



GLOBAL AGREEMENT ON PLANNING THE RETURN TO WORK IN THE COVID 19 CRISIS

On the one hand, Ms. Marta Machicot Arbizu, in her capacity as People Director of the Telefónica Group

On the other hand, Ms. Christy Hoffman, in her capacity as General Secretary of UNI GLOBAL UNION and representing the UNI-Telefónica Alliance

Also, Mr. José Alfredo Mesa Navarro, in his capacity as Federal Secretary of the Communications Sector of Unión General de Trabajadores (UGT)

Also, Mr. Jesús González Alonso, in his capacity as General Secretary of the Telecommunications Sector of Comisiones Obreras (CCOO).

Acting in said functions, the parties recognize each other's legal capacity to establish this document and, by virtue of it

ESTABLISH

UNI Global Union and Telefónica enjoy a close relationship and have signed global agreements on many occasions since 2000.

This agreement builds upon said relationship and addresses the difficult situation that both parties - workers and companies - are facing because of the global Covid-19 pandemic.

The parties prioritise collective bargaining and consultation with trade unions and workers' representatives as the most effective method for ensuring full implementation with the principles set out in this Agreement.

The principles governing workers shall be based on establishing teleworking as the primary and preferential form of work, until the World Health Organization, governments or competent local authorities declare that the pandemic is under control.

The Telefónica Group's main objective during a staged return to work shall be to continue to protect the health of workers while guaranteeing the continuity of business.

In view of the above, Telefónica, UNI, UGT and CCOO agree to sign this Agreement on the Plan for Employees' Return to Work, following the lockdown caused by the Covid-19 crisis.

This plan shall apply to all companies belonging to the Telefónica Group, depending on the commercial and organisational needs at the time.

After signature of this Agreement, it shall be the responsibility of the parties, in each country, to ratify and/or agree on the specific local plan and timetable, which shall always comply with the measures stipulated by the competent local authorities, by which action they shall make the provisions contained in this Agreement operational. To that end this Agreement shall serve as a Guide so that, respecting the global provisions, the return to work plan shall be concretized and implemented at a local level in such a way as to guarantee its correct implementation.

This is without prejudice to the powers of the Health and Safety Committees, Works Councils or their equivalent in each Company.

Telefónica shall also promote compliance with the provisions of this Agreement for employees of collaborating companies who work at our facilities or at those of our clients. Similarly, Telefónica shall remind its collaborating companies of compliance with the Responsible Business Policy for supply chains in this very sensitive area.

Based on the above, the parties agree to establish the following

BASIC PRINCIPLES OF THE RETURN TO WORK PLAN

FIRST - Delivery of Personal Protective Equipment (PPE) to all workers

All workers returning to their workplaces shall receive the necessary PPE to ensure protection of their health.

The PPE shall include masks, gloves, in the cases where they are necessary, and hydroalcoholic gel (hand sanitiser) and shall be designed according to the level of risk faced by the different groups of workers (those present at the workplace, those in contact with customers, shop staff, contact centre, etc.).

In each country the company and the worker representatives will ratify the delivery of PPE according to the specifications established globally by Telefonica for all of the countries, taking into account the requirements of the World Health Organization and the local health authorities. Those specifications will address the risk level of the work functions of each employee group.

SECOND – Protection of Health

The Health and Prevention Services in each company in the Telefónica Group shall continually monitor the health of all workers affected by the disease. Likewise, the different

companies shall endeavour to monitor the health of the other workers, in order to minimise the risk of contagion during the different stages of return. In each country the company and the worker representatives shall negotiate the conditions for controlling and monitoring positive cases, close contacts and people with symptoms.

This monitoring shall also be reinforced, where possible given the capabilities in each country, with diagnostic tests, that meet the criteria of the local health and government authorities.

THIRD - Buildings, facilities and PPE

The Telefónica Group shall give preference and priority to teleworking.

For those activities that need to be carried out in work centres, we recommend the following guidelines, among others:

- PPE to be made available in all work centres and training in their correct use, as indicated in Principle One of this agreement
- Increase worktime flexibility by minimizing on-site time, where possible
- Limit occupancy per floor to ensure compliance with the safety distance of two metres or the distance that the local health authorities establish subsequently.
- Limit the capacity of lifts and meeting rooms in line with the safety distance
- Ramp up cleaning and disinfection of all work areas, bathrooms and common areas
- Restrict the use of common spaces, in line with the safety distance of two metres or the distance that the local health authorities establish subsequently.

FOURTH - Progressive and step-by-step return

The return of workers to the workplace will be done in a progressive and phased manner. The stages shall be as follows:

- Stage I: Risk of contagion and first relaxation of lockdown. At this stage only the workers whose activity cannot be done by teleworking shall return to the work centres. Any workers deemed to be at risk shall be excluded from this return. At the local level, Telefónica shall seek forms of flexibility for those workers who may at times encounter demonstrable personal difficulties
- Stage II: Reduction of the risk of contagion. At this stage, the remaining workers who carry out activities that can be accomplished by teleworking shall progressively return to the workplaces and facilities. Likewise, the at-risk groups identified locally shall be excluded. At this stage, the percentage of teleworking shall remain high and our facilities shall be

occupied in such a way as to respect established safety distances. During this stage there will still not be a full return to on-site work.

- Stage III: Control of the pandemic. At this stage, the company and the worker representatives will ensure that the return to work of all employees who fall into high risk categories will take place in an orderly manner. Our experience during this crisis will allow us to consolidate some of the acquired lessons in order to take advantage of the opportunities offered by technology.

In all cases, each country shall be responsible for making sure that these stages comply with different steps in the planned relaxation of lockdown established by each government locally.

FIFTH – Making the most of the lessons learned

All parties should draw all possible lessons from the Covid-19 health crisis. To that end, Telefónica shall promote, through collective bargaining in all Group companies, agreements regarding the following issues among others:

- Consolidation of the progress achieved in teleworking, collaborative work and flexibility
- Establishing new rules on managing numbers in the workplace and protocols for Health and Safety post Covid-19.

SIXTH – Monitoring the agreement

In this context, the parties share the principle that effective collaboration between the company and the worker representatives is necessary. It is essential that in each country the parties establish the appropriate local systems through existing health and safety committee, temporary Covid-19 special commissions, or other dialogue instruments to ensure compliance with the agreements and to address any specific instances that arise until such time as the pandemic is under control.

In witness whereof and for all legal intents and purposes, the parties hereby enter into this Agreement, on [*] May 2020.

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