

2008 status report			
Objectives disclosed in the 2007 report	Deadline	Status	Key achievements in 2008
<b>fight against the digital divide</b>			
Set up a “digital divide” working group; launch studies to better understand the needs of the populations in question and include these in the development of products and services	2008	●	Continuation of studies on offerings suitable for emerging countries. Launch of the Conquistador offering in Cameroon and of NetPC in Mauritius.
Offer mobile money transfer services and “low cost” telephones in more countries	2008	●	Launch of an initial credit transfer offering in Madagascar and of a mobile banking offering in Côte d’Ivoire.
Cover all of the municipalities of Senegal with CDMA* technology	Late 2008	●	Between January 2006 and July 2008, more than 11,800 villages, i.e. 83% of the locations in Senegal, were provided with Internet access thanks to CDMA* <input checked="" type="checkbox"/> technology.
Deploy the Botika network concept developed in Madagascar in other countries in the Africa, Mideast and Asia region	2008-2009	◐	Franchise model deployed in Botswana, Mali, Côte d’Ivoire and Guinea Bissau
<b>accessibility for seniors and the disabled</b>			
Establish an international network of “Accessibility” correspondents	2008-2009	◐	Correspondents at the European subsidiaries through the Technocentre network. Implementation of dedicated contact persons in charge of deploying the accessibility mechanism in Spain and in Poland.
Continued deployment of Autonomy offerings within the countries	2008-2009	◐	In France, publication of 2 “Autonomy Offerings” catalogues per year and network of 160 labelled stores <input checked="" type="checkbox"/> . Creation of an “Autonomy Offerings” catalogue in Spain.
Audit and make the Group’s internal and external websites accessible	2010	◐	All of the Group’s European sites (including Spain <input checked="" type="checkbox"/> ) have achieved 75% compliance with the AA label requirements of the international website accessibility standards defined by the WAI (Web Accessibility Initiative) with no blockage point.
Make the Group’s major fixed-line, mobile and Internet offerings accessible	2008-2009	●	Audit the accessibility of the Group’s 2008 spring collection with the implementation of pictograms to identify accessible products depending on disability <input checked="" type="checkbox"/> .
<b>health and dependency</b>			
E-health: continue the development of remote chronic disease management offerings	2008-2009	◐	Launch of Health Monitor: monitoring of chronic diseases – customized remote chronic disease management system enabling patients to remain at home while offering them a sense of safety and aiding the equilibrium of the treatment prescribed. Clinical test of the monitoring of chronic diseases in Spain (Navarre clinic).



objective achieved



project in progress



objective not achieved, project cancelled or postponed

 item reviewed by Deloitte