



Press release

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Non-EU citizens as resources: Autogrill adopts apprenticeship contract (Biagi law) and introduces multilingual recruitment and selection

In the next 4 months Autogrill will recruit 100 young people on apprenticeship contracts to work in its city outlets. An ad hoc multilingual selection system will ensure equal treatment for non-EU candidates

Milan, 14th October 2003 - In line with the opportunities offered by Italy's so-called Biagi reform (law no. 30/2003 and executive decrees), Autogrill is introducing a recruitment plan that envisages the placement, over the next 4 months, of 100 young people aged between 18 and 24, to be hired with the new apprenticeship contract. For the time being, the plan covers Autogrill's locations in major Italian cities. Thirty apprentices have already been placed since the beginning of October.

Characteristics of the contract. Autogrill is offering a 36-month contract with entry at 5th level and qualification as a fast-food/multiservice operator, on a full-time basis (a 40-hour week). As a trainee, each new recruit will be assigned to a tutor and will attend an internal training course with handbook. Training will also be provided by specific external organizations.

Non-EU citizens as a resource: a new multilingual selection procedure. Leveraging its experience as a multinational organization accustomed to managing mixed teams at every level, Autogrill has drawn up a new four-language selection procedure to overcome language problems and guarantee equal opportunities for the many non-EU citizens who present job applications. Instead of adopting the normal group practice, which obviously requires expertise in Italian, the new procedure is based on three practical tests, which are designed to assess attitude toward customers, manual dexterity and service speed (composition of trays) and ability in counting out change.

Another new development: "Cerco Lavoro" online directly in Autogrill locations

The new apprenticeship contract for the city channel is not the only new development in recruitment at Autogrill. Beginning September 30, the Group web sites (www.autogrill.it and www.autogrill.com) include a new section entitled "Lavora con noi" – Work with us – which will give all the Italian locations in the Autogrill network (on motorways and in airports, railway stations, shopping malls and city centers) access to the profiles of Group job applicants.

The new recruitment method, made possible by the Internet and by new technology implemented to support human resources management in sales outlets, will **cut down the time taken by the company to contact candidates.**

The job applicant simply keys in his or her data in a special section of the autogrill.it, spizzico.it and burgerking.it sites, and the system makes the information available online at the outlet concerned, which will then be able to call in eligible candidates for an interview.



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The Autogrill site has a special area for spontaneous applications, subdivided by type of job, and an area announcing vacancies in specific locations and geographical regions. The system will also manage CVs received in answer to Autogrill, Spizzico and Burger King staff advertisements in the press.

At the moment, the autogrill.it site receives approximately 250 applications every week, but the company expects a significant increase in use of the service, which addresses interesting new sections of the labor market and looks set to become an important recruitment tool.

Autogrill recruits about 7,000 new employees in Italy every year.