



January 21, 2010

Advance report on the Technologia survey

WORKPLACE CONDITIONS IMPROVE OVERALL AT RENAULT'S ENGINEERING CENTERS IN FRANCE

Renault commissioned the consultancy Technologia in June 2009 to repeat the survey it conducted in 2007 into psychosocial risks at the Guyancourt and Aubevoye centers and to extend the appraisal to Renault's other engineering centers in France, Rueil-Lardy and Villiers-Saint-Frédéric. The survey's findings, shared with employee representative bodies on January 21, 2010 in an advance report¹, pointed to an overall improvement in workplace conditions, although some areas still need to be watched. The results also confirmed that the initiatives taken are on the right track. The percentage of people experiencing "job strain", which is down 3.5 percentage points to 27.7%, is now consistent with the national average according to Technologia's data.

ASSESS RISKS AND REVIEW THE INITIATIVES TAKEN

At Renault's request, and in partnership with unions, Technologia, an independent consulting firm, conducted a survey in June 2009 into workplace conditions at the Group's engineering centers in France: Technocentre, Aubevoye, Lardy, Rueil and Villiers Saint-Frédéric.

The survey had two goals, namely to assess psychosocial risks and measure the effects of initiatives taken since 2007. It also addressed the need for a company-wide consultation: over 10,000 people answered a questionnaire containing more than 180 questions, giving a response rate in excess of 70%.

OVERALL IMPROVEMENT IN RESULTS

While the results do not reveal material differences between the five engineering centers, they do show some significant changes compared with 2007.

¹ The final results will be presented in March 2010.

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The proportion of people under "job strain"² is down 3.5 percentage points to 27.7% compared with the rate recorded in 2007 at the Technocentre. Previously in contrast with the national average according to Technologia's data, these results are now in line.

Technologia has noted several positive aspects:

- improvements in the level of independence that employees enjoy in their work,
- reductions in workloads and working constraints, although rates remain high overall,
- close relationships both between colleagues and with their supervisors, as in 2007.

THE CRISIS HAS SHAKEN CONFIDENCE

However, one aspect to watch is the recognition that employees get for the work they do: the results are down compared with those of 2007.

A full 83% of employees say they are proud to work for Renault (this question was not asked in 2007) and around two-thirds believe the company is doing what it can to stem the negative effects of current economic conditions. However, confidence going forward was flagged as a major point of concern.

These concerns are probably related to the context in which the survey was conducted, with the auto industry experiencing an unparalleled crisis. In summer 2009 Renault's voluntary departure plan had just ended, many service providers' contracts had to be discontinued, and partial shutdowns had been announced for the second half-year – an unprecedented occurrence for staff in these categories. Moreover, some engineering projects had to be put on hold, postponed, or have their budgets tightened.

This finding appears to be borne out by the change in the rate of overall job satisfaction, which went from 67% in 2007, to 56% in June 2009 and then 49% in December 2009, according to an additional assessment conducted during the period of short-time working.

² "Job strain" is assessed by cross-referencing two sets of data: "psychological demands", which relate to workload and working constraints, and "freedom to make decisions", which concerns the level of independence that employees enjoy in their work and the use made of their skills.

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Bernard Ollivier, Head of the Group's Engineering Facilities in France:

"Despite the severe downturn in economic conditions, which has taken its toll on the company and the entire workforce, the main findings of Technologia's June 2009 survey are encouraging. They tell us that the 2007 action plan introduced at the engineering sites is on the right track. They also encourage us to take further initiatives with union partners to continue improving workplace conditions."

> [See also the press release on the findings of the Stimulus survey \(January 18, 2010\).](#)

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