HR accessibility — easy-read and night staff

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Equal treatment between day staff and night staff · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **It is the staff who never cross paths with the department — those on nights, those on weekends — and those who read French poorly who decide whether the HR service is genuinely delivered to everyone.**

Easy-read means “easy to read and understand”: short sentences, one message per sentence, everyday words rather than the words of the statute. **No information is changed: what changes is the wording.**

The sixteen topics, in their two versions

Version	What changes	Who chooses
Everyday French	The department's usual wording	The member of staff
Easy-read	**Short sentences, one message per sentence**	**The member of staff — offered unprompted when the same question comes back twice in the same exchange**

Version	What changes	Who chooses
Rereading before it goes to the counter	Every easy-read version is reread and settled by the deputy director — the 16 topics, a little over two hours in total	The establishment — it is its word that is committed

What the easy-read version produced over the quarter

Measure	Value	Reading
Answers sent in an easy-read version	268	37 of them offered by the agent unprompted, the question having come back twice in the same exchange
Same person coming back on the same topic	19	Against 84 on an equivalent volume last year — an answer understood first time does not come back to the counter
Deputy director's rereading time	A little over two hours	For the 16 topics — it is that approval which commits the establishment's word

Night and weekend staff

Measure	Value	Reading
Enquiries received between 9 p.m. and 6 a.m. over the quarter	412	—
of which from night staff	298	They would not have made the trip to the counter on their rest time
Night enquiries repeating a question the same person had already asked	88	An answer given at 3 in the morning does not stay in the memory — hence the systematic written version

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Measure	Value	Reading
HR interviews booked on end-of-shift slots	**31**	**Slots that nothing had offered until now**

HR appointment booking

Step	What the agent does	Who decides
Qualify the request	Purpose, documents to bring, time to allow	Rules set by the department
Offer a slot	**On the ranges opened by the department, never outside them**	**The department opens the ranges**
Confirm	Reminder the day before, with the list of documents	—
Result over the quarter	**186 appointments booked, 7 people arriving without their documents**	**Against 44 last year**

> **A service open only during office hours is not open in the same way to every member of staff. Answering at night adds no opening hour and takes none away:** it is equal treatment, and it is measurable — 298 enquiries over one quarter.

For the establishment to settle

Appointment ranges opened, including at end of shift: _____

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