



Paris, 29 June 2010

Press release

Bouygues Telecom signs third agreement on inclusion of employees with disabilities:

- enhanced support measures for staff
- 60 recruitments planned over three years

Bouygues Telecom has received approval from the French government employment agency for the company's third agreement on inclusion of disabled employees. The three-year agreement deepens Bouygues Telecom's commitment to supporting the disabled. The new agreement centres on professional support and builds on the previous two agreements, which focused on retaining and hiring disabled employees.

The agreement was signed by Bouygues Telecom and all the company's labour unions. It provides for an annual interview specific to disability issues to enable employees to discuss possible adjustments of their workstation and their training needs, including personalised skills enhancement solutions.

This support is designed to anticipate employees' needs — equipment, ergonomics, skills, etc. — to ensure that they have all the resources required to work efficiently. Employees meet with the company's internal Disability Affairs unit, as well as a human resources manager, the line manager and the occupational physician. Then, a personalised case-by-case analysis leads to different actions: a skills assessment or career guidance review, retraining for a new position, adjustments to the current working environment and other measures, all designed to retain the person and enhance their employability with the company.

Bouygues Telecom has pursued a proactive policy of inclusion for disabled workers since 2004. "This third agreement further consolidates the inclusion of people with disabilities as a cornerstone of our corporate culture. We are very much committed to retaining our 170 staff members and to continuing to hire people with disabilities," says Philippe Cuenot, Director of Human Resources.

In addition to professional support, this latest agreement builds on the principles established in the previous agreements regarding both hiring and retention. Concretely, Bouygues Telecom undertakes to:

- hire 60 disabled employees over three years,
- organise one training session each year for the purchasing department to manage bids from sheltered sector establishments,
- provide training for HR staff in day-to-day management of disabled employees,
- propose an awareness training day for all managers who have a disabled person on their team (500 managers have received training in demystification of disabilities since 2005),
- initiate ergonomics studies and make necessary changes to workstations (60 workstations specially equipped each year),
- expand business relations with the sheltered sector (ie establishments whose workforce counts over 80% disabled workers), aiming for €1.5 million in purchases between 2010 and 2012.

About Bouygues Telecom

Created in 1994, Bouygues Telecom has 10,394,000 mobile customers, 500,000 fixed-line customers and 9,000 employees. Bouygues Telecom's ambition is to become the preferred brand of personal communication services for both mobile and fixed phone service, as well as TV and Internet, thanks to a continuous focus on greater freedom and exemplary customer service.

After pioneering the talk-plan concept in France in 1996, Bouygues Telecom introduced groundbreaking unlimited call plans with Millennium (1999) and neo (2006). Bouygues Telecom acquired its own fixed network in 2008 and became an Internet Service Provider (ISP), launching the Bbox broadband router.

In 2009, Bouygues Telecom invented the all-in-one solution with ideo the first quadruple play offer in the market — mobile, fixed, TV and Internet.

In 2010, Bouygues Telecom launched ideo 24/24, the first quadruple play offer with unlimited mobile call plans, 24/7. This year, the operator will also introduce a very-high-speed offer.

Bouygues Telecom's mobile network covers over 98% of the population. Its 3G+ network provides mobile Internet access for 81% of the population.

Bouygues Telecom is the only operator to be awarded *NF Service Centre de Relation Client* certification from French certification body AFAQ AFNOR for all its consumer activities (mobile and fixed). The company has also been ranked No. 1 in Customer Relations¹ in the mobile phone sector for the fourth year running. Customer relations centres, a distribution network of 610 Club Bouygues Telecom stores, and a website available 24/7 combine to ensure optimum customer service.

¹*BearingPoint-TNS Sofres Customer Relations Quality League Table (April 2010)*

Press contacts

Adeline Soubie – +33 (0)1 58 17 97 06 – asoubieb@bouyguetelecom.fr

Guillaume Stérin – +33 (0)1 58 17 94 82 – gsterin@bouyguetelecom.fr

Find out more on:

bouyguetelecom.fr 