



DRIVE THE CHANGE

## PRESS KIT

### **RENAULT AND DISABILITY**

**As a socially responsible corporation, Renault encourages diversity in all its operating countries with a view to promoting equal opportunity and combating all forms of discrimination, whether based on gender, age, ethnicity or disability.**

**For people with disabilities, mobility and access to the workforce are two major obstacles to integration into society. Renault responds to both these issues: as a carmaker, it offers a range of adapted vehicles and services, and as an employer and economic operator, it has run a highly proactive social policy for more than 20 years.**

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## **1. ORGANIZATION: DISABILITY REPRESENTED AT THE HIGHEST LEVEL IN THE COMPANY**

To be a model company on disability, Renault has set up a cross-company organization that involves the company's top executives.

- A governance committee consisting of six group executives representing the various business lines monitors the company's commitment to disability in relation to its internal and external stakeholders.

- A "Central Disability Mission" coordinates a network of disability officers from each site and is in contact with a local network of professionals, including social workers, ergonomists, and health and safety inspectors. The Mission is the local interface for the Disability Agreement with managers and HR departments.

- An internal social network called handi@renault connects 800 disabled and non-disabled employees worldwide around disability issues. Set up in 2012, handi@renault is a web 2.0 platform, where employees can join discussions, find information on disability, express their concerns, ask for advice and share best practices.

## 2. HUMAN RESOURCES: ACCESS TO EMPLOYMENT AND OCCUPATIONAL SUPPORT

In France, Renault s.a.s.'s Disability Agreement contains a wide range of measures on integrating and maintaining disabled people in employment, providing financial aid and making everyday life easier. Similar measures exist in the other countries where the group operates, adapted to local legislation.

Renault s.a.s. Disability Agreement

### 1. EMPLOYMENT

**Integration:** Despite a difficult economic context, Renault s.a.s. runs specific actions to integrate disabled people. Renault is increasing its participation in employment forums and partnerships with organizations that promote training and workforce integration for disabled people, such as Tremplin ("education, disability and the private sector"), Salto ("jumping into industry") and Arpejeh ("supporting education for disabled students").

**Working conditions:** Depending on the nature of the disability and the job, Renault proposes different types of adaptations.

- At the manufacturing plants, the company consults ergonomists and uses an ergonomic analysis process that rates each job by posture and strain level. Applied at all of Renault's industrial plants worldwide, the process has since been emulated by other companies.  
Types of adaptations: variable-height assembly lines, anti-fatigue mats, and lifting aids.
- Renault also provides its disabled employees with technical aids.  
Types of adaptations: screen enlargement software for sight-impaired employees, and speech recognition, video remote interpreting (this service has about 20 regular users) and a relay service for deaf employees.
- Renault also proposes adapting work organization through remote working or adapted work hours. In 2012, for example, 131 remote working contracts were signed, 93 of them for employees of the Technocentre.
- In 2012 Renault asked volunteer employees to audit 14 sites in France. The company co-developed a referencing tool for the audit with a specialized charity, Jaccede. Available on the handi@renault network, the resulting map enables disabled employees to plan ahead for accessibility problems when they have to travel.

## **2. FINANCIAL SUPPORT AND GRANTS**

In 2012, Renault awarded around 100 grants (excluding sales discounts) to Renault s.a.s. disabled employees and employees with a disabled spouse or child.

- Car: grant to adapt a vehicle (Renault covers 75% of the cost of the adaptation incurred by the beneficiary up to €1,000) or to purchase an automatic gearbox;
- Home: up to €3,000 for adaptations;
- Equipment: up to €1,000 to purchase a special device or equipment;
- Education: for disabled children of employees, a bursary of up to €1,500;
- Vacations: for disabled children of employees, up to €1,000 to attend a special vacation camp or €750 to employ a carer during annual leave.

## **3. TRAINING AND AWARENESS-RAISING**

Renault continues to place special emphasis on training for managers and disabled employees.

- Specific training for working with deaf employees has been added to the training program. In 2012, 45 Renault s.a.s. employees received training in sign language.
- Since June 2013, the "Managing a disabled employee" course is an opportunity for managers to break down stereotyped views of disability, learn about different types of visible and invisible disabilities, and find out about the legislation and company policy. The training is co-run by the Handisport National Training Center under a partnership between Renault and the French Federation of Disabled Sport.
- Renault also coordinates a number of awareness-raising actions on disability.

### 3. CUSTOMERS: MEETING MOBILITY NEEDS WITH RENAULT TECH

For more than 25 years, Renault has designed, manufactured and sold vehicles adapted to the transport of persons with reduced mobility (TPRM).

- **Specific engineering:** Renault Tech has an annual R&D budget of €1 million to develop innovative and ergonomic adaptations (Renault Tech recently applied for a patent for the ramp on Grand Kangoo that folds flat into the floor).
- **A dedicated plant:** all the adaptations are made at the Renault Tech site in Heudebouville, Normandy by a team of some 30 operators on three assembly lines. All the vehicles are checked when they roll off the assembly line.
- **A specialized sales force:** Renault Tech works with the Renault sales network and the workshops to organize quotes, test drives and vehicle displays, as well as provide after-sales assistance.
- **A range of five vehicles:** Renault Kangoo, Kangoo Ergoramp<sup>®</sup> (launched in 2013) and Dacia Dokker TPRM for retail customers, and Trafic and Master for business customers.
- **A range of transfer and driving aids:** transfer seats, accelerator and brake hand controls, multi-function remote control that integrates indicators, steering knobs, left foot accelerator, etc. These aids can be fitted on most Renault vehicles with an automatic gearbox.

With around 1,300 annual sales (of which 1,000 in France, for a 40% market share), Renault Tech is the European number-one in the transport of persons with reduced mobility. Kangoo is exported to 11 European countries (Belgium, Italy, Spain, Portugal, Romania, Austria, Slovenia, Switzerland, Germany, the Netherlands and Croatia) and since 2011 to Singapore and Hong Kong.

#### **4. SUPPLIERS: SUPPORTING THE DISABILITY EMPLOYMENT SECTOR**

Renault outsources some activities to work centers and social enterprises:

- Services: garden maintenance (Cergy, Cléon, Douai, Le Mans, Sandouville), printing and various office tasks (Douai, Guyancourt, group headquarters).
- Manufacturing: SLAMI-AMIPI, which employs people with intellectual disabilities, has handled assembly of some of the cabling of Clio for the past several years and will soon take care of some of the cabling for New Trafic at Sandouville.

At the beginning of 2013, an employee of Cotra, a social enterprise (ESAT), signed a service provision contract with Renault s.a.s. to work as a receptionist at the adapted vehicles showroom and information center at the Technocentre.

Since 2004 Renault has used CSR criteria in referencing and selecting its suppliers (environment, diversity, human rights and labor law, hygiene, health and safety, refusing child labor and forced labor). In 2010, the 8,000 suppliers of the Alliance received a CSR charter and Renault has invested in a system to monitor compliance with the charter worldwide by end-2013.

## 5. PARTNERSHIPS WITH KEY DISABILITY ORGANIZATIONS

Renault supports and works with around 20 organizations to co-develop adapted solutions for disabled people.



### **Handisport, French Federation of Disabled Sport: using sport to train**

#### **and inform**

A partner for 16 years of Handisport, the French Federation of Disabled Sport, Renault provides financial support and lends cars on a permanent basis or for specific events. In return, FFH assists Renault with the “managing a disabled employee” training course (designed and run by disabled athletes) and with a series of events to raise awareness among group employees. Under this partnership, Renault officialized the creation of its Handisport Team at the IPC Athletics World Championships in July 2013. The team consists of three “ambassador athletes”: Marie-Amélie Le Fur (athletics), Élodie Lorandi (swimming) and Alim Latrèche (fencing). Renault is supporting the athletes right up to the Rio Paralympics in 2016.



### **Jaccede: accessibility to work premises**

In 2011, Renault Tech and Renault s.a.s. became partners of Jaccede, a charity that runs a collaborative directory that rates the accessibility of more than 26,000 locations in France and 7,000 abroad.

On the initiative of one of its employees, Renault organized an accessibility audit of the company’s sites, in partnership with Jaccede. To perform the audit, the partners co-developed a specific referencing tool, with pathways and evaluation sheets. More than 50 volunteer employees audited 300 common areas – reception areas, amphitheatres, meeting rooms, lifts, doorways, parking lots, cafeterias, toilets, cloakrooms, etc. – at 1’ of the company’s sites. The accessibility audit of these premises has been posted on the internal Handi@Renault network.



### **Arpejeh: integration into the workforce**

Through its partnership with Arpejeh since 2011, Renault contributes to supporting young disabled people from secondary school through to higher education. Renault participates in

“introduction to industry” workshops organized by Arpejeh in schools for around 150 students a year.

Renault s.a.s. employees have also introduced initiatives. Stade Parisien des Sourds was set up two years ago to facilitate volleyball for deaf people, while Cheval Bonheur gives disabled people, mainly children, an opportunity to develop a caring relationship with a horse.

## **6. BRAZIL AND SPAIN: TWO OTHER MODEL COUNTRIES**

### **Brazil**

- Training: sign language lessons are offered to managers and volunteer employees, and adapted Portuguese lessons to deaf people. More than 100 employees have already attended these training sessions since April 2013.
- Insertion: since 2005, Renault do Brasil and its institute have financially supported the not-for-profit training organization Universidade livre para a eficiência humana (UNILEHU) to help disabled people train and find employment.
- Sponsorship: Renault do Brasil encourages the growth of disabled sports and has sponsored the paralympic volleyball team since 2012.

### **Spain:**

- Working conditions: Renault España and all the trade unions signed an equality plan as part of the company's collective bargaining agreement. This led to the designation of around 30 parking spaces for employees with reduced mobility in front of the Renault sites in the second half of 2010.
- Adapted sector: Renault España has several contracts to purchase goods and services with work centers for the disabled, to supply work clothing, personal protective equipment, office supplies, and gardening and laundry services.
- Insertion: Renault España also works with the NGO AFANIAS to train and employ people with intellectual disabilities. The company has taken on three to five people a year since 2000, mainly as warehouse staff.

## 7. KEY FIGURES

At 31 December 2012

### Renault Group

- 800 members in the Handi@Renault internal social network
- 20 charities supported
- 8,000 Alliance suppliers have received a CSR charter

### Renault s.a.s.

- 8.33% disabled employment rate, or around 3,000 jobs
- More than €4 million annual disability budget
- 131 disabled employees switched to remote working (93 at the Technocenter)
- More than 100 grants awarded to employees confronted with disability
- 10,000 employees informed about disability every year
- 14 sites audited for their accessibility by persons with reduced mobility

### Renault TECH

- €1 million annual R&D budget
- 1,300 sales of adapted vehicles
- 40% market share in France

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