

# DRAFT CHARTER ON TELEWORKING IN THE BNP PARIBAS GROUP

## INTRODUCTION

Over the last 10 years, the BNP Paribas Group in Europe has developed new ways of working by deploying teleworking in certain entities and business lines, while in parallel also creating Flex Office workspaces at some sites.

In the context of the pandemic, the experience we have gained in teleworking and the deployment of digital tools has enabled a greater number of employees to work remotely beyond the usual teleworking days. This has allowed the Group to maintain its position as a key service actor towards its customers.

Within this framework, the Group wishes to develop the practice of teleworking in all the activities that allow it, with an increased number of teleworking as part of an effort for the digitalisation of working modes and the promotion of new ways of working.

The development of teleworking responds to issues common to entities in Europe and relating to attractiveness, retention, facilitation of internal mobility, and contribution to work-life balance via a potential partial reduction in commute times, among other things.

This development is part of the BNP Paribas Group's "Smart working" project, which aims to continue to change the Group's working methods. This project incorporates four dimensions: teleworking covered by this charter, the workspaces that will continue to evolve in order to promote in particular collaborative work, digital tools to facilitate new uses and the support given to teams.

The representatives of the European Works Council and the company's Management want this expansion of teleworking to take place within a common framework at the Group level in Europe that is formalised in a Charter.

This charter is implemented for a period of three years and applies within each country covered by the European Works Council once the organisational measures linked to the health crisis no longer apply. It is agreed, at the end of a year of sustainable and reinforced teleworking within many Group entities/activities in Europe, within this common framework of reference, that further discussions may be held with a view to including its provisions, possibly updated, in a European agreement.

This charter is the result of exchanges/discussions conducted, over the course of four meetings, between Management representatives and the delegation composed of representatives of the European Committee of the BNP Paribas Group and the UNI Europe and FECEC European Federations.

This Charter complements the three existing European agreements on employment, gender equality at work and stress prevention.

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It is also part of the reference framework of the European Framework Agreement on Telework concluded on 16 July 2002, subject to voluntary application by the countries concerned.

This charter applies to all countries within the scope of the European Works Council.

This charter may be supplemented by companies that fall within the scope of the European Works Council, especially in order to respond to the specific characteristics of the company concerned, taking into account the practices and procedures already in place, local contexts and any laws specific to the different countries through more developed measures, and with the aim of not deviating from the provisions contained in this charter that may be less favourable.

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## OBJECTIVES

The objective of this charter is to define a common framework for the deployment and reinforcement of teleworking within the BNP Paribas Group in Europe, when this form of work organisation is possible and selected by the management of the entity, which allows:

- employees to better balance work and personal life and provide greater flexibility and autonomy in the performance of their work,
- the company to continue evolving work spaces and environments, increasing their use of digital tools and modernising work organisations and methods,
- HR issues to be taken into account, especially the prevention of psychosocial risks associated with the increased and extended practice of teleworking over time.

## DEFINITIONS

According to the aforementioned European Framework Agreement, telework is a form of organisation and/or performance of work duties, using information technology, within the framework of a contract or employment relationship, in which work which could also have been performed on the employer's premises is performed outside those premises on a regular basis.

This charter does not cover teleworking set up under exceptional circumstances, including pandemic situations, threat of epidemics, major adverse weather events, etc. In such circumstances, teleworking may be considered by the company as an adaptation of the workstation that has become necessary for to continue with operations and to guarantee the protection of employees who have the material and functional possibility of teleworking.

This charter does not cover specific individual teleworking situations linked to temporary or non-temporary shiftwork adjustments (due in particular to disability), as well as mobile work which concerns employees whose job/position by nature involves working regularly outside their home site.

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# GENERAL PRINCIPLES OF TELEWORKING WITHIN THE BNP PARIBAS GROUP IN EUROPE

## - Implementation of telework within an entity, based on a collective team approach

Each Business Line/Function is responsible for assessing the compatibility of its activities with the practice of teleworking.

A study of the compatibility of the position with teleworking in the home is carried out by the manager, in liaison with the Human Resources Manager, in particular with regard to:

- the feasibility of carrying out remotely the tasks planned for the position/activity,
- technical constraints (access to IT tools, data, information, documents or equipment),
- management of operational risk,
- the need (or lack thereof) for a permanent physical presence on the company's premises (on-site services, human interactions, customer relations, etc.),
- logistics management,
- IT security and security requirements for processed data or operations carried out in accordance with the regulatory framework,
- the nature of projects that warrant a continuous or significant on-site presence of the work group.

With regard to the eligibility of employees, the following must be taken into account:

- the ability of the employee to independently carry out a professional activity remotely,
- the employee's seniority in the company or in the position with:
  - for new hires, the possibility to postpone the implementation of telework after a period of up to six months' time of service and/or to provide for a progressive telework practice.
  - for mobility within the Group, depending on the change (or lack thereof) of position and a previous teleworking experience, the possibility to postpone the implementation of teleworking within a limit of six months and/or to provide for a progressive telework practice.

In general, the approach to setting up telework is based on a collective team approach, placed under the responsibility of managers and taking into account within each division/department/team the organisation best suited to the nature of the activities carried out, the wishes and constraints of employees and the need to maintain relationships within the teams, equity, and property occupancy and distribution of presence over all days of the week.

## - In observance of the principle of respect for double volunteering...

When telework is deployed, it is neither a right nor an obligation and must be carried out on the basis of double opt-in, namely that the employee and the manager both agree.

In this context, each employee may either accept or not wish to move to telework, without consequence to their job.

## - ... and permanent reversibility

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Teleworking must be reversible at the initiative of the employee or manager, on the basis of personal constraints (change of residence, for example, no longer making it possible to have an environment conducive to teleworking, etc.) or major operational constraints making the employee's on-site presence necessary (IT security subject, etc.).

- **Within the limit of a maximum teleworking rate of 50% of total work time combined with at least one day of presence on site per week (excluding periods of absence for leave, illness, etc.),** in order to maintain social contact and collective efficiency, including collaborative working.

For certain country-specific working environments and/or activities where – particularly where the proportion of teleworking in other companies in the same sector is far higher than 50% combined with significant pressure on recruitment – this proportion could to be increased.

- **Non-intangible teleworking days**

Teleworking may be carried out per entire day, on several consecutive days or not, which may or may not be next to the weekend.

The choice of teleworking day(s) is made after consultation between the employee and their manager, as part of the team project.

The telework day(s) must, if necessary, be subject to periodic rotation on the choice of telework days and may not be intangible, in particular in order to preserve fairness within the teams and to take account of the expansion of telework.

The choice of teleworking day (s) must take into account the management of occupancy of the premises, the proper distribution of teleworking days over the days of the week, and the organisation arrangements of the team (privileged on-site/remote activities).

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# PRINCIPLES RELATED TO THE IMPLEMENTATION OF TELEWORKING

## PLACES WHERE TELEWORKING OCCURS

Teleworking is carried out in principle at the employee's principal place of residence as declared to the company or, after informing its manager, in another private, temporary or permanent location in the country, which must meet the following conditions:

- be within a range that allows the employee to reach the work site in a half-day for the purposes of the activity or in the event of an equipment malfunction not allowing remote work,
- be suitable for remote work, notably in terms of safety, ergonomics and calm; have a secure broadband internet connection; and allow the use of the equipment supplied by the company in accordance with safety rules, including with regard to electrical installations.

It is stipulated that the performance of telework, in the principal place of residence or in another private place, does not give rise to compensation or the payment of any additional costs for transport and, more generally, travel.

Teleworking may not be carried out in an external third-party location (including coworking spaces) considering the security requirements for processed data or the operations carried out.

Employees who pursue their professional activity in the territory of a Member State and who reside in the territory of another Member State, where they normally return every day or at least once a week, they shall be considered as cross-border workers in accordance with European legislation.

These cross-border employees are not, in principle, excluded from the arrangements in force on teleworking within their entity, however they must comply with the regulations concerning them.

A study will be conducted on the situation of cross-border workers with regard to existing regulations and their health coverage to determine whether their terms of access to telework can change.

## POSSIBLE TELEWORKING SCHEDULES

Different schedules are possible:

- regular schedule organised by week, fortnight or month on the basis of a weekly average of 1, 2 or 2.5 days,
- and can be combined with flexible days,
- or exclusively in the form of flexible days
- with as a reminder whatever the chosen telework rate (regular, regular more flexible or flexible only), a minimum day of presence on site per week and a rate of working time carried out by teleworking of an individual maximum of 50%.
- The postponement of non-teleworked days beyond the reference period (depending on the case, week, fortnight, month or semester) is not allowed.

For employees working part-time/short-time in the form of half-day(s) or full day(s), the number of teleworking days is adapted according to their working time to preserve on-site presence of at least one day per week and

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a maximum individual teleworking rate 50%.

For employees in teleworking activities but not wishing or unable to enter into the proposed remote working rhythms of the entity or whose tasks are little suited to teleworking, each entity/country is required to promote, as far as possible, occasional teleworking, non-habitual and selective teleworking.

Occasional working from home is carried out at the request of the employee with the prior authorisation of their manager. It meets the same equipment and place of exercise requirements as those related to regular teleworking and may be authorised by the manager for up to 2 days per month.

## EQUIPMENT AND COMPENSATION FOR TELEWORKING

Several possible forms of support for teleworking.

Hardware support is to be provided, with equipment supplied by the company: Corporate laptop with remote access, telephony solution according to business needs (mobile phone, softphone, etc.), headphones if applicable. Other hardware may be considered for employees who work remotely for up to 2.5 days a week on average (subject to equipment availability).

Telework and/or meal expenses should be reviewed according to local regulations and context. The terms of participation in professional and/or meals costs may be put in place, where applicable, through indemnities and/or allocation of food vouchers and/or access to preferential rates of Internet providers as well as partnerships with Group companies or external partners. For regular remote working, support is to be provided in the form of at least one of the four options set out below.

## DATA PROTECTION

Each management of an entity deploying teleworking must take the necessary measures, in liaison with the Group's IT Department and those responsible for the protection of personal data, to ensure the protection of the data used and processed by the employee for professional purposes when teleworking.

It is also the responsibility of the employee who is working remotely to comply with the rules laid down in particular in terms of IT security and data processing.

In this context, it is recalled that each entity must inform the teleworking employee remotely of any restriction on the use of the computer equipment or tools in force and penalties, if any, in the event of non-compliance with the proper use of this equipment.

## HR CONSIDERATIONS AND PREVENTION OF PSYCHO-SOCIAL RISKS

Support for managers and employees in the implementation of teleworking through, in particular, training, tutorials, best practices, self-assessment, etc., in order to ensure the proper deployment of the system in terms of personal and professional organisation, health and working conditions is key and must be systematic.

In addition, strong attention must be paid to the continued appropriation of digital tools through targeted training actions if necessary.

With the development of telework and its HR challenges, the implementation of actions by entities/business lines must be planned to ensure:

- Balance between personal and work time with defined periods of availability for communication, compliance with minimum legal rest period. The professional activity required of remote workers must

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be equivalent to that of employees in a comparable situation working in the company's premises. Remote workers must be able to be contacted and to respond to requests under the same conditions as when they are in the company's premises,

- the identification of weak signals in teleworking practices,
- the development of a hybrid team management support offer for managers,
- the prevention of sedentary lifestyles and the risk of isolation.

## INVOLVEMENT OF TRADE UNION REPRESENTATIVES/STAFF

Within the framework of this charter, the entities concerned are asked to involve in the context of the deployment of teleworking, through negotiation, where appropriate, trade union/staff representatives, in line with the practices of social dialogue in place.

In addition, monitoring the application of this charter will be carried out, each year, as part of a formal agenda item for one of the fully attended sessions of the European Group Committee.

This point will be preceded by a preparatory meeting with the members of the working group as well as the board of the European Group Committee, not included in the working group and representatives of the Management.

This monitoring will be based on annual indicators calculated by country within the scope of the European Committee, the target list of which could be as follows, subject to the technical feasibility of reporting:

- number of employees working remotely, including breakdown by gender,
- number of employees working remotely by type of schedules,
- average number of teleworking days over the year,
- number of times teleworking is used over the year,
- number of requests for teleworking not made over the year,
- number of employees teleworking covered by compensation for professional expenses/participatory meal expenses/access to preferential rates in terms of internet provision, etc.

The first follow-up meeting will take place during the spring 2022 session.

The addition of indicators related to teleworking will also be examined in the European Social Survey.

Done at Paris on 19 November 2021

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