

**INTERNATIONAL AGREEMENT**  
**FOR THE PROMOTION OF SOCIAL DIALOGUE AND DIVERSITY**  
**AND**  
**RESPECT FOR BASIC EMPLOYEE RIGHTS**

**BETWEEN:**

CARREFOUR, a private limited company the Head Office of which is located at 33, Avenue Emile Zola, 92100 BOULOGNE BILLANCOURT, France, identified under SIRET No. 652 014 051 00724, R.C.S. NANTERRE, duly represented by Mr Alexandre BOMPARD, in his capacity as Chairman and Chief Executive Officer, hereinafter referred to as

**“CARREFOUR”,**

**AND**

**UNI Global Union**, an international confederation of unions, the Head Office of which is located at Avenue Reverdil 8-10, 1260 NYON, SWITZERLAND, duly represented by Ms Christy HOFFMAN, in her capacity as General Secretary, e, hereinafter referred to as

**"UNI Global Union",**

**CARREFOUR and UNI Global Union, hereinafter referred to as the "Parties".**

**The international agreement herein for the Promotion of Social Dialogue and Diversity and Respect of Fundamental Rights at Work was agreed on 3 October 2018.**

## PREAMBLE

In May 2001, **CARREFOUR** and the international confederation of unions, **UNI (Union Network International** since re-named **UNI Global Union**), signed an international agreement to foster respect for fundamental rights at work.

In that spirit, the Parties have agreed, after nearly 15 years of working together, to meet in the course of 2015 in order to determine and create the conditions conducive to the continuation of this dialogue by bringing the provisions of the original agreement up-to-date.

Thus, on 30 September 2015, on the occasion of the plenary meeting of the Comité d'Entreprise Européen Carrefour (named "Comité d'Information et de Concertation Européen Carrefour" - C.I.C.E.), **CARREFOUR** and **UNI Global Union** signed a new international agreement on the "**Promotion of Social Dialogue and Diversity and for the Respect of Fundamental Rights at Work**".

These two successive agreements then enabled **CARREFOUR** and **UNI Global Union** to develop constructive relations through ongoing social dialogue and a proactive approach to proposals and the search for solutions.

In accordance with the provisions of the agreement of 30 September 2015, the **Parties** have met regularly over the past three years to evaluate its implementation.

In their discussions and at the time of renewing and updating the agreement of 30 September 2015, the **Parties** intend to reaffirm the following points:

- **CARREFOUR** recognises the need to extend forward its historical and cultural dynamic of dialogue and social construction. **CARREFOUR** furthermore recognises the important role played by trade unions and worker representatives in raising or securing quality labour standards for those working in the retail sales sector.
- **UNI Global Union** recognises before **CARREFOUR** its unremitting determination to uphold fundamental freedoms, its consideration for its employees and their working conditions, as well as its dedication to sustaining quality relations and social dialogue, as well as its efforts to promote diversity and in particular professional equality between women and men and the employment of staff with disabilities.

- Together, **CARREFOUR** and **UNI Global Union** recognise that, in the highly-competitive environment that prevails in today's global retail sector, economic performance and social development are vital to the competitiveness, long-term future and expansion of **CARREFOUR's** operations.

**It is in this spirit that the Parties met in 2018 in order to agree on a new collective agreement for a period of 3 years. The said Agreement shall incorporate and complete the main provisions of the agreement of 30 September 2015.**

Each party thus agrees to the provisions set out below in a spirit of reciprocal commitment.

**Within this setting, the present Agreement is concluded between "CARREFOUR" (1) and "UNI Global Union", (2) for the Promotion of Social Dialogue and Diversity and to ensure Respect for Fundamental Rights at Work.**

## 1. General Principle of Agreement

The Agreement herein is intended to underpin an effective working method and maintain a positive and constructive common mind-set with respect to social relations between **CARREFOUR** and **UNI Global Union and its affiliates** in the continuity of their international agreements dated 15 May 2001 and 30 September 2015.

This agreement is built on the foundations of a purposeful and constructive approach. Consequently and in keeping with this spirit, the provisions herein may thus not be construed as legally binding upon the **Parties**.

**CARREFOUR** and **UNI Global Union** confirm that the growth and economic and financial health of **CARREFOUR** and its entities are a necessary pre-condition to developing employment and furthering the work- and pay-related conditions that frame and support work.

The **Parties** acknowledge that the very purpose of a company's operations is to generate the resources needed to endure, operate and develop through competitiveness and investment in particular in new technologies and on-line commerce. In the global and highly-competitive economic environment that prevails in the retail and distribution sector, the **Parties** undertake to abide by global and/or local standards on social relations, and to view them in light of the need to ensure that **CARREFOUR's** operations remain competitive on the markets on which they operate. Furthermore, **CARREFOUR** entities also intend to foster, for their employees, a safe working environment and personal/professional work-life balance.

The term "**CARREFOUR entities**" refers to those companies that have been incorporated into **CARREFOUR Group** and which **CARREFOUR** controls and manages.

## 2. Promotion of Social Dialogue

Social dialogue is part of CARREFOUR's culture.

CARREFOUR and UNI Global Union assert that willingness to listen and ongoing dialogue are key drivers in gaining the confidence of social partners and foster individual and collective progress.

### 2.1. Ongoing and constructive social dialogue.

The **Parties** firmly believe that constructive dialogue must be a characteristic feature of their relationship.

They assert that dialogue and cooperation continue to be the best method for resolving problems and tackling disagreements. Therefore, the **Parties** undertake to look for solutions first and foremost through dialogue rather than through any other form of action.

Concretely, they agree to meet regularly and whenever necessary, in order to come to a mutual understanding of their respective positions and reach a satisfactory compromise, within the framework of the necessary economic and social balance.

Social dialogue shall also be used where the strategic aims of **CARREFOUR** and its entities are concerned. In this sense, it must enable information and exchange of opinions on the economic environment, issues at stake and impact on employees.

As to **CARREFOUR** entities, dialogue shall be engaged and commitments made further to this principle in each local environment, as relevant.

**UNI Global Union** undertakes to convene a **CARREFOUR** representative to the UNI Global Union - Carrefour Alliance meetings in order to facilitate regular information sharing and create the conditions for discussion on the topics addressed, in particular those discussed in the agreement herein.

The **Parties** furthermore agree that the implementation of constructive social dialogue implies appropriate behaviour on the part of both parties, which in turn is conducive to problem-solving that is respectful of mutual interests.

## **2.2. Social dialogue that upholds company renown, image and confidentiality**

In order to continue a quality social relationship, **CARREFOUR** and **UNI Global Union** on its behalf and on that of its subsidiaries, guarantee that the information, discussions and documents shared or provided shall remain strictly confidential, where explicitly requested by either of the parties.

The present Agreement is expected to enhance the quality of social relations. By no means shall it put **CARREFOUR** at a disadvantage with respect to its global or local competitors, on any aspect whatsoever. **CARREFOUR's** image and that of its operations shall be upheld.

Likewise, when using social networks, the same social dialogue approach as promoted by the agreement herein will be used.

As such, the printed press and social networks shall be used, in compliance with local regulations. They may not be used to spread erroneous or partial information about any of the parties involved.

## **3. Promoting respect for the basic rights for employees at CARREFOUR Group entities**

As part of a sustainable social development model and a constructive working relationship, **CARREFOUR** and **UNI Global Union** undertake to support the principles set out in the internationally recognised agreements relating to fundamental human rights.

The international conventions and texts to which reference is made above are as follows:

- ***The International Commitments for the Protection and Defence of Human Rights of the United Nations:***
  - *The International Bill of Human Rights;*
  - *Convention on the Elimination of All Forms of Discrimination against women adopted on 18 December 1979.*
  - *Women's Empowerment Principles defined by UN Women (WEPs) (Statement of support for these principles signed by Carrefour on 28 November 2013).*

- ***The Fundamental Conventions of the International Labour Organization (ILO) dealing with:***
  - *Freedom of Association and Protection of the Right to Organise Convention;*
  - *Principles of Collective Bargaining Convention,*
  - *forced labour and the abolition of forced labour*
  - *the prohibition of child labour (minimum age) and exploitation;*
  - *Anti-Discrimination Convention,*
  - *equal pay for women and men.*

The ILO conventions as signed and in effect as of the signing of the agreement herein are listed in section (3).

- ***The principles of the Global Compact adopted at the Initiative of the United Nations and relating to Human Rights and International Labour Standards.***
- ***The recommendations set out in the OECD guidelines for multinational enterprises and relating to Human Rights and International Labour Standards.***
- ***The United Nations' Guiding Principles on Business and Human Rights***
- ***The Charter of the ILO Global Network "Business and Disability" (signed by CARREFOUR on 28 October 2015).***

On the other hand, Carrefour also supports **the Sustainable Development Goals (SDGs) adopted by countries within the UN and is particularly committed to SDG 5 on Gender Equality.**

**CARREFOUR**, in line with its Ethical Principles, abides by the laws, regulations and collective agreements relating to the social, working and compensation conditions of its employees and applicable in each of the countries in which its integrated operations are located.

The present agreement also proceeds from efforts to implement the Carrefour Vigilance Plan, set out in compliance with the French law enacted on 27 March 2017, regarding the duty of vigilance of parent companies and ordering companies.

**CARREFOUR is firmly dedicated to the principles set out in the texts and agreements above as well as to the provisions hereinafter addressing the same. However, CARREFOUR, reserves the right to review the enforcement thereof and, where applicable, to adapt them, should local regulation (laws, rules, jurisprudence, etc.) establishes different provisions or provisions to the contrary. Should this prove to be the case, CARREFOUR shall duly inform UNI Global Union.**

### **3.1. Freedom of Association and Protection of the Right to Organise**

**CARREFOUR and UNI Global Union recognise the need to respect the international and local rules regarding the establishment of a trade union or of membership in a trade union organisation.**

The presence of unions within **CARREFOUR** is an historical reality.

In compliance with the regulations of each country in which **CARREFOUR** operates and in keeping with its principles, the **Parties** recognise the usefulness of union presence and the right for its employees to join the trade union of their choosing.

Consequently **CARREFOUR** and **UNI Global Union**, on its own behalf and on that of the trade unions affiliated with it, respect employees' freedom to join the trade union of their choosing, provided the said union has been legally formed.

Recognition of freedom of association implies a choice for each employee to join or not to join a trade union organisation. The said choice must be informed by objective and transparent information provided by unions to the employees concerned. Under no circumstances may the employee be subjected to pressure, from any source whatsoever, to join or not join a trade union organisation or call into question or undermine his or her choice to join a specific union organisation.

In line with already-established practice, when a trade union affiliated with **UNI Global Union** informs the Management of a **CARREFOUR** entity of its intent to establish and begin operations in the said structure, and provided that no trade union already exists there, whether an UNI Global Union affiliate or not, the Parties shall follow the procedure as described in Appendix 1 of the Agreement herein.

The trade union organisation shall be recognised as long as it satisfies the requirements of all laws, regulations and agreements in effect with regard to its recognition.

The workers representatives and their prerogatives are upheld.



### **3.2. Upholding the principles of collective bargaining**

**CARREFOUR, further to the principle of social dialogue, fulfils its local collective bargaining requirements, in compliance with the local regulations and international conventions.**

**CARREFOUR** and **UNI Global Union** confirm their commitment to initiate constructive social negotiations with the trade unions, as set out in the OECD's Guiding Principles for Multinational Enterprises.

**CARREFOUR** and **UNI Global Union** jointly assert that the right to collective bargaining may be exercised within **CARREFOUR** without fear of retaliatory action, repression or any other form of action, opposition or discrimination.

Bargaining, when conducted at the local level, shall be organised exclusively within the entity to which the prospective agreement applies and between the social partners of this same entity.

### **3.3. Anti-discrimination and promotion for diversity.**

#### **3.3.1. CARREFOUR and UNI Global Union undertake to ensure that the diversity of the teams within their own structures is respected.**

The diversity of profiles and skills (hereinafter referred to as "**Diversity**") is an asset and a performance factor for **CARREFOUR** Group.

**Diversity** is an integral part of **CARREFOUR**'s economic model. Since its founding, **CARREFOUR** has been attached to reflecting the diversity of the civil society and communities in which it operates. With some one hundred nationalities, **Diversity** is very much a reality at **CARREFOUR**: the teams are composed of men and women of all ages and origins, with varied histories.

**CARREFOUR**'s commitment to **Diversity** includes actively promoting non-discrimination and equal opportunity, integration and job maintenance for workers with a disability respect for equality between women and men and the employment of young people and senior citizens.

The features specific to its operations and jobs, locations of its stores across all layers of rural and urban society, along with the purposeful approach it has adopted, have historically fostered **Diversity** at **CARREFOUR**.

Diversity is reflected in particular in differences in gender, age, origin, culture, sexual preference, nationality, opinions and beliefs, disability, family situation, education and trade union membership.

Under no circumstances may these differences influence hiring, training, compensation, career management and career development.

For its part, **UNI Global Union** encourages greater diversity in trade union representation and the personnel of its affiliates.

**3.3.2. “CARREFOUR intends to continue and develop its policy on hiring employees with disabilities, which includes provisions on recruitment, integration and professional development.**

CARREFOUR embodies this historical purposeful approach through local agreements or processes as well as through partnerships such as the Convention signed with the “Business and Disability” Network of the International Labour Organisation (ILO) which is aimed at promoting employment for people with disabilities throughout the world.

**3.3.3. CARREFOUR and UNI Global Union undertake to ensure professional gender equality.**

The principles of gender equality and of non-discrimination based on sex must be respected in the selection and recruitment processes, the distribution of tasks, promotion, remuneration and career training. These principles also apply to any modifications in labour conditions connected with the nature of the employment, social benefits, the termination of employment contracts and any aspect that has an impact on professional life.

Through its international programme “*Women Leaders*” **CARREFOUR** strives to improve the degree of diversity in its teams and at all levels, particularly at the middle and upper management levels.

**CARREFOUR** supports the principles and promotes the action proposals set out in the joint statement issued by CARREFOUR’s European Information and Coordination Committee (CICE) of 31 May 2012 for equality between men and women (Appendix 2).

#### **3.3.4. CARREFOUR and UNI Global Union are united in combating violence against women.**

Concerned by the incivilities and violence which female employees may face in both the private and professional arenas, the Parties wish to implement measures to curb this phenomenon and intervene when it occurs.

These incivilities and acts of violence have an impact on the employee's health and working conditions. They are also an obstacle to professional development.

Information, awareness-raising and training must make it possible, on the one hand, to better prevent, detect and understand this phenomenon and, on the other hand, to advise and support victims by providing them with active listening, advice and the necessary contacts.

**CARREFOUR** supports the principles and promotes the action proposals set out in the joint statement issued by CARREFOUR's European Information and Coordination Committee (CICE) on combating violence against women of 18 April 2018 (Appendix 3).

#### **3.4. A Safe and Healthy Working Environment and Respectful Working Conditions.**

**CARREFOUR and UNI Global Union are committed to taking action to protect the health, safety and quality of working conditions for the Group's employees.**

Maintaining health and safety at work for all of its employees is a priority for **CARREFOUR**.

The parties undertake to work to respect established health and safety standards.

The **CARREFOUR** Group shall ensure that the labour conditions of its employees comply with the ILO Conventions referred to in Section (3) and local regulations.

As such, **CARREFOUR** fosters the implementation of initiatives designed to improve:

- conditions for the physical, mental and social well-being of its employees within each entity;
- the prevention of occupational and psychosocial risks;
- work-life balance;
- quality of living and atmosphere in the workplace.

**CARREFOUR** is committed to promoting and sharing best practices in this area, so that they can be more easily deployed.

For its part, **UNI Global Union** shall ensure that its affiliates participate in these efforts by calling attention to areas for improvement and by encouraging employees to adhere to the prevention and protection standards provided for in the local regulations or in the guidelines of the **CARREFOUR** entity that employs them.

#### **4. Promotion with Partners**

By way of introduction, it is reiterated that the Carrefour Vigilance Plan referred to in Paragraph 3 above includes reasonable vigilance measures conducive to identifying risks and preventing serious violations of human rights and basic freedoms, health and safety of individuals and the environment, resulting for instance from the operations of sub-contractors or suppliers with which it maintains established commercial relations.

**CARREFOUR asks its main suppliers and sub-contractors to uphold the Human Rights and Basic Rights as set out by the International Labour Organisation (ILO).**

**This applies also to CARREFOUR's new international franchisees outside the European Union (4).**

**Further to this, CARREFOUR shall keep UNI Global Union informed of the types of action it takes as follows:**

- **CARREFOUR's** approach regarding **own-brand product suppliers** shall be manifested in the establishment of a control methodology that complies with fundamental International Labour Organisation (ILO) rights. **CARREFOUR** is asking its controlled product suppliers to sign its “Supplier Commitment Charter” and to ensure that factories manufacturing these products comply with the charter.
- **CARREFOUR** furthermore asks its **new franchise operators outside the European Union to sign** its “Commitment Charter for the Protection of Human Rights”. With existing franchises, this topic will be addressed when amendments to existing agreements are negotiated. It is reiterated, however, that the franchisees have control over their enterprise.

The aforementioned Charters are based on the ILO's fundamental conventions international standards in the area of Human Rights, dealing with the following themes:

- the prohibition of forced labour;
- the prohibition of child labour;
- respect for freedom of association and actual recognition of the right to collective bargaining;
- the prohibition of all discrimination, harassment and violence;
- decent pay, benefits and employment conditions;
- working time;
- health and safety in the workplace.
- ethics and anti-corruption.

Each year, a specific update on this approach will be organised between **CARREFOUR** and **UNI Global Union** at the annual monitoring meeting of this agreement.

As regards its service providers, **CARREFOUR** shall select them based on their ability to provide high-quality service, experience, reliability and reputation, in particular as regards compliance with the labour law and obligations.

## 5. Application of the Agreement

**CARREFOUR** and **UNI Global Union** undertake to circulate this agreement to and request that it be applied by the Management Teams of the different entities over which it has control, the management and all of its affiliated trade unions.

The agreement may, depending on the circumstances specific to each **CARREFOUR** entity, be applied in successive stages.

This communication emphasises compliance by all the levels of both organisations of the provisions contained in the present agreement.

In order to assess the degree of implementation and manage any issues encountered in enforcing the present Agreement, representatives from **CARREFOUR** and **UNI Global Union** shall meet once a year.

Between these meetings, **CARREFOUR** Group Employee Relations Department will ensure the continuity of relations with **UNI Global Union**.

The Parties undertake to mutually inform one another at the earliest possible opportunity of any difficulties observed in implementing this agreement, in order to find a solution as promptly as possible.

## 6. Settlement of disputes

Should a dispute arise regarding the interpretation or application of the agreement herein between an entity of **CARREFOUR** Group and **UNI Global Union** and cannot be settled through dialogue, the parties shall adopt the following procedure:

### a) Complaint issued by trade unions affiliated with UNI Global Union

1. The complaint must first be filed with the Management Team of the relevant entity.
2. Where the claim has not been settled with Management at the relevant entity, the recognised local trade union or local representative of **UNI Global Union** may refer the matter to the Management of the relevant country.

Where a trade union has not yet been formed, the local representative of **UNI Global Union** shall be entitled to respond alone.

3. If the complaint is still not resolved, **UNI Global Union** can contact the Social Relations Department of the **CARREFOUR** Group.  
In such case **CARREFOUR** shall conduct an open and transparent investigation.
4. If it is confirmed that violations have occurred, **CARREFOUR** shall see to it that the situation is remedied and that other appropriate measures are taken, as required by the situation.

**b) Complaint from the Management Team of a CARREFOUR entity**

1. The complaint must first be filed with the local trade union.
2. If the complaint is not resolved with the local trade union organisation, the Management of the entity may refer the matter to the Bureau or National Federation of the trade union organisation.
3. If the complaint is still not settled, the local entity's Management Team may refer the matter to **CARREFOUR's** Social Relations Department, which will make contact with **UNI Global Union**. **UNI Global Union** shall then conduct an open and transparent investigation.
4. If it is confirmed that violations have occurred, **UNI Global Union** and its affiliated trade unions shall ensure that the situation is quickly remedied and that appropriate action is taken, as required by the situation.

**c) Exclusions**

The procedure set out above, in Paragraphs 6a and 6b are warranted only where the dispute pertains to a right or standard covered by the agreement herein.

## **7. Effects of the Agreement**

This international agreement replaces the **CARREFOUR - UNI Global Union** international agreement of 30 September 2015, which expired on 30 September 2018.

It applies to the company **CARREFOUR** itself and to the subsidiaries under its direct control and management.

It by no means calls into question the social relations practices in effect at **CARREFOUR** provided that these are not in contradiction with its provisions, or with local, national or European conventions dealing with the themes set out in the agreement herein. Furthermore, the agreement herein shall in no way modify the employment and working conditions of the employees at **CARREFOUR** Group.

**UNI Global Union** also calls for the said agreement to be respected by the trade unions affiliated with it.

**CARREFOUR** and **UNI Global Union** recognise that the Agreement herein applies under the laws and regulations in effect in each country and agree that no specific provision of the Agreement herein shall be enforceable if in violation of the aforementioned laws and regulations (including jurisprudence). However, should a provision of the present agreement not be valid in a country, the other provisions of the agreement (compatible with the laws, regulations and jurisprudence in effect in the country) shall continue to remain valid and in effect.

## **8. Term of the Agreement**

The Agreement herein is concluded for a period of 3 years from 1 October 2018.

It may be terminated at any time by prior notice on the part of either party, by recorded delivery letter with acknowledgement of receipt, subject to a notice period of 3 months.

In the event of termination, the signatories agree to meet during the notification period in order to determine the implementation terms for a new agreement.

During the year preceding the date of the agreement's expiration, and at least three months prior to the said date, the Parties shall meet in order to review the implementation of the present Agreement and consider options for possible renewal.

**The original French text of the Agreement herein shall be considered the reference point in the event of divergences in interpretation.**

Massy (91, France), 3 October 2018

For **UNI Global Union**

**Ms Christy HOFFMAN**

General Secretary

*[signature]*

For **CARREFOUR:**

**Mr Alexandre BOMPARD**

Chairman and Chief Executive Officer

*[signature]*



(1) **CARREFOUR** is one of the world's leading distribution groups, managing hypermarkets, supermarkets, cash & carries and convenience stores, and online commerce operations. CARREFOUR's sustainable development and diversity policy is based on open and transparent dialogue with its partners and stakeholders.

(2) **UNI Global Union** is an international union representing more than 20 million workers from over 900 trade unions across the world. As a social partner, UNI Retail Global Union works to improve working conditions in the retail and wholesale sector, drawing on its ability to create networks, build initiatives with its affiliated trade unions, cooperate with multi-national corporations and sign international framework agreements.

**(3) ILO Conventions covered by the present agreement**

- Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)
- Right to Organise and Collective Bargaining Convention, 1949 (No. 98)
- Workers' Representatives Convention, 1971 (Convention No. 135)
- Forced Labour Convention, 1930 (Convention No. 29)
- Convention on the Abolition of Forced Labour, 1957 (Convention No. 105)
- Minimum Age Convention, 1973 (Convention No. 138)
- Convention on the Worst Forms of Child Labour, 1999 (Convention No. 182)
- Equal Remuneration Convention, 1951 (No. 100)
- Discrimination Convention (employment and occupation), 1958 (Convention No. 111)
- Workers with Family Responsibilities Convention, 1981 (No. 156) - on the principle of non-discrimination
  
- **Carrefour's new international franchise operators outside the European Union** refers to the CARREFOUR Group franchisees that operate stores under one of Carrefour Group's brands outside the European Union, in countries where Carrefour Group does not operate stores under its own name.

## APPENDIX 1

### Creating or establishing a trade union within a local entity of the CARREFOUR Group

(where no union representation exists within the relevant entity)

The parties concerned shall appoint representatives to agree on a formal and organised recognition and promotion process. In accordance with the local regulations, formal discussions between the local Management and the Representatives of the trade union organisation can thus provide for the following provisions:

- The Management Team of the local entity shall facilitate access to representatives of the trade union and give them the opportunity to inform employees about the benefits of joining a trade union, and distribute union documentation to them on-site, during specific hours and for a period of time as initially mutually between the parties. Meetings may be organised with the employees. In that event, they must be held on a specific date, on specific premises and for a specific duration, as also jointly agreed, and be run without disrupting the entity's operations or workings.
- The local entity shall, with the trade union, agree on a mechanism by which new employees shall be informed about the opportunity to join.
- The trade union organisation shall be recognised as long as it satisfies the requirements of all laws, regulations and agreements in effect with regard to its recognition.

## APPENDIX 2

<p style="text-align: center;"><b>JOINT DECLARATION OF 31 MAY 2012 BY THE CARREFOUR EUROPEAN INFORMATION AND CONSULTATION COMMITTEE (C.I.C.E.) FOR EQUAL PAY FOR WOMEN AND MEN</b></p>
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"Further to the CICE training-information session on social responsibility held on 29, 30 and 31 May 2012, in Nyon, Carrefour and its social partners, in a spirit of responsible and coordinated social dialogue, re-asserted their resolve to dedicate special attention to the area of equality in the workplace for men and women.

The members of the CICE (Management and unions) re-assert their commitment to abide by the rules on non-discrimination and diversity set out by the ILO and the OECD's Development Assistance Committee."

*At the CICE meeting in Strasbourg, on 8-9 October 2014, the members received information and declared that they wished to support the 7 Women's Empowerment Principles (WEPs) drafted by UN Women and signed by CARREFOUR Management on 28 November 2013.*

"The members of the CICE wish to call attention to the need for fair treatment between women and men, spur the adoption of measures aimed at reducing imbalances and, in so doing, facilitating women's progress in career and status within the company and its trade unions.

They propose, as concerns the European countries in which CARREFOUR operates, the following measures:

- I- **Analyse the place of women each year in the Group's structures** in Europe and the efforts made in order to foster their advancement. For this purpose, relevant indicators will be needed with regard to hiring, training, career promotion, actual remuneration, working conditions and work-life balance. Discussions on the indicators are to be held each year, at the CICE's annual plenary session.
  
- II- **Foster equal opportunity in recruitment**
  - equal treatment during the hiring process
  - job advertisement titles and content to be drafted in a neutral, egalitarian manner
  - diversity in employees hired
  - increasing percentage of women at the management level

**III- Guarantee equal opportunity in career development**

- equal treatment in the career development decision-making process
- gender equality at the management level, so as to ultimately achieve the same in upper management, senior management and at the Executive Committee level

**IV- Develop better working conditions for women:**

- foster full-time and/or a shift from part-time to full-time for those women who so desire,
- ensure that pregnant or nursing women are offered temporarily adjusted working conditions,
- ensure that employees returning from maternity or paternity leave, or subsequent to adoption or family event, are able to re-enter at the same level of employment, while also being provided, where necessary, with up-skilling training.

**V- Facilitate the implementation of measures enabling better work-life balance, drawing upon best social practices across the countries:**

- work organisation
  - meeting hours,
  - work schedule pooling for in-store employees where available, depending on store structure and national regulations,
- awareness-raising for management with regard to the constraints generated by parenthood
  - due consideration for the family-related constraints which most impact women: child illnesses, back-to-school, monitoring of progress in school, etc.
  - promotion of parenthood with male employees: encouraging fathers' involvement in caring for sick children, paternity leave, etc.

**VI- Promote the social strides made toward equality and balance across the countries by issuing target-appropriate communication (booklet, guide, etc.).**

## APPENDIX 3

<p style="text-align: center;"><b>JOINT DECLARATION OF 18 APRIL 2018 OF THE CARREFOUR EUROPEAN INFORMATION AND CONSULTATION COMMITTEE (C.I.C.E.) REGARDING THE COMBAT AGAINST VIOLENCE ON WOMEN</b></p>
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On 17 and 18 April 2018, the members of the Carrefour Information and Consultation Committee (C.I.C.E.) met at their annual training meeting - information on the theme “**combating violence against women**”.

According to a work programme drawn up by the C.I.C.E.'s Steering Committee and led by the Group Social Relations and Diversity Department, the members of the Committee were informed, considered, discussed and consulted during a joint working session in order to take a position and express their convictions and recommendations in terms of awareness-raising and actions.

This reflection and this work thus resulted in this

**“Carrefour European Information and Consultation Committee Joint Declaration on combating violence against women”.**

### **PREAMBLE**

1 in 3 women suffer domestic violence around the world, whether physical, sexual or psychological (source: UN Women).

This violence is a factor of inequality in the workplace, insofar as it disrupts the physical and mental condition of the employee in the exercise of his or her work and contributes to the loss of self-confidence of the person who is the victim. Apart from the intolerable nature of the violence suffered, it also weakens the person professionally and hinders access to promotion.

Thus, violence, while having a direct impact on the health of the female employees who are victims of it, also penalises them considerably at the professional level.

It should also be noted that Carrefour

- is concerned with the health of its employees and is committed to diversity and equal opportunities (*Carrefour-UNI Global Union International Agreement - 2015*);

- is a large international company that employs 57% of women, i.e. around 160,000 employees, and which statistically therefore employs women who are victims of violence, but also men who are perpetrators of violence;
- is a socially responsible company, as demonstrated by the actions taken in countries in favour of vulnerable populations such as the young unqualified, people with disabilities and actions in favour of gender equality thanks to the Women Leaders programme since 2011.

The C.I.C.E. and Carrefour are committed and key players in promoting the combat against violence against women and put themselves forward as militant actors both in and outside the company.

The members consider that this issue is primarily a matter of mutual **RESPECT**, and declare that violence and harassment in the workplace are not tolerated.

**ALL INTERNAL PLAYERS have a role to play**, depending on their means, mandate or function:

- Management and its representatives
- Actors in the Human Resources and Health and Safety Quality of life at work functions
- Local Managers
- Union and staff representatives
- Employees

The members of the C.I.C.E. recommend:

### **1/ INFORMING - TRAINING to SENSITIZE and DETECT**

Objectives: raise awareness of the problem and issues / provide the keys to offer support

Set up information and training sessions led by professionals, in particular for managers and union representatives and staff, in order to raise their awareness of these issues, enable them to detect cases of violence and identify the actions to be put in place (for example: the choice of words to avoid guilt and clash, or the identification of specialised associations to which the person should be directed)

## **2/ COMMUNICATING internally and externally**

Objectives: raise awareness of the problem and mobilise.

- Identify a common slogan and produce a Group information brochure.
- Use social networks (Twitter, Facebook, etc.)
- Organise, on the occasion of the Annual International Day to Combat Violence Orange Day on 25 November, joint operations to raise awareness among staff and customers.
- Use all means of communication deemed useful by each country: videos, internal magazines, intranet site, quizzes, etc.

## **3/ BUILDING A NETWORK WITH EXTERNAL PLAYERS**

Objectives: to identify specialists capable of offering advice to support victims and dealing with cases of violence.

- Map associations by country and region.
- Identify contact numbers of specialised associations.
- Involve them and draw on this network of professionals to initiate and support actions.

## **4 / SUPPORT AND MONITOR**

Objectives: do not close your eyes, take the problem into account with respect and caution. Ensure continued employment by preventing consequences on the employment contract. Get support from professionals.

- Be careful not to take disciplinary action against individuals without first ensuring that any professional incompetence is not due to a private problem that is impairing the employee's skills.
- Be understanding of the constraints that may affect an employee for personal reasons.
- Show empathy, listen and be alert in the event of a change in the behaviour of an employee, whether male or female.
- Encourage the person to go to a specialist and provide a call number.
- Comply with the recommendations of specialised associations in this area.
- Implement the support solutions necessary for the victim's well-being.
- Remain discreet to gain trust.
- Within the framework of the Joint Diversity Committee, include monitoring of actions implemented within each country.

## **5/ IDENTIFY AND ACT**

Objectives: avoid any act being carried out and any recurrence by those responsible when they are known.

- Do not accept any sexist or degrading statements or actions towards women in the workplace.
- Enforce the laws and regulations in force in the country.
- Tackle the trivialisation of behaviours and words.
- Alert the hierarchy of any harassment.
- Put an end to indifference.

Actions to prevent, identify and support cases of violence will be monitored as part of the SD/Diversity working group of the C.I.C.E. Steering Committee. (meeting three times a year according to the agreement to set up the Carrefour European Information and Consultation Committee) as well as in the context of the follow-up meetings of the Carrefour - UNI Global Union international agreement in force.