

CSR risk mapping in the Sourcing process

In addition to the numerous voluntary commitments made by the Group during these past 20 years, we are now subject to a certain number of regulations on social and environmental responsibility, including French law on the "Duty of Care" voted in March 2017.

The law requires that Société Générale implement a vigilance plan that includes the right measures to identify and avert the risks of violation of the Human Rights and Fundamental Freedoms, of serious bodily harm and environmental damage, and sanitary risks. It is based on the requirements and standards laid out in the UN Guiding Principles on Business and Human Rights.

The measures decided by Société Générale in its vigilance plan apply to the whole Société Générale Group in France and worldwide but also to its suppliers and partners with whom a business relationship is established. Failure to comply with this regulation makes the company liable for breach and force it to repair the damage that would have been avoided by compliance with the obligations.

In 2018, **Societe Generale worked with a specialised consulting firm, as part of a consortium with three other French banks, to conduct a comprehensive revision of its mapping of environmental and social (E&S) risks in the Sourcing process.**

The mapping covers about 100 product and service categories. Four E&S risk levels have been defined, from "low" to "very high" depending on the analysis of 3 types of issues:

- Environnement
- Human rights and social conditions
- Loyalty of practices and ethics

This document lists the sourcing categories by E & S risk level, as well as the risk levels for the three types of issues. It is intended to (i) identify the potentially negative environmental or social impacts associated with the product or service provision and (ii) define a policy for managing these risks by the entity, as per the standards set in the Société Générale Code on sourcing processes.

NOTE from SG CODE: When the sourcing project is >50k€, for sourcing categories identified as very high E&S risk in the E&S risk mapping, it is necessary to identify the E&S requirements to be met at least by the supplier.

Guidelines

The map of risks is the first step in the process of managing the CSR risks of products and services.

1. Identification of Environmental & Social risks: the map of Sourcing CSR risks

2. CSR evaluation

For the products and services identified as having CSR risks (scope to be defined according to the map of Sourcing CSR risks), a CSR evaluation must be performed for each specific purchasing project.

As a minimum, for the sourcing categories with a VERY HIGH CSR risk, the point is to set the E&S requirements relating to the product or the service in question, which must be included in the specifications of the statement of requirements, which are themselves included in the contract (SG code requirements).

For better evaluation of the risk, RESG/ACH includes CSR criteria in the requests for proposals (in the form of questions with scored answers) and applies a weighting proportional to the level of CSR risk in the scoring matrix. The purpose is to differentiate the proposals in which CSR issues are appropriately taken into account. **For each purchasing category with very high CSR risk, a CSR analysis matrix is available in the Sourcing documents of the RESG/ACH Intranet.**

At the end of the CSR evaluation of the purchasing project,

o if the CSR issues of the purchasing project are appropriately covered in the proposal, the CSR risk evaluation process ends, and the purchasing process continues.

o if, following the analysis of the proposals, the remaining level of CSR risk for the purchasing project is still considered high, continuance of the project is subject to the supplier agreeing to implement CSR risk prevention or mitigation actions (corrective actions plan, or onsite audit approved by the supplier).

o if the supplier's proposal does not meet one or more CSR requirements of the specifications, the purchasing process cannot continue unless the supplier undertakes to meet the requirements as soon as possible or the top management of the Entity/BU/SU approves it.

For the contracts managed by RESG/ACH, a CSR clause including reference to the Code of Conduct of the Group and the Sustainable Sourcing Charter of the Group is included in the contract. **This clause is available in the Sourcing Documents of the RESG/ACH Intranet.**

CSR risk mapping

Latest update: september 2018

Sourcing category	Sub-Category	Global CSR risk level	Fair practices & ethics (Fraud & corruption, personal data protection and property rights & patents)	Environment (Natural resources depletion, pollutions, biodiversity loss, climate change & green house gaz, waste & end-of-life management)	Human rights & social conditions (Health & security, working conditions and freedom of association, discrimination, forced labour & modern slavery, child labour)
Buildings construction or Refurbishment	Buildings construction or Refurbishment	Very high	■■	■■■	■■■
Facility management et maintenance technique	Waste Management	Very high	■■■	■■■	■■■
Tel & video-conf	Mobile Devices	Very high	■■■	■■■	■■■
	Video-conferencing	Very high	■■■	■■■	■■■
	Telephony Platform	Very high	■■	■■■	■■■
Network equipment	Network equipment	Very high	■■	■■■	■■■
Mainframe Servers	Mainframe Servers	Very high	■■	■■■	■■■
Risc Servers	Risc Servers	Very high	■■	■■■	■■■
Servers x86	Servers x86	Very high	■■	■■■	■■■
Office Automation	Office automation - devices	Very high	■■	■■■	■■■
Voice	Dealing Room Telephony	Very high	■■	■■■	■■■
Storage	Storage	Very high	■■	■	-
Car operational leasing	Long-Term Car Rental	High	■■	■■■	■■
	Short-Term Car Hire	High	■	■■	■
Advertising Materials	Promotional Items	High	■■	■■	■■■
	Diaries-Calendar	High	■	■■	■
	Branded business Gifts	High	■■	■■	■■■
Office Automation	Copiers and fax	High	■■	■■	■■■
	Printers	High	■■	■■	■■■
Industrial document scanning	Industrial document scanning	High	■■	■■	■■■
High Volume Printing and Mailing Solutions	High Volume Printing and Mailing Solutions	High	■■	■■	■■■
Production Printing Solutions	Production Printing Solutions	High	■■	■■	■■■
ATM	ATM Material	High	■	■■	■■■
Utilities	Electricity	High	■	■■■	■■
	Other Utilities	High	■	■■■	■■
Car Fuel	Car Fuel	High	■	■■■	■■
Airlines	Airlines	High	■■	■■■	■■
Mobilier	Furniture	High	■■	■■	■■
Terminaux de paiement	Payment terminal	High	■■■	■■	■■
Printing	Envelopes	High	■	■■	■
	Point of Sale Advertising	High	■	■■	■
	Printing	High	■	■■	■■
Facility management et maintenance technique	Cleaning	High	■■	■	■■
Bank Cards	Bank Cards	High	■■	■■	■■
Events	Events Agencies	High	■■	■■	■■
	Champagne	High	■■	■■	■■
	Sites	High	■	■■	■■
	Exhibition Stand	High	■■	■■	■■
Food Services	Events Catering	High	■	■■	■■
	Meal tray & delivery	High	■	■■	■■
	Corporate Catering	High	■	■■	■■
Cheques and Transfers	Cheque Books	High	■■	■■	■
Postage	Postage	High	■■	■■	■■

Sourcing category	Sub-Category	Global CSR risk level	Fair practices & ethics (Fraud & corruption, personal data protection and property rights & patents)	Environment (Natural resources depletion, pollutions, biodiversity loss, climate change & green house gaz, waste & end-of-life management)	Human rights & social conditions (Health & security, working conditions and freedom of association, discrimination, forced labour & modern slavery, child labour)
Vehicles (business line)	Road Side Assistance	High	■ ■	■ ■	■ ■
	Vehicles Manufacturer	High	■ ■	■ ■	■ ■
	Maintenance and repair	High	■ ■	■ ■	■ ■
	Termination Assesment	High	■ ■	■ ■	■ ■
	Tyres	High	■ ■	■ ■	■ ■
Transport	Courier services	High	■ ■	■ ■	■ ■
	International Express Mail Service	High	■ ■	■ ■	■ ■
	Domestic Express Mail Service	High	■ ■	■ ■	■ ■
	Regional Document Transport	High	■ ■	■ ■	■ ■
	Domestic Document Transport	High	■ ■	■ ■	■ ■
Telemarketing - Call Centers	Telemarketing - Call Centers	High	■ ■	-	■ ■
Data centers	Grids	High	■ ■	■ ■	■
Office Supplies	Office Supplies	High	■ ■	■ ■	■
	Paper	High	■	■ ■	■ ■
Other Equipment Purchase and Maintenance	Mail Processing Materials	High	■ ■	■ ■	■ ■ ■
Communication agency	Advertising & Design Agency	Medium	■ ■	■	■
	Marketing Digital Agency / Print	Medium	■ ■	■	■
Compensations & Benefits	Expatriates and Impatriates Movings	Medium	■ ■	■ ■	■
Office Automation	Office automation - services	Medium	■	■ ■	■
	Services printers	Medium	■ ■	■	■
Cheques and Transfers	Cheque Processing	Medium	■ ■	■	■
	Money transfers	Medium	■ ■ ■	-	■
Utilities	Water	Medium	■	■ ■	■
Network equipment	Security Equipment	Medium	■ ■	■ ■	■
Facility Management and Technical maintenance	Green Spaces & Floral Arrangements	Medium	■	■ ■	■ ■
	Technical maintenance	Medium	■	■	■
	Facility Management Global Services	Medium	■	■	■
	Reception desk services	Medium	■	-	■ ■
Archiving	Electronic Archiving	Medium	■ ■	■	■
	Physical Archiving	Medium	■ ■	■	■
Hotels	Hotel	Medium	■	■ ■	■ ■
Signage	Signage	Medium	■	■ ■	■
ITO	Infrastructures services	Medium	■ ■	■	■
	Users support	Medium	■ ■	■	■
ITO BPO	ITO BPO	Medium	■ ■	■	■
Bank Security Installations	Bank Security Installations	Medium	■ ■	■ ■	■
Software	Software	Medium	■ ■	■ ■	■
Supplies store	Supplies store	Medium	■	■ ■	■
Production (photos, videos, audios)	Production (photos, videos, audios)	Medium	■ ■	■	■
Security Services	Remote surveillance	Medium	■ ■	■	■
Market Data Services	Market Data Services	Medium	■ ■	-	■
Services and monetics solutions	Services and monetics solutions	Medium	■ ■	■ ■	■
Taxis / Private Driver	Taxis / Private Driver	Medium	■	■ ■	■
Tel & video-conf	Fax / SMS / Telex Services	Medium	■ ■	■	■
	Tel & video-conf services	Medium	■ ■	■	■
Voice	Mobile telephony	Medium	■ ■	■	■
	In / out telephony	Medium	■ ■	■	■
Cash Transportation	Cash Transportation	Medium	-	-	-
Office Removals and Linked Services	Office Removals and Linked Services	Medium	-	-	-
	Space Planning	Medium	■ ■	■	-
Temporary Labor	Temporary Labor	Medium	■ ■	-	■ ■
IT services	Time and Material (ATU)	Medium	■ ■	-	■
	Lump Sum (ATG)	Medium	■ ■	-	■
	Fixed-price projects	Medium	■ ■	-	■
Hosting & recovery	Hosting	Medium	■ ■	■	-
	Recovery users	Medium	■ ■	■	-
Business and credit information services	Business and credit information services	Medium	■ ■	-	■
Asset management Real property - Comm. and Rent	Rent	Medium	■	■ ■	-
Events	Hostess	Medium	■	-	■ ■

Sourcing category	Sub-Category	Global CSR risk level	Fair practices & ethics (Fraud & corruption, personal data protection and property rights & patents)	Environment (Natural resources depletion, pollutions, biodiversity loss, climate change & green house gaz, waste & end-of-life management)	Human rights & social conditions (Health & security, working conditions and freedom of association, discrimination, forced labour & modern slavery, child labour)
Monetics commissions	Monetics commissions	Medium	■■■	-	-
Consulting and non financial audits	Consulting and non financial audits	Medium	■	-	■
Travel agencies	Travel agencies	Medium	■	■	■
External Cloud	External Cloud	Medium	■■	■	-
Press	Press	Medium	■■	■	■
Data Network Services	Internet / Cloud Access	Medium	■■	-	■
	MAN	Medium	■■	-	■
	WAN	Medium	■■	-	■
Outsourced HR Services	Concierge Services	Medium	■■	-	■
	Children Nursery	Medium	■■	-	■
	Payroll	Medium	■■	-	■
Space buying	Space buying	Low	■	■	-
Asset management Real property - Comm. and Rent	Brokerage (real estate)	Low	■■	-	-
Insurance	Insurance	Low	■■	-	■
ATM	ATM Installation	Low	■	■	■
	ATM maintenance	Low	■	■	■
Compensations & Benefits	Health Insurance	Low	■■	-	■
Litigation	Litigation	Low	■■	-	-
Market Surveys	Market Surveys	Low	■■	-	-
Facility Management and Technical maintenance	Mail management	Low	■■	-	-
Train Transportation	Train Transportation	Low	■	■	-
Training	Training	Low	■	-	■
	Coaching	Low	■	-	■
Architects, Engineering and ACA Fees	Architects, Engineering and ACA Fees	Low	■■	-	-
Legal Fees	Legal Fees	Low	■■	-	-
	Discovery - Research	Low	■■	-	-
Printing	Routers	Low	■■	■	-
Car operational leasing	Short-Term Car Hire	Low	■	■■	■
Debt Collection	Debt Collection	Low	■	-	-
Recruitment	Search	Low	■	-	■
	Headhunters	Low	■	-	■
Recruitment Outsourcing	Recruitment Outsourcing	Low	■	-	■
Food Services	Meal vouchers	Low	■■	■	-
Security Services	Guards	Low	■	-	■■
Sponsoring, Membership Fees	Sponsoring, Membership Fees	Low	■	-	■
Tel & video-conf	Audio	Low	■	-	-
Voice	Special numbers	Low	■	-	-
	Brokerage Fees	Low	■■	■	-
	Clearing Custody Fees	Low	■■	■	-
	Exchange Fees	Low	■■	■	-
Translation Services	Translation Services	Low	■	-	■
Cash Transportation	Cash Counting and Packaging	Low	■	-	■
	ATM Management Outsourcing	Low	-	-	■
Transport	Service Control Center	Low	■	-	■

Annex - category tree

Sourcing category	Sub-Category
Space buying	Space buying
Other Equipment Purchase and Maintenance	Various banking equipment
Other Equipment Purchase and Maintenance	Mail Processing Materials
Postage	Postage
Communication agency	Advertising & Design Agency
Communication agency	Marketing Digital Agency / Print
Travel agencies	Travel agencies
Asset management Real property - Comm. and Rent	Brokerage (real estate)
Asset management Real property - Comm. and Rent	Rent
Insurance	Insurance
ATM	ATM Disposal & Removal
ATM	ATM Material
ATM	ATM Installation
ATM	ATM maintenance
Personnel benefits	Health Insurance
Personnel benefits	Benefit administration
Personnel benefits	Expatriates and Impatriates Movings
Personnel benefits	Pension administration
Business and credit information services	Business and credit information services
Office Automation	Copiers and fax
Office Automation	Office automation - devices
Office Automation	Printers
Office Automation	Office automation - services
Office Automation	Services printers
Car Fuel	Car Fuel
Bank Cards	Bank Cards
Cheques and Transfers	Cheque Books
Cheques and Transfers	Cheque Processing
Cheques and Transfers	Money transfers
External Cloud	External Cloud
Monetics commissions	Monetics commissions
Airlines	Airlines
Consulting and non financial audits	Consulting and non financial audits
Litigation	Litigation
Travel (non allocated)	Travel (non allocated)
Utilities	Other Utilities
Utilities	Water
Utilities	Electricity
Network equipment	Network equipment
Network equipment	Security Equipment
Market Surveys	Market Surveys
Events	Events Agencies
Events	Champagne
Events	Hostess
Events	Sites
Events	Exhibition Stand
Facility Management and Technical maintenance	Other Facility Management Services
Facility Management and Technical maintenance	Mail management

Facility Management and Technical maintenance	Green Spaces & Floral Arrangements
Facility Management and Technical maintenance	Waste Management
Facility Management and Technical maintenance	Technical maintenance
Facility Management and Technical maintenance	Cleaning
Facility Management and Technical maintenance	Facility Management Global Services
Facility Management and Technical maintenance	Reception desk services
Train Transportation	Train Transportation
Training	Training
Training	Coaching
Office supplies	Office Supplies
Office supplies	Paper
Archiving	Electronic Archiving
Archiving	Physical Archiving
Hotels	Hotels
Hosting & recovery	Grids
Hosting & recovery	Hosting
Hosting & recovery	Recovery users
Architects, Engineering and ACA Fees	Architects, Engineering and ACA Fees
Legal fees	Legal Fees
Legal fees	Discovery - Research
Signage	Signage
Printing	Printing
Printing	Envelopes
Printing	Point of Sale Advertising
Printing	Routers
ITO	Infrastructures services
ITO	Users support
ITO BPO	ITO BPO
Bank Security Installations	Bank Security Installations
Temporary Labor	Temporary Labor
Car operational leasing	Short-Term Car Hire
Car operational leasing	Long-Term Car Rental
Software	Software
Supplies store	Supplies store
Advertising Materials	Diaries-Calendar
Advertising Materials	Branded business Gifts
Advertising Materials	Promotional Items
Furniture	Furniture
Industrial document scanning	Industrial document scanning
IT services	Time and Material (ATU)
IT services	Lump Sum (ATG)
IT services	Fixed-price projects
Press	Press
Statement Publishing	High Volume Printing and Mailing Solutions
Production (photos, videos, audios)	Production (photos, videos, audios)
Debt Collection	Debt Collection
Recruitment Headhunters	Search
Recruitment Headhunters	Headhunters
Recruitment Outsourcing	Recruitment Outsourcing
Food Services	Meal tray & delivery
Food Services	Corporate Catering
Food Services	Meal vouchers

Food Services	Events Catering
Mainframe Servers	Mainframe Servers
Risc Servers	Risc Servers
Servers x86	Servers x86
Security Services	Guards
Security Services	Remote surveillance
Market Data Services	Market Data Services
Services and monetics solutions	Services and monetics solutions
Data Network Services	MAN
Data Network Services	WAN
Outsourced HR Services	Concierge Services
Outsourced HR Services	Children Nursery
Outsourced HR Services	Payroll
Sponsoring, Membership Fees	Sponsoring, Membership Fees
Storage	Storage
Production Printing Solutions	Production Printing Solutions
Taxis / Private Driver	Taxis / Private Driver
Tel & video-conf	Audio
Tel & video-conf	Fax / SMS / Telex Services
Tel & video-conf	Telephony Platform
Tel & video-conf	Tel & video-conf services
Tel & video-conf	Mobile Devices
Tel & video-conf	Video-conferencing
Data Network Services	Internet / Cloud Access
Voice	Special numbers
Voice	Mobile telephony
Voice	Dealing Room Telephony
Voice	In / out telephony
Telemarketing - Call Centers	Telemarketing - Call Centers
Payment terminal	Payment terminal
Trading Fees	Brokerage Fees
Trading Fees	Clearing Custody Fees
Trading Fees	Exchange Fees
Translation Services	Translation Services
Cash Transportation	Cash Transportation
Cash Transportation	Cash Counting and Packaging
Cash Transportation	ATM Management Outsourcing
Removals	Office Removals and Linked Services
Removals	Space Planning
Transport	Service Control Center
Transport	Courier services
Transport	International Express Mail Service
Transport	Domestic Express Mail Service
Transport	Regional Document Transport
Transport	Domestic Document Transport
Buildings construction or Refurbishment	Buildings construction or Refurbishment
Non Performing Loans	Non Performing Loans
Outside sourcing division scope	BDDF - Partenariat