

## COVID-19 (CORONAVIRUS) - 14/12/2020

# STAFF Q&A

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## HR Questions

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**THESE PROVISIONS ARE IMPLEMENTED IN FRANCE. YOU MAY NEED TO ADAPT THEM TO YOUR LOCAL ENVIRONMENT IN AGREEMENT WITH YOUR LOCAL HR.**

## **APPLICABLE MESURES: WORK ORGANIZATION**

### **1. How is work organized?**

In line with government measures and pending future implementation, our company generalizes remote working for activities compatible with this organization of work and subject to the maintenance of the level of activity and quality of service. On-site work remains the norm for activities that cannot be carried out remotely or for which quality of service would not be guaranteed.

### **2. Should vulnerable people (and those sharing the home of a vulnerable person) have to come to work on site?**

No, they must work remotely if possible.

If remote work is not possible:

- Employees at risk of developing a serious form of Covid 19 will benefit from the legal partial activity scheme subject to submitting a certificate from their doctor and complying with the conditions set by the Government;
- Employees sharing the residence of a person at risk of developing a serious form of Covid 19 will benefit from voluntary application of the legal partial activity scheme subject to submitting a certificate on the honour in this regard.

### **3. Can an employee identified as having to work on site want to work in a building other than the one in which he usually works?**

No, each employee must work in his assignment building or in the building determined by his manager. It is possible that some employees will be assigned to a site other than their usual exercise site for a given time. In addition to the organizational aspect, it is a protective measure: the company must be able to know where the employees are located and with whom they are in contact in the event of a new case of COVID 19.

### **4. Is the partial activity compensation scheme for vulnerable persons maintained?**

A new decree determining the criteria for vulnerability was issued at the Journal Officiel on 11 November and came into force on 12 November. It sets out 2 cumulative conditions for vulnerable people to benefit from partial activity:

#### **1- Have one of the pathologies listed below:**

- Be 65 years of age or older;
- Have a history of cardiovascular disease (ATCD): complicated high blood pressure (with cardiac, renal and vasculo-cerebral complications), stroke or coronary artery disease ATCD, heart surgery, NYHA III or IV stage heart failure
- Have unbalanced diabetes or complications;
- Present a chronic respiratory condition likely to decompensate during a viral infection: (obstructive pulmonary disease, severe asthma, pulmonary fibrosis, sleep apnea syndrome, cystic fibrosis in particular);
- Have dialysis-dialysis chronic kidney failure
- Have progressive cancer under treatment (excluding hormone therapy);
- Obese (body mass index (BMI) > 30 kg/m<sup>2</sup>);
- Being congenitally or acquired immunodepression:
- drug: anti-cancer chemotherapy, immunosuppressive treatment, biotherapy and/or immunosuppressive dose corticosteroid therapy;
- uncontrolled HIV infection or with CD4 < 200/mm<sup>3</sup>;
- following a solid organ or hematopoietic stem cell transplant;
- related to malignant hemorrhage during treatment;
- Having cirrhosis in stage B of Child Pugh's score at least;
- Have a major sickle cell syndrome or a history of splenectomy;
- Be in the third trimester of pregnancy.

- Have motor neuron disease, severe myasthenia, multiple sclerosis, Parkinson's disease, cerebral palsy, quadriplegia or hemiplegia, a primary brain malignant tumour, progressive cerebellum disease or a rare disease.

**This list is subject to changes depending on the new measures taken by the Government.**

**2- Not being able to fully work remotely, nor benefit from the enhanced protection measures listed by the decree:** isolation of the workstation, respect with reinforced barrier gestures, absence or limitation of sharing the workstation, adaptation of departure/arrival times, provision of surgical masks in sufficient numbers.

Provided that the person's working conditions do not meet the enhanced protection measures defined above, the placement in a partial activity position is made at the request of the employee and on presentation to the employer of a certificate drawn up by a doctor.

**For employees who cannot work remotely and share the home of a vulnerable person:**

Employees sharing the residence of a person at risk of developing a serious form of Covid 19 will benefit from voluntary application of the legal partial activity scheme subject to submitting a certificate of honour to that effect.

**5. Can an employee identified as having to work on site and working in a flex office space continue to work where he or she wishes?**

No, he must remain at the same workstation during his on-site work day, for health and hygiene reasons. On the other hand, he can change workstations on his different days of presence on site, while remaining within the same perimeter, in order to be able to identify the entourage to be removed if needed.

**6. Can employees, work remotely for personal convenience, from a country that is not his usual working country?**

Home-working in a country that is not the usual working country is **strictly forbidden**. Employees with a bond with a foreign country wishing to join the family abroad (or other situation) for example **must take leave or apply for an unpaid absence permit, in agreement with their manager**. This trip will take place in a strictly personal setting.

**7. A manager asks one of his employees identified as having to work on site to come on site on a schedule shifted to 10 o'clock or it is not compatible with his organization. What can the employee do?**

The employee and the manager are invited to discuss this situation in order to find a solution that is compatible with the employee's obligations and the team's good work organisation. The final decision lies with the manager.

**8. Will an employee who does not have the internet at home and who benefited from a paid activity exemption at the first lock down be able to benefit again during this second phase of lock down?**

No, an employee who cannot work remotely must come on site. The way work is organised is put at the hands of the BU/SU.

**9. An employee identified as having to work on site does not wish to take public transportation to go to work. What can he or she do?**

It is up to them to organise their home/company commutes and choose the mode of transportation that suits them. We invite them to talk to their manager about the organisation of work within their team: staggered working hours, team rotation, smoothing of arrivals, etc. In the current context, the manager must, as far as possible and according to operational constraints, allow his employees to adapt their arrival and departure schedules in order to avoid peak hours.

In addition, an additional 10 washable masks are given to him by the company if he decides to take public transport. In addition, the company will give him or her 2 additional masks/day if he/she decides to take public transportation.

**10. If an employee identified as having to work on site does not wish to take public transportation but rather use his or her own vehicle to come to work on site, will he or she be eligible for mileage allowances?**

The payment of mileage allowances is not provided.

**11. What type of alternative mode of transport is concerned by the substitute compensation for an alternative mode of transport?**

What type of alternative mode of transport is concerned by the substitute compensation for an alternative mode of transport?

The agreement covers electric bikes and bikes, electric scooters and scooters as well as Giro-wheels. The agreement does not specify that it must be personal or self-service equipment.

Societe Generale does not support the subscription to a possible velib' service but will maintain the amount that the employee previously received for his public transport ticket, if he uses his bike/ electric scooter to come to work.

This allowance replaces the allowance previously allocated for public transport.

The employee has access to the HR Self-service:

- he selects "Transit" and check "other subscription"
- He enters the monthly amount of his last subscription or the cumulative monthly amount of his last subscriptions if he had multiple subscriptions (example: in the Paris region Navigo zones 1-5, it seizes 75.20)
- if he works in the Paris region, he attaches in the HR Self-service the statement on the honour regarding the use of an alternative mode of transport
- if he works in the province, he sends his usual HR correspondent his statement on the honour regarding the use of an alternative mode of transport

The statement model on the honour regarding the use of an alternative mode of transport is available on RH Online

The employee does not have access to the HR Self-service:

He must submit his statement on the honour regarding the use of an alternative mode of transport by email:

- if he is an employee of the central services, document has to be sent to:  
HRCO/SSC/CRH (internal address) or Human Resources Centre  
TSA 10 905 92894 NANTERRE Cedex 9
- if he is an employee of the France Societe Generale network:  
he provides the statement on the honour and addresses to his usual HR administrative correspondent

**12. What is planned in case of school closures?**

For employees faced with the closure of classrooms and schools or the isolation of their child considered as a contact case:

The legal partial childcare activity scheme, which ended on 5 July 2020, was reactivated on 1 September 2020 for parents of children under 16 or children with disabilities with no age limit, provided that neither parent of the child could work remotely.

To benefit, they must provide to their HR correspondent with:

- A proof of the closure of the school/class/section depending on the case (provided by the school or otherwise by the municipality) or a Health Insurance document attesting that their child is considered a contact case at risk and is subject to an isolation order as such;
- A certificate on the honour stating that you are the only one of the 2 parents to benefit from the

partial activity scheme for the days concerned.

Societe Generale will pay the legal compensation for partial activity as long as the government scheme continues.

### **13. Are customer visits allowed?**

Visits to customers, prospects or service providers are not permitted.

Exceptions to this rule (compelling reasons, finalization of transactions, etc.) must remain in limited numbers and be validated by the activity manager (Exco de BU/SU, responsible for DEC).

### **14. Is it possible to receive visitors to our premises?**

Customers can still be welcomed at Headquarters in case of compelling reasons under the validation of the head of the BU/ER

The reception of customers in the Agency or at the PRIV premises is allowed by appointment or by respecting a filter at the entrance.

The reception of other visitors is not allowed.

Providers who have to intervene in the Group's activities are subject to the same rules as employees.

### **15. Within the Group, is it possible to move from one site to another in France or abroad?**

Inter-regional travel in France, as well as travel abroad, are not permitted unless there is compelling reasons under the validation of the BU/SU manager. The seven days rules imposed by the government on people arriving from abroad also apply to employees. The list of countries with a quarantine is available [here](#).

## **SUSPECTED CASE / CONFIRMED CASE / CONTACT CASES ON DIRECT CIRCLE**

### **16. What is a suspected case / confirmed case/ contact case?**

A suspected case is a person with symptoms suggestive of Covid-19 (fever, cough, difficulty when breathing, headache, loss of smell, loss of taste, etc...) and for which a treating physician has prescribed an RT-PCR test or an antigenic test if it was performed within 4 days of the onset of symptoms.

A confirmed case is a person diagnosed positive to the RT-PCR test.

Contact cases are:

- People who shared the same place of life as a case confirmed by a positive RT PCR test or an antigenic test.
- People without masks who have shared, for at least 15 minutes, a confined space (personal vehicle, taxi, office, meeting room ...) with a confirmed case.
- People without masks who had direct contact with a confirmed case, face to face, less than 1 meter, within 2 days of confirming the RT PCR test or an antigenic test positive for the confirmed case, regardless of the duration of the contact (conversation, coffee break, lunch...) or during exchanges of material or unsited objects.

If the employee is in one of the situations described above, **and only if he is a first-degree contact case (i.e. directly in contact with a confirmed case):**

- he must consult his doctor to perform an RT-PCR test.
- he must not return on site or have any physical contact with the Group's employees, without any possible exception (laptop recovery...) until he has had the results of his test:
- if his test is negative, he can return on site
- if the test result is positive, the duration of the employee isolation is continued by at least 7 days from the date of his test.
- he should consult his labour doctor to perform an RT-PCR test or antigenic test (seven days after contact with the positive case).

### **17. What should I do if I have symptoms suggestive of Covid-19?**

If I have symptoms such as fever, cough, difficulty when breathing, headache, loss of smell, loss of taste, etc.), I do not go to work, I contact my doctor by phone, and I inform my manager about my situation. If I am working remotely (for more than 48 hours) or working in isolation without contact with colleagues or the public, I must notify my manager if my arrival on site is planned within 7 days.

**18. What to do if my children, partner or any other person in my circle outside of the Group are carriers of Covid-19?**

If you haven't been working remotely for more than 48 hours, you should notify your manager and contact your doctor to have an RT-PCR test or an antigenic test and apply the social distancing measures for a minimum of 7 days ([see procedure](#)). You will have to inform your manager of the results of your RT-PCR test or an antigenic test without providing details or copies of test results. As long as you are recognized by the CPAM case risk contact and to the extent that you cannot work remotely you must send your manager and HR manager the certificate of isolation worth derogatory work stoppage that will be addressed to you after requesting it on the site [declare.ameli.fr](#)

If you are working remotely (for more than 48 hours) or working in isolation without contact with colleagues or the public, you should notify your manager if you plan to return to the site within 7 days.

**19. If an employee is diagnosed with COVID-19, under which conditions can he/she return to work? Should a recovery visit be organized with labour doctor?**

When an employee is diagnosed with COVID-19, the labour doctor provides a sick leave that may vary in duration.

According to the latest recommendations of the health ministry the employee have to respect at least a 7 days quarantine.

For the employee who has the opportunity to work remotely and in the absence of sick leave, the employee can continue his professional activity.

Return on site is possible under various conditions: whether or not there is a fever, the date of the test...

Before returning to work, employee considered as cured by his/her doctor must contact his/her manager or HRBP to know the conditions of his/her return to his/her position, specifically regarding recovery visit.

- If sick leave is less than 30 days: no mandatory recovery visit
- If he/she has been on sick leave at least 30 days, he needs/she to have a recovery visit according to law.

## TESTING AND HEALTH MEASURES

**20. Who should employees contact to collect a mask, gel or cleaning products for their workstation?**

Concerning the sanitized gel:

- For the central services, totems are available in circulation areas, in reception areas, on the floors and bottles (1 for 12 workstations) in the work areas, making sure that they are refilled regularly
- For the Retail Network, sanitized gel is provided for employees and clients

Regarding masks (for vulnerable and hard-to-hear people):

- Vulnerable people will have to call the medical service on which they depend to retrieve surgical masks
- Unhearing-impaired employees will be equipped with inclusive masks to order from [mission.handicap@socgen.com](mailto:mission.handicap@socgen.com)

Regarding masks for other employees (CDD, CDI, trainees, alternates, temporary workers, excluding providers):

- They will receive an endowment of 10 alternative masks provided in a pouch indicating the conditions of use, standards and cleaning conditions to be respected or risk destroying the masks. Non-certified AFNOR S76-001 masks (homemade fabric masks) are not recognized by the High Health Authority as effective.

- The distribution point is displayed at the entrance of each building
- In case of crowds when they arrive on site, employees are invited to keep their own mask and return to the distribution point during the day to take their staffing.

A communication was made to service companies at the end of November to inform them that SG would no longer provide masks to providers.

### **21. Is it mandatory to wear a mask at work?**

In accordance with government guidelines, the wearing of masks is mandatory everywhere in our premises, including at the workstation (in open spaces but not in individual offices). Wearing a mask is also mandatory in all meeting rooms, including when a co-worker is alone in the room.

### **22. As far as the wearing of the mask is respected, can employees wear their own masks?**

Yes, with a few points of attention:

- The employee has the possibility to wear his/her own mask, under his/her responsibility, as soon as it meets the standards (AFNOR S76-001
- The employee should only use certified masks for their travel and presence in Societe Generale premises
- The employee must have a clean mask to put on when entering the company. It is advisable to remove the mask used in transport before entering the company)
- The use of a personal mask cannot extend to other personal protective devices, such as gloves and visors.

### **Mask information provided by the Group:**

#### Surgical masks:

Surgical masks are ordered from suppliers referenced against specific criteria (reliability, compliance with standards, etc.).

These suppliers have undergone a risk analysis (KYS) and are in compliance with the Group's requirements in this area.

All surgical masks are to NF EN 14683/EN149 (CE standards).

Compliance monitoring is carried out at all stages:

- By the manufacturer himself (who is responsible);
- By customs authorities;
- By an independent, certified oversight body.

All in coordination with the General Directorate of Companies\*.

\*In the service of the Minister of Economy and Finance, the Directorate General of Business (DGE) designs and implements public policies that contribute to business development.

#### Alternative masks (washable fabrics):

Alternative masks are ordered from a French supplier recommended by the DGE.

It has also been the subject of a risk analysis (KYS) and meets the Group's standards.

All alternative masks are UNS1 and meet the AFNOR SPEC S76-001 standard.

### **23. Will the employer be in charge of washing alternative masks?**

Employees are staffed widely so that this staffing can be used beyond the professional framework (travel workplace/residence but also partially for everyday life). Each employee maintains the alternative masks.

### **24. Are wearing of the mask exemptions possible? Do the layouts of certain offices (plexiglass...) make it possible to dispense with them?**

No, no waiver is granted. Similarly, office layouts do not exempt from mask wearing. The High Health

Authority considers that a plate of plexiglass placed on a countertop and the transparent plastic visors worn alone are not effective.

Random controls on the mask wearing may take place in companies and no tolerance will be granted. If, despite the (firm and formalized) order reminders of the managers, some employees refuse to wear their mask, sanctions can be taken. If it's providers who do not comply with this rule, they should be referred back to their employer.

### **25. Where should employees throw their masks?**

For vulnerable people using surgical masks: it is essential to dispose of the mask immediately after use in the recommended bin in each building, without forgetting to wash your hands afterwards.

For other employees using alternative masks: it is essential to throw away your mask, once it has reached the number of 50 washes, in the recommended garbage can in each building, without forgetting to wash your hands afterwards.

### **26. Are coffee breaks allowed?**

Coffee breaks are allowed within the limits of respecting barrier gestures and limiting the number of participants to 2 or 3 people. Like lunches, coffee breaks in meeting rooms are strictly forbidden.

### **27. Will a temperature check of each employee entering the site be carried out?**

No, to date, there will be no temperature control at the entrance to the Group's premises. Temperature control at the entrance to establishments/structures is not recommended, but the Ministry of Solidarity and Health advises anyone to measure their own temperature at home in case of a fever sensation and more generally to self-monitor the appearance of symptoms suggestive of Covid-19.

## **CATERING**

### **28. Are company restaurants on site opened?**

As a result of the government's re-lock down measures and the widespread use of telework, the number of buildings is very low. As a result, additional closures of corporate restaurants had to be implemented as of November 2.

- For sites near an open Société Générale restaurant's, employees can access the takeaway sale that is insured there.
  - For sites far from the Open Société Générale restaurants, employees who have to go to work on site receive a canteen allowance representing the share of the restaurant ticket taken care of. For Société Générale France employees (excluding subsidiaries), the compensation is 5.40 euros per day.
  - For employees at the Cap 18 and Cergy sites whose RIEs are permanently closed (no reopening since the first period of de-conference), the measures put in place continue without modification. Since 30/10, corporate restaurants have only offered takeaways and dining rooms are closed.
- As a reminder, it is forbidden to have lunch in the meeting rooms. It is therefore advisable to have lunch at your office.

## **BUILDINGS / PARKINGS LOTS DURING THE DECONFINMENT PERIOD**

### **29. Will measures be taken regarding air conditioning in buildings?**

The air-conditioning management measures put in place correspond to the technical recommendations of scientific bodies, in particular those of the INRS (Institut National de Recherche et de Sécurité), a reference body for the prevention of accidents at work and occupational diseases:

- verifying the regulatory flow rates of ventilation systems
- activating ventilation even outside periods of occupation
- wherever possible, ventilating premises by opening windows (under the responsibility of

employees)

- wherever possible, operating ventilation with fresh air supply, without using air recirculation.
- maintaining the usual heating, cooling and humidification settings
- checking that the air inlets and extract units are not obstructed
- replacing filters in air handling systems according to the usual maintenance schedule, ensuring the usual protection of workers, especially for respiratory tracts
- maintaining mechanical ventilation in sanitary facilities at all times

Wearing a mask provides additional protection for all.

### **30. What precautions are recommended for elevators, including those in car parks?**

As everywhere within the Group, the use of masks is mandatory in elevators (including those in car parks).

The maximum number of people allowed is indicated at the entrance of each elevator, thus allowing to respect the recommendation of social distance.

### **31. Under which conditions can I organize a face-to-face meeting?**

The necessary meetings in the premises remain possible if the participants remain hidden but are limited to half the capacity of the rooms with a ceiling of 10 people. Remote meetings should be preferred.

## **MISCELLANEOUS**

### **32. Who are the Covid referents within the Group?**

These referents are Bruno Coubes, head of the Covid crisis cell and Michel Galiay, Secretary General of BDDF.

### **33. In this context of re-lock down, will it be possible to hold face-to-face evaluation interviews?**

Performance evaluation and objectives setting meetings will have to be held remotely. In this case, we recommend that you focus on video conference.

### **34. With the extension of home working, is it planned to review certain working conditions: large screens, office chairs, various equipments ...?**

We do not plan to equip employees more broadly except for RQTH employees after study of their requirements by the Handicap mission.

### **35. What are the services offered by Societe Generale to support employees with sick relatives next to them?**

To accompany you but also to support you, the Group has reactivated from a medical and psychological support device to allow you to dialogue, ask your questions, and reassure you.

1. You can benefit from personalized psychological support via telephone interviews or Skype with a psychologist from Monday to Friday from 9am to 7pm.

A psychologist from THE firm PREVENTIS is dedicated to the management of each perimeter. Please contact only the one assigned to your entity:

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**DR excluding Ile-de-France**

Monika Gaire - 06 23 45 53 51\*

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**DRIF North et South + Central services BDDF +  
IBFS + ITIM**

Isabelle Santarelli - 06 88 75 74 16\*

*\*If the psychologist is already on line, you will need to leave your name and phone number on the email in order to be called back as soon as possible.*

**2. A phone platform** offered by the *Mutuelle Société Générale* will take over, particularly during weekends and in the evenings. It operates **24 hours a day, 7 days a week**. You can get in touch with a clinical psychologist who will help you reduce the stress of the current context. The platform can be reached on 01 42 13 03 37 by tapping on key 3. This service is restricted to members of the *Mutuelle* (permanent contracts, alternates, fixed-term contracts of more than 6 months or less than 6 months who have applied for membership), and who must have the member number shown on your mutual insurance card to access it.

**3. A remote consultation service via the "MyDocs" platform** enables members of the *Mutuelle* to be quickly put in touch, by video or audio conference, with a general practitioner who will be able to issue a prescription if necessary.

**4. As a reminder, the Societe Generale social workers and occupational physicians who usually do your individual follow up remain your privileged contacts.**

In terms of medical and social support, you can, if you wish:

- contact the Societe Generale medical department available to all the Group's employees in France, on 01.42.14.11.10 Monday to Friday between 9am and 5pm, to ask your questions about the COVID-19 epidemic and its impact on the environment and professional activity. This service complements the one that ensures your regular medical follow-up in normal times.
- contact a Societe Generale social worker, available to all group employees in France on 01.42.14.45.77 Monday to Friday between 9am and 5pm, to talk to them about your situation.

**36. Is it possible to postpone the end date of mandatory trainings because of current context?**

No change regarding end date of mandatory training is allowed including during containment period. Any employee with a VPN access and for which operational activity makes it possible should achieve these trainings.

**37. What is the policy for leaves by the end of the year?**

All employees must have taken their days off by the end of the year. It is up to managers to accept or not to reposition within the limits of the rules set by the ARTT agreement of 12 October 2000 and its endorsements and to maintain the continuity of the service's activity.

**38. Temporary accommodation of the 2021 investment campaign: what are the cases of statutory exceptional postponements of annual leave?**

Exceptionally, annual leave may be deferred according to specific terms and conditions for the following categories of absence:

- work stoppage due to accident or illness,
- maternity and adoption leave,
- expatriation,
- parental leave not immediately following maternity leave,
- disability 2nd or 3rd category

The specific modalities for implementing these deferrals are contained in the practical guide to annual leave (Annex 2) available on HR Online.

**39. I am an executive in day packages, could I automatically postpone my JRTT 2020 until 31/03/2021?**

No, the agreement of 18 June 2020 specifies that employees must take all their acquired rest days, the postponements of JRTT will be allowed until 31/01/2021.

Beyond this date, only service reasons validated by the hierarchy and the HR line can justify a postponement to 31/03/2021 for executives with the day plan.

**40. Is the flu vaccination campaign maintained despite lock down period?**

Yes, it is maintained on site for the Dunes, Val de Fontenay, La Défense. Employees can travel with their personal derogatory certificate by checking the "medical consultation" reason.

## CYBERSECURITY AND INFORMATION SECURITY

We ask for your extreme vigilance on cyber security and we remind you that the same rules of professional confidentiality apply in the context of remote working.

### 1. What are the security instructions to be applied?

#### - Phishing attempts

We invite you to be particularly vigilant with regard to phishing. In particular, please carefully apply the following rules:

- \* **do not open attachments** in emails **from senders you do not know**.
- \* **do not click on links** you receive in emails pointing to **sites you do not know** and are not used to.
- \* if in doubt, click on the Outlook "suspicious message" button, or contact your security contact (see below).

#### - Social engineering

We also ask you to be particularly vigilant with regard to any suspicious requests that you may receive during this period, whether by e-mail or by telephone (e.g. requests for details of our organisation or crisis plan, requests to carry out suspicious actions that are not part of the normal operation of your business, etc.).

If you are faced with this type of request, we also invite you to contact your security contact immediately (see below).

#### - Good security practices of your workstation

**Password:** In the current situation of home working, the Group's IT teams are doing the best to ensure the operation of remote access, especially in case of password renewal. However, **you are strongly advised to renew your password a few days before it expires, in order to avoid any blockage due to a last minute renewal**. So please change it as soon as you receive the first **notification** inviting you to do so.

**Security patches:** We remind you that it is imperative to install security patches distributed by the Group's IT teams on your workstation.

Moreover, apart from these fixes, it is **strictly forbidden to modify the system or application configurations of devices provided by Societe Generale**, especially the security elements (e.g. firewall or antivirus).

Not installing patches or changing configurations can **lower your computer security level, and thus expose you to risks related to cybersecurity and information security**.

**Not approved software:** We remind you that it is **strictly forbidden to install not approved software on your Societe Generale computer**, including tools that would allow dialogue by instant messaging (chat), to perform video-conferences, to exchange digital files ... etc.

Do not add a crisis to the crisis: failure to **comply with these guidelines represents an additional security risk in the current context**. In order to protect you, security teams strengthen computers' compliance checks and non-compliance with these security rules.

### 2. Are there any alternative secured communication tools approved by the Group's security teams?

It is essential to respect these rules:

- Do not download any unapproved software on your professional computer.
- Use Skype to perform video conferencing for up to 250 people. Use of mainstream applications is prohibited for this type of meeting/event
- For meetings and events of more than 250 people, please contact your information security contact

You have remote access to the corporate network. Use the usual collaborative tools made available by Societe Generale: professional Skype, SBC JIVE or Office 365.

You don't have remote access, or your colleagues don't have remote access to the corporate network

- To send professional emails: use the BOXER app on your professional or personal smartphone if you have installed it
- To join Skype meeting without remote access: ask the organizer to send you the phone number and the conference ID to join the meeting with your smartphone
- To chat and exchange information: use the CITADEL TEAM app (except regulated populations with recording of conversations), approved by the Group's security teams, on your professional or personal smartphone. Create private groups to limit unauthorized access and verify the identity of your contacts before adding them as new members.

As a reminder, it is forbidden to send professional documents on his personal email address unless prior formal authorisation from your supervisor (and copy him/her when you send the information by e-mail and indicate to him the object). **Exceptionally, you can forward business travel certificates to your personal email address for printing needs.**

Please, note that the use of personal tools in a professional capacity is voluntary and should be limited to the temporary period of the Covid-19 crisis.

### 3. What should I do if I suspect fraud/cyber threat?

If you have any questions about information security, we invite you to contact your information security contact (<https://ressources.safe.socgen/en/interlocuteurs-ssi>) or consult the page dedicated to best practices available here: <https://ressources.safe.socgen/en/les-bonnes-pratiques-de-la-securite>.

In case of emergency and without any feedback from your usual contacts, you can contact CERT Societe Generale at +33 1 58 98 72 00 or via [cert.sg@socgen.com](mailto:cert.sg@socgen.com).

### 4. How can I learn more information security and cybersecurity?

For more information about information security and cybersecurity, go on:

<https://sbc.safe.socgen/groups/cert-soci%C3%A9t%C3%A9-g%C3%A9n%C3%A9rale/content?filterID=contentstatus%5Bpublished%5D%7Ecategory%5Bcovid-19-coronavirus-consignes-de-securite-it%5D>

## IT SUPPORT

### 1. How do I contact the IT support if there is a problem?

As IT support teams are in high demand, we count on you to give priority to those who perform critical and vital activities. As the situation evolves very quickly, your manager's instructions prevail regarding remote working and the use of your digital tools.

For up-to-date information and advice on your remote access and digital tools, visit My Digital Workplace portal, which can be accessed from the "Y" button on your laptop's taskbar. If you're not connected to VPN remote access, ask your manager to keep you informed.

## REMOTE WORKING

### 1. How do I know I can work from home?

The VPN connections or the authorisation of new people to this remote access VPN or the use of BOXER on one's smartphone (professional and personal for those who want it) are strictly controlled.

We thank you for not logging in, nor for making requests without instructions from your manager who manages it as part of its business continuity plan, in connection with the Business Continuity Manager.

### 2. Can I use a personal computer to work remotely?

In order to work remotely, some devices allow you to open CITRIX sessions to access all or part of your professional environment (e.g., PANDA), from your personal computer.

The following instructions must be applied:

- Stay alert about third-party access to your computer by putting a password on your main account
- Maintain a good level of security on your computer by performing security updates, having an updated antivirus, and ensuring a firewall is activated (for example, windows firewall)
- Perform required maintenance and update operations, especially security patches
- Contact your information security contact person in case of theft or computer compromise (malware, virus, etc.) of your personal computer, specifying that you are using it for professional purposes. You can find him on: <https://ressources.safe.socgen/en/interlocuteurs-ssi>

## REMOTE WORKING VIA VPN ACCESS

**This applies only if you have been allowed by your manager to use remote VPN access.**

### 1. How can I work with a remote VPN access?

Find more information on My Digital Workplace platform and the dedicated SBC community, accessible via the <https://apps.safe.socgen/mydigitalworkplace/> link and from the "Y" button on your laptop's taskbar.

### 2. What should I do if I encounter a problem with my remote VPN access?

You can call the My BCM hotline +33 8 000 14000 which will explain how to proceed if it is a general problem. If not, here are some recommendations:

1. Open the "Easy Connect" program from your laptop's Start menu
2. Click on the "Support" tab
3. Click "Reboot Easy Connect"
4. Avoid soliciting IT support teams if you are not identified as performing vital and critical activities
5. Re-connect every 30 minutes to avoid server overload

## REMOTE WORKING VIA BOXER, WITHOUT VPN

### 1. How can I work from home with Boxer?

All the information is available on My Digital Workplace:

<https://apps.safe.socgen/mydigitalworkplace/catalog/details/docs/DOC-591620>

It is possible to request the installation of Boxer, but there is no guarantee of processing time for these requests at this stage.

## **SKYPE USE**

### **1. Can I use Skype?**

The Skype platform has sufficient capacity. However, you may experience connection difficulties. This can be due to many causes, including the quality of the network between your home and Societe Generale. Video activation on Skype is again possible.

We recommend as a priority a connection by wire (Ethernet cable) and not to use a Bluetooth headset. In addition, when you are in a one-to-one meeting, a point-to-point call rather than a skype meeting should be preferred.

### **2. Am I allowed to join a Skype meeting from my cell phone, using a conference code?**

At this point, please limit this use for important meetings, to protect the ability to receive external phone calls.

### **3. Can I install Skype on my smartphone?**

This functionality has just been launched as part of the Digital Workplace transformation but is not intended to receive many requests for the time being. Please do not install it at this stage.