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# Orange Group
# Global Health and Safety Agreement

## Preamble

The purpose of the Orange Group Worldwide Agreement on Fundamental Labour Rights signed on 21 December 2006 is to enforce a consistent labour policy worldwide, in line with the Group's adherence to the Global Treaty and in compliance with the universal principles of human rights and International Labour Organisation standards.

Since this agreement was signed, Orange Group's operations have expanded significantly worldwide. In this context, Orange's management and the UNI-Orange Global Union Alliance (a group of unions represented in Orange Group) and members of UNI (Union Networks International) resolved on 28 March 2014 in Abidjan to begin health-related talks in order to improve this agreement, with particular attention being paid to HIV/AIDS.

Inspired by the People Charter (social contract), Orange Group set out to implement a bold policy to ensure the safety of its employees, by preventing occupational health risks, protecting their health and improving their quality of life in the workplace.
Moreover, through its Foundation, Orange Group has since 2005 been involved in sponsorship activities in Africa, Europe, the Middle East and Asia. Projects have been supported in this way in 30 countries where Orange Group is present as an operator.
Along with other Group entities, the Orange Foundation has assimilated to each country's culture to work hand in hand with local populations to strengthen social and community ties, notably in overseas health and education efforts.

More specifically, it provides resources to build and equip educational and health-related infrastructures. Whenever it proves appropriate, it incorporates the possibilities offered by digital tools to accelerate social and economic development.
The work of the Orange Foundation will be presented to the UNI-Orange Global Union Alliance at the annual agreement monitoring review and to the Global Group Committee at the request of elected members.

## Purpose of agreement

The purpose of this agreement is to help to incorporate health and safety in everything the Group does, based on:

- a participatory approach that includes all stakeholders and an innovative social dialogue in the area of health and safety that helps to improve what is already there
- the definition of a common set of principles on health and safety in the workplace with specific consideration in terms of healthcare coverage in the African region where the Group is an operator
- using a continuous improvement approach to implement an occupational health and safety management system in all Group companies
- non-discrimination in terms of employee health and a particular focus on population groups whose state of health makes them vulnerable (pregnant women, the disabled, people living with HIV/AIDS, etc.)
- encouraging any initiative to participate in health protection programmes that are specially adapted to local cultures and practices
- a level of prevention and protection for its service providers and subcontractors in accordance with Group requirements, as defined in Chapter 4

The parties agree that actions in the field of health, safety and working conditions require perseverance, consistency and adaptation to local contexts. This is therefore a long-term agreement that will be monitored over time.

## CONTENTS

Preamble....1
Purpose of agreement....2
Scope of agreement application....4
Chapter 1: Innovative social dialogue on health and safety....4
Chapter 2: A common set of principles on health and safety in the workplace....6
Article 1. Employee healthcare access....6
Article 2. Medical monitoring....7
Article 3. Encouraging well-being in the workplace....8
Article 4. Safety in the workplace and risk control....8
Article 5. Planning for and managing emergency situations....9
Chapter 3: Public health and pandemic prevention campaign....10
Article 1. HIV/AIDS and combating pandemics....10
Article 2. Participating in public health campaigns....11
Article 3. E-health services....11
Chapter 4: Prevention and protection level for our service providers and subcontractors....12
Chapter 5: Involvement, information, communications, training....14
Article 1. Communication about the agreement....14
Article 2. Management involvement....14
Article 3. Employee involvement....15
Article 4. Awareness-raising, communications and training....15
Chapter 6: Monitoring of agreement commitments....16
Chapter 7: Characteristics of the agreement....17

## Scope of agreement application

This agreement applies to companies that Orange Group controls directly, in other words companies in which Orange Group owns a majority interest or has a majority of the votes for shares issued or when it appoints more than half of the members on administrative, managerial or supervisory bodies.

## Chapter 1: Innovative social dialogue on health and safety

The parties assert that innovative and high-quality social dialogue in terms of health and safety, involving union organisations and/or staff representatives, is one of the key elements in the smooth implementation of the health and safety policy within the Group, which aims to ~~guarantee~~ ensure employee safety, protect their health and improve quality of life in the workplace.

Each Group entity should ensure that union organisations and/or staff representatives, depending on the existing context (legislation and local practices in force), are stakeholders in all aspects of health and safety in the workplace and particularly in the implementation and monitoring of relevant action plans.

As such, the parties urge subsidiaries' management and labour organisations and/or staff representatives to form health and safety committees or equivalent bodies. The role of these committees includes ensuring that this agreement is implemented locally. Accordingly, they will be called upon to rule on matters relating to its application.

The composition, roles and responsibilities of these committees will be determined in accordance with local legislation and practices. The Group's management encourages the aforesaid committees to organise balanced representation to allow quality dialogue on health and safety questions.

Nevertheless, on condition that legislation allows it, when there are representative union organisations within the entity these have authority to sit on committees in order to be associated with its work.

The committee contributes to the preparation of the entity's health and safety in the workplace action plans and will organise its work around the following priorities:

- identification of at-risk situations
- implementation and monitoring of preventive and corrective action plans, based on risk assessment and local issues in terms of health and safety
- joint assessments of accidents, occupational illnesses, incidents and hazardous situations to identify and remedy the root causes and to recommend corrective actions
- consideration of targeted local actions to promote health and safety
- proposals for public health campaign themes

In an effort to help the members of these committees perform their work successfully, training sessions on health and safety will be organised as needed for committee members. This training may be delivered by approved third-party organisations.

## Chapter 2: A common set of principles on health and safety in the workplace

The Orange Group's objective is to protect and maintain the physical and mental health of its employees at the highest possible level, by preventing accidents and occupational health hazards, by reducing inherent workplace-related risks and by helping to promote access for its employees to quality healthcare coverage.

The parties reiterate that compliance with local regulations is mandatory and that Group rules, including the provisions of this agreement, apply to all entities. These provisions demand a minimum level that may exceed local requirements.

Each entity will allocate the necessary human and financial resources to implementing locally defined action plans at their own pace and in accordance with the Group's health and safety policy.

### Article 1. Employee healthcare access

In an effort to facilitate access to healthcare, Orange Group supports any local initiative working to install on-site and inter-company health centres and to form local partnerships that can escalate the provision of high-quality treatment.

Orange Group ensures that its employees are provided with a social protection scheme in the event of illness or maternity, in line with local laws, regulations and practices, with adequate levels of healthcare quality and accessibility, and develops additional plans of its own as needed.

Furthermore, the health situation in some countries in the African region is causing the Group to start thinking about healthcare coverage for its employees in these countries.

In this context, Orange Group commits within one year to establishing the state of play with regard to existing healthcare coverage for major risks (hospitalisation, maternity and outpatient care) in countries in the African region where the Group is an operator.

This state of play will be the subject of a presentation at a monitoring review meeting on this agreement.

According to the results of the above, Orange Group will define, within a period of three years from the date of signature of this agreement, a minimum healthcare coverage for major risks in countries in the African region where the Group is an operator. Subject to the state-of-play results, this minimum healthcare coverage may provide for partial coverage by the employer. The intention of this offer is to cover employees, their spouses and their dependent children.

Moreover, each time that healthcare coverage is provided in the African region, the Group encourages its entities to see to what degree it is possible to limit the employee's advance payment. This point will form part of the state of play.

## Article 2. Medical monitoring

Orange agrees to organise occupational health monitoring for its employees as appropriate and according to local regulations; it may be performed by a physician or a health professional with reputable credentials. This monitoring will include a mandatory medical examination in advance, where required by law, and occasional check-ups, particularly for employees involved in at-risk activities as defined by local regulations.

According to the health situation in certain countries (see criteria defined by the WHO: life expectancy, infant mortality, likelihood of death, etc.), including certain African countries in particular and when legislation permits it, medical monitoring will include annual health reviews, vaccination campaigns and specific diagnosis campaigns.

## Article 3. Encouraging well-being in the workplace

Orange Group firmly believes that good physical and mental health is a contributing factor to the company's social and economic performance and is committed to:

- Developing actions and methods of working and organisation that improve well-being in the workplace (analysis and organisation of the workplace such that human aspects are taken into account in the same way as technical or financial aspects)
- Developing preventive measures that improve the quality of life in the workplace (work-life balance measures: remote working, adjustment of working hours in certain cases, workstation ergonomics, collective working space, etc.)
- Setting up preventive actions and internal procedures to combat workplace harassment, violence and disrespectful behaviour

## Article 4. Safety in the workplace and risk control

Risk control refers to a structured system that adheres to the following order of priority:

- prevent risks
- if a hazard is inevitable, the risk must be reduced to an acceptable level
    - determine which risks cannot be avoided
    - adapt the work to the worker
    - plan a coherent set of preventive measures that includes risk prevention in technical functions, work organisation, working conditions, labour relations and the impact of environmental factors in the workplace
        - take steps to address collective safety by prioritising individual protective measures
        - provide workers with adequate instructions (training, information and instructions)

## Article 5. Planning for and managing emergency situations

Each entity is responsible for seeing that health and safety is part of all crisis management plans.

Each entity establishes an emergency preparation plan (including in cases of conflict) that includes first aid preparedness and that must contain:

- emergency situation recognition
- prevention, protection and intervention processes that can predict and reduce the effects of emergencies
- alert and evacuation procedures

Emergency plans must be tested to make sure they are operational with the proper routine drills or reviews after actual incidents/accidents occur as part of a continuous improvement process.

# Chapter 3: Public health and pandemic prevention campaign

The parties reiterate the principles of non-discrimination with regard to the state of health of Group employees set forth in the Agreement on Fundamental Rights and a particular focus on population groups whose state of health makes them vulnerable (pregnant women, the disabled, people living with HIV or AIDS).

## Article 1. HIV/AIDS and combating pandemics

The company agrees to apply the principles of the "ILO code of practice on HIV/AIDS and the world of work" and implement employee information campaigns on this epidemic (and any other local pandemic) in at-risk countries:

- To put in place awareness and education programmes aimed at employees in their workplace concerning prevention and handling of the sick, notably those with HIV/AIDS
- To eliminate all discrimination, particularly in the hiring process, and stigmatisation with regard to the sick
- To protect the rights of employees affected (respect for private life and confidentiality, rights and access to services and upholding of the employee relationship)
- To provide employees with all the information, help and advice available (support with voluntary and confidential screening, guidance towards specialist internal or external advice and services, aid programmes, etc.)

Information actions also apply to service providers and/or subcontractors working on the premises or sites of the company and may also apply to the families of employees when sickness has a major impact on the family.
The Group commits its service providers and/or subcontractors to carry out information actions with their employees.

## Article 2. Participating in public health campaigns

The parties reassert the importance of providing Group employees with information and education on specific public health issues. The Group advocates and urges entities, in conjunction with local health committees, to join prevention campaigns addressing health risks in their specific areas.

As well as HIV AIDS, such campaigns may involve endemic diseases (e.g. malaria, Ebola, chikungunya, Buruli ulcer, etc.) and subjects such as dietary habits, physical activity, the fight against addiction and chronic diseases (diabetes, arterial hypertension, etc.).

## Article 3. E-health services

In some countries where the Group operates, mobile telephones provide one of the most effective methods of reaching the population to raise awareness and spread information on health.
The Group is also committed to developing and promoting e-health communication services to the population.

These services may be chargeable or free of charge for the population according to locally agreed partnerships: healthcare hotline, SMS information service, making local populations aware of health issues in conjunction with local healthcare authorities.

# Chapter 4: Prevention and protection level for our service providers and subcontractors

Orange Group will ensure that its service providers' prevention and protection standards comply with its requirements.

Furthermore, when choosing a service provider, entities will include health and safety criteria that meet the Group’s requirements in their procurement processes, based on the activity and turnover of the service provided. In this context, service provider companies will be requested to prepare a report or any other item reflecting their policy in terms of health and safety.

In its Group framework agreements to procure services and supplies, Orange Group agrees to include a Corporate Social Responsibility clause that covers health and safety matters. This clause will be modified in accordance with European and/or international legislation and regulations.

For local contracts signed with service providers and/or suppliers, entities may supplement and/or edit this clause based on the laws and regulations in force. Nevertheless, in countries with less rigorous laws and regulations, the clause serves as a minimum core commitment.

Omission or violation of this clause may result in penalties and immediate termination of the contract.

If the service of a third-party service provider (i.e. subcontractors) takes place on the entity's premises or facilities, the entity and the service provider(s) are responsible for exchanging adequate information concerning their respective activities and should analyse the risks of interference during the various work phases.

Orange Group agrees that the preventive measures or protective resources jointly reviewed before work begins must be aligned with its requirements and, if necessary, form part of a written procedure pursuant to the legislation in force.

Throughout the duration of the service, the entity will have a system in place whereby it has regular communication about any dangerous situations that have occurred as well as accident monitoring.

# Chapter 5: Involvement, information, communications, training

This agreement will be announced to the entire chain of command and all employees so they may understand it and so facilitate the deployment of the Group's health and safety policy.

## Article 1. Communication about the agreement

The adoption of the principles of this agreement relies on distribution and effective promotion as close as possible to the field.

This agreement will therefore be translated from French into English, Polish and Spanish, presented to Human Resources networks and managers and will be subject to communication and publication on Group intranets.

The Group commits to organising a meeting within a period of one year with the UNI-Orange Global Union Alliance for the Africa zone and with local Human Resources departments in order to discuss adoption of the major principles governing this agreement.

## Article 2. Management involvement

In particular, management involvement in health and safety pertains to:

- Ensuring that the risks in the work areas they manage are analysed and controlled and that employees are provided with the appropriate equipment for performing their jobs
- Ensuring that preventive procedures and measures are known and enforced
- Ensuring that employees feel empowered to report problems
- Delivering the entity's messages on health and safety in the workplace and public health awareness campaigns
- Integrating and supporting disabled employees and those starting work again after an accident or illness

- Suspending or stopping an activity if the conditions in which it is carried out present a serious or imminent danger to the life and health of employees

## Article 3. Employee involvement

In particular, employee involvement in health and safety pertains to:

- Applying and following rules and procedures
- Ensuring that risks related to each activity have been properly assessed and that appropriate preventive measures for carrying out their activity have been implemented
- Promoting best practices
- Actively taking part in training courses to gain knowledge and skills in risk assessment, applying related procedures and public health information/awareness campaigns
- Looking after the health and safety of themselves and others
- Taking necessary measures, which may if necessary go as far as withdrawing from their activity in the case of serious and imminent danger to their life or their health and helping to look for a solution

## Article 4. Awareness-raising, communications and training

In an effort to secure employee health and safety, the entity will use any appropriate means to provide them with the relevant information on health and safety in the workplace.

Every Group entity determines the skills required in occupational health and safety and agrees to take the necessary measures to ensure all stakeholders are able to carry out their associated roles and responsibilities.

# Chapter 6: Monitoring of agreement commitments

Orange and UNI monitor this agreement by means of one or two annual meetings at a specific place between management and the UNI-Orange Global Union Alliance.

Monitoring of this agreement will be based on the state of play defined in Article 1 of Chapter 2 and on annual quantitative and qualitative indicators fed back by the countries:

- Number of workplace accidents resulting in absence by cause
- Number of fatal workplace accidents by cause
- Frequency rate
- Severity rate
- Number of days' absence due to workplace accidents
- Number of days' absence due to illness
- Number of health and safety committees or equivalent
- Number of public health campaigns organised for employees
- Percentage of employees with sickness healthcare cover by country

<u>Subcontractors/service providers:</u>

- Number of fatal workplace accidents
- Number of workplace accidents resulting in absence

<u>Access to care:</u>

- Percentage of employees with medical monitoring
- Review of local initiatives for taking part in the implementation of internal or inter-company healthcare centres and for developing local partnerships

In addition to numeric indicators, monitoring of the agreement will help to highlight best practices to be shared.

## Chapter 7: Characteristics of the agreement

This agreement is concluded for an unspecified period; it may be cancelled by one of the parties with three months' notice. The agreement will be lodged at the Paris DIRECCTE.

If there are problems in interpretation, the French version of this text will prevail.

Paris, 21 November 2014

| For ORANGE<br>Bruno Mettling<br>Deputy Group CEO | For UNI/Global Union<br>Philip Jennings<br>Secretary General | For the Orange Union Alliance<br>William-Ange Coker<br>Chairman |
|---|---|---|
| | | |

And UNI-affiliated French union organisations represented respectively by the following:

| For CFDT- F3C<br>Isabel Lejeune-To | For CGT-FAPT | For FO-COM<br>Nadia Zak-Calvet |
|---|---|---|
| | | |