/ Sustainability Management: 1.5-Environment, health and safety management		SR:146,9
	Training and education	Fully	SR:Our People: 8-DEVELOPING OUR WORKFORCE		SR:157
	Diversity and equal opportunity	Fully	SR:Our People: 7-DIVERSITY AND EQUAL OPPORTUNITY		SR:148



DMA HR		Disclosure on Management Approach HR			
Aspects	Investment and procurement practices	Fully	SR:Supply Chain: 1-OUR COMPREHENSIVE SUPPLY CHAIN APPROACH,2-MANAGING OUR SUPPLY CHAIN		SR:202,203
	Non-discrimination	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
	Freedom of association and collective bargaining	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
	Child labor	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
	Forced and compulsory labor	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
	Security practices	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
	Indigenous rights	Fully	SR:Our People: 12-GLOBAL HUMAN RIGHTS POLICY		SR:169
DMA SO		Disclosure on Management Approach SO			
Aspects	Community	Fully	SR:Society: 1.3-Innovation for communities - our research,2-HOW WE GIVE		SR:180,185
	Corruption	Fully	SR:Ethics, Compliance and Business Conduct: 1.1-Communicating ethics and compliance,1.2-Zero tolerance policy		SR:78
	Public policy	Fully	SR: Sustainability Management: 4-OUR ENGAGEMENT WITH STAKEHOLDERS		SR:26
	Anti-competitive behavior	Fully	20F: 6.10-Legal Matters		20F:73
	Compliance	Fully	SR:Ethics, Compliance and Business Conduct: 1.1-Communicating ethics and compliance,1.2-Zero tolerance policy		SR:78
DMA PR		Disclosure on Management Approach PR			
Aspects	Customer health and safety	Fully	SR:Sustainability Management: 1.5-Environment, health and safety management		SR:9
	Product and service labelling	Fully	SR:Environment: 2.1-Measuring impact from end to end		SR:99
	Marketing communications	Fully	SR:Sustainability Management: 1.6-Approach to marketing and communications		SR:13
	Customer privacy	Fully	SR:Ethics, Compliance and Business Conduct: 6-PRIVACY PROTECTION AND INFORMATION SECURITY		SR:86
	Compliance	Fully	SR:Ethics, Compliance and Business Conduct: 1-OUR COMMITMENT TO ETHICS AND COMPLIANCE,2.1-A global compliance governance organization,2.2-The role of the Board of Directors		SR:77,80,81

Standard Disclosures Part III: Performance Indicators					
Economic					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for Omission/Explanation	Sections' starting pages
Economic performance					
EC1	Direct 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.	Fully	20F: 12-Consolidated Financial Statements of Alcatel-Lucent and ITS subsidiaries		20F:181
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	SR:Environment: 1.3-Governance and sustainability,2.2.1-Green innovation,/ Corporate Governance: 7.4-Contingency plans for environmental and sustainability-related risks,/ Sustainability Management: 1.2-Priorities and values		SR:96,102,74,5
EC3	Coverage of the organization's defined benefit plan obligations.	Fully	20F: 12-Consolidated Financial Statements of Alcatel-Lucent and ITS subsidiaries		20F:181
EC4	Significant financial assistance received from government.	Fully	SR:12-Consolidated Financial Statements of Alcatel-Lucent and ITS subsidiaries		20F:See note (1) at bottom of page 218
Market presence					
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Not	See explanation	Not available/ In 2012, we established local purchase requirements for manufacturing facilities. Reporting local spend is very complex given our operations magnitude and complexity. We will further investigate how to track local spend in 2013.  To be reported in 2013	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	SR:Our People: 9.3-Mobility		SR:161
Indirect economic impacts					
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	Fully	SR:Society: 2.8-Corporate charitable contributions		SR:196
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	

Environmental					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for Omission/Explanation	Sections' starting pages
Materials					
EN1	Materials used by weight or volume.	Fully	SR:Environment: 2.3.4-Product materials content,2.3.8 Takeback, remanufacturing and recycling		SR:110,115
EN2	Percentage of materials used that are recycled input materials.	Fully	SR:Environment: 2.3.4-Product materials content,2.3.8 Takeback, remanufacturing and recycling		SR:110,115
Energy					
EN3	Direct energy consumption by primary energy source.	Fully	SR:2012 Reporting: 3.3 Environmental and energy consumption indicators		SR:53
EN4	Indirect energy consumption by primary source.	Fully	SR:2012 Reporting: 3.3 Environmental and energy consumption indicators		SR:53
EN5	Energy saved due to conservation and efficiency improvements.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Water					
EN8	Total water withdrawal by source.	Fully	SR:2012 Reporting: 3-ENVIRONMENTAL INDICATORS		SR:52
EN9	Water sources significantly affected by withdrawal of water.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EN10	Percentage and total volume of water recycled and reused.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	

Biodiversity					
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	Immaterial to Alcatel Lucent. See environment section 4.2.4-Protecting Biodiversity	Not material/ See environment section 4.2.4	SR:131
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Not	Immaterial to Alcatel Lucent. See environment section 4.2.4-Protecting Biodiversity	Not material/ See environment section 4.2.4	SR:131
EN13	Habitats protected or restored.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	SR:2012 Reporting: 3-ENVIRONMENTAL INDICATORS, / Environment: 4.1-Tracking and reporting on carbon emissions		SR:52,121
EN17	Other relevant indirect greenhouse gas emissions by weight.	Fully	SR:2012 Reporting: 3-ENVIRONMENTAL INDICATORS, / Environment: 4.1-Tracking and reporting on carbon emissions		SR:52,121
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	SR:Environment: 4-REDUCING OUR CARBON FOOTPRINT		SR:121
EN19	Emissions of ozone-depleting substances by weight.	Fully	SR:2012 Reporting: 3-ENVIRONMENTAL INDICATORS		SR:52
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	Immaterial to Alcatel-Lucent. Please see tables in SR: 2012 Reporting section	Not material/ We have calculated NOx and SOx emissions and the result is 116 tonnes of CO2e. Against our baseline of over 1 million metric tonnes, this represents an insignificant amount of emissions and, therefore, we deemed it not material.	SR:52
EN21	Total water discharge by quality and destination.	Not	Water discharge is immaterial to Alcatel-Lucent See SR: Environment section 4.2.6-Conserving Water	Not material/ Water discharge is immaterial to Alcatel-Lucent See Environment section 4.2.6-Conserving Water	SR:132
EN22	Total weight of waste by type and disposal method.	Fully	SR:2013 Reporting: 3-ENVIRONMENTAL INDICATORS		SR:52
EN23	Total number and volume of significant spills.	Fully	SR:Environment: 4.2.7-Handling spills		SR:132

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.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
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.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Products and services					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	SR:Environment: 2.3-Reducing the impact of our products and solutions,4.2.6-Conserving water,4.2.7-Handling spills,4.1-Tracking and reporting on carbon emissions		SR:108,132,121
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	SR:Environment: 2.3.8 Takeback, remanufacturing and recycling		SR:115
Compliance					
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	See explanation	For 2012, Alcatel-Lucent has not identified any non-compliance with environmental laws or regulations regarding the provision and use of its products and services and, as such, the company had no fines (significant or otherwise)	
Transport					
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Overall					
EN30	Total environmental protection expenditures and investments by type.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	

Social: Labor Practices and Decent Work					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for Omission/Explanation	Sections' starting pages
<b>Employment</b>					
LA1	Total workforce by employment type, employment contract, and region.	Fully	SR:Our People: 4-OUR EMPLOYEES		SR:140
LA2	Total number and rate of employee turnover by age group, gender, and region.	Partially	See explanation	Proprietary information/ Total headcount leaving the company on an annual basis is provided in Our People chapter, section 4-Our Employees, Attrition. The split by Gender and by regions is also provided. Due to Privacy laws we cannot provide the split by age.	SR:140
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
<b>Labor/management relations</b>					
LA4	Percentage of employees covered by collective bargaining agreements.	Not	This information is proprietary	Proprietary information/ This information is proprietary	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	SR:Our People: 5.3-Discussions with unions		SR:145
<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.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	SR:2012 Reporting: 4-SOCIAL INDICATORS, / 20F Additional Information 4-Sustainability		SR:57 20F Addl info:47
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	SR:Our People: 6-EMPLOYEE HEALTH AND SAFETY		SR:146
LA9	Health and safety topics covered in formal agreements with trade unions.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	

Training and education					
LA10	Average hours of training per year per employee by employee category.	Not	See Explanation	Not available/ Total training hours were provided in section 4-Social Indicators (See subsection in table 3-Training in page 21 of the Sustainability Report). However, total hours of training per employee category is not available as our reporting systems are not currently configured to collect this information. We will continue to investigate in 2013 on possible configurations to our reporting system.	SR:57
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
LA12	Percentage of employees receiving regular performance and career development reviews.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Diversity and equal opportunity					
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	SR:Our People: 4-OUR EMPLOYEES,/ Corporate Governance: 1.2-Staggered Board - Membership and diversity,/ 2012 Reporting: 4-SOCIAL INDICATORS,/ 20F: 7.1-Chairman's Corporate Governance Report		SR:140,65,57 20F:77
LA14	Ratio of basic salary of men to women by employee category.	Not	Data is proprietary	Proprietary information/ Information is proprietary	

Social: Human Rights					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for Omission/Explanation	Sections' starting pages
Investment and procurement practices					
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not	See explanation	Not available/ Alcatel-Lucent has put in place in early 2013, human rights diligence requirements for future material proposals of significant investment agreements. We will report on it in the 2013 Sustainability Report and onwards.  To be reported in 2013	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Fully	SR:Supply Chain: 4.2-Rolling out EcoVadis sustainability ratings,4.3-Sustainability audits,5.2-Supplier improvement program		SR:209,211,213
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.	Not	In 2012 Alcatel-Lucent designed a training program for employees on human rights which will be implemented in 2013.	Not available	
Non-discrimination					
HR4	Total number of incidents of discrimination and actions taken.	Fully	SR:Ethics, Compliance and Business Conduct: 5.3-Data and metrics on Code of Conduct violations,5.2-Management of incidents declared through the Compliance Hotline		SR:85
Freedom of association and collective bargaining					
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.	Partially	See explanation	Not available/ Since 2011, we have carried on discussions with the European union in order to adapt our current agreement, based on more than 17 years experience, to improve our communication with our unions at the group level. Discussion are still ongoing with the new ECID secretary and the coordinating committee. The decision is expected for mid 2013.	
Child labor					
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor.	Fully	SR:Supply Chain: 3.2-Adherence to international standards,3.1-Adherence to the EICC Code of Conduct,4.2-Rolling out EcoVadis sustainability ratings		SR:205,209



Forced and compulsory labor					
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.	Fully	SR:Supply Chain: 3.2-Adherence to international standards,3.1-Adherence to the EICC Code of Conduct,4.2-Rolling out EcoVadis sustainability ratings		SR:205,209
Security practices					
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Indigenous rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Social: Society					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for Omission/Explanation/	Sections' starting pages
Community					
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.	Fully	SR:Society: 1-OUR APPROACH TO DIGITAL INCLUSION, 1.2.3- Our Impact Around the World		SR:173,177
Corruption					
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Fully	SR:Ethics, Compliance and Business Conduct: 3.1-Anti-corruption approach		SR:173,177
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	See explanation	Alcatel-Lucent did not deploy a formal Anti-corruption training in 2012 to ALU employees but developed training for deployment in 2013.	
SO4	Actions taken in response to incidents of corruption.	Fully	SR:Ethics, Compliance and Business Conduct: 5.3-Data and metrics on Code of Conduct violations,5.2-Management of incidents declared through the Compliance Hotline,/ 20F: 6.10-Legal Matters		SR:85 20F:73

Public policy					
SO5	Public policy positions and participation in public policy development and lobbying.	Fully	SR:Sustainability Management: 4-OUR ENGAGEMENT WITH STAKEHOLDERS,4.6-Public affairs		SR:26,40
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Not	See explanation	Not applicable/ Concerning political contributions, Alcatel-Lucent does not directly spend corporate funds on political activities. Our employees in Alcatel-Lucent USA have formed a voluntary Political Action Committee (PAC), which made \$9,500 in political contributions to candidates for federal office consistent with employee priorities in 2012. The Alcatel-Lucent USA employee PAC operates in accordance with all U.S. Law and federal election commission regulations	
Anti-competitive behavior					
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Compliance					
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	20F: 6.10-Legal Matters		20F:73
Social: Product Responsibility					
Performance Indicator	Description	Reported	Cross-reference/Direct answer	Reason for omission/Explanation/	Sections' starting pages
Customer health and safety					
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.	Fully	SR:Sustainability Management: 1.5-Environment, health and safety management		SR:9
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.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	

Product and service labeling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	SR:Environment: 2.1-Measuring impact from end to end		SR:99
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	SR:Sustainability Management: 4.2-Customer relationships		SR:30
Marketing communications					
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	SR:Sustainability Management: 1.6-Approach to marketing and communications,		SR:13,14
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.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Customer privacy					
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Not	See explanation	Not available/ This is an "additional" indicator that we might report in the future	
Compliance					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	SR:Ethics, Compliance and Business Conduct: 1.2-Zero tolerance policy		SR:78