



# the involvement of Orange in the field of disabilities and dependency

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## 1. preamble

According to the classification of the World Health Organisation<sup>1</sup>, the number of disabled people in France is estimated at 8 million, but nearly 12 million feel discomfort or experience difficulties in their daily lives, relating to hearing, sight, speech, vision or motor skills. These figures do not include those suffering from incapacitating pathologies (severe asthma, diabetes, renal failure with dialysis, etc.) who must cope with the gradual deterioration of their disability. Finally, 11 million persons are aged over 60, and some of these people experience difficulties relating to age which require offers catering for their desire to remain at home, and to stay in contact with those close to them for as long as possible.

The population experiencing difficulties or problems in the activities of daily life is thus much broader and more varied than may at first be thought. Over recent years medical and social research has made great progress in favour of enabling these dependent people to remain in their homes.

As an international telecommunications operator covering landline, mobile and Internet services, the Orange Group considers that it has an essential role to play to give everyone access to the best technologies, by developing appropriate solutions and services, whatever the method of access. To this end, the Group Accessibility division was created with multi-disciplinary scope throughout the Group, including in the countries of where it is present. Its mission is to build consideration of accessibility into all the Group's processes (from research and development to delivery and after-sales services), using three themes:

- "screening" everything produced by the three factories, whether mobiles, landline devices, or "convergent" products. Each of our products and services launched by the Group is therefore studied, so that their level of accessibility can be qualified, in order that they can meet the requirements of disabled or elderly people.
- designing dedicated offers, which can be used by all consumers, in terms of ergonomics, simplicity and technology.
- modifying the retail network of specific "autonomy offers" stores, or remote selling, to make it accessible, and train the sales personnel, webmasters and technicians in questions relating to disability, and in the products and services in Orange's "autonomy offers" range, in order to improve access to communication for all, and notably elderly people in situations of deficiency, and disabled people.

<sup>1</sup> In 1981, during the International Year of the Disabled, the WHO put forward the figure of 10% of disabled persons in the industrialised countries.

<sup>2</sup> Survey "Disabilities; Incapacities; Dependency" (HID) of INSEE of 4/10/02 law of February 2005, for equal rights and opportunities, for participation and for citizenship rights of disabled people (JO of 12 February 2005)



Driven by this determination, the Group is developing a "Design for all" strategy, which seeks to take into account the specific features of disability well before its offers are launched. This strategy is based on feedback from elderly and disabled customers, and also on the innovations of Orange Labs, including in particular the concepts being produced by a team of researchers who are specialists in accessibility issues, to develop simple, innovative and ergonomic solutions which are accessible to all.

Remember:

- The group is developing a "Design for all" strategy
- Incorporation of accessibility from the design stage of innovation offers
- "autonomy offers, a solution for everyone":  
simple, innovative, ergonomic and accessible solutions

## 2. innovation in the service of disability and dependency

Within the accessibility approach led by the Group Accessibility division, the Research & Development division is exploring all of the possibilities offered by new technologies to simplify the day-to-day lives of its customers. In partnership with many agencies (associations, local authorities, research centres, universities, hospitals and companies), the division is helping to anticipate new services specifically intended for disabled individuals.

The ambition of the R & D "accessibility" project is to explore mechanisms for integration within the different disabled or dependent populations which experience difficulties in using the traditional communication tools. The goal is to design methods of interaction and new types of interfaces, using their sensory and perceptual skills.

Some twenty or so technical projects, studies and experiments are currently in progress; these are some of the significant advances:

### 2.1. accessibility: designing new modes of interaction

In order to contribute to the support of this population, Orange is working on innovative projects to encourage these people's access to communication: a project involving interaction between the customer and the remote adviser allowing live dialogue in French Sign Language (videoconferencing using a WebCam, with the possibility of surtitles), or using text (via a chat channel) Coach'in, either modified or dedicated, a virtual support service using an animated 3D character signing in French Sign Language, FSL and subtitles, letting customers better comprehend practices which should ultimately be accessible via different supports (mobiles, PCs, video phones, interactive terminals, etc.)

Jointly with the Group's Accessibility division, Orange R&D is involved in the technical and sales areas in relation to several innovative service experiments targeted at people suffering hearing impairment, such as

video-*vélotypie* (subtitling) or video-interpretation in FSL, in partnership with the companies WebSourd, IvèS, Système RISP, etc.





Several practices have formed the subject of experiments:

- modified welcome of the customer via communication with the customer adviser over the Internet. The customer chooses the method of communication for the conversation exchanges: real-time text, voice or video.
- the development of functional components of a multimodal and multi-operable relay centre.

Several services initially intended for visually impaired persons and those with speech impairments are also in the experimental phase.

- haptic and geometry: a force feedback system for the visually impaired enabling these individuals to benefit from an enriched sense of touch, and to access geometry.
- haptic and writing: a force feedback system simplifying the learning and assessment of writing.
- ocular and mental commands: a control system using eyeball movements, or a control system using brain waves.
- a system, developed in partnership with IVèS, initially targeted at visually impaired people, enabling them to be advised remotely by a seeing person via a camera.
- a system intended for individuals with speech difficulties, enabling these individuals to vocalise text entered via a virtual keyboard.

## accessibility of the websites

Orange has launched a quality approach for the rework of its internal and external websites and the integration of ergonomic recommendations to simplify access for disabled and non-disabled Internet users. This approach is based on the international recommendations in force in the fields of ergonomics and general accessibility of websites.

### Close-up on OCAWA: making websites widely accessible

In partnership with the company Urbilog, Orange has devised an automatic evaluation tool intended for webmasters, to determine the degree of accessibility of the websites. OCAWA analyses the accessibility of the websites using an expert system which checks different levels of rules, such as those of the WAI (Web Accessibility Initiative), the benchmark of the DGME, of the rules laid down by France Telecom.

## 2.2. home help services and assistance for individuals

The ageing of the population has implications both for society at large, with an increase in the number of elderly individuals and their preference for an independent lifestyle in





their own homes, and for the economy, with a shortage of places in specialised institutes and the cost of transferring the elderly to institutions.

Orange has therefore launched a global selection of "home help services" aimed at the dependent elderly, but also targeting their loved ones, home care professionals and institutions. This selection has three aims:

- to maintain social links and to encourage communication,
- to make the elderly person feel safe and reassure their loved ones,
- to provide monitoring of those entering the elderly person's home.

### Health Mate at home, the home help solution

A medicalised institution is a solution of last resort for dependent people who are no longer able to live alone. However, it is an expensive alternative which could often be avoided by encouraging home care services. Thanks to Health Mate At Home, more dependent people will be able to remain at home for longer, whilst receiving the care they need.

This is the first personalised, totally integrated solution, which combines professional and personal services, with a schedule, and a common personal logbook, timestamping and solutions for paying the service-providers. This system gives health care providers and insurance companies an effective invoicing and archiving tool, and increases the level of responsibility of home care services.

Communication tools such as media sharing, and electronic messaging, videoconferencing, remote assistance and alert systems reassure the person, reducing their sense of isolation through the creation of visual contacts with others, and substantially loosen up communications between the persons concerned. It also helps reassure the members of the family and the care personnel.

The person has, in their home, an easy-to-use touch-sensitive screen, and the care providers use an Internet portal. By grouping together all these services, HealthMate At Home substantially reduces the costs.

- When:

pilot experiment in the second half of 2008 in France – launch planned for the 4<sup>th</sup> quarter of 2008 in France.

- What they had to say:

"Use of ICTs to improve personal services, and more specifically to encourage elderly people to remain in their homes, is now a priority for the public authorities. " Andre Santini, Minister and deputy mayor of Issy-les-Moulineaux.

### Mobile remote assistance

Are you concerned about a fragile or dependent relation, who nonetheless wishes to keep their independence? Remote mobile assistance is a simple new service from Orange in partnership with Mondial Assistance, which will transform your life. Covering a range of services from comfort services to emergency interventions, it enables normal





activity to be maintained, and a high quality of life to be preserved, whilst reassuring the person concerned, their friends and family. This is the first time that remote assistance functions (for emergency action and the other services) and mobility functions have been combined in a single product.

- How does it work?

A person needing more security is given a simple phone with a special button. In case of need (a fall or if they feel faint, for example), all they have to do is give the orange button of their mobile a long press and they will be put in contact with the teams of Mondial Assistance, who reassure them and organise the necessary assistance, depending on the situation (notify the indicated family members, or send the emergency services). Everyone is reassured: the user, because they can count on immediate assistance simply by pressing a button, and their family members, who know that they will be notified immediately in the event of a problem.

The phone is specially designed to be simple to use, and suitable for elderly or dependent people.

By pressing the orange button of the phone they can also access a broad range of services, designed to facilitate daily life:

- household maintenance and housework
- minor gardening work, including clearance work
- minor DIY services
- preparation or delivery of meals on wheels
- pet-walking services
- home-based beauty care
- home-based administrative assistance
- child care and home-based educational support
- home breakdown repair services: locksmith, plumbing, electricity and glass repair
- motor vehicle repair and towing

- What they had to say:

"It is reassuring because when I go out, with this phone people can give me help wherever I may be and at any time. " Renée Plassier, an inhabitant of Issy-les-Moulineaux.

- For more information:

The service uses three infrastructure networks: mobile, landline and data. An assistance service (Mondial Assistance) receives and processes the calls.

- When:





Launch on 3 July 2008 in France in Orange's specific "Autonomy offer" stores, specialising in receiving disabled or dependent people, and also through phone sales by calling 0 800 11 22 33.

## Columba by Orange

Columba by Orange is a major advance in the care of people suffering from Alzheimer's disease if they become disorientated.

This solution available to reception and care establishments, and also home-stay structures, improves the chances of finding lost patients, whilst maintaining their autonomy.

The product is worn like a bracelet, and contains a dual location system (GPS and mobile phone), enabling it to be detected when a person leaves an area, and an alert to be given. The medicalised assistance centre can then view the geographical area in which the person is located, and notify the establishment which will organise the search for them.

Columba by Orange includes the equipment, the detection, alert and geolocation service, the communications and the service of an assistance centre, 7 days a week, 24 hours a day.

## 3. offers to improve access to communication of disabled and dependent people

Enabling everyone to communicate better is one of the Group's permanent goals; in early February 2008 the Group published its new catalogue, "autonomy offers, a solution for all", containing the Group's landline, mobile and Internet offers (two editions per year).

### 3.1 landline

Large buttons, voice amplification, good screen contrast, voice amplification for outgoing and incoming calls, good handset ergonomics, hands-free option and compatibility with hearing devices, etc., are all essential qualities for terminals in the "autonomy offers" range presented in the catalogue. These are a few examples from this range:

- **CL600 Geemarc:** it has a bracelet for calling in emergency situations and a back-lit screen, and lets you call 6 pre-recorded numbers of your family members directly. In case of emergency, simply press the bracelet button and the device will call the programmed numbers successively. A pre-recorded message will be transmitted and the hands-free mode will be activated automatically.
- **Photophone:** a landline telephone enabling you to identify your favourite callers using 9 memory buttons with photos, symbols or text in Braille





- **BB 510 Geemarc:** this is a phone with large buttons; in addition to other information it shows the caller number and name, and amplifies the volume in the earpiece and in the set's microphone.
- **Doro easy 316 C:** a simple phone which gives simplified access to the phone's functions through its colour screen and large buttons.
- **CL40 amplifier:** this unit for a corded telephone is put between the telephone and the phone and amplifies the incoming voice volume
- **Geemarc CL1 call indicator:** this terminal is connected to the telephone plug and emits an adjustable loud ring of up to 95 dB, and/or a flashing light
- **Livephone:** a cordless phone which lets you communicate using VoIP through the Livebox, and phone in high definition.

### 3.2. mobile: convergence for greater freedom

Orange lets people with disabilities communicate using mobile technology: SMS, MMS, Orange Messenger by Windows live, and "motamo" offers combining various multimedia exchanges, are dedicated to them.

- motamo package

200 photo SMS/MMS + a SMS Info section (as selected by the customer)  
+ 50 free SMS each month, which may be used in the evening or at the weekend to Orange mobiles

- motamo max package

Unlimited messages in mainland France 24 hours a day, 7 days a week:  
SMS, MMS and Orange messenger by Windows Live.

- Dixit option

This is available free of charge for blind and visually impaired people with an Orange Zen, Star, First, Jet or Initial package, without any commitment, and mobicarte; the option includes:

- Unlimited voice billing monitoring (555), to view your billing information whenever you like
- 15 calls/month without any surcharge to the SMS "dicto" service (767), to use a discreet and fast communication method (surcharge 0.25 €/call free + national communication included in the package).
- 15 minutes/month to call 711 practical information and services (0.34 €/min. + national communication included in the package).

The dixit mobicarte option, which is also free of charge, offers:





- Voice billing monitoring (222), free of charge and unlimited
  - 15 min. free/month on 711 (practical information and services)
  - + "Great Idea" reserve 3€ free (infinite day or infinite evening)
- the dedicated applications

The "voice assistant" has been developed specially by Orange; it is a speaking application with great voice quality. It is compatible with the SPV C100, and has the following functions:

- spoken identification of the caller
- speaks out loud SMS received and sent
- speaks out loud all the mobile's menus in everyday language
- enlarged characters
- adjustment of voice synthesis
- customised display of information (colours, contrast, scroll speed)

The speaking and character enlargement applications TALKS and ZOOMS can also be installed free of charge, one per phone and per client, for every blind or visually impaired customer.

- Dialling 840 lets you listen to and reply to your incoming emails to the Orange message service directly
- A walking kit, **Bluehook Geemarc**, which is compatible with hearing aids in position "T"
- modified electronic billing

**A modified electronic bill for our blind and visually impaired customers for mobiles is now offered by Orange, in addition to Braille and enlarged characters.** It is compatible with specialised equipment (voice synthesis and Braille intervals) and is sent out each month in text format by email.

Modified electronic billing can now be obtained simply by calling 700 from your mobile (call included in the package) or 39 70 from a landline (0.15 €/min from a France Telecom line).

- a range of other useful day-to-day services

Certain telephone cabins (which can be identified by means of a logo engraved with a ear with a stroke through it on the back of the handset) are fitted with a handset with an inductive coupler, which is compatible with hearing aids with the position, and a dedicated button provides amplification of up to 10 dB for incoming calls.

Some of them are also fitted with devices in a low-slung position, without a door, and with wider access, to facilitate access by wheelchair.





The France Telecom card lets users make calls from telephone cabins or private lines, which will then be invoiced to the usual France Telecom line, or access certain services. Blind holders (presentation of an invalidity card with the "white cane" or Blindness wording) can make free calls by calling 118 711.

Suitable information intended for persons with visual difficulties is available on request in the branches:

- the following products are supplied with instructions in large print: BB 510, CL 600, Photophone
- documentation is available in Braille or large print:
  - landlines: in the branches or by calling 10 14. Proof of disability must be provided for landline invoices and the required format must be specified.
  - mobiles: users may call the distance sales service on 0800 11 22 33 (freephone call from a France Telecom landline) to obtain commercial documentation in Braille or simply call 700 (the cost of the call will be deducted from your package at the national call rate) from your mobile or 39 70 from a landline (0.15 €/min.) for the invoice. Orange can provide invoices in Braille or large print and price lists, information guides and quick reference guides in Braille.

### 3.3. Internet - accessibility for the Group's websites

In 2005 the Group launched a major project aiming to ensure the accessibility of its internal and external websites.

Several accessibility functions are already available, such as on the home page of Orange.fr:

- text alternatives to visuals (images and photographs). Any Internet user passing their mouse over the visual brings up an information bubble with a description of the visual. This information bubble can be read by voice synthesis or by a Braille interval.
- navigation is facilitated using the "tab" key to go from link to link, and with active keyboard shortcuts to go to the bottom/top of the page using the "up" and "down" keys, or to access the site map, the search engine, etc.
- improved contrast and use of recommended colours to facilitate site visibility and the legibility of the content.
- organisation of content presentation to facilitate reading by peripherals such as voice synthesisers and the Braille interval.





- accessibility of the form. For example, in the reservation part of a flight, the visually impaired/blind Internet user using voice synthesis will be able to "read" the information and data (date, etc.) to obtain information concerning a flight.
- accessibility of the scrolling menus (list of brands of phones) and reading by voice synthesis (only for the pop-ups of the guided assistance)

Remember:

- in 2005 the Group launched a **major project aiming to ensure the accessibility of its websites**
- the goal is gradually to reach level of accessibility AA of the WAI ("Web Accessibility Initiative" criterion) guaranteeing sites which are globally accessible to Internet users, whether or not disabled.

## 4. organisation of the specific "autonomy offers" sales network

### 4.1 sales in stores

With its 154 specific "autonomy offers" stores, including 3 Arc-en-Ciel branches (with the 6 leading products in the "autonomy offers" range available for demonstration), the Group is meeting its commitments as a responsible company remaining close to its customers in geographical terms and in terms of service quality and customer relations.

3 Arc-en-ciel branches (Paris Jeanne d'Arc, Lyon Vivier Merle, Toulouse La Plaine)

- a dedicated space with specific merchandising
- specialised disabilities sales staff
- all "autonomy offers, a solution for everyone" products and services available for demonstration and in stock

In October 2007 the Arc-en-ciel branch was redeveloped to improve its accessibility so that customers can always be assisted: installation of a foot-tactile path, magnetic loops, improved signalling, etc.

The new Arc-en-ciel space in the Jeanne d'Arc branch\* is in line with the Group's approach aimed at developing **a new branch concept**, reflecting the values of the Orange brand and its strategy as an integrated operator, which has been transforming its distribution network since 1 June 2006.

154 stores:

- experts sales staff, who have been trained in receiving disabled people, in qualifying their needs and in helping them to choose suitable solutions, a non-dedicated space (presentation of the products in the existing display units).
- disability training and awareness campaigns: 4,800 sales staff, coaches and managers have been trained to date for non-specific stores in the Retail School.





- 9 accessibility regional delegates, who are intermediaries for the Group's Accessibility division in the region, and are responsible for managing the local fabric, supporting specific "autonomy offers" stores, and providing feedback from the needs expressed by disabled people, and also for communicating with and lobbying decision-makers (associations, territorial communities, professionals in the sector), and checking that the reception service satisfies the legal obligations.

## 4.2. remote selling

To enable people who cannot or do not wish to leave their home to be listened to by a specialist, to learn about appropriate solutions for them, or to be able to purchase products and have them delivered to their home, in March 2004 Orange created a dedicated freephone number for remote selling, available by telephone at **0 800 11 22 33**, by fax at 0 800 24 69 96 or by email at [offres.autonomie@orange-ftgroup.com](mailto:offres.autonomie@orange-ftgroup.com).

On the Internet (25,000 website visits per month), our customers can view the site: [www.francetelecom.fr/autonomie](http://www.francetelecom.fr/autonomie) showing all the Group's offers.

This service is available from Monday to Friday, 8:30 - 12:30 and 13:30 - 18:00, and is provided by remote sales advisers trained in the field of disabilities and in the solutions available from Orange.

**Experimentation with a remote selling service accessible to deaf and hearing-impaired people between mid-November 2007 and May 2008:** offering a remote selling service in real time.

On an experimental basis, Orange has made its remote selling network accessible. This is a first in France relating to a remote selling service specially dedicated to disabled people, made accessible to deaf and hearing-impaired people. This service shows its "autonomy offers, a solution for everyone" dedicated offers, in FSL (video-conferencing) and in writing (simultaneous text in real time)

Access is very easy; the customer goes to [www.autonomie.francetelecom.fr](http://www.autonomie.francetelecom.fr), and selects the way they wish to communicate in order to speak live with a member of our sales staff: in French sign language (video-conferencing with a webcam and possibility of surtitles), or using text (using a chat channel). The service will be tested on Tuesdays from 8.30am -12.30pm and from 1.30pm – 6.00pm.

Customer service advisers who have been specially trained to receive and advise disabled customers are available to make offers better adapted to their needs: SMS-compatible landline phones, the most suitable mobiles, a Livebox with customer support for deaf people, "motamo" mobile plans to communicate by text or image, etc.

With this new initiative the Group is demonstrating its determination to innovate continually to encourage access to communication by disabled people, and to improve the day-to-day life of all.

This service should shortly be rolled out across the network.



## 5. being close to our customers

To improve access to communication of all, and notably elderly people with deficiencies, and disabled people, the Group is undertaking numerous actions to inform, communicate and dialogue with these people, who are always ready to communicate their feedback, and are constantly seeking information and advice on using our products and our offers, and demonstrations of Orange's technological innovations.

With a presence in the main disability and dependency fairs such as Handicalyon and Autonomic (Toulouse and Rennes in 2007, Paris in June 2008, Nancy in September), the Group regularly participates in local, national and international events (fairs, conferences, international working meetings) in order to present its actions in favour of accessibility to communication, and to learn from the good practices of other entities in the field.

In addition to the publication of articles in various specialist reviews, in guides such as Paris Sénior, Handitourisme, the "Accessible Paris" guide, in partnership with Mutuelle Intégrance the Group has just published the 7<sup>th</sup> edition of its catalogue "autonomy offers", available in a paper version from the branches, or on request, but also on the website [francetelecom.fr/autonomie](http://francetelecom.fr/autonomie).

In this catalogue the Group seeks to give answers to the communication difficulties which have been identified in relation to hearing, speaking, vision, mobility and cognition.

The Group is also very active and follows a partnership policy with associations and partners:

- improved accessibility of the website of the association Retina is one of the actions undertaken by Orange under a partnership.
- active support of the Digital Public Space by the Group's Accessibility division, in relation with Fondation Garches, City of Paris, the APF association and Orange's Parisian Region regional division, aimed at making the new technologies accessible to disabled people.
- The partnership with the company Urbilog, which undertakes accessibility audits using the Ocawa application developed by the Group for customers such as regional councils, for example that of Meurthe et Moselle, enable actions to be taken daily to improve accessibility to communication.

All these actions come within a statutory context and a context of European programmes, such as the e-inclusion programme initiated by the European Commission to implement measures to combat exclusion of European citizens from the information and media society, and notably elderly and disabled people.



Orange Group has an energetic approach, and in June 2008 was rewarded for its commitment in favour of disabled people.

### Orange receives the "Citizen Company" trophy 2008 from APAJH, on 9 June 2008

On 9 June 2008 APAJH rewarded the Group with this trophy for its actions in favour of its disabled customers.

The APAJH "Citizen Company" trophy is awarded to companies with over 5,000 employees who practice a global, company-wide policy in favour of people with disabilities.

The Association for Adult and Young Disabled brings together 87 associations of disabled people, manages 600 establishments and has 25,000 members.

The unique system established by the Group's Accessibility division has now been rewarded. The solution is based on an appropriate offer ("the autonomy offers"), the retail circuit (4,800 sales personnel trained to handle the needs of the disabled, 9 regional Accessibility representatives, 151 "disability solutions" stores, a dedicated website and a special freephone number), and specific communications material. The "design for all" approach, incorporated at an early stage in the product development process, was also held up as an example.

The Group's Accessibility division wished to associate with its success the internal achievements of the disabled employees, notably concerning the recent three-year company agreement, and also those of the Orange Foundation in the area of sponsorship concerning autism, and visual and auditory disabilities. By so doing it once again evoked the consistency of the Group's actions regarding disabled people.

Didier Lombard, Chairman and Managing Director of France Telecom, received the trophy from XX, during a grand soirée in Paris Conference Centre, hosted by Stéphane Bern, at which several ministers and many artists and celebrities were present.

### Orange receives a new trophy, "the Autonomic Paris trophy 2008", on 12 June 2008

Mr Paillet, ADES Organisation General Commissioner who manages the Autonomic Paris fair (32,000 visitors) and the regional fairs (Nancy, Toulouse, Marseille and Rennes, averaging 15,000 visitors regionally) selected several perennially present parties playing active roles in these fairs. The Group received a new "Autonomic" trophy on this basis.

The Group's Accessibility division associates the Mission Insertion Handicap with this success; MIH is regularly present and active, deploying its national policy for insertion, recruitment and employment with regard to France Telecom employees.

## 6. a national policy in favour of recruitment and insertion, and in relation to the employment of France Telecom's disabled employees

France Telecom's social responsibility is reflected in the various policies of the Group, and notably in its professional insertion policy in favour of disabled people.





France Telecom has borne out its determination to be a significant player in the field of insertion of disabled people through the signature of a new agreement with four union organisations (CFDT, CFTC, CFE-CGC and FO), which has been approved by DDTEFP (County Department for Labour, Employment and Professional Training). This agreement covers the years 2008 to 2010.

Among the measures in the agreement, France Telecom has undertaken, over the next 3 years, to make a minimum of 180 CDI recruitments, and to take on at least 100 young people in training courses or work placement schemes.

An emphasis has also been placed on insertion and long-term employment of disabled people through individual assistance programmes, and through the adaptation of work stations, organisation and premises, etc.

The Human Resources Division has paid special attention to training courses and career development.

Use of the protected sector, facilitated by substantial referencing work by the Purchasing Division, has been revitalised.

If they desire, the company's disabled employees can participate in research and innovation programmes, and benefit from developments relating to the new telecommunication technologies.

The final section of the agreement is designed to raise the awareness of all Group employees to disability issues.

