Société Générale Support Review in conjunction with UNEA as part of the implementation of the professionalization pact for the disability-friendly sector

In collaboration with

Ministère du Travail, de l’Emploi, de la Formation Professionnelle et du Dialogue Social

OPCALIA
afpa
Cheops
SCOP co-savoirs coopératifs & solidaires
Project fundamentals

**FINDINGS:**
- 84% of disabled employees do not have any qualifications. Ongoing training within Disability-Friendly Companies is a key challenge for the success of this sector.
- In terms of workforce, Disability-Friendly Companies are SMEs and often lack the means to define and implement structured training programs.

Many training schemes exist, however, due to a lack of awareness, they are often underused (access to validation of acquired experience, work-study contracts).

- In terms of workforce, Disability-Friendly Companies are SMEs and often lack the means to define and implement structured training programs.

A shared commitment

The training drive represents a major challenge for all DFCs regardless of their background, activities, status and governance.

The Professionalization Pact for Disability-Friendly Companies thus originated from a shared commitment:

- The commitment of Société Générale to launch an extensive professionalization and training project for the disability-friendly sector
- The commitment of UNEA (French National Union of Disability-Friendly Companies), through its academy, to enable every disabled employee to access the tools which will make it possible for them to improve their skills

Objectives of the Professionalization Pact

The objectives of the Professionalization Pact for Disability-Friendly Companies are:

- to develop the long-term employability of teams in Disability-Friendly Companies by means of training
- to develop modules which are designed for and/or adapted to the specific needs of teams in Disability-Friendly Companies
- to improve training schemes in Disability-Friendly Companies by professionalizing training plans and making use of GPEC tools
- to encourage Disability-Friendly Companies to prepare and implement their training plans more effectively
- to extend the provision of training by offering an accessible E-learning platform with tutor service
3 training areas for Disability-Friendly Companies and their staff

- Professionalization contracts and validation of acquired experience (VAE),
- A simplified approach to the strategic workforce planning (GPEC) and management by competences,
- Professional training courses for disabled employees (Disabled Adult).

Target audiences:
- recipients of AAH (Adult Disability Allowance),
- or people who have been unemployed for at least 12 months over a period of 18 consecutive months,
- or senior citizens over 50 years old,
- or young people less than 25 years old,
- or people coming from an ESAT (Vocational Rehabilitation Center).

Professionalization: Some very interesting results

Over the period 2012-2015, more than 600 professionalization contracts were implemented in Disability-Friendly Companies

Although Disability-Friendly Companies were not accustomed to this type of contract and approach, we note that numerous initiatives have been undertaken:

- Professionalization contracts have been entered into, in particular for the following qualifications: CAPA (Agricultural Certificate of Professional Aptitude) Landscape Gardener, Remote Customer Relations Advisor, IT Support Technician...
- Apprenticeship contracts have been entered into, in particular for the following qualifications: CAP (Certificate of Professional Aptitude) in Maintenance and Premises Hygiene, CAP Landscaping, Professional Baccalaureate in Electrotechnics...
- VAE activities have been undertaken, in particular for the qualifications of CAP Textile Care in the Industrial workplace, CQP (Certificate of Vocational Qualification) for an Industrial production worker and CQP for Composite material workers...

E-FormAdapt: a structured GPEC tool

The Co-Savoirs worker cooperative (Career guidance) developed this GPEC tool at the request of UNEA. Designed and developed for Disability-Friendly Companies with the support of the DGEFP and Société Générale, as part of the Professionalization Pact, this tool provides full functional coverage:

- Professional interview and compilation of training requirements
- Occupations and skills framework (in relation to the UNEA career pathways)
- Training catalog for active presentation of the Disability-Friendly Company's training plan
- Employees' Training Passport
- Employees' Curriculum Vitae
- Hard working conditions
- Reporting tools and data extraction
Examples of Tool functionalities

Managing Professional Reviews

<table>
<thead>
<tr>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managing Professional Reviews</td>
</tr>
</tbody>
</table>

[Image of software interface with tables and columns showing skills, competencies, and functions]
An approach which appeals to senior managers

With regard to the GPEC, results are also encouraging.

UNEA has developed an "e-formadapt" tool which includes all the functionalities of a GPEC approach (CV, skills framework, professional interviews, compilation of training requirements, version of training passport).

Continuous roll-out within Disability-Friendly Companies was expanded in 2015.

Over a 3-year period of using the Tool:

- 60 Disability-Friendly Companies have rolled-out this approach
- 20 new DCPs will be rolled-out in 2017
- 8,900 employees covered by the national approach
- 7,000 disabled employees covered by the approach

Testimonials from senior managers

The rollout of the GPEC, e-FormAdapt tool, is a key factor for progress
Sylvain DUPIC, Promut Dijon

Senior Managers need to be provided with efficient tools and methods, which make their work easier.

The GPEC approach, which has been made available to us, in particular its e-FormAdapt tool, is notable for its ease of use and its intuitiveness.
Michaël Leclair, APF Ludres

The GPEC tool is a good support for restoring quality at work for everyone and restoring confidence to employees and managers alike
Philippe Hurteau, YMCA

Training courses within the Academy framework

The UNEA Academy programs have become a great success:

Number of trainees:
257 in 2013
431 in 2014
897 in 2015

Number of sessions:
37 in 2013
54 in 2014
123 in 2015

More than 1,300 people trained in Skills Management methods in Disability-Friendly Companies since 2012,

More than 2,000 training courses incorporated under e-FormAdapt on a national scale to enable DFC employees to develop in terms of their professional plan or the development of new activities,

More than 900 job descriptions encompassing more than 5,000 skills described in the Occupations and Skills Framework for all DFCs which are part of the roll-out.
Occupations and Skills Observatories

Created in 2013 to support Disability-Friendly Companies in their approach to the professionalization of their resources and their organization, the Occupations and Skills Observatories for Disability-Friendly Companies are a preferred tool for consultation and analysis of the methods of adapting companies’ skills to market changes and the organizational requirements which arise from this.

Driven by UNEA, this initiative, as part of the continuing commitments of the Professionalization Pact for Disability-Friendly Companies, is supported by numerous partners, in particular Société Générale and OPCALIA.

As per the cooperation agreement signed with its partners at the office of the Minister of Employment, on 18 December 2013, the tasks observatories have set for themselves are:
- to study then inform Disability-Friendly Companies of the factors likely to develop their occupations,
- to study then inform the institutional and socio-economic partners, particularly in professional sectors, of changes to the Disability-Friendly Companies provision of training,
- to foster links between traditional and Disability-Friendly Companies,
- to facilitate, using the insights gained, the implementation of the job and skills forecast management approach,
- to support the professionalization and employability of disabled employees by contributing to the development of training schemes,
- to facilitate access to Disability-Friendly Companies for disabled people by providing them with up-to-date knowledge of the basic skills required in the different professions offered.

Ministry of Employment launch

Sandra Desmettre, Employment Officer for the Minister, Michel Sapin, began the meeting with a reminder that the observatories are the “operational continuation of the professionalization of the disability-friendly sector as part of the employment pact”.

“The evidence-based analyses conducted within the scope of the observatories will be invaluable in addressing all these changes,” declared the officer specifying that: “The approach for which we are gathered today is exemplary. It will contribute to realizing development opportunities, new opportunities for Disability-Friendly Companies which will lead to their furthered development”.

Marie Langlade-Demoyen, assistant to the Director of Industrial Relations at Société Générale, major supporter of the Professionalization Pact for two years, states that Société Générale, along with UNEA, forms part of a proactive forward-looking approach. Supporting the professionalization of disabled employees and skills improvement of Disability-Friendly Companies will make it possible to “adapt their provision of training to the requirements of “ordinary” companies and to market demand”.

[Images of meeting]
Creation of job descriptions

**Fiche de description de fonction**

<table>
<thead>
<tr>
<th>Nom de la fonction</th>
<th>Opérateur en reprographie</th>
<th>Métier : Bureautique - Prestations tertiaires</th>
<th>Code Rome : E1307</th>
</tr>
</thead>
</table>

**Mission**
- Réalise tout ou partiel des opérations de reproduction de documents (grève de commande, conseil, duplication, façonnage, ...), à partir des indications données par le client (particulier, professionnel) selon les règles de sécurité et les impératifs de production.

**Contacts**
- Clients

### ACTIVITÉS ET TACHES

<table>
<thead>
<tr>
<th>Activité</th>
<th>Descriptif Activité</th>
<th>Responsabilité</th>
<th>% totale de l’activité</th>
<th>Importance de l’activité dans la fonction</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREPARER LA PRESTATION</td>
<td>Définit les caractéristiques de la commande avec le client et révèle les conditions de réalisation</td>
<td>Totale</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Prépare les documents à reproduire, sélectionne les supports, réseau, ... et les paramètres</td>
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</tr>
<tr>
<td>ASSURER DES TRAVAUX DE REPROGRAPHIE</td>
<td>Effectue des travaux de reprographie à partir de CD-rom, courriel, disquette, clé USB, document papier, fichier informatique</td>
<td></td>
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<tr>
<td></td>
<td>Effectue ou modifie la mise en page d’un document</td>
<td>Totale</td>
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<tr>
<td></td>
<td>Conçoit la conformité et la qualité des documents dupliqués</td>
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<tr>
<td></td>
<td>Façonne les documents dupliqués manuellement ou à l’aide d’une machine</td>
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<tr>
<td></td>
<td>Conditionne les produits selon leurs caractéristiques, les commandes et le mode de transport</td>
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<tr>
<td>ENTREtenir LE MATERIEL</td>
<td>Nettoie et entretient les équipements</td>
<td></td>
<td>Totale</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Effectue un entretien, un dépannement et un réaménagement de matériel de reproduction et procède au nettoyage</td>
<td></td>
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</tbody>
</table>

### COMPETENCES

<table>
<thead>
<tr>
<th>Domaine</th>
<th>Description</th>
<th>Niveau requis</th>
<th>Importance dans la fonction</th>
<th>Tendance future</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technique</td>
<td>Connaître et utiliser la technique de colorimétrie</td>
<td>Application</td>
<td></td>
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<tr>
<td>Technique</td>
<td>Savoir détecter des anomalies</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technique</td>
<td>Connaître et utiliser les techniques de reprographie numérique</td>
<td>Application</td>
<td></td>
<td></td>
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<tr>
<td>Technique</td>
<td>Connaître et utiliser les techniques de reprographie analogique</td>
<td>Application</td>
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<tr>
<td>Technique</td>
<td>Connaître et utiliser des techniques manuelles de façonnage</td>
<td>Application</td>
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<tr>
<td>Technique</td>
<td>Connaître et utiliser les techniques de tirage de plan</td>
<td>Application</td>
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<tr>
<td>Technique</td>
<td>Connaître et utiliser les règles de mise en page/forme</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Informatique</td>
<td>Savoir utiliser les logiciels de Publication assistée par ordinateur - PAC</td>
<td>Application</td>
<td></td>
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</tr>
<tr>
<td>Informatique</td>
<td>Savoir utiliser le matériel de reprographie</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autre</td>
<td>Connaître et respecter les consignes de sécurité</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autre</td>
<td>Connaître et respecter les règles d’hygiène au travail</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autre</td>
<td>Connaître et appliquer des gestes et postures de manutention</td>
<td>Application</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Autre</td>
<td>Connaître et utiliser des dispositifs de protection collective et individuelle</td>
<td>Application</td>
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</tbody>
</table>

More than 900 job descriptions encompassing more than 5,000 skills described in the Occupations and Skills Framework of all DFCs which are part of the roll-out.
Works conducted by Occupations and Skills Observatories

As part of their operations, the Occupations and Skills Observatories for Disability-Friendly Companies aim to promote collaborative intelligence sharing and to promote their benefits. Their Advisory Council, made up of contract providers, company service providers, branches, the purchasing network, the OPCA (jointly administered industry organization), Federations (of Disability-Friendly Companies and also of Cap Emploi [Disability Employment Support Network]), of the State (DGEFP [Bureau for Employment and Professional Training] and University), takes an active role in the development of findings and good practices, but also in the determining of priorities and in trials.

On Tuesday 15 September 2015, the first report from the Occupations and Skills Observatories was submitted to the Minister Myriam El Khomri, at her Ministry. This initial report cites two activity sectors which generate employment for disabled people in Disability-Friendly Companies.

The Minister emphasized the value of “identifying emerging industry sectors to enable the jobs of tomorrow to be developed”.

She highlighted the importance of being vigilant with regard to market changes, particularly in the digital technology sector, and drew a parallel with the report that Bruno Mettling, the HR Director of Orange, had submitted to her that same morning. She specified that “it is important that disabled employees be trained for digital technology professions”.

Opportunities and changes: Sectors

How to access new markets? How does one move from a green space business to insufflation of cellulose wadding to insulate a building? How can companies support their customers’ new requirements? By professionalization. Are there new sectors in which disabled employees could develop via transverse skills acquisition in order to open themselves up to new markets with a higher added value?

On the basis of this review, the objective of the Occupations and Skills Observatories for the disability-friendly sector is to rapidly accomplish the creation of a professionalization curriculum for each prospective professional sector.
A testimonial video of the GPEC approach

 Rolled-out within the Disability-Friendly Company APF in Ludres, the tool has identified several strategic areas of direction, including skills development, securing of career paths and the development of new activities.

“The GPEC rollout is complete and enables us to help evolve staff, control any socio-professional risks, population pyramids, parity management and to measure our employees’ skills development.”

Presentation film for the Professionalization approach

Here is the presentation film for the partnership between UNEA, Société Générale and DGEFP.

It features the works carried out for professionalization and in support of the development and promotion of the disability-friendly sector.

CSR for DFCs: The additional approach

UNEA is rolling out a collective development scheme of Corporate Social Responsibility (CSR) approaches for Disability-Friendly Companies in order to develop and measure the economic, social, societal and environmental performance of Disability-Friendly Companies.

It is the opportunity for each Disability-Friendly Company to voluntarily structure and to convey, internally as well as externally, its commitment to the three pillars of sustainable development: economic efficiency, social and societal equity, respect for the environment.

Société Générale has supported the implementation of this training program, which adds value to the disability-friendly sector in terms of economic, social and environmental performances.

Our ambition is to make the disability-friendly sector the most advanced sector in terms of CSR by guiding 10% of our members through their CSR approach and, if they so wish, with the assessment of the procedure as per the AF-AQ 26000 model.
Disability-Friendly Company Employment Pact

A better use of professionalization tools

More than 600 professionalization contracts signed in Disability-Friendly Companies

The structuring of new professional sectors

In 3 years, the number of Disability-Friendly Companies offering services in digital technology and IT has multiplied by 5.

New, highly technical activities are being developed, new professions are now accessible to disabled people and to the prime contractors of DFCs.

New methods of cooperation

Disability-Friendly Companies have progressed their contractualization method from subcontracting to joint-contracting.

Recognition by the Ministers and the authorities of the efforts made by an entire sector and facilitated by the support of Société Générale.

An economic reality

€1.05m of turnover
€782m of the total payroll
More than 200 professions listed in Disability-Friendly Companies
45% of Disability-Friendly Companies with commercial status

A high level of inclusion

32,000 employees 26,000 of which are disabled
91% on permanent contracts
84% employed full time
75% of disabled employees without a qualification
3.2% of the total payroll allocated to training