

## New concrete measures on work-related stress at France Telecom

At the fourth plenary session of negotiations on psycho-social risks which took place today, France Telecom's management made concrete offers to the trade union organisations. Six new measures were announced, representing a significant move forward in the ongoing negotiations to establish new working conditions:

- a freeze on re-structuring until 31 December 2009;
- 380 new jobs before the end of 2009, in the technical and sales departments, with employment priority given to fixed-term contracts (CDD) and apprentices;
- outsourced activities to be brought back in house, equating to 1,000 full-time posts;
- inclusion of at least 50% of collective performance criteria in calculating each employee's individual share;
- extra time to log on and off call centre information systems (10 minutes in the morning and 10 minutes in the evening);
- extra time to receive the day's orders from the stores, 15 additional minutes;

France Telecom deplores the fact that representatives from the CFE-CGC union did not wish to take part in the day's negotiations, and that SUD-PTT left at the start. France Telecom's management call on these two trade unions to rejoin the negotiations on psycho-social risks, so that together an agreement can be reached that will benefit all France Telecom employees.

In agreement with the other trade union organisations, it has been decided to accelerate the negotiation calendar, with the next plenary session on psycho-social risks to take place next week.

### **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)





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