



# HEALTH, SAFETY AND WELL-BEING AT WORK



Our responsibility and our commitment are to create the conditions that guarantee the physical and mental integrity and health of all those present at our sites, and beyond that, a framework that promotes quality of life at work. The labour policy within the Group extends the positive and effective initiatives already under way, and also introduces a new trend of increased investment in prevention, both to improve working conditions and to promote an environment conducive to the development of our employees and our business activities.

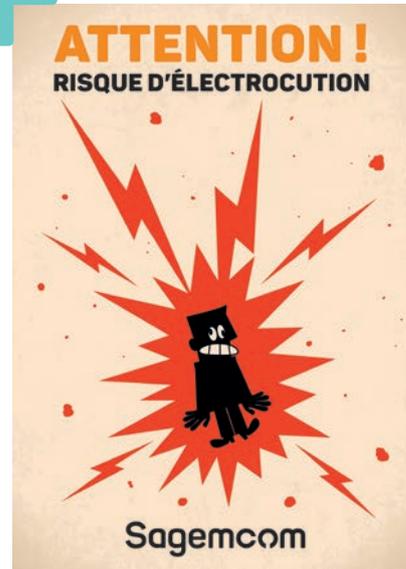


**E**liminating danger, reducing risks, occupational diseases, serious accidents and the most frequent accidents, are all top priorities for Sagemcom. Our goal is to reach "0 accidents". While this objective represents a challenge, it remains the only one that is feasible with regard to the issues at stake and requires the involvement and concerted effort of everyone at every level.

### Taking action to ensure safety at work

The safety of our employees is subject to a risk analysis for each business line. This allows us to anticipate risks as much as possible through preventive and protective measures, both individual and collective. This analysis is reviewed and updated each year but also every time a new activity or process is created. Central to our concerns are fire safety and protection against electric risks and exposure to chemicals. Various procedures have been established to manage the risks to the health and safety of employees:

- Risk assessment
- Legal requirements
- Validation of equipment
- Accident recording
- Preventive and/or corrective measures
- Management of dangerous products
- Treatment of dangerous products
- etc.



All of our employees are trained in occupational safety, right from the induction process onwards, and throughout their career within the Group. In order to minimise the risks, personal protection equipment is made available to everyone, in order to supplement the collective preventive actions .

In addition, employees are also involved in the definition of safety instructions: this is essential to ensure that the instructions and the associated equipment (gloves, glasses, etc.) are compatible with their daily lives.

We also take into account the technological developments affecting our production tools (for example the integration of automated lines) in the mapping and management of new risks. Safety analyses in every situation (including maintenance) are carried out, and specific rules are laid down. They are complemented by operator training sessions, and, of course, by the provision of suitable equipment.

The Group has therefore set up all the necessary means and equipment to detect and deal with emergency situations. These situations are tested annually or more frequently, depending on their impacts.

The results are then reported each month by the local management. An overview is held midyear to verify that the actual results are in line with the objectives. Corrective measures are set up if this is not the case. The annual results are finally presented and analysed by the Executive Management. Finally, in addition to the measures taken for production, processes have also been set up for teams handling electrical or gas products: as a result, even without certification, the same rules are applied to them. For example, every employee who works near an electrical product or machine must

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take training to become a qualified electrical worker. At the end of this training, and subject to passing the final exam, an electrical qualification certificate is then given. Dedicated safety systems for electric shocks, fires and explosions are also installed within our laboratories.

In Italy, like in all our production plants, a QSE (Quality Safety Environment) manager has been named to oversee the renovation of the plant and to ensure the health and safety of employees. Furthermore, international standards (ISO 14001 and 45001) are used as a reference for the management of the environment and safety on the site.



## ISO 45001 CERTIFICATION

Sagemcom's safety policy is based on OHSAS 18001 certification, particularly for production sites. For example, our Tunisian production site, where the vast majority of our manufacturing is located, was OHSAS 18001-certified by AFNOR in 2008, and has been ISO 45001-certified since 2018

Within our Tunisian plants, every measure is taken to prevent risks (noise pollution, chemical products, psychosocial risks, etc.) to which our employees may be subjected. To preserve their health, working conditions are regularly audited and recommendations are issued, with a view to continuous improvement.

## Taking care of our employees

Sagemcom does not intend to limit its commitment to safety, but wishes to commit to health as well by deploying a prevention initiative. With regard to our Tunisian research and development teams, an extended medical service (contracted doctor, occupational doctor, physiotherapist, health and hygiene officers) is available to everyone every day of the week.



## WORKING POSTURES

Adjusting and arranging a computerised workstation properly helps employees to adopt a natural and comfortable posture. For the arrangement to be efficient, it is also necessary to organise the work in hand properly.

**Sagemcom  
offers to  
cover the  
reimbursement  
of its employees'  
healthcare costs**

With this aim, the Group pursued action plans along several lines in 2020:

- Develop preventive and ergonomic procedures in the design of new tools and premises or the preparation before taking over a workstation and thus reducing the risks including the onset of Musculoskeletal Disorders (MSD). An e-learning module adapted to the Group's activities has been introduced to prevent the onset of MSDs, for example by addressing work on screens or handling operations. In Manaus, Brazil, the first 20 minutes of the working day are devoted to flexibility exercises before starting a job, to prevent MSDs. The success of this initiative resulted in its extension to our site in Taden, where staff members now do exercises to warm up their muscles before each shift. The SS&T site also deployed a major project to prevent MSDs, supplemented by a communication campaign designed to promote best practices, especially in terms of posture. On the Taden site, an exoskeleton is used to analyse and assess the best postures in order to adapt the production lines to human beings.
- Involving Occupational Health Services, beyond medical surveillance, by providing advice designed to encourage employees to participate in the process of preventing occupational risks (hardship, travel, etc.), and, more generally, to encourage employees to adopt healthy lifestyles. This advice is given either individually or during collective information and awareness sessions, as in France or China, as part of information campaigns or visits to workshops, offices, or even during organising information and prevention campaigns. One example is "Pink October", a campaign that was organised on all our Tunisian sites, in collaboration with a team of midwives and an oncologist, with the goal of raising employee awareness of the risks of breast cancer and the means of prevention. Several other actions were taken on our Tunisian sites, such as screening for diabetes and high blood pressure, and awareness-raising campaigns on subjects such as breastfeeding. Although these campaigns were a success in 2019, it was not possible to repeat them in 2020, due to the health restrictions imposed by COVID-19.
- Promoting access to a high level of healthcare and welfare coverage for every employee: regardless of their geographical location, Sagemcom provides its employees with reimbursement coverage for medical care, thus enabling them to preserve their health and, if necessary, that of their family.

### **Well-being at work, one of our central concerns**

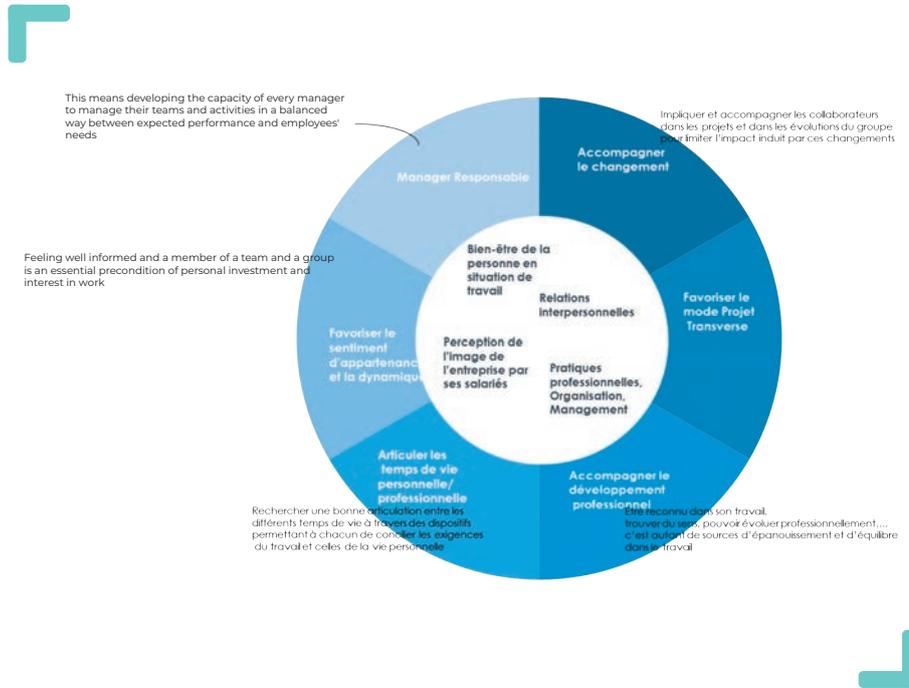
We pay close attention to the quality of life at work and we are developing initiatives to offer employees a working environment conducive to their development and the reconciliation of their professional and personal lives, which also helps to develop our corporate performance.

The well-being of employees is dependent on the organisation of the company, its mode of operation, its management and dimensions such as the quality of interpersonal relations and personal guidance.

Sagemcom implements several initiatives on these themes:

- Particular attention is given to job organisation and workloads as well as their potential impact on employees' lives: the annual interview system that allows every employee to indicate their feelings about the workload, organisation and the balance between work and personal life, irrespective of the employee's working time (counted in hours, days with or without reference to working hours) or their geographical location came under closer scrutiny, and 100% of the escalated professional difficulties were addressed.
- Seeking to optimise the quality of life at work is also part of a process for preventing psychosocial risks. In France, a prevention plan was the framework for our approach and strives first and foremost to reduce the

risks at the source in order to obtain deep and lasting improvements. The effects of the implementation of this policy are assessed every year, and the measures, if necessary, are updated within the framework of a Monitoring Committee in conjunction with the Staff Representatives and Occupational Medicine. The success of this method of prevention, confirmed by the Occupational Health Services, continued in 2020. In parallel, other measures are being taken in our subsidiaries, such as in China, to provide time and space for employees to unwind after the working day, with the organisation of daily sports sessions (tennis, basketball, etc.).



The question of the balance between the different times of life is addressed through a number of specific measures. An agreement on the balance between work and private life was signed in France in 2020. The agreement provides for a number of long-term measures and commitments organised around four priorities: time management, the right to disconnect, employees' right of expression and employee mobility between their home and their workplace. In addition to the existing outreach services at the Rueil-Malmaison site (conciierge service, transport shuttle, etc.), Sagemcom is helping to meet the demands of work and private life by addressing the demands of every aspect of parenthood by publishing a 360° guide to being a parent. The improved integration of the issues related to parenthood has also been extended to other countries, such as China, where further measures to organise working time have been taken to help new parents.



### A closer look at the modernisation of our industrial system

The group's growth strategy has seen a significant rise in our production volumes over recent years. We have moved on from around 20 million products per year, to more than 40 million in 2020. It is for this reason that our Group has chosen to increase its production capacity on different industrial

sites, with the aim of having a completely redesigned industrial system. High standards and quality are the keys to promising our customers that we use efficient manufacturing methods that meet the latest standards of the industry.

The 15,000 m<sup>2</sup> Sagemcom Multi-Energy site in Taden, France, which hosts two production buildings each measuring almost 2,000 m<sup>2</sup>, is specialised in the manufacture of Gazpar smart meters for Engie and Linky smart meters for Enedis. This manufacturing site is the fruit of the decision taken by Sagemcom and its employees to convert the Dinan plant, which used to produce consumables for faxes and photo printers, into a factory producing smart meters. This initiative resulted in 32 employees being retrained in 2014. Today, the Sagemcom MEI site employs about 70 people.

*We have progressed from manufacturing some 20 million products every year to more than 40 million in 2020*



The Ezzahra site in Tunisia was inaugurated in April 2019. This brand new site manufactures our AVS and BBS products. The neighbouring Ben Arous site was entirely renovated to meet the rising demand for the production of communicating meters. By the end of 2020, our two sites in Tunisia had been redesigned to meet the requirements of the highest European standards!



The Sagemcom Italia SpA. site in Città di Castello specialises in the production of multi-energy meters. Following the Group's take-over of Meter Italia, Sagemcom's Energy&Telecom subsidiary now boasts a 6,500 m<sup>2</sup> production

site with a high level of expertise in the production of multi-energy meters. And by employing more than 300 people, Sagemcom is actively contributing to the development of a new know-how on the local job market.

