

# OCCUPATIONAL HEALTH AND SAFETY

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Report 2021

**THE FUTURE  
IS YOU**



**SOCIÉTÉ  
GÉNÉRALE**

# OCCUPATIONAL HEALTH AND SAFETY

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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.**

The public health crisis has normalised hybrid working. Societe Generale has adapted and reinvented working methods by rethinking office spaces and offering the option of telework without hindering employees' ability to collaborate.

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

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## KEY FIGURES 2021

**89%** OF THE WORKFORCE  
**BENEFITS FROM INITIATIVES**  
promoting work-life balance

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

**77,671\***  
**TELEWORKERS**  
worldwide at the end of 2021  
(+42% compared to 2020)

\*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

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## 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 aims to 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 an average of 118,557 people in 2021 (participating members and beneficiaries) throughout France.**

### **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. 134 Societe Generale entities, covering 98% of the Group's workforce, have access to onsite medical professionals or agreements with healthcare providers. 144 entities, representing 99% of the workforce, carry out prevention and information campaigns on health at work. Despite the public health crisis, concrete actions were implemented in 2021:

#### **• measures to encourage exercise.**

- When they are hired, new employees of SG Montreal are informed of the exercise incentive programme and are reimbursed for the cost of gym or sports fees.
- La Marocaine Vie (LMV) rewards employees who take part in company athletic challenges with subscription vouchers for online workout sessions.
- Shine allots employees €300 per year for gym or sports memberships.
- SG Burkina Faso (SGBF) has formed football and basketball teams open to all employees.

#### **• awareness-raising efforts focused on nutrition.**

- SG Algeria (SGA) has a nutritionist available to employees.
- ALD Automotive Austria works with a service specialising in the delivery of balanced lunches made with local organic products.
- Rosbank organises health days when employees can attend conferences on nutrition.
- In 2021, SG Frankfurt installed a vending machine in its offices that is stocked only with wholesome snacks.
- In France, a vegetarian meal is available daily at the large sites (and at least three days a week at the smaller sites).

### **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 THE 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.

**In 2021, 27 agreements signed locally by the Group's subsidiaries specifically relate to occupational health and safety.**

# THE LIFE AT WORK PROGRAMME INITIATIVES TO IMPROVE QUALITY OF LIFE AT WORK

For many years, Societe Generale has pursued many initiatives to improve life at work.

Societe Generale considers health, wellness and, more broadly, the quality of its employees' life at work to be a driver of efficiency and sustainable performance.

## Commitments

Since 2015, the Group has been hosting the Life at Work programme, which promotes the Quality of Life at Work. The Group's ambition is to share initiatives widely that were begun through the programme, and foster the creation of new individual and collective initiatives. It is structured around six pillars:

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.

In 2021, the Group reaffirmed its commitment to the quality of life at work, renewing the **Conditions of Life at Work** Agreement. This agreement defines an overall framework structured to rethink how we work and improve the working community, set up times during which employees can talk about their work, and seek to balance and reconcile work and home life.

## Life at Work actions in 2021

The public health crisis continued to have a transformative impact on the way we work in 2021. The actions of the Life at Work programme were mainly focused on:

- **change management for implementing the expansion of teleworking**, by rolling out a complete support system for 500 group liaisons. In addition, a hybrid work guide was provided to employees, and a cycle of online conferences was held on topics such as resilience and motivation in difficult environments;
- **managerial transformation**, with the roll-out of workshops about **understanding the challenges of distancing and detecting employees' weak signals** in order to create positive rituals and identify emotional symptoms (anxiety, sadness, irritability, etc.), cognitive symptoms (problems concentrating, low self-esteem, etc.) and behavioural symptoms (absence, avoidance, terse response, unusual working hours, etc.);
- **identification of psycho-social risks**, for example using a guide and video clips;



- renewal of the **parenting charter** in October 2021 strengthening the programme's actions such as producing a parenting advice guide, or participating in a working group about same-sex parenting in the workplace, as an active member of the French observatory of the quality of life at work. In France, workshops and conferences were held throughout the year, on reconciling work and parenting (February 2021); returning to work after a long absence (March 2021); and how to team up with family, between friends, and at work (October 2021).

## Locally-deployed initiatives:

- **SG Calédonienne de Banque** formed partnerships with doctors and psychologists to offer support and free consultation to employees;
- **ALD Automotive France** held a Quality of Life at Work Week dedicated to hybrid working, hosting three webinars: one focused on MSD and on-screen work: preventing and treating pain while teleworking, one on occupational healthcare operators, and one on how to make quality of life at work a management tool;
- **Parel** supports deployment of telework with workstation ergonomics advice presented by a nurse.

- **Retail Banking in France** has provided employees with guides on cooperation and remote management, presenting training available on this theme for managers and employees

## Results

Several of the Group's entities were recognised in 2021 for their quality of life at work:

- ALD Automotive Madrid was awarded a certification as a **"Top Employer"** in 2021;
- AXUS Nederland (ALD Netherlands) earned the **"Great Place to Work"** label and was certified one of the **"Top 10 of Best Workplaces in the Netherlands"**;
- SG Hong Kong was given the silver medal for **"Excellence in Adaptable Workplace Environment"**;
- SG GSC Romania and ALD Automotive Portugal received the **"Great Place to Work"** label;
- Societe Generale Consulting and Transformation earned the **"Hybrid Workplace"** label from Choose My Company, which rewards actions for transitioning to hybrid work.

## 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 135 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 2021 produced the following results:

27.4% of employees are in countries where the financial sector has a medium or high health and safety risk;

No employees are in countries where the financial industry incurs a moderate or high risk to their health and safety;

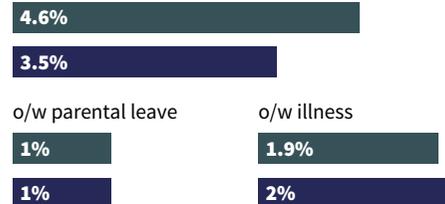
98.4% of employees are in entities where policies and controls are deployed to make sure that occupational health & safety rules are being applied (see the *Duty of Care Plan*).

■ 2020 ■ 2021

### ACCIDENTS AT WORK



### TOTAL RATE OF ABSENTEEISM





# PROTECTING AND SUPPORTING INDIVIDUALS IN CONSOLIDATING HYBRID WORK

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## A RESPECTFUL WORKING ENVIRONMENT ADAPTED TO EMPLOYEES

The Group has rolled out several initiatives to provide a respectful working environment adapted to the needs of all its employees. These initiatives include:

**improving the ergonomics and environmental quality of our facilities and creating workspaces to foster discussion and innovation in modular offices using digital tools.**

In 2021, many actions were taken locally:

- The Group deployed a programme to transform workspaces in the central buildings in the Greater Paris region. With this programme, the Real Estate Division intends to adapt workspaces to new practices while also streamlining the Group's real estate footprint;
- The Rosbank and SG Kleinwort Hambros Bank Ltd buildings were certified by the sustainable building standard, BREEAM In-Use International;
- ALD Hungary has category "A" buildings featuring optimal air quality and light-filled, comfortable workspaces. All offices were renovated in 2021;
- The construction of the Hamburg campus, which will be completed in 2022, will be fully compliant 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.

**Developing FlexWork**, practised in particular in the Paris region, as well as at Societe Generale Global Solutions Center in India. To support telework and the flex office, the Group's IT Infrastructure Department (RESG/GTS) is rolling out a new workstation specially designed for mobility thanks to its secure instant connection. Along with this, and to help organise efficient hybrid work, the Group Real Estate Division is providing occupants with a tool that facilitates day-to-day management of days spent on site, ensures employees have a workstation available when they come on site, and facilitates teamwork and team discussion.

**creating spaces for playing and relaxing in the Group's entities:**

- Societe Generale Global Solutions Center in India has a yoga room for its employees;
- In Morocco, EQDOM's occupational physician runs relaxation sessions in a friendly, equipped space within company headquarters. There's also a terrace that provides employees with a pleasant outdoor space;
- ALD Holding in France has outfitted a Quiet Room for focusing and relaxing.



## 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, 103 entities covering 89% of the workforce have implemented initiatives to promote work-life balance in 2021.

### Special attention is paid to employees' working hours through:

- **a flexible working hours policy** in 65 of the Group's entities, employing 74% 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;
  - 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:

- **leave extending beyond the requirements of local regulations:** 94 entities covering 90% of the Group's workforce have maternity leave arrangements that go beyond regulatory obligations. 70 entities covering 69% of the Group's workforce have paternity leave arrangements that go beyond regulatory obligations.

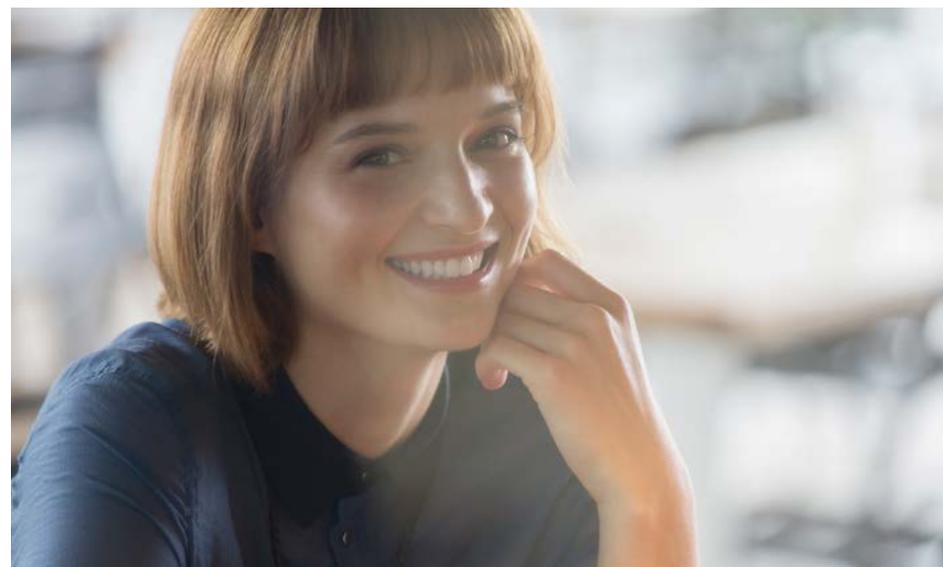
For example:

- In Brazil, the law stipulates 16 weeks for maternity leave. Banco SG Brasil SA is adding 8 additional weeks;
- In France, Credit du Nord offers breastfeeding leave, potentially followed by additional leave that can be as much as six months' absence at full pay or 12 months at half-pay;
- SG Stockholm offers a breastfeeding supplement granted to employees by the social insurance fund, for a total of 360 days until the child is 18 months old.

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:
  - the partnership with the WORKLIFE platform which provides employees with a suite of services like childcare, housecleaning, etc. In 2021, the number of places in childcare centres increased from 80 to 100, prioritising the most socially disadvantaged employees. There is no longer a limit on the number of days in emergency childcare;
  - the Family-Friendly policy at Societe Generale Hong Kong, which includes company childcare for its employees.

### AGREEMENTS ON WORK-LIFE BALANCE

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

- Since 1 July 2021, fathers have been entitled to 25 divisible calendar days of paternity and childcare leave (32 days in the case of multiple births). Fathers must take seven non-divisible days when the child is born (three days for the birth and four days' paternity leave), then take 21 days within the first six months after the baby is born/welcome, in two periods of at least five days;
- future mothers or adopting parents at Societe Generale have benefited from paid leave with no seniority requirement since 1 January 2020.

**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 2021 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). An amendment to this agreement was signed in late 2021 that relaxed the rules governing giving days off to employees. Beneficiaries of this agreement were broadened to include first and second degree relatives in the ascending or descending line (parents or children of the employee) and second-degree collateral relationships;

- **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.



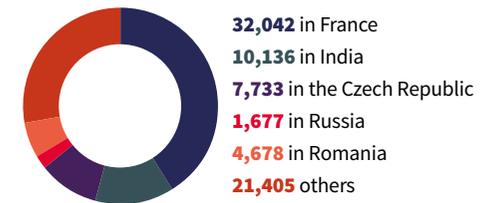
**New Agreement on Working Remotely**

To understand the ways in which the public health crisis has affected employees' expectations of working procedures, Societe Generale launched the broad internal consultation Future of Work in May 2020. This collaborative effort demonstrated that remote work meets Societe Generale's performance targets while offering employees the option of finding a better work/home life balance. As such, In January 2021, an agreement on working remotely was signed between management and the representative trade unions in France. This agreement makes **working remotely an ordinary working method accessible to all employees** (fixed-term contracts, permanent contracts, trainees, work-study students, new hires). The agreement was implemented in accordance with equal treatment, the rules on working hours, the right and duty to disconnect, and provisions on the health & safety of teleworkers.

This agreement was implemented in October 2021. For employees eligible for remote work, and according to their reporting entities, it specifies two or three days of remote work with at least 40% of time spent on site and flexible days. It also offers employees on the company dining plan the option of using lunch vouchers for their regular remote working days only.

As such, **130 Group entities have implemented some form of telecommuting** adapted to their local environments; at the end of 2021, there were over **77,671 teleworkers in the Group worldwide** (up 42% compared to 2020).

**77,671\* REMOTE WORKERS IN THE GROUP**



Central services in Paris made massive use of telework: there were 2,541 remote workers in December 2021 (87% of central services employees; 23% in the network).

At the same time, the Group implements resources to ensure optimal working conditions to protect its remote employees' health and safety.

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.

Eight online courses are accessible to everyone on the Group's e-learning platform, to support teleworking employees.

\*Excluding remote access for business continuity purposes.

## AN AGILE AND IMPROVED MEDICAL SYSTEM

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

### A medical system that has adapted to the constraints of the public health crisis

Throughout the year, the medical service organised remote “Yoga Method” and “Relaxation” workshops to support employees during the health crisis. Anti-sedentary advice and infographics have been deployed in the Group.

Societe Generale has also developed an appointment-scheduling tool for getting Covid-19 vaccines and flu shots. The medical service has played its role as a guide for employees in health awareness campaigns, including Pink October and smoke-free month.



### 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. In 2021, Covid-19 vaccination was one of the Group medical service's most widely deployed actions. Several vaccination campaigns took place across all entities – in Algeria, Benin, Germany, France, Morocco, and elsewhere.

### DOMESTIC VIOLENCE: SOCIETE GENERALE TAKES A STAND

As a responsible employer, Societe Generale is committed to providing all employees with a respectful workplace environment favourable to the development of all. These commitments against domestic violence complement the actions taken by the entire Group over the past several years to prevent and combat inappropriate behaviour in the workplace, particularly harassment.

### SOCIETE GENERALE'S ROLE

Such violence can affect anyone, no matter how old they are, what their social status is, or where they live – and it can influence work life, too. On International Day for the Elimination of Violence against Women (25 November), the Group committed to providing the best possible support to its employees who are victims of domestic violence. Specific facilities were set up in collaboration with the Group's social workers and occupational health service.

## ACTION TO PREVENT PSYCHO-SOCIAL RISKS, HEIGHTENED 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.**

For many years, Societe Generale has been active in a comprehensive approach to preventing psycho-social risks to ensure the well-being of its employees in the workplace. To cover PSR issues optimally, the Group's system is deployed:

- **In each of the Businesses and Service Units** responsible for raising awareness and ensuring good working conditions for employees. They may make use of the tools provided by the Group's Human Resources Department;
- **For managers**, who receive specific support when they are involved in reorganisation plans, and who are trained in detecting and handling warning signs;
- **For employees who are considered vulnerable**, to point them toward the right resources and support their return to work.

An improved system for preventing psycho-social risks (PSR) was structured to prevent and manage the risks inherent in the merger with Credit du Nord (VISION 2025), and awareness campaigns were carried out with HR liaisons and managers.

Local managers' commitment is essential because they are with employees every day. Feedback systems have already been set up over time to measure employees' engagement and feelings.

### Psychological support services

All entities have been made aware of the importance of setting up similar local systems:

- In Romania, BRD offers every employee ten free hours of psychological consulting per year;
- Since 2021, a psychological hotline has been available at ALD Luxembourg so that employees can have individual coaching and moral support;
- SG Caledonienne de Banque has formed partnerships with doctors and psychologists to offer support and free consultation to employees;
- a psychologist supports employees at ALD Automotive India with coaching so they can stay positive and combat fear and anxiety.



**In 2021, stress prevention initiatives were conducted in 118 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

To be able to gauge employee morale and provide regular follow-up on their well-being, Societe Generale launches an anonymous internal survey about key aspects of the Group including engagement and well-being at work. In 2021, the results showed a rebound in confidence in the decisions taken by the Group. In addition, pride in belonging has improved, and employees are more and more optimistic about their future with the Group. Employee morale remains stable and team spirit is firmly anchored in the Group. Lastly, employees said they could count on guidance and support from their management as well as help and support from their co-workers.



### Supporting the younger generations

As the public health crisis is having a particular impact on young people, the Group launched an internal survey between September 2020 and August 2021 to assess their morale and working conditions. This annual survey is independent and anonymous, and gives students the chance to freely express their views on their experience and expectations in the Group.

This year, the results show improvement on all six points in the survey (management, pride in belonging, efficient environment, motivation, fun, career advancement) by comparison with the results from 2020.

Young people said they especially appreciated Societe Generale's human values, specifically the quality of human relations, recognition, and respect for personal balance. The work on modernising working methods (agility/flexibility) and tools was also praised.

- **87.4% of student interns recommend Societe Generale Group;**
- **87.3% appreciate the quality of human relations in the Group;**
- **78.6% recognise the high-quality and exemplary management framework.**

This approach empowers the Group and all its employees to move forward in integrating and guiding interns, work/study students, and students participating in the VIE (international internship) programme, as well as the reputation and visibility of Societe Generale, thanks to their testimonials.

In 2021, for the second consecutive year, the Group was accredited with the **Happy Trainee** France, World, Europe, Hong Kong, and South Korea labels.

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