

## Further to recent events, Didier Lombard is proposing a new social contract at France Telecom

Didier Lombard, France Telecom's Chairman and Chief Executive Officer, met today with Xavier Darcos, the French Minister of Employment, Labour Relations, Family, Solidarity and Urban Affairs. In addition to the measures that the Group announced on Thursday September 10, new decisions were taken with a view to putting in place a strong and consistent action plan demonstrating the Group's determination to bring an end to the series of suicides and attempted suicides that have recently affected its workforce.

- The national health, safety and working conditions committee (CNSHSC) will be meeting on Thursday next week in the presence of Jean-Denis Combrexelle, the Ministry's Director General for Employment.
- To stop the phenomenon from spreading, it has been decided to immediately put in place a freephone number to promote dialogue. Psychologists from outside the company will be available to listen to and talk with any employees who may be having difficulties.
- The first meeting for the negotiations on stress will be taking place on Friday September 18. On this occasion, the employee representatives will appoint an external consultancy to conduct an audit of the situation within France Telecom.
- These negotiations will focus on the prevention of stress and psychosocial risks in the event of geographical or professional mobility among staff. To address this issue, a forward-looking employment and skills management (GPEC) system will be set-up with a view to offering employees and their direct managers visibility over their professional development and support.

As previously announced, the company has decided to suspend all geographical or professional mobility programmes until October 31 in order to reexamine the conditions for their implementation. During this period, meetings will be organized between management and staff throughout France.

Within this framework, France Telecom will be working with the French Ministry of Employment in order to ensure that the occupational health services agreement fully takes into account the prevention of psychosocial risks. Moreover, France Telecom has decided to take on new occupational health specialists, while further strengthening its local Human Resources teams.

Didier Lombard declared that he would "make every effort to ensure that a new social contract emerges following this period of negotiations and actions. December's France Telecom will not be the France Telecom of today".



### **About France Telecom**

France Telecom, one of the world's leading telecommunications operators, had consolidated sales of 53.5 billion euros in 2008 (25.5 billion euros in the first half of 2009) and, at 30 June 2009, a customer base of 186 million customers in 32 countries. Orange, the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates, now covers 124.5 million customers. At the first half of 2009, the Group had 125.5 million mobile customers and 13.4 million broadband Internet (ADSL) customers worldwide. Orange is the number three mobile operator and the number two provider of broadband Internet services in Europe and, under the brand Orange Business Services, is one of the world leaders in providing telecommunication services to multinational companies.

The Group's strategy, which is characterized by a strong focus on innovation, convergence and effective cost management, aims to establish Orange as an integrated operator and benchmark for new telecommunications services in Europe. Today the Group remains focused on its core activities as a network operator, while working to develop its position in new growth activities. To meet customer expectations, the Group strives to provide products and services that are simple and user-friendly, while maintaining a sustainable and responsible business model that can be adapted to the requirements of a fast-paced and changing eco-system.

France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

For more information: [www.orange.com](http://www.orange.com), [www.francetelecom.com](http://www.francetelecom.com), [www.orange-business.com](http://www.orange-business.com)

Contacts presse 01 44 44 93 93

Béatrice Mandine, [beatrice.mandine@orange-ftgroup.com](mailto:beatrice.mandine@orange-ftgroup.com)

