

OCCUPATIONAL HEALTH AND SAFETY

2020 REPORT

**THE FUTURE
IS YOU**  **SOCIETE
GENERALE**

OCCUPATIONAL HEALTH AND SAFETY

Beyond corporate responsibility, Societe Generale is committed to protecting people so that every employee can work under the best possible conditions of health, safety and well-being.

The Group is committed to creating a respectful and safe working environment and actively seeks to offer its employees tools to help balance and reconcile their work with their private lives.

Faced with the current health crisis and its human, economic and social impacts in France and around the world, Societe Generale has contributed to containing the pandemic by applying the strictest security measures at all its sites and in all its activities, ensuring business continuity as a vital operator, and supporting all its employees during this difficult period.

Specific measures have been implemented in all countries where the Group operates.

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2020 KEY FIGURES

86% OF THE WORKFORCE BENEFITS FROM INITIATIVES promoting work-life balance

98% OF THE WORKFORCE, is covered by prevention and safety information campaigns

54730* TELEWORKERS worldwide at the end of 2020 (+71% compared to 2019)

*Excluding remote access for business continuity purposes.

98% OF THE GROUP'S WORKFORCE, has access to on-site medical professionals or agreements with healthcare providers

PROVIDING THE BEST POSSIBLE OCCUPATIONAL HEALTH AND SAFETY CONDITIONS



A GROUP POLICY TO PUT OUR COMMITMENTS INTO PRACTICE

Societe Generale has established an occupational health and safety policy applied operationally by the local entities that takes due account of legislation within each country and the local environment, without distorting its purpose.

A network of departments hosted within the entities of the Group is also responsible for the safety culture, disseminating policies and programmes that further secure the activities and coordinating relations with national, European and international public security authorities.

The Group implements this policy so that each employee has a safe company environment in which to work.

This environment includes both the workplace and working practices, which must guarantee safety, physical and psychological health, and the quality of working conditions.

Through this policy, the Group is committed to ensuring the health and safety of people in the workplace.

These long-standing commitments are reflected in the following:

Protection that will ultimately cover every employee

Since 2019, the Group has initiated a process aimed at ensuring a minimum level of social protection, in terms of health and personal protection, for all its employees worldwide. To date, nine out of ten employees benefit from a supplementary company health

or personal protection plan, and one of the objectives set by the Group is that each employee should have a two-year salary guarantee in the event of death. Each Group entity defines the degree of additional coverage needed, depending on the mandatory benefit plan in their country. This level of protection must provide minimum coverage comparable with local market practices.

The Societe Generale Group health plan covered 121,474 people on average in 2020 (participating members and beneficiaries).

Measures to promote individual and collective health

Moreover, the Group continually monitors for risks liable to affect health and personal safety, and any social risks throughout its entities. 129 Societe Generale entities, covering 98% of the Group's workforce, have access to on-site medical professionals or agreements with healthcare providers. 139 entities, representing 99% of the workforce, carry out prevention and information campaigns on health at work.

Despite the ongoing health crisis, we can highlight the following among the concrete actions implemented in 2020:

- **measures to encourage exercise.** In particular, ALD Hungary has launched a training programme to encourage employees to take part in sporting activities and La Marocaine VIE contributed 50%

of the cost of distance learning sports courses for employees who wanted them. ALD Belgium offered remote sports courses during the second lockdown.

- **awareness-raising efforts focused on nutrition.** At the SG Global Solution Center in India, several radio and video events were conducted, including the publication of a newsletter on eating habits and nutrition, and the organisation of wellness events to raise awareness or provide guidance to employees on health issues.

Prevention programmes

In addition to these actions, the Group's health and safety policy relies on programmes to prevent:

- psychosocial risks;
- harassment, supplemented by listening, mediation, investigative and disciplinary procedures;
- aggression, through mandatory training throughout the network of branches and a psychological support programme for employees who have been victims of armed assault or aggression.

AN AGREEMENT WITH UNI GLOBAL UNION TO STRENGTHEN THE GROUP'S COMMITMENT

In February 2019, the Group renewed its **agreement on fundamental rights signed with UNI Global Union** (*See Corporate Culture and Ethics report*). In line with the 2015 agreement on fundamental freedoms and the right to organise, this new agreement includes additional commitments on:

- combating discrimination and considering diversity in all Human Resources management processes (a subject already introduced in the initial agreement);
- maintaining a working environment conducive to health, safety and satisfying working conditions for all employees;

Moreover, Societe Generale SA in France renewed the agreement on working conditions in December 2018. This agreement extends the measures taken until 2021 and introduces **new commitments: the right to make mistakes, the right to disconnect, the assessment of the human impact of transformation projects**, the expansion of work discussion forums, the roll-out of an international network of correspondents on well-being at work, and progress in the roll-out of telecommuting.

In 2020, 13 agreements signed locally by the Group's subsidiaries specifically relate to occupational health and safety.

THE LIFE AT WORK PROGRAMME: EFFORTS TO IMPROVE THE QUALITY OF LIFE AT WORK

Commitments

Since 2015, the Group has been implementing a Life at Work programme based on six themes:

1. individual and collective efficiency;
2. health and prevention;
3. telecommuting and new organisational models;
4. working environment;
5. support during key life events;
6. change in managerial culture, in particular through training and awareness initiatives in connection with the Leadership Model and the Culture & Conduct programme.

Actions related to the Covid-19 crisis

2020 was profoundly affected by the health crisis. The actions of the Life at Work programme were mainly focused on supporting managers and employees, by adapting the actions implemented to the needs identified in the different countries where the Group is established, depending on the different stages: lockdown, easing of restrictions or recovery from the pandemic.

Among the initiatives implemented by the entities, the following were noteworthy:

- **SGGSC** India set up a remote listening and coaching line open to all employees. In addition, a series of conferences were held on art therapy, meditation and anxiety management, some of which were dedicated to women in order to help them reconcile family and professional life;
- **SG Kleinwort Hambros Bank** UK organised a Health and Wellbeing Week for the first time. This week will now become an annual event;
- **BOURSORAMA** France launched a series of training courses on telecommuting for managers, providing practical information sheets, in particular on remote management in a period of health crisis;
- **BANQUES DE POLYNESIE (BDP)** created a Quality of Life at Work Committee in 2020 to better meet employees' expectations;
- **SGEF** Czech Republic is supporting the rollout of telecommuting by providing a set of IT tools to all its employees;
- **ALD Automotive** Spain launched health and safety initiatives such as the "Keep it simple" competition, home physiotherapy courses and fun activities such as Masterchef junior;

- **The French retail banking division** provided employees with information sheets on collaboration and remote management, listing all the training courses available on this topic for managers and employees.

Results

Several of the Group's entities were recognised in 2020 for their quality of life at work, including:

- **KOMERCNI BANKA**, which was awarded 4th place in the overall **Employer of the Year** ranking in the Czech Republic;
- **SG Hong Kong**, which won the "Employer of Choice" at the Excellence Awards Asia;
- the Scandinavian entity **SG FINANS**, which obtained a **Great Place to Work award**;
- **ALD Spain**, which was awarded a **Top Employer** certification in 2020;
- **ALD Netherlands**, which obtained the **Great Place to Work** label.



CONSIDERATION FOR WORK LIFE BALANCE

A variety of new ways of working have been developed by the Group to meet the needs of employees and make the company more agile. Accordingly, 148 entities covering 86% of the workforce have implemented initiatives to promote work-life balance in 2020.

Special attention is paid to employees' working hours through:

- **a flexible working hours policy** in nearly 1/3 of the Group's entities, employing 69% of the workforce;
- **since 2014, Societe Generale France's top management has been committed to the "15 Commitments for Work-Life Balance" Charter.** This charter encourages managers to:
 - promote balance and well-being at work
 - through discourse and facilitate it through action;
 - set reasonable business hours for employees;
 - restrict the sending of e-mail outside normal business hours;
 - organise meetings efficiently, sticking to the planned time and duration;
- **the inclusion of a formal discussion between employees,** their managers or with their HR manager about their workload during the annual performance review in France.

The Group has made a commitment to support new parents by implementing measures such as:

- **family leave extending beyond the requirements of local regulations in 95% of the entities covering 87% of the Group's workforce.**

For example, in the United States, France and Brazil, Societe Generale entities offer employees two or more weeks of paternity/second parent leave. Measures concerning the adoption of a child, in particular by LGBT+ couples, are detailed in the [Diversity and Inclusion report](#);

- **special programmes, including:**
 - the Maternity Programme at Komerční Banka in the Czech Republic, which facilitates the return of employees following maternity leave: keeping up dialogue while on leave, facilitating the return to work with opportunities to work part-time and access to training;
 - the Open Studio program at BRD in Romania (open debate sessions) covering subjects related to diversity, maternity leave and support for mothers returning to work following maternity leave;
- **employee benefits for daycare,** in 71 of the entities covering 86% of employees.
- Among the measures implemented by the Group, some good examples include:
 - permanent employees of Societe Generale SA in France get a regular spot in inter-company daycare services.

A childcare allowance is also offered to employees;

- Societe Generale Hong Kong's Family-Friendly policy, which includes providing company daycare for its employees.

A willingness to offer working time arrangements to employees, including:

- **specific support for seniors.** The agreement on changing professions, skills and employment of 13 March 2019 makes provision for two end-of-career arrangements at Societe Generale SA in France: senior part time and end-of-career leave. Another example: SG FINANS AS (Norway, Sweden, Denmark) offers an extra week of paid vacation to employees over the age of 60;
- **the opportunity for employees to support the Group's partner organisations on company time** in France and worldwide through skills sponsorship programmes ([see Corporate Culture and Ethics report](#));
- **arrangements put in place to support colleagues who are caregivers.** For instance, Societe Generale SA in France allows its employees to donate days of leave to colleagues with a seriously ill family member. This arrangement is enshrined in a social convention that was renewed in 2020 for another three years and has broadened its system to include seriously ill children over the age of 25 (who do not

have a spouse, live-in or common-law partner) as well as first degree relatives in the direct ascending line (the parents of the employee);

- **special leave:** a business creation leave designed for the creation or the takeover of a company, sabbatical leave, leave without pay in Societe Generale SA in France.

AGREEMENTS ON WORK-LIFE BALANCE

Societe Generale SA in France strengthens the link between work and family life through the following actions:

- the agreement on gender equality, renewed in 2018 by Societe Generale SA in France, complements the Social Security allocations to fathers during their 11 days of paternity leave in order to ensure salary continuance for the period;
- future mothers or adopting parents at Societe Generale have benefited from paid leave with no seniority requirement since 1 January 2020.

New Telecommuting Agreement

The Group adopted telecommuting in 2013. Nearly 148 Group entities have implemented some form of telecommuting adapted to their local environments; **at the end of 2020, there were over 54,730* teleworkers worldwide (up 71% compared to 2019).**

In January 2021, a telecommuting agreement was signed between management and the representative trade unions in France. This agreement makes telecommuting an ordinary working method accessible to all employees (fixed-term contracts, permanent contracts, trainees, work-study students, new hires).

The agreement will be implemented respecting equal treatment, the rules on working hours, the right and duty to privacy, and the right to work, the right and duty to disconnect, and provisions relating to the health and safety of and safety of teleworkers.

The terms of the agreement:

- the agreement will come into force on 1 June 2021 and will be accessible to all Societe Generale employees in France, i.e. approximately 40,000 people;
- for retail banking, an experiment will be conducted to study the specific aspects of its progressive rollout;
- the average number of telecommuting days will increase from 1 to 2 days per week with a minimum of 40% presence on site over a fortnight;
- one additional day per month to telecommute (flexible) will be possible;
- each entity will be able to define its own model;

*Excluding remote access for business continuity purposes.

54,730* TELEWORKERS IN THE GROUP



16,846	in France
9,142	in India
7,926	the Czech Rep
2,098	in Russia
4,518	in Roumania
14 200	others

- teleworkers will benefit from a €150 budget to set up their home office as well as the option of meal tickets for those days telecommuting.

In addition, prevention actions, in particular on the risks linked to isolation, communication, training and awareness-raising for managers and employees will be implemented, taking into account the level of maturity of the entity with regard to telecommuting.

INITIATIVES TO PROVIDE A RESPECTFUL WORKING ENVIRONMENT ADAPTED TO THE NEEDS OF ITS EMPLOYEES

The Group deploys a range of initiatives to provide a respectful and appropriate working environment for all employees. These initiatives include:

- **improving the ergonomics and environmental quality of our facilities,** and creating workspaces to encourage interaction and innovation in modular premises using digital tools. This is the case, for instance, at the Societe Generale sites in Algiers, Luxembourg and Hamburg, where a new campus of modern offices will be completed in 2022. The Hamburg campus will be built in complete compliance with the highest standards of sustainability (certified by DGNB, the German Council for Sustainable Buildings) and will meet the requirement of a modern and flexible office building.

Reflecting its commitment to high-standard real estate in terms of environmental and social quality, Sogeprom, Societe Generale's property development subsidiary, was awarded dual WELL certification (Gold & Platinum) for the Ampère E+ building in 2018. This award recognises both the building's structure and its interior fittings. It devotes unique expertise in Europe to designing and developing spaces promoting the health and wellness of its employees in the workplace;

- developing **FlexWork**, widely practised in the Paris region and at the Societe Generale Global Solutions Center in India;
- **creating a space for leisure and relaxation**, such as within the BRD Finance entity in Romania.



TRAINING IN OCCUPATIONAL SAFETY – ONE OF THE GROUP’S PRIORITIES

Occupational health and safety are brought to the organisation's highest level of responsibility by the Group Human Resources Director, who is the sponsor of the Group's Health and Safety policy. In addition, safety of persons and property on Societe Generale premises is handled by the Group Security Division, which reports to the Corporate Secretary. A network of departments hosted within the entities of the Group is also responsible for protecting persons, property and intangible assets and for contributing to crisis management when necessary.

These teams aim to:

- identify the security threats and risks facing the Group;
- disseminate policies and programmes that further secure the Group's activities in order to deal with security crises;
- coordinate relations with national, European and international public safety authorities in the field of safety;
- reinforce the safety culture within the Group.

Overall, safety information and prevention campaigns are conducted in 148 Group subsidiaries and branches in France and abroad, covering 98% of the Group's workforce.

In compliance with French law (the Sapin II Act), the Group has strengthened its whistleblowing mechanism. In particular, whistleblowers can use the system to report any potential or actual violations in respect of human rights, fundamental freedoms, health and **personal or environmental safety** (*see the Corporate Culture and Ethics report*).

OUR ACTIONS

The occupational health and safety risk assessment in 2020 produced the following results:

24% of employees are in countries where the financial sector has a medium or high health and safety risk;

1.65% of employees are in entities that feel they need to strengthen their health and safety measures (policy and controls in place).

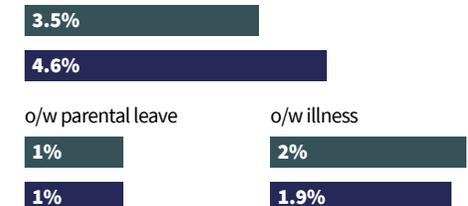


■ 2019 ■ 2020

ACCIDENTS AT WORK



TOTAL RATE OF ABSENTEEISM





RESPONSIBLE COMMITMENTS IN RESPONSE TO COVID-19

ENSURING THAT ALL EMPLOYEES CAN CONTINUE TO WORK IN THE BEST POSSIBLE CONDITIONS

In response to the Covid-19 health crisis and its human, economic and social impacts in France and around the world, the Group set up a Crisis Committee at the beginning of 2020 to ensure the supply of protective equipment for employees and to oversee self-isolation and the standards and protocols for the end of the lockdown when the local situation allows. It is supervised by General Management.

Societe Generale Group follows the business continuity plan in every country it operates as well as the advice of the local authorities.

The Group takes the necessary measures to ensure that every employee can work in the best possible health conditions, whether they telecommute or work in critical activities requiring their presence in the workplace.

Societe Generale adapts its teams' organisation

During periods when the local authorities allowed employees to work back on site, each BU/SU gradually implemented the "Team Split" principle, which consists in rotating sub-teams as defined in the business continuity plan.

Societe Generale has also significantly increased the number of remote connections possible on its different platforms and increased the number of licences granted. The aim is to allow as many employees as possible to connect, without breaching security constraints. Telecommuting capabilities have been increased in all its international locations.

Specific measures to protect employees

In general, the Group constantly reminds people of the importance of respecting all protective and social distancing measures. It also takes appropriate measures by distributing hand sanitisers, gloves and masks, as well as instructions on how to use them.

Preserving the health of its employees is one of Societe Generale's main priorities. The Group has therefore taken the following measures:

- face-to-face training has been suspended since the beginning of 2020; all events and conferences in auditoriums and amphitheatres have been cancelled;
- all international business travel has been suspended and all meetings must now be conducted remotely. External visits are suspended and all cafeterias and company restaurants are closed;
- cleaning measures were enhanced from the start of the crisis;
- specific security measures were implemented in Retail Banking, in addition to social distancing rules, plexiglass barriers were installed to protect staff and customers. The teams have worked hard to streamline many processes and to enable the branches to help their customers remotely. Finally, the teams were gradually equipped with tablets so that they could telecommute.



IMPROVING THE MEDICAL SYSTEM

The Group improved its medical system to ensure that it provides appropriate quality medical care to protect its employees' health.

A remote medical service

A Societe Generale remote medical service is available to all Group employees in France, from Monday to Friday, to ask questions about the Covid-19 pandemic and its repercussions on their work and working environment.

Adapted social protection within Societe Generale in France

Societe Generale in France has adapted the health and personal protection coverage for its employees. The support offered by the Societe Generale health benefits package has been enhanced and includes remote medical appointments (accessible 24/7), thus avoiding travel.

Adapted support services in the entities

Overall, support services have been strengthened in each country where the Group operates. These are some of the concrete actions implemented:

- **Banque TARNEAUD** implemented a Covid-19 prevention campaign;
- **LA MAROCAINE VIE** in Morocco is providing Covid-19 screening tests for employees;
- **SG Burkina Faso** rolled out awareness campaigns on stress at work and on Covid-19 in 2020;
- **ALD Automotive** Spain implemented actions to prevent deteriorating physical and mental health as part of its telecommuting initiative;
- **SG EBS** in Romania is testing for employees for Covid-19;
- **ROSBANK** in Russia is providing temperature-taking equipment for employees, and regular screening tests are arranged regularly for staff working on the premises, as part of its programme to fight Covid-19.



COMBATING PSYCHOSOCIAL RISKS THAT HAVE BEEN ACCENTUATED BY THE CRISIS

Societe Generale is conducting a major communication, information and awareness-raising campaign for employees and continually implements listening and support measures to prevent and combat psychosocial risks.

Psychological support services

Societe Generale SA in France has introduced a remote psychological support system, accessible to all employees in France from Monday to Friday.

All entities worldwide have been made aware of the importance of setting up similar systems in their country.

Stress prevention initiatives are conducted in 109 Group subsidiaries and branches in France and abroad, representing 94% of Societe Generale's workforce. They aim to inform, train and support employees likely to face psychosocial risk situations through free assistance programmes in partnership with healthcare or insurance sector specialists, training and/or awareness-raising focused on psychosocial risks, stress surveys and assessments, and leisure and relaxation activities.

Monitoring employee morale and commitment

The unprecedented health crisis has had a major impact on the organisation and working conditions of the Group's employees.

In order to be able to assess the morale of its employees and regularly monitor their well-being, Societe Generale set up a weekly and anonymous internal survey (Pulse Corporate) deployed in all entities during the first lockdown.

Every week, 15,000 randomly selected employees were asked to answer a few questions to gauge their morale and to help identify their needs and expectations regarding exceptional working conditions. The results, which were regularly reported, made it possible to assess employees' confidence in light of the changing situation and in the initiatives taken by the Group to improve their daily lives.



At the end of 2020, faced with the second wave of the pandemic and in the middle of the Group's transformation, a Corporate Pulse was conducted in all entities to assess the trend in employee morale and commitment within the Group.

56,000 employees (46% of the workforce) completed the survey. Societe Generale was able to draw the following key conclusions:

- The Group's overall engagement rate reached 63% this year (versus 64% in 2019);
- Employee morale is comparable to April (6.4/10 versus 6.5 last April);
- Employees around the world say they can count on the guidance and support of their managers (74%) and the help and support of their colleagues (90%).

Supporting younger generations

As the health crisis is having a particular impact on young people, the Group launched an internal survey in February 2021 to assess their morale and working conditions. This Pulse will be sent to interns and work-study students working in Central Services and the retail banking network in France, as well as to all VIEs worldwide.

CONSIDERING EMPLOYEES' EXPERIENCE WHEN DEFINING WORKING ARRANGEMENTS



In recent months, Societe Generale, like all companies in France and internationally, has been experimenting with telecommuting as a protective measure against the Covid-19 pandemic. This sudden and widespread switch to telecommuting, in such a unique context¹, has affected the organisation, practices and professional habits of employees. As a result, many questions have arisen about the pace and organisation of telecommuting and the Societe Generale employees' relationship with work.

In order to define the scope of this new relationship at work, Caroline Guillaumin, Group Head of HR at Societe Generale, decided at the end of May 2020 to launch an internal consultation on the Future of Work. The approach was guided by a strong principle: to get employees involved in the process, by asking them about their experiences during the lockdown, their aspirations and their fears, in order to better understand the challenges of the current transformation and to bring

out best practices, good ideas, as well as the aspects to bear in mind in the future. A total of 5,832 employees around the world collectively expressed their vision of the Future of Work. This collective internal consultation highlighted the desire of most employees to retain the benefits of telecommuting in their daily lives. This accelerated the Group's thinking and led to a new agreement signed in January 2021 on the extension of telecommuting for all (see Consideration for work/life balance).

The consultation results were summarised in a white paper, published in July 2020.

This document reflects the employees' aspirations, ideas and proposals. It will contribute to reflections on telecommuting, the organisation of the future of work and, more generally, on changing relations with the business world.



[See White paper](#)

¹ Telecommuting that is not chosen, full-time instead of limited to certain days of the week, and with no specific end date, required by all teams and carried out at home with other members of the employee's family or close circle.

OTHER PUBLICATIONS

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