

Orange re COVID-19 & call centre workers' rights in Tunisia & Morocco

Thank you again for reaching out to Samsung Electronics for input to your report of human rights risks in call centres in Morocco and Tunisia.

Samsung Electronics takes the issues raised very seriously. In response to your email we provide with the following information on steps Samsung Electronics have taken on COVID 19 since early March 2020 as well as specific follow up to the issues BHRRC have raised.

1. Supplier Guidance in connection with the outbreak of the Coronavirus

As I referred to on our call, Samsung Electronics issued the following guidance to suppliers in March.

Suppliers should pay special attention to the following points to protect workers in connection with the outbreak of the Coronavirus while remaining in conformance with the Supplier Code of Conduct.

- ① Closely monitoring that labor shortages are not addressed with forced labor of workers vulnerable to exploitation such as dispatch, outsourced, young or irregular foreign workers. Under no circumstances should underage labor be permitted.*
- ② Ensuring that workers are not asked to return to work until completely recovered from the illness or before the end of the incubation period if they are known to have come in contact with the virus.*
- ③ Monitoring wage and social insurance contribution calculations and payments to ensure they are accurate and fair. In addition, employers must respect the terms of labor contracts and related legal requirements*
- ④ Maintaining a safe and healthy workplace during these difficult circumstances, paying special attention to occupational safety, occupational injury & illness, and industrial hygiene.*
- ⑤ Taking measures to protect workers' rights for any other concerns that may arise from the health crisis, including humane treatment, non-discrimination and freedom of association.*

2. Samsung Electronics issued the following guidance specific to call center providers in early March.

- Step I : Preventive actions through sanitation management for call centre agents
 - Agents should wear masks and have hand Sanitizer
 - Hand washing and Cough etiquette should be explained and encouraged
 - Temperature Monitoring when entering the facility (check agents are not over Celsius 37.5 degree)
 - Establish a reporting structure for confirmed/suspicious case

- Pre-check Work at Home infrastructure
 - Materialize preventive action scenarios in Contact Center
 - Separate work stations between agents in case of partial closure
 - Allocate a dedicated elevator for each floor, provide lunch boxes for individual use only on own desk,
 - Meetings, trainings and social gathering should stop completely or be done in a virtual manner.
- Step II : Virus Spread Prevention Activities and activation of Work at Home
- Carry out online health checks for COVID-19 before entering facility
 - (agents with suspected symptoms should be asked to stay at home)
 - Roll out Work at Home practice

3. Call Centre Providers in Morocco and Tunisia

In response to specific concerns raised in Morocco and Tunisia, Samsung Electronics engaged with our call centre providers to get a specific report of the situation for the sites in Morocco and Tunisia. They have reported that:

In most sites a 100% of employees have been working at home since the lockdown measures were announced.

In a couple of sites, about 30% of the workforce do not have the possibility to working at home. For these employees seat distancing and increased hygiene is in place, sufficient sanitizer and masks are provided. In addition health and Covid 19 symptom monitoring is carried out to ensure safety of all etc. Suppliers are working hard to enable working from home for those currently not able to. The ambition is to move towards a 100% working from home by the end of May