



Press release
Thursday April 30, 2009

Signature of a national framework agreement between the Carrefour Group and Pôle emploi

Cécile Cloarec, Human Resources Director of the Carrefour Group and Christian Charpy, Director General of Pôle emploi, have today signed a national framework agreement aimed at affirming the solidarity of the partnership between the Carrefour Group and Pôle emploi and maximizing the collaboration established previously through agreements with large Group entities: Carrefour Hypermarkets, Champin/Carrefour Market supermarkets and most recently Ed.

This agreement aims to strengthen joint initiatives to help jobseekers establish themselves in the workplace, particularly those who have difficulty accessing the market. It also sets out the positions and values shared by the Group and Pôle emploi in respect of diversity, equal opportunity and securing career pathways.

The Carrefour Group is France's leading private employer. Owing to its substantial recruitment needs and the variety of its disciplines, it is a key player in helping people to enter the workplace in major employment markets.

France has a number of wide-ranging action plans set up to help young people and disabled workers enter or re-enter the workplace: these groups have benefited from numerous initiatives developed by Group entities in conjunction with Pôle emploi.

So in 2008, the Carrefour Group recruited 4,000 young people from disadvantaged neighbourhoods as part of the *Espoir Banlieues* plan. 566 of them were introduced by Pôle emploi.

Carrefour also employed 560 disabled workers, over 300 of whom were introduced by Pôle emploi.

Moreover, Pôle emploi and the Carrefour Recruitment Area provide an effective source of staff for Carrefour Hypermarkets. Pôles emploi intend to develop video-conference systems to enable the recruitment process to be carried out remotely: the provision of mass information and the holding of remote face-to-face interviews by recruitment managers from the Recruitment Area.

In 2008, Carrefour hypermarkets integrated into their teams 13,518 jobseekers who had been introduced by Pôle emploi.

Ed, the hard discount banner, signed a partnership agreement with Pôle emploi in March 2009 to promote its disciplines and business lines and increase the reliability of its recruitment.

In total, Carrefour entities referred 21,174 job opportunities to Pôle emploi in 2008 and hired 16,460 candidates introduced by it. The Carrefour Group heads up the list of French companies offering employment to jobseekers.

In the light of the above, the Carrefour Group and Pôle emploi wished to enshrine their partnership in a national framework agreement relating to and involving all Group entities.

This agreement will enable them to continue to consider, discuss and undertake practical initiatives to promote employment.

In practice, the agreement will apply to four major undertakings:

- **To work together to increase employment levels**

The Carrefour Group and Pôle emploi aim to increase knowledge of the sector and employment in mass retail by sharing analyses on the state of employment, developments in the sector/disciplines, and recruitment management.

- **To make career pathways more secure for job-seekers and newly-hired employees**

The Carrefour Group will play an active part in maximizing the occupational skills of jobseekers by notifying Pôle emploi of all the work-study positions available, providing training prior to recruitment and/or increasing the use of VAE (validation of acquired experience). It will also work to strengthen the occupational skills of its own employees and to open up career development prospects to them.

- **To encourage the integration of target groups**

The Carrefour Group will support the integration into its teams of vulnerable groups (unskilled young people, seniors, disabled people and the recipients of basic welfare benefits). It will make use of the expertise and services provided by Pôle emploi to promote its disciplines and business lines among jobseekers and generate applications appropriate to its needs (eg. through the use of the Recruitment by Simulation method - including for departmental management positions).

- **To optimize recruitment by automatically displaying job opportunities from the Carrefour Group on the www.pole-emploi.fr website**

Pôle emploi undertakes to host details of job opportunities transmitted automatically by the Group's employment websites to pole-emploi.fr, beginning with openings from the Carrefour Hypermarkets Recruitment Area, from the start of the 2009-2010 academic year. The Group undertakes to transfer to Pôle emploi the job opportunities listed on its employment websites.

The Carrefour Group is committed to increasing employability in its sector and at the same time is a stakeholder in initiatives promoting diversity and equal opportunities: this new agreement is confirmation of its commitment to employment in France.

Signature of an agreement between Champion/Carrefour Market & Pôle emploi

This meeting was also the occasion when Champion/Carrefour Market renewed the framework agreement signed in April 2006 for a further three years in the presence of Gérard Lavinay, Executive Director, Supermarkets - France and Christian Charpy, Director General of Pôle emploi.

Its three main lines of focus are: improving community relations by encouraging local collaboration with the regional divisions, optimizing recruitment and contributing to diversity.

Under the previous agreement with Pôle emploi:

- in excess of 3,000 job opportunities were referred to Pôle emploi every year
- the level of satisfaction in respect of posts filled increased every year, reaching 87% in 2007
- collaboration with Pôle emploi improved, particularly as a result of better knowledge of disciplines, business lines and stores.
- staff were recruited in eight different disciplines (self-service assistants, check-out assistants, fresh produce salespeople, meat and fish processors, department heads, store managers).
- the Recruitment by Simulation method was used in nine regions to encourage the selection of applicants exclusively on ability, ensuring equal opportunities. This method was very extensively used when stores were being established.
- a scheme was implemented whereby applicants were assessed in the workplace prior to being offered a job, to enable them to find out about disciplines and the work context and to allow potential employers to verify their motivation and skills.

This agreement falls under the framework agreement signed at Group level, and specifies important points for the supermarket format, particularly the importance of community relations.



Pôle emploi is the organization created when ANPE and Assedic were amalgamated to provide better support for jobseekers and to assist companies with recruitment. It includes almost 45,000 experts in all fields touching on employment: recruitment, orientation, training, reintegration into the workforce and employment development, and is the first employment website in France to register over 22 million visits per month.

For more information: www.pole-emploi.org



With over 15,000 stores in 33 countries and more than 490,000 employees, the Carrefour Group is the world's second biggest distributor and the leader in Europe. It has been a partner in the day-to-day lives of more than 20 million customers in Europe, Asia and Latin America for over 40 years. The Carrefour Group has developed an innovative strategy based on a network of hypermarkets, supermarkets, hard discount stores, convenience stores and cash-and-carry outlets to offer its customers the lowest prices on a wide range of products and services.

With over three billion customers passing through its check-outs every year, the Group assumes significant economic, social and environmental responsibilities in its operations, and is committed to providing high quality products and ensuring customer safety.

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