

SOCIETE GENERALE'S RESPONSIBLE COMMITMENTS TO FACE THE COVID-19 CRISIS

April 27, 2020

Confronted with the current health crisis and its human, economic and social impacts in France and around the world, Societe Generale is committed to three objectives: to help stem the epidemic by applying security measures in the strictest possible manner at all its sites and activities, to ensure business continuity as a critical operator, and to support all its stakeholders - employees, customers, suppliers, communities and associations - during this difficult period.

The Group takes the necessary measures to ensure that the professional activity of each employee is carried out under the best possible health conditions.

To manage this unprecedented crisis, the Group has set up a Group Crisis Committee which has been meeting every day since the end of January. Its purpose is to ensure the supply of protective equipment for employees (gel, masks, tests, etc.), to supervise the containment of countries, particularly France, and currently to oversee the standards and protocols for deconfinement. It is supervised by senior management.

Societe Generale has adapted the organisation of its teams and significantly increased the number of remote accesses to enable as many people as possible to telework:

- Within the Group, each BU/SU has gradually implemented the principle of separation into 2 teams "Team Split", which is a principle of rotation in sub-teams on certain "critical" activities as defined in the business continuity plan;
- Societe Generale has also significantly increased the number of possible remote connections on its various platforms and has revised upwards the number of licences granted. The objective is to enable a maximum number of employees to connect, without infringing on security constraints.
The plan to strengthen the Information System currently enables five times more simultaneous remote connections to be made than before the crisis began (for France and Europe, including Romania). Societe Generale has also increased teleworking capacities in all of its international locations;
- The use of messaging on its professional smartphone is also recommended; applications for enrolment have risen sharply since the beginning of the crisis.

Societe Generale has also taken specific measures for employees working on critical activities requiring a presence in the workplace :

- Generally speaking, the Group constantly reminds people of the importance of respecting all "barrier" gestures and social distancing measures. It is also taking appropriate measures by distributing alcohol-based gels, gloves and masks, as well as instructions on how to use them;
- Presential training planned are suspended, events, conferences, in auditorium and amphitheatre are cancelled. All international business travel has been quickly suspended and all meetings must now be held remotely. Outside visits are suspended and all cafeterias and company restaurants are closed. The Group has decided to implement its rules whatever the level of the pandemic in the country;
- Clean-up measures were reinforced from the outset of the crisis as well as distance measures from the work environment, up to quarantine, if a suspect/confirmed case is identified;
- Retail Banking in France is deploying additional protective measures: branches are now mainly open in the morning by appointment and in the afternoon only by telephone, in order to give priority to urgent requests that cannot be handled remotely.

In-depth work has been carried out by the teams to streamline many processes and enable branches to serve their customers remotely. Finally, the teams are gradually being equipped with tablets so that they can work remotely. Specific security measures have been put in place in the network beyond the distance rules, with the installation of Plexiglas walls to protect teams and clients.

The Group also takes measures to protect and support its employees.

Safeguarding the health of its employees is an absolute priority for Societe Generale. The Group has therefore strengthened its medical system:

- 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 epidemic and its repercussions on the environment and professional activity.
Employees also have the opportunity to test themselves by answering a few questions on the Institut Pasteur website, regardless of the entity to which they belong in the Group in France;
- Societe Generale has also adapted the health and personal protection plan coverages of its employees. The support offered by the Societe Generale mutual insurance company has been strengthened and includes medical teleconsultation (accessible 24/7), thus avoiding travel.

Societe Generale has also strengthened its listening and psychological support system in order to address psycho-social risks:

- Societe Generale is conducting a major communication, information and active awareness campaign among employees via traditional messaging, the intranet, chat rooms, internal/external social networks, and plans to launch a weekly survey during the period of confinement in the near future. The aim of these surveys is to monitor employee morale and keep the link during this sensitive period;
- Societe Generale SA in France deploys a psychological support system. Societe Generale social workers are available to all Group employees in France from Monday to Friday;
- All entities around the world have been made aware of the importance of setting up equivalent systems in their countries.

More broadly, support systems are being strengthened in each country in which the Group operates.

Societe Generale has also taken steps to protect the economic situation of its employees:

- Societe Generale Group has undertaken not to make use of the short-time working scheme and the mechanisms for deferring social security charges and taxes in France, despite the closure of a number of its operating sites and branches. The aim is to enable the French State to help the companies that need it the most;
- The Group is also committed to guaranteeing the salaries of its 140,000 employees worldwide for the duration of the crisis. In particular, in France, until June 30, 2020, the Group will supplement the remuneration of employees in crisis-related childcare or sick leave situations;
- The Group will also engage in a post-crisis dialogue with its social partners in order to define the methods of recognition for employees who are in high demand and who have enabled all activities to be maintained, particularly those in relation to our customers;
- In order to anticipate the end of the crisis, to protect the health of our teams, and to enable the implementation of these measures, the Group has asked employees to participate in this solidarity initiative, particularly by taking leave.

On this basis, Societe Generale has begun negotiating an agreement with the trade unions in France as part of the close dialogue maintained with all of its social partners.

Finally, Societe Generale provides its teams with a range of tools to help them adapt their operating methods to the new context:

- As part of the Life at work programme, the Group offers teams a range of tools to facilitate the continuous practice of teleworking, as well as a kit for managers to enable them to adapt their practices in the case of supervision carried out entirely at a distance. These kits include, for example, manuals to support parents who are confined to their homes, combining detailed practical activities with a psychological approach to children, best practices for remote meetings, and tools to strengthen the remote team culture;

- Societe Generale SA in France also provides managers with an operational crisis management support programme. A team of internal coaches takes care of requests under the usual conditions of professionalism and ethics. Managers can thus take part in experience-sharing, workshops on problem-solving in groups or individual coaching. This offer is available in French and English.

Societe Generale implements solidarity actions to support the efforts of public stakeholders and associations.

At the beginning of April, Societe Generale announced a worldwide solidarity programme with a financial package that could reach up to EUR 50 million. This programme will be able to contribute to the solidarity initiatives set up by the various governments and directly support associations that are in the front line to face this health crisis.

Since the beginning of the crisis, citizen commitment has been very real within the group:

- All over the world, teams have mobilized and provided assistance at the local level (donations of more than 300,000 masks, financial donations, loans of vehicles to healthcare personnel, etc.).
- 1.5 million euros have also been paid or will soon be paid by the **Societe Generale Corporate Foundation for Solidarity** to:
 - The "All united against the virus" alliance, supported by the Fondation de France, the AP-HP and the Pasteur Institute to help caregivers, researchers and the most vulnerable people on the front line of this emergency;
 - All partner associations, in particular:
 - **EMMAÛS Défi**: the social impact restaurant, the Radish, supported by Emmaus and Baluchon is striving to maintain its activities. This restaurant uses donations from unsold food stocks, processed by employees on social integration schemes, to offer and deliver hot, healthy meals to people in need. Societe Generale's donation will enable the Radis to continue its work and give the most vulnerable people access to quality food in this complicated context;
 - **EMMAÛS Solidarité**: Societe Generale's support in the context of the health crisis will enable the association to continue its activities of reception, care, distribution of meals and accommodation for people in serious difficulty;
 - **The Apprentis d'Auteuil Foundation**: the mission of protection and accommodation of young people in difficulty once again takes on its full meaning. Societe Generale's support will enable the association to provide the 60 establishments involved in child protection with educational, digital, leisure and health equipment and support from medical staff;
 - **Samusocial de Paris**: the association's activities are maintained during the confinement and the teams are mobilized to organize marauding and food distribution, to keep the accommodation centres open and to pay particular attention to supporting the homeless, a public that is very much at risk in the face of this health crisis. Societe Generale's support will help maintain these actions;
 - **Les Restos du Cœur**: the Group's financial support will enable the association to finance meals kept in good sanitary conditions and the purchase of distribution equipment (bags, shopping bags) and sanitary products for the shelters where beneficiaries are affected by the virus, making the purchase of this equipment a priority;
 - **AUORE**: Societe Generale's support in this context will enable the association to continue its emergency actions on food aid, access to hygiene products, the fight against the spread of the virus, the distribution of educational and recreational products, computer hardware and digital equipment to prevent young people in the shelters from dropping out of school.
 - **CARE**: Societe Generale is one of the major partners of the NGO Care France. The NGO works to help the poorest people in more than 90 countries in Africa, Asia, Latin America and Eastern Europe. Since the beginning of the pandemic, awareness-raising initiatives have been carried out in the most isolated communities to introduce them to the barrier

measures that are essential to curb the epidemic. Hygiene kits have also been distributed and healthcare personnel have been trained in the methods of prevention and treatment of the virus.

- In addition, Societe Generale has set up a specific programme for the African continent, the first stage of which is a EUR 1.5 million donation to the association **Médecins sans Frontières** (MSF). In the context of the Covid-19 pandemic, MSF is working in coordination with local health authorities to assess needs and propose appropriate solutions, thanks to its medical expertise acquired during previous large-scale epidemics.
- Finally, Societe Generale has launched an exceptional support plan for classical music in France. As the leading sponsor of classical music in France, the Societe Generale Group is supporting musicians and musical ensembles during the Coronavirus crisis, which is severely affecting them. This exceptional support, amounting to EUR 2 million, is in addition to the patronage actions already planned and undertaken by the **Mécénat Musical Société Générale association**.