

COVID-19 (CORONAVIRUS) – 17/03/2020

STAFF Q&A

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TRAVEL

1. Are there specific measures to be applied concerning employee travel?

In view of the increasing number of decisions by several countries in the world to close their borders, international business travel is prohibited (see special provisions for intra-Asian travel).

Similarly, travel in France is prohibited.

2. Must employees inform their HR department of their personal travel or that of their close circle?

Employees do not need to inform their HR department of their personal travel or that of their close circle. Nevertheless, employees who have travelled on a professional or personal basis to a high-risk area must contact their manager and their HR manager before returning to work within Société Générale premises.

SUSPECTED CASES AND CONFIRMED CASES

1. What is a suspected case / confirmed case*?

A suspected case is a person identified by medical authorities (occupational physician or the 15) as a suspected case and probably awaiting the test result (.

A confirmed case is a person diagnosed positive (and tested positive).

2. What measures must be implemented if there is a suspected case of the virus among our employees?

Follow your local process according to the Group's recommendations

3. What is the procedure if an employee has been in contact with a person infected with Covid-19?

The employee must remain at home and inform his manager and HR manager. He must monitor his temperature for the next two weeks following the contact with the infected person. If he shows symptoms of the virus, he must immediately contact the relevant local emergency service.

4. If the employee has developed the disease, under what conditions can he or she resume work?

- If his leave of absence is less than 30 days: no medical return visit.
- If he has been on leave for at least 30 days, he will have to undergo a medical return visit as provided for by law.
- If he is considered cured by the attending physician, he may return to work under the conditions defined within his BU/SU. He must contact his manager to find out what provisions apply to him.

DISTANCING MEASURES

1. What measures are applicable to employees' subject to distancing in France?

Remote working: this should be prioritised when it is suited to the employee's activity.

The notice of work stoppage by the regional health agency (Agence Régionale de la Santé - ARS) concerns employees whose activity is not suited to remote working. The ARS should be contacted in order to obtain a work stoppage cert. In this case, the employee will benefit from social security sick pay (IJSS) from the first day of stoppage, up to a limit of 20 days.

Société Générale will continue to remunerate the employee after deduction of the IJSS.

The process to be followed by the HR departments concerning the implementation of this notice of work stoppage can be consulted in the HR Doc Database.

Exemption from work: where the ARS does not deliver an opinion or does not give notice of sick leave, the employee will be exempt from work.

2. Can I continue to work if I am in quarantine?

The distancing measures do not prevent employees from continuing to work.

- If it is possible to do so, if you have the agreement of your manager, and if it is in coherence with the Managing Business Continuity Plans of your BU/SU, the necessary measures will be implemented as quickly as possible by your manager to enable you to work remotely.
- If your work is not eligible for working remotely, you must remain at home. Your manager will inform your HR manager of your exemption from work.

3. Following the quarantine (14 days) of an employee working on a critical activity requiring their presence on site, under what conditions can they return to their post?

If the employee has not been ill during those two weeks, there is no need for him to have a medical check-up. He may return to his job after informing his manager, his HR manager and the medical service.

4. Should special precautions be considered for certain more fragile populations?

The High Committee of Public Health has established a list of people who are at risk of developing a serious form of COVID-19 infection. (Cf. email of 15.03.2020).

All people at risk as defined by the Ministry of Health must stay at home as a precautionary measure (cf. chronic or respiratory diseases, pregnant women -see detailed list). Depending on the business continuity plan of your BU/SU, and with the agreement of your manager and HR business partner, you can either work remotely or be exempted from activity while continuing to be remunerated next week.

5. Are special arrangements made for pregnant women, including the possibility of increasing the number of days of home working?

Pregnant women are included in the list drawn up by the High Committee of Public Health. The measures described in question 14 are applicable to them.

OCCUPANTS WHO ARE NOT EMPLOYEES OF SOCIETE GENERALE

1. What are the applicable rules for alternates, trainees, VIE, apprentices?

Trainees, VIE, Alternates are exempted from coming to work on site until further notice (unless your manager indicates otherwise). Your manager will contact you when a return on-site is possible.

2. What are the rules applicable to service providers and temporary workers?

Temporary staff and service providers are included in the business continuity plans of their BU/SU, considering the criticality of the missions they carry out. They must therefore follow the directives of the Societe Generale entity for which they work as a service provider.

If they are concerned by an exemption from activity on the grounds of having to look after their children/being a fragile person, they must contact their employer to find out the conditions applicable to their situation and inform the head of the mission within Societe Generale.

3. What are the rules applicable to fixed-term contracts?

Fixed-term contracts follow the same measures as employees working in the same entity.

HOME WORKING / REMOTE WORKING / FLEX

1. Is a notice period required when suspending individual home working?

The provisions set out in the home working agreement do not apply in exceptional situations put in place to ensure the continuity of activity.

2. Will I be able to make up my days of home working once the situation returns to normal?

Home working days will not be deferred but rather suspended due to the current exceptional situation. As such, it will not be possible to recover them.

3. If I work from home for therapeutic purposes, will this continue if there is a suspension of individual home working?

Yes, everyone working from home for medical reasons will continue to do so.

4. Are there recommendations concerning flex office?

People working in flex office should remain at the same workstation until further notice.

MISCELLANEOUS

1. Is it possible to temporarily change an employee's usual place of work (e.g. temporary assignment to a Société Générale location)?

A temporary change in the usual place of work does not constitute a change in contract once the site is located in the same geographical area (similar travel distance, availability of public transport, etc.). You must issue a notice of temporary change in location.

Given the exceptional circumstances at present, it is also possible to temporarily assign an employee outside of their usual geographical area of work on condition that they are informed reasonably well in advance of the temporary nature of the assignment and of the expected duration.

2. Can the meeting to discuss the setting of my objectives be held remotely?

All discussion and managerial meetings may be held remotely as part of the continuity of activity procedures.

3. Can we continue to hold meetings in meeting rooms?

All meetings must now be held via Skype or telephone.

4. Will meetings continue to be held in the auditoriums?

In France, events, conferences... in the auditoriums are cancelled from Monday 16 March onwards

5. Are training sessions being maintained within the Group?

Physical classroom trainings are suspended from Monday 16 March until further notice.

6. Is the access of visitors to our premises restricted?

All visits from external people must be suspended (and replaced by conference calls if necessary).

7. Are company restaurants still open? What measures do you plan to take?

As of 16 March, all Societe Generale restaurants will be limited to serving takeaway food to be consumed at your desk. All restaurant rooms and cafeterias will be closed. The inter-company restaurants (shared by different companies) to which certain employees have access will have to implement the same measures as those deployed in Societe Generale restaurants. Otherwise, access to these restaurants will be suspended. For sites near a Societe Generale restaurant, employees will be able to access the takeaway offering that will be provided there.

For sites far from Societe Generale restaurants, employees will receive a canteen allowance representing the portion of the meal voucher taken by Societe Generale. For Societe Generale France employees (excluding subsidiaries), the allowance is 5.40€ per day. A process is currently being developed on this subject.

No change for employees with meal vouchers.

8. I am identified as Recovery personnel and am planning to go on holiday soon. May I leave?

This is not called into question unless specifically instructed by your manager as part of the continuity of his or her entity's activity. We invite you to inform your manager well in advance so that he or she can manage your absence in this particular context.

9. I am in charge of a critical activity on site, can I come to the premises with my children?

It is forbidden to come to the office with your children.

10. May an employee, exempted activity while continuing to be remunerated (for childcare reasons, because schools are closed or persons identified as fragile), reside elsewhere than in his or her usual place of residence?

The employee may indeed leave his main residence for the period of his exemption provided that he informs his manager in advance. However, we remind you that the government recommends that travel should be kept to a minimum.

11. If an employee works remotely, can he or she work from a location other than home?

If the employee is part of the business continuity plan, he or she must obtain prior approval from his or her manager.

If the employee is not part of the business continuity plan, he or she may change his or her usual place of residence, provided that his or her manager is informed in advance. However, we remind you that the government recommends that travel should be kept to a minimum.

12. Can I cancel the holidays that I had planned to take soon?

It is not possible to cancel the leave/RTT placed in the HR tool and validated by your manager. However, employees working on critical activities may have to postpone their leave/RTT at the request of their manager.

13. What can be done to cover transport costs for employees who have to travel to work?

Transportation costs (Über, taxi, mileage allowance, parking, etc.) are paid by the BU/SU.

FINANCIAL SOLIDITY

1. Is the banking system strong?

The banking system is robust. Banks are entering into these difficult times with substantial capital and liquidity buffer. Since the 2008 financial crisis, regulatory requirements have been significantly increased. Banks have considerably strengthened their capital (x 2.5) and have very large liquidity reserves. In addition, central banks are very attentive to these levels of liquidity and capital in the system.

2. What are the main financial ratios of Societe Generale?

At December 31st, 2019

- Group shareholders' equity totalled EUR 63.5 billion
- Group Liquid Asset Buffer stands at 190 billion euros (18 bn euros increase over 2019)
- Group's Common Equity Tier 1 ratio has been significantly reinforced in 2019 and stands at 12.7%. Simultaneously, the regulatory requirement should decrease by 105bp following the SSM announcements of March 12th which would bring the Group CET1 around 370bp above the requirements.
- MREL ratio (27.4% vs 2022 requirement of 21.5%) and TLAC Ratio (>24.4%) are considerably above the regulatory requirements
- As a reminder, the Non-Performance Loans (NPL) ratio stands at 2.6% as of June 2019 according to the EBA methodology. The coverage ratio of this NPL stands at 55% according to the same methodology. These ratios are amongst the best in Europe.

The main ratings of the Group have been recently confirmed by the rating agencies and are as follows:

- FitchRatings - long-term rating "A", stable outlook, senior preferred debt rating "A+", short-term rating "F1".
- Moody's - long-term rating (senior preferred debt) "A1", stable outlook, short-term rating "P-1";
- S&P Global Ratings - long-term rating (senior preferred debt) "A", positive outlook, short-term rating "A-1".

3. Does the crisis have an impact on the financial performance of Societe Generale Group?

To date, there are no operational or financial elements that would justify a specific communication from Societe Generale Group regarding Q1 20 results.

4. Does the drop in Societe Generale's share price have an impact on its solidity?

No, a bank's market valuation does not reflect its solidity, which is based on its level of equity and its liquidity.

5. Does the general drop in oil prices have an impact on Societe Generale?

Societe Generale's exposure to the Oil & Gas sector represents around 2% of EAD (Exposure At Default on and off balance sheet), or around 20 billion out of a total of 919 billion euros. Furthermore, the Group has no corporate sector exposure above 6% of the total Group EAD.

6. Where do you stand with regards to your annual funding program? Are markets turbulences worrying from this point of view?

To date, the Group has already achieved with attractive terms 40% of its vanilla long-term funding programme: for instance it has achieved more than 55% of its Senior Non Preferred program (around 4.8 billion euros raised) and more than 30% of its covered bond and senior issue program (around 2.4 billion euros raised). The funding program is therefore already well advanced.

7. Can banks still support their customers? Will the branches close? Will there still be cash in the ATMs?

Banks are tackling this crisis with determination and are fully engaged to support their customers. In France, banks will look at each situation and may propose a delay of up to six months to repay credits, without penalties or additional fees. They are also committed to review of the situation of clients facing difficulties in a time frame not exceeding five days. Overall, banks will also bring flexibility to companies which would experience degraded cash flow situations. All corporates that need support can rely on their banks.

Regarding retail banking, despite complex operational conditions, the banking sector, which is one of the "essential" activities, and all their staff are and will remain fully engaged to accompany their client through this exceptional crisis as best as possible:

- The banking networks will be opened and the branches are prepared. The Banks staff are carrying their missions of "essential" services.
- ATM networks will continue to be supplied with cash. Cash stocks are significant at the Banque de France. The payments infrastructure is fully operational.
- In line with the recommendations of the public authorities, in order to limit trips, we recommend to client to favor contact with their banker by phone or via other banking platforms.
- On a daily basis, most of the banking operations are automated and can be carried out remotely or via ATMs.

8. Are clients savings at risk?

The deposits of each individual customers are guaranteed up to 100,000 euros for each banking institution by the Deposit Guarantee and Resolution Fund. This is also the case for regulated saving accounts (Livret A...) or life insurance products (Contracts invested in "euros")

INFORMATION SYSTEM SECURITY

In this context of strong mobilization of the Bank's IT resources, we ask for your **extreme vigilance on cyber security**.

We have already noticed and continue to anticipate a sharp increase of cyber threat in the coming days, taking advantage of the crisis situation related to COVID-19 that we are currently facing.

Furthermore, we remind you that the **same rules of professional confidentiality** apply in the context of remote working.

1. What are the security instructions to be applied?

- Phishing attempts

We invite you to be particularly vigilant with regard to phishing. In particular, please carefully apply the following rules:

- * **do not open attachments** in emails **from senders you do not know**.
- * **do not click on links** you receive in emails pointing to **sites you do not know** and are not used to.
- * if in doubt, click on the Outlook "suspicious message" button, or contact your security contact (see below).

For your information, **no phishing campaign will be carried out by us during this period**.

- Social engineering

We also ask you to be particularly vigilant with regard to any suspicious requests that you may receive during this period, whether by e-mail or by telephone (e.g. requests for details of our organisation or crisis plan, requests to carry out suspicious actions that are not part of the normal operation of your business, etc.).

If you are faced with this type of request, we also invite you to contact your security contact immediately (see below).

2. Can I transfer my files and emails outside of the bank?

It is strictly forbidden to send information and documents to one's personal mailbox or to a professional mailbox other than the one provided by Societe Generale, even if this is to be able to continue working in the absence of an available remote connection.

3. What should I do if I suspect fraud/cyber threat?

If you have any questions about information security, we invite you to consult the page of your security correspondents and best practices available [here](#).

In case of emergency and without any feedback from your usual contacts, you can contact CERT Societe Generale at +33 1 58 98 72 00 or via cert.sg@socgen.com.

IT SUPPORT

1. Who should I contact in case of problems with my computer or my remote accesses (VPN, Boxer...)?

If you work on-site or if you connect via a remote VPN access, you can go to the Mydigitalworkplace platform (<https://apps.safe.socgen/mydigitalworkplace/>) or contact your usual support team in case of problem (35000, SVP13, SaulTA, etc.).

There are also external numbers to reach the Support teams:

- SVP13 : +33 1 42 13 27 79
- 35000 : +33 1 42 13 50 00
- ASSU : +33 141 39 55 54
- Franfinance : +33 1 58 98 94 32

Please note: we are currently seeing a saturation of telephone support and Proxim'IT. We are working with our subcontractors to strengthen them.

SKYPE USE

1. Can I use Skype?

The Skype platform has sufficient capacity. However, you may experience connection difficulties. If this is the case, the lack of power of your local set-up may be the cause of slowness.

We recommend limiting the use of video conferencing and screen sharing for Skype meetings. In addition, when you are in one-to-one meeting, a point-to-point call rather than a skype meeting should be preferred.

REMOTE WORKING

1. How do I know I can work from home?

The VPN connections of people who already have remote access, or the authorisation of new people to this remote access VPN, or the use of BOXER on their smartphone (professional and personal for those who want it) are strictly controlled.

We thank you for not logging in, nor for making requests without instructions from your manager who manages it as part of its business continuity plan, in connection with the Business Continuity Manager.

REMOTE WORKING VIA VPN ACCESS

1. How can I work with a remote VPN access?

Find more information on the MyDigitalWorkplace platform and the dedicated SBC community: <https://sbc.safe.socgen/community/d4a/digital-workplace-accessing-the-workplace-in-mobility>

2. What should I do if I encounter a problem with my remote VPN access?

You can call the My BCM toll free number (+33 8 000 14000) where you will find measures to follow. Avoid reconnecting within 30 minutes of the incident (unless explicitly instructed to do so by management). If the incident is prolonged, space out the time between two connection attempts and avoid logging in during peak periods between 10am and 12pm and 2pm and 4pm.

Note that the platform has evolved in 2019. If you haven't completed the required upgrades by then, you will need to do so in order to access the VPN. These upgrades require a connection to Societe Generale's internal network. Upgrade time is estimated at one hour.

3. Are there any plans to expand VPN remote access?

The Group's IT Infrastructure teams are currently working on expanding VPN remote access. We will communicate as work progresses.

The activation of your remote VPN access must be validated with your manager until the capacity extension has been finalized.

To install the remote VPN access, a special procedure is being finalized with the Business Continuity Managers. The purpose of this procedure is to verify that you have the required prerequisites.

REMOTE WORKING WITH BOXER

1. How can I work from home with Boxer?

All the information is available on My Digital Workplace:

<https://apps.safe.socgen/mydigitalworkplace/catalog/details/docs/DOC-591620>