



Global Agreement on the rights of Société Générale Group employees

Foreword

SOCIETE GENERALE and UNI Global Union (UNI) hereinafter “the parties”, each operate in a global multinational market that creates new challenges.

UNI is the voice of 20 million workers in the service sector, including the banking and insurance sectors, in 150 countries in all regions of the world.

This agreement is a second renewal of the global agreement on fundamental rights initially signed in 2015, and renewed in 2019, by which UNI and SOCIETE GENERALE committed to a constructive and positive partnership.

The parties intend to formalise the positive practices observed since 2019 and ensure that they are taken into account through new commitments on remote working (including trade union rights), the digital environment, health, safety, security and quality of life at work, including prevention and the fight against discrimination, harassment and inappropriate behaviour, the development of diversity and respect for women/men equality, as well as universal commitments to social protection.

In addition, SOCIETE GENERALE and UNI have been able to build regular dialogue and implement a continuous, positive and shared improvement approach through discussions on the Human Resources pillar of the Duty of Care Plan. This agreement provides a formal framework for this practice.

SOCIETE GENERALE shall make every effort to ensure that the criteria set out in this agreement are met by its subsidiaries and shared by its business partners.

UNI will publicly support companies that it sees as pioneers in terms of employment standards and will work with SOCIETE GENERALE to constantly raise employment standards within the company, actively using their influence to ensure that the industry can make improvements to working conditions.

Table of contents

1. SCOPE	3
2. COMMITMENT TO HUMAN RIGHTS	3
3. TRADE UNION RIGHTS	5
4. HEALTH, SAFETY AND QUALITY OF LIFE AT WORK	7
5. DIGITISATION, DIGITAL RIGHTS AND REMOTE WORKING	10
6. DURATION AND FILING AND ADVERTISING FORMALITIES	13
7. APPLICATION AND MONITORING OF THE AGREEMENT	13
8. SETTLEMENT OF DISPUTES ON THE APPLICATION OF THE AGREEMENT	14

1. SCOPE

This agreement applies to the geographical scope of subsidiaries effectively controlled and fully consolidated by SOCIETE GENERALE.

This agreement establishes an overall framework and is not intended to replace any national legislation and/or national and/or company collective bargaining in force or which could be negotiated thereafter, when their provisions are more favourable.

UNI enters into this agreement on its own behalf and in the name of all its affiliates worldwide.

2. COMMITMENT TO HUMAN RIGHTS

In line with the commitments made as part of its Group Code of Conduct and its General environmental and social principles, SOCIETE GENERALE confirms its commitment to respect the United Nations guiding principles on business and human rights, to avoid harming human rights and to strive to remedy any adverse effects on human rights in its activities and business lines, including the implementation of reasonable measures to prevent, mitigate and, where appropriate, remedy them, in accordance with the guidance given by the United Nations Guiding Principles on Human Rights.

SOCIETE GENERALE confirms its commitment to respect the International Labour Organisation's Declaration on fundamental principles and rights at work¹, including also the freedom of association, in particular the right of all employees to organise themselves, to be members of a trade union and to undertake collective bargaining.

As part of the commitments of this agreement, SOCIETE GENERALE and UNI rely on the Universal Declaration of Human Rights and the fundamental conventions of the International Labour Organisation to define the notions of human rights, fundamental freedoms, health and safety of persons.

SOCIETE GENERALE confirms its adherence to the OECD Guidelines for Multinational Enterprises as well as its commitment to comply with all employment laws, collective agreements, health and safety regulations at the national level, as well as applicable laws and internationally recognised human rights, in all markets in which SOCIETE GENERALE operates.

SOCIETE GENERALE undertakes to ensure fair employment and working conditions throughout the SOCIETE GENERALE Group.

¹ The fundamental conventions of the ILO are as follows:

- Convention (No. 87) on the freedom of association and protection of the right to organise, 1948;
- Convention (No. 98) on the right to organise and collective bargaining, 1949;
- Convention (No. 29) on forced labour, 1930;
- Convention (No. 105) on the abolition of forced labour, 1957;
- Convention (No. 138) on the minimum age, 1973;
- Convention (No. 182) on the worst forms of child labour, 1999;
- Convention (No. 100) on equal remuneration, 1951;
- Convention (No. 111) on discrimination in respect of employment and occupation, 1958.

SOCIETE GENERALE undertakes not to discriminate in its labour relations and, in particular, to recruit women and men based on their specific skills, and to treat each person with dignity, in a non-discriminatory manner, with regard to age, social origin, family situation, sex and gender, sexual orientation, disability, political, trade union or religious opinions, actual or assumed membership or non-membership of an ethnic group or nation in accordance, in particular, with ILO Convention No. 111.

The entire managerial line has a key role in the organisation and its role of listening, regulating and providing information to the teams is paramount. Management ensures that, through its behaviour, the Group's Code of Conduct and the Leadership Model are respected by demonstrating respect and professionalism, as well as all the principles contained in this agreement.

Duty of care

The French law of 27 March 2017 on the duty of care of parent companies and contracting companies requires the establishment and publication of a duty of care plan. The plan must identify risks and prevent serious violations of human rights, fundamental freedoms, human health and safety and the environment. For SOCIETE GENERALE, these risks are assessed in relation to the activities of the parent company, the operational activities of the companies under control and the activities of its direct subcontractors and suppliers with whom a commercial relationship is established.

As French regulations have an extraterritorial scope, the Group deploys the duty of care plan for consolidated companies over which SOCIETE GENERALE exercises exclusive control.

This agreement is one of the levers for implementing the duty of care plan, which is intended to identify, prevent, mitigate and remedy human rights violations within the Group.

Through this agreement, UNI is recognised as a "stakeholder" in the duty of care plan on the Human Resources (HR) pillar, which must be implemented under the French law on the duty of care and which is also recommended by the OECD Guidelines for Multinational companies.

The duty of care plan will be the subject of at least one consultation with UNI as part of the measures implemented to identify and prevent the risks of serious violations of human rights, fundamental freedoms or the health and safety of employees, which will, where appropriate, propose solutions to resolve the difficulties encountered.

SOCIETE GENERALE reaffirms that the duty of care plan includes appropriate due diligence measures. These measures include the identification of risks and the prevention of serious violations of human rights and fundamental freedoms, the health and safety of persons and the environment, resulting from the activity of its direct subcontractors or suppliers with whom a commercial relationship is established.

Since 2021, SOCIETE GENERALE has carried out pilot projects with UNI in order to more precisely define UNI's role as a stakeholder in the HR pillar of SOCIETE GENERALE's duty of care plan and to experiment with operational modalities.

On the strength of these pilot projects, the parties agree to:

- 1- UNI review of the draft of the HR pillar of the duty of care plan, prior to the review by the Board of Directors. The additions proposed by UNI may be taken into account in the version communicated to the Board of Directors.
- 2- In a principle of continuous improvement, the parties agree, by common agreement, through working groups, to deepen the analysis of residual risks and how to mitigate them, for example, through exchanges involving representatives of the HRD and UNI centrally and locally in certain countries, so that the duty of care is a structuring element of social dialogue within the Group.

In addition, UNI, in its capacity as an actor of social dialogue with the SOCIETE GENERALE Group, could have questions about items covered by the other pillars of the duty of care plan. SOCIETE GENERALE will seek to answer these specific questions and queries as soon as possible.

With regard to relations with suppliers and subcontractors, these are part of the “Responsible purchasing conduct and ethical rules applicable to purchasing” instruction and the SOCIETE GENERALE code, which sets out the Group’s principles in this area.

It should also be noted that the whistleblowing system put in place within the Group is designed to collect reports from members of staff, external and occasional employees, direct subcontractors and suppliers relating in particular to the existence or occurrence of risks of serious harm to human rights, fundamental freedoms, the health and safety of persons or the environment.

3. TRADE UNION RIGHTS

In order to allow employees to exercise their freedom of association, in particular the right of all employees to organise themselves, to be members of a trade union of their choice and to undertake collective bargaining, SOCIETE GENERALE will take all necessary measures to ensure that:

1. The heads of SOCIETE GENERALE in all countries create a free, neutral and open environment for the exercise of rights to freedom of association and do not oppose the process of joining a trade union or exercising rights as a member of a trade union; to this end, a communication will be sent to all employees regarding the signing of this agreement. This agreement will be translated and accessible to all SOCIETE GENERALE employees via the intranet. It will be the subject of a proactive global communication, particularly on the occasion of renewal.
2. Communication around the agreement is relevant through:
 - Communication of this agreement to all SOCIETE GENERALE management in all Group entities.
 - Providing training to raise awareness among employees and managers of the general principles of the global agreement on fundamental rights.
 - A reminder to SOCIETE GENERALE’s management that it is necessary to adopt a neutral stance regarding employee membership of trade unions.

3. The protection of union communication with employees, including employees working remotely, is respected through:
 - Authorisation of confidential communications between all employees - including those working remotely - and trade unions,
 - Communication in the form of individual contact during working hours without disrupting the proper performance of professional activities.
 - Collective contacts, as part of local social dialogue. Management and the trade unions may discuss the possibility of making company premises available on an ad hoc basis for trade union meetings without the employer's presence or supervision. These meetings cannot disrupt the proper performance of work activities.

All of these 3 protection elements must comply with banking regulations and local laws. The universality of employee protection, while respecting fundamental rights, means that contacts between employees (including those working remotely) and trade unions/employee representatives are, as a matter of principle, protected and cannot be held against employees or be prejudicial to them.

4. SOCIETE GENERALE does not exclude employees working remotely from setting thresholds for negotiations and employees working remotely participate in staff representative elections using the company's digital infrastructure where possible and authorised, or the union, from their work equipment where possible and authorised.
5. No employee is exposed to bullying, discrimination, harassment or retaliation in the exercise of these trade union rights. The right to freely choose a trade union will be supported and communicated to employees by SOCIETE GENERALE. SOCIETE GENERALE will remain neutral with regard to trade union activities and undertakes not to hinder employees' membership in trade unions and that there is no obstacle to trade union recognition or representation. A trade union will be recognised using the applicable legal procedures, provided that the union meets the legal recognition requirements under applicable law. Once the trade union has been recognised, the managers of SOCIETE GENERALE undertake regular dialogue and collective bargaining in good faith and seek to reach an agreement with employee representatives, as set out in the local regulations governing recognition or accreditation.

To enable employees to effectively exercise their right to freedom of association and to allow any new UNI local affiliate to explain the benefits of joining the trade union and supporting it, the new local UNI affiliate and the local managers of SOCIETE GENERALE will agree on physical and/or digital access arrangements, within the company adapted to the local operating environment. If the arrangements may vary, they will include the following options as far as possible:

- a. Meetings with union representatives to discuss union membership may be held in the workplace/virtually and will be organised in such a way as not to disrupt activities.

- b. The local UNI affiliate and SOCIETE GENERALE's local managers will adopt appropriate procedures to inform new employees of their trade union rights under this agreement. SOCIETE GENERALE accepts that its managers grant employees the right to meet with trade unions both physically and online without the presence of its managers.
- c. If it is not possible to reach an agreement on access arrangements, each Party may refer the matter to the monitoring committee responsible for the implementation of this agreement for consideration and settlement. These access arrangements are without prejudice to those already established and mutually satisfactory.

4. HEALTH, SAFETY AND QUALITY OF LIFE AT WORK

The preservation of health, safety and quality of life at work for all of its employees is a priority for SOCIETE GENERALE.

All employees, wherever they are in the world, are the cornerstones of SOCIETE GENERALE. They must be able to develop professionally and humanely, be assured of a safe working environment and enjoy respectful working conditions.

SOCIETE GENERALE and UNI undertake to act to preserve the health, safety and quality of employees' working conditions. The parties shall promote the implementation and communication of initiatives aimed at promoting health, the prevention of illnesses, whether related to work or not, and maintaining employment in order to preserve and promote the health capital of each employee. The parties undertake to work to comply with the standards in force locally.

The initiatives put in place must aim to improve:

- The physical and mental well-being conditions of employees within each entity;
- Prevention of occupational and psychosocial risks;
- Work-life balance;
- Life at work quality and environment.

SOCIETE GENERALE reaffirms its commitment to prevention in terms of health and safety in the workplace and encourages the Group's entities to develop, in collaboration with trade unions/employee representatives and/or any local healthcare stakeholders present, actions to raise awareness of public health and to prevent psychosocial risks, taking into account the context and local public health issues.

In this context, SOCIETE GENERALE sets up indicators for monitoring working conditions at Group level enabling countries to identify, where applicable, the priority action plans to be implemented taking into account local specificities.

In order to promote a global policy for the prevention of illnesses and particularly those related to work, SOCIETE GENERALE recommends that each employee benefit from regular medical monitoring in light of the regulatory constraints imposed in each country.

Lastly, SOCIETE GENERALE acknowledges that quality of life at work is a factor in promoting the health and development of the individual and collective well-being of

employees, serving the Group's overall and sustainable performance and customer satisfaction.

In addition, SOCIETE GENERALE wishes to highlight and promote good practices that encourage a better lifestyles balance and improve working conditions.

4.1 Preventing and combating harassments, inappropriate behaviours and discriminations in the workplace

SOCIETE GENERALE is committed to providing a working environment in which employees are treated with respect and dignity. This engenders, for each employee, the right to a working world free from violence and harassment. SOCIETE GENERALE undertakes to prevent and combat any form of violence and moral and/or sexual, physical and/or mental harassment, including in a digital and/or remote working context, and in this regard shares with the principles set out in the preamble to ILO Convention C190.

Inappropriate behaviours can take a variety of forms and may be both psychological and sexual in nature. It may consist of any behaviour that, directly or indirectly, is intended to belittle or humiliate a person. Any person may be a victim of this type of behaviour or harassment. The perpetrator(s) may be a colleague, a superior or a subordinate, but also persons outside the Group in the professional environment.

SOCIETE GENERALE affirms, as a socially responsible company, that the fight against these types of behaviour is an essential and founding approach. In order to protect employees from inappropriate behaviour, harassment and discrimination in the workplace, SOCIETE GENERALE implements training and a universal alert mechanism.

SOCIETE GENERALE and UNI acknowledge that such a system is only operational if it is known to all employees. Similarly, this system must lead to an end to situations of inappropriate behaviour, harassment and discrimination in the workplace.

No reprisals will be tolerated against employees who observe and report this type of behaviour, who lodge a complaint and/or take part in the proceedings concerning an alleged case, provided that this is done in good faith and based on real facts.

Trade unions and/or employee representatives, in accordance with national law, participate in the knowledge and dissemination of the system locally and support for the employees concerned.

Furthermore, if the trade unions and/or employee representatives wish to report facts that characterise possible malfunctions in the application of the system, SOCIETE GENERALE acknowledges the possibility for trade unions/employee representatives to report them to SOCIETE GENERALE's management. UNI urges its affiliates to participate in these efforts by indicating possible areas for improvement and encouraging employees to comply with prevention and protection standards as provided for by local regulations or by the directives of the SOCIETE GENERALE Group entity that employs them.

The Group's companies will therefore endeavour to carry out any awareness-raising, training or other useful measures for employees involved in recruitment and career management processes.

4.2 Development of diversity

In order to develop diversity, SOCIETE GENERALE reaffirms its commitment to respecting the application of the principle of non-discrimination in all its forms and throughout the career path, particularly in terms of recruitment, management of remuneration, careers and promotions. To this end, each of the Group's companies will endeavour, in compliance with the conventions, agreements and local regulations in force, to treat the recruitment, remuneration, careers and promotions of its employees in an objective manner.

SOCIETE GENERALE is committed to every aspect of diversity, including gender and generational diversity, actual or assumed membership or non-membership of an ethnic group or nation or an alleged race, social inclusion, disability, Various initiatives are carried out locally depending on local issues and regulations.

SOCIETE GENERALE encourages the dissemination of these best practices.

SOCIETE GENERALE also ensures that the principle of diversity is also applied to the composition of management committees and bodies.

Each entity will endeavour to implement appropriate action plans to contribute to the Group's ambition in terms of diversity.

4.3 Respect for women/men equality

As stated in Chapter 2 "Commitment to Human Rights" and section 4.2 "Development of Diversity", SOCIETE GENERALE undertakes to respect the principle of women/men equality, which must be applied from the moment of hiring and throughout the career path.

In particular, SOCIETE GENERALE undertakes to deploy, during the first 3 years of the application of this agreement, a methodology for measuring the remuneration gap between women and men. This methodology must lead to corrective measures in place when discrepancies are identified and not justified.

4.4 Global social coverage maternity/paternity/ and death

The recognition of global social coverage on the right to maternity and paternity leave and support for relatives in the event of the death of an employee leads to financial support constituting a minimum set of cover without calling into question existing or negotiated higher rights in Group entities:

- Therefore, in addition to the local rules governing maternity and paternity, it is agreed, for all of its employees, a right to 14² weeks of maternity leave and a right to 1 week of paternity leave for which the company pays 100% of the fixed salary.
- In addition, a death benefit has been agreed for employees of Group companies, covering or supplementing existing local schemes, up to a maximum amount of 2 years³ fixed salary.

These additional protections should be deployed during the first 3 years of the application of this agreement.

5. DIGITISATION, DIGITAL RIGHTS AND REMOTE WORKING

SOCIETE GENERALE wishes to highlight and promote good practices that encourage a better balance of lifestyles and improve working conditions. Remote working and digitisation contribute to this, with major impacts in the working world requiring specific commitments.

5.1 Digitisation and digital rights

The massive digitisation of the financial sector is transforming work organisations, jobs and the skills required. Changes in the organisation of work can have a significant impact on working conditions, health and safety in the workplace, and work-life balance.

SOCIETE GENERALE is committed to protecting health and safety in the workplace in a digital context while using the possibilities offered by new technologies to improve working conditions.

SOCIETE GENERALE and UNI⁴ acknowledge that the measures to be taken into account can be based on the conclusions taken at the global level at the ILO⁵ in January 2022 and at the European level in December 2021⁶.

SOCIETE GENERALE undertakes to implement, by favouring social dialogue, measures contributing to:

1. Protection against online violence and harassment, including internal or external cyberbullying;
2. Developing digital skills to avoid the emergence of digital divides, including through dedicated training;

² This leave includes the period prior to childbirth and the subsequent period. It does not preclude more favourable local provisions.

³ Provided there is no more favourable arrangement.

⁴ UNI's 10 principles: http://www.thefutureworldofwork.org/media/35480/uni-global-union_10-grands-principes-protection-et-la-confidentialite-des-donnees-des-travailleurs.pdf

⁵ ILO conclusions: https://www.ilo.org/sector/activities/sectoral-meetings/WCMS_824051/lang--en/index.htm

⁶ European Social Dialogue documents: <https://ec.europa.eu/social/main.jsp?catId=521&langId=en&agreementId=5752>

3. Ethical and responsible use of AI, which in terms of human resources must always remain subject to the principle of “human control”⁷;
4. Limiting the use of monitoring tools to what is strictly necessary in a proportionate and transparent manner;
5. Taking into account the elements relating to working hours and the right to disconnect as defined in section 5.2 “Taking remote working into account”;
6. The protection of employees’ data and privacy based on the following principles: right of access and transparency (enable the rectification or erasure of data), proportionality, limited retention period, protection and confidentiality;
7. Not developing practices and techniques that create discrimination in the technology field.

5.2 Taking remote working into account

Remote working is a new common way of organising work, which should benefit both the company and employees. It makes it easier to reconcile different lifestyles and can therefore make a company more attractive.

The purpose or effect of remote working must not be to make employees’ contractual relationship with the company more precarious or to undermine health and safety.

Remote working is voluntary and reversible.

SOCIETE GENERALE is committed to the launch of remote working initiatives or, where they already exist, be developed with the understanding that remote working is voluntary and reversible for both the company and employees.

Remote working can be a way of organising work that is open to as many people as possible, on a voluntary basis. Any exclusion from an operational scope of remote working must be justified, particularly when there are situations in which the geographical context, the infrastructures of States or operational and business challenges in the entities require it.

In this context, remote working must respect fundamental rights, work-life balance, and the protection of privacy and personal data in compliance with applicable local rules.

Freedom of association and social dialogue for employees working remotely

SOCIETE GENERALE’s commitments to freedom of association and collective bargaining for all employees are described in Chapter 3 “TRADE UNION RIGHTS”. Remote working cannot be implemented through measures preventing the exercise of these rights.

To implement remote working, within an operational scope, seeking agreement with the unions/employee representatives in that scope should be prioritized, provided those unions/employee representatives exist.

⁷ Framework agreement of the European social partners on digitisation, June 2020: <https://ec.europa.eu/social/main.jsp?catId=521&langId=fr&agreementId=5665>

The same employment rights for employees working remotely

Like any employee, bound to the company by an employment contract, employees working remotely must be considered as an employee in their own right.

SOCIETE GENERALE provides all employees with clear and detailed information on remote working when they can be beneficiaries.

SOCIETE GENERALE is fighting stereotypes according to which remote working requests come mainly from certain categories of employees. As a result, when remote working reveals differences in access and processing, based on criteria that may suggest discriminatory practices (e.g. age, sex), SOCIETE GENERALE will examine the practice in question in order to remedy it.

Employees working remotely have equal access to training and career development.

Employees working remotely receive the same information and have equal access to SOCIETE GENERALE's training and career opportunities.

SOCIETE GENERALE undertakes to ensure that this method of organisation of work does not adversely affect the career development of employees.

Working hours and right to disconnect

Like any employee, bound to the company by an employment contract, employees working remotely are entitled to rest periods, to a limitation of the maximum working time and to the right to disconnect under conditions comparable to the company's other employees.

In order to avoid the risk of over-solicitation that can result from the use of remote digital tools, SOCIETE GENERALE recognises that the application of the right to disconnect requires management involvement to restrict contacts outside working hours and to protect employees from any negative repercussions when they invoke their right to disconnect.

Management will comply with meeting or solicitation times for employees working remotely by positioning them in line with their usual working hours and working arrangements.

Protection of the health and safety of employees working remotely

SOCIETE GENERALE undertakes to maintain a relationship with employees working remotely, both individually and collectively, and to offer support, if necessary, enabling employees to stay in contact with each other, including in more informal and online settings.

As a way of working outside the company's premises and in particular at home, employees may be subject to constraints, psychosocial risks, or risks inherent in their environment (and in particular in the event of a risk of domestic violence). The protection of employees working remotely must be a constant element of its application and this

may lead, including at the company's initiative, to offering support or possibly to excluding remote working as a method of carrying out the activity for the employee. When the employee initiates the withdrawal, he/she does not have to justify it. The withdrawal has no impact on his/her employment contract.

Technology-related violence and harassment

See section 5.1 "Digitisation and digital rights".

Responsibility for work equipment

SOCIETE GENERALE provides, maintains and replaces the workstation (the computer) necessary for remote working. Non-culpable damage to equipment entrusted to the employee as part of teleworking may not be the subject of a disciplinary measure, nor may it in principle constitute grounds for exclusion from remote working.

Restricted use of monitoring tools to control employees working remotely.

See section 5.1 "Digitisation and digital rights".

6. DURATION AND FILING AND ADVERTISING FORMALITIES

This agreement is signed for a period of four years and may be terminated by either party in writing with four months' notice. The agreement will be registered with the Regional Directorate for the Economy, Employment, Labour and Solidarity (UD DREETS 92) and the Nanterre Labour Court

7. APPLICATION AND MONITORING OF THE AGREEMENT

The conditions of employment will be set in accordance with the legal, social and economic conditions of each country.

The parties shall communicate this agreement and the commitment to its principles to all of their respective organisations and structures and shall each be responsible for implementing the agreement in good faith.

In particular, SOCIETE GENERALE undertakes to communicate this agreement within all Group entities and to translate it into all the necessary languages.

SOCIETE GENERALE will make this agreement public by posting it online on its website and communicating it to its national and local managers.

The parties agree that a joint monitoring committee responsible for the implementation of the agreement shall meet once a year to discuss the progress made under this agreement and its implementation.

The committee may meet on an exceptional basis at the request of one of the parties if current events so require.

The monitoring committee is composed in a balanced manner between the two parties, representatives of SOCIETE GENERALE and 8 representatives of UNI and its affiliates.

The agenda is drawn up, 15 days before the meeting, by the SOCIETE GENERALE Group Human Resources Department and the UNI representative according to the thematic and geographical priorities for applying the agreement concerning respect for fundamental rights and trade union rights. The committee may rely on information received from the various countries concerning the quality of social dialogue, as well as the monitoring indicators already established as part of the social aspects of SOCIETE GENERALE's annual CSR reporting campaigns (some of which are published in the Universal Registration Document).

8. SETTLEMENT OF DISPUTES ON THE APPLICATION OF THE AGREEMENT

The settlement of disputes on the application of the agreement is based on the good faith of the parties and their willingness to make social dialogue an element of accountability for relations between management and trade unions and/or employee representatives. This must lead to the search for internal processing, without external communication that could harm the reputation or image of either party, and responses within a short time frame, given the complexity of the difficulties mentioned, even if maximum deadlines are set below.

If a complaint made by one of the parties under the provisions of this agreement has not been resolved after having been submitted to the national or regional manager concerned, UNI may raise the matter to the Director of Social Affairs and the Director of Human Resources of SOCIETE GENERALE in the context of dispute resolution. The latter must respond within 3 months. The monitoring committee will be informed of these steps.

At the request of either party and subject to mutual agreement on the appropriateness of such an approach, a joint presentation shall be made of the agreement and its content in the country where a conflicting situation is found. An investigation is then carried out without delay in an open and transparent manner.

At this stage, the absence of a response or an unsatisfactory response may result in the settlement of disputes according to the following procedure:

- Referral to a mediator by mutual agreement

Each party may request recourse to a mediator. It must make a written request to the other party who will then have 45 days from receipt of the request to respond positively or negatively to the mediation request.

In the event of an agreement on the use of mediation, the mediator shall be chosen jointly by the parties.

In the absence of mediation (refusal of a party to resort to mediation, lack of response to a mediation request within 45 days) or resolution of the dispute in this context or non-performance by one of the parties to the mediator's decision, each party may then request that the dispute be settled by arbitration.

- Request to set up the arbitration procedure by mutual agreement

In the event of failure of the mediation procedure, each party may request that the dispute be settled by arbitration (the terms of which must be defined by the parties). The party first to take action must make a written request by post to the other party, which will then have 45 days from receipt of the request to respond positively or negatively to the proposal to use arbitration.

After this period, in the event of an implicit or explicit refusal to resort to arbitration or in the event of disagreement between the parties on its terms, each party may, at any time, draw all the consequences thereof and may suspend the agreement by formally notifying the signatories of this agreement.

UNI also acknowledges that this agreement does not confer any contractual rights to third parties (including UNI affiliates) or to any employee of the SOCIETE GENERALE Group, and that the agreement may not affect the practices or agreements entered into with other unions (affiliates non-UNI members) active within SOCIETE GENERALE.

Specific employee issues, or local collective bargaining disputes, remain dealt with and resolved in accordance with local conflict resolution procedures.

This agreement is subject to French law of obligations.

The agreement is written in French and English. In the event of discrepancies between the two versions, the French version shall prevail.

Signed in Paris La Défense, on June 23, 2023

For SOCIETE GENERALE

For UNI Global Union

Mr. Frédéric Clavière-Schiele
Head of Group Social Affairs

Ms. Christy Hoffman
General Secretary

This agreement is signed in the presence of the representative trade unions in France at SOCIETE GENERALE:

CFDT (Confédération Française Démocratique du Travail)
CFTC (Confédération Française des Travailleurs Chrétiens)
CGT (Confédération Générale du Travail)
SNB (Syndicat National de la Banque et du Crédit) affiliated with CFE-CGC
(Confédération Française de l'Encadrement - Confédération Générale des Cadres)