

Preface

This edition of the Proceedings of the Europe Chapter of the Human Factors and Ergonomics Society contains the papers presented at the 1999 Annual Scientific Meeting. The meeting was hosted by British Telecom's Research Laboratories in Marlesham Heath, UK, November 11 – 12, 1999. It is the seventh edition of the Proceedings and also the first to be published by a commercial publisher.

The theme of this meeting was *Human Factors in Telecommunications – Implications for the aged and disabled*, a topic of great interest because of the fast growth of information technology and also considering the increased proportion of elderly people in society. A total of eight papers were presented of which three not quite fit in the theme. It has however over the years been a policy of the Europe Chapter also to accept good papers in related topics.

We, the editors, hope that you, the reader, will find this book of Proceedings an interesting and stimulating read. We would also like to extend our sincere thanks to British Telecom for hosting our meeting.

The Editors