

Dear Sirs,

I'm sending you this message, together with one press release, in order to inform you of our activity and participation in a project supported by the European Community. Our aim is to inform you that in the beginning of the year 2001, we're going to start another project, together with companies from New Zealand.

I hope we deserve your kind attention.

Receive our best regards,
From TELEMANutenção,

Cláudia Sofia Fatana

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FOR IMMEDIATE RELEASE

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TELEMANutenção reinvents disabled people's working environment with revolutionary project - THINK (Towards Handicap Integration Negotiating Knowledge).

TELEMANutenção intends to use its know - how, previously acquired experimenting a before project named PORCIDE (consortium together with MICROSOFT, HP, P.T, TELEPAC & EPSON), together with four more countries in Europe, in which 240 disabled people are integrated into the working market, after a previous training. This new project - THINK - is based on telework as a way of bringing disabled people into society, where they can show that they're not only passive recipients of health care and others' goodwill. This project's investment is about €2,000,000.

In partnership with Portugal (TELEMANutenção) and the support of the European Community, other four European countries are going to join this initiative: Spain (ECTF), Italy (EFFEDUE CONSULTING SRL), Greece (NETSMART S.A.) and Scotland (OMNITECH LTD. UK). In which of these countries, several groups of disabled people will be formed, until a number of 240 teleworkers has been reached.

Several factors took place in organising this partnership. The future clients of the teleworkers services will be the multinationals, and several tasks, as translations and the maintenance of multilingual websites will be better developed by people from the original place and language of the costumers. Other reason is that Europe is a huge market to these services. Finally, with this project, TELEMANutenção and the other members of the consortium will be participating in the

improvement of EU Employment Strategy, specially because of the active role it intends to play in the creation of new jobs, contributing to one of the main goals of the strategy - "moving away from a passive fight against unemployment towards promoting sustained employability and job creation." Also the integration of disabled people in the e labour market can be associated to the goal "to promote equal opportunities for everyone in the labour market to participate and access to work conditions."

The kick - off meeting between the countries involved took place in Portugal, in TELEMAnutenção's head office, two days ago. The purpose of this first meeting was the outlining of the main guidelines to the implementation, organisation and management of the project's development.

The carrying out of the project is about to start. And, within a short period of time other people besides the disabled will have the privilege of working with these new methods of work, using information and communication technologies.

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About TELEMAnutenção

TELEMAnutenção is a Portuguese outsourcing company and "our mission is to contribute to the professional integration of the less favoured and the strengthening of the family unit, whilst at the same time running a profitable, high quality, global service business, utilizing a global network of teleworkers".

About PORCIDE

PORCIDE is a project with the same nature as THINK, developed and implemented in Portugal, as pilot experience.

I Asociación Foro Europeo de Telemática y Teletrabajo - EUROPEAN COMMUNITY TELEWORK FORUM

TELEMAnutenção S.A.

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