

INTERNAL MEDIATION

Since 2010, the Societe Generale group has been a signatory of the Charter of "[Responsible Supplier Relations](#)" Pursuant to requirement 9, the Group has been promoting internal mediation to settle disputes.

A guarantee of quality of the relations with our suppliers, internal mediation is a pillar of the Responsible Purchasing policy of the Group. Hence the Group appointed in 2010 an internal Mediator of supplier relations (the Mediator)¹ exercising a function independent of the Sourcing Division. It is the Group General Secretary.

The duty of the Mediator is to (re)create a connection and trust between the parties, to create the conditions for constructive dialogue between the suppliers and Société Générale.

To find a positive resolution for the two parties, the Mediator:

- Facilitates contact between the two parties with neutrality, fairness and independence;
- Tries to find an agreement without defending one of the parties: The Mediator is neither a judge, an expert nor an arbitrator;
- Agrees to process the request within a maximum 3 months from the date they have been called and to contact the supplier within two weeks after receiving the request.

If an agreement is found, it shall be formalized in writing, signed by the parties and it shall remain confidential.

Suppliers can call the Mediator as soon as they consider they have exhausted discussions with their operational contacts to settle the issues arisen in their business relationship with Societe Generale. The request for mediation can be sent by post mail or by email to the following address:

Société Générale
Médiateur interne des relations fournisseurs
SEGL/DIR
Tours Société Générale
75886 Paris Cedex 18 _
mediation.par@socgen.com

Note: Submitting a request to the Société Générale internal Mediator of supplier relations is a different process than using the [Business Relations Mediator](#) of the French Ministry of the Economy and Finance and public Action.

¹ Also called "SME correspondent" in the Charter