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SUSTAINABILITY REPORT

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SUPPORT TO ENVIRONMENTAL AND SOCIAL TRANSITIONS



THROUGH FINANCING

€72bn

Financing of environmental transition and social cohesion⁽¹⁾

€21bn

Financing of low-carbon energy⁽²⁾

€22.8bn

Green, social and sustainable bonds as bookrunner (CACIB)



AND INVESTMENT

14 GW

Renewable energy production capacity financed by Crédit Agricole Assurances Group by equity investments⁽³⁾

€6bn

Investment in low-carbon energy⁽⁴⁾

€31.2bn

Liquidity invested by the Group in green, social and sustainable bonds

INCLUSIVE AND SOCIETAL ACHIEVEMENTS



SUPPORT TO CUSTOMERS AND TERRITORIES

184,000

Customers supported through a subscription to the entry-level offers

100,000

Customers in vulnerable situations supported by LCL and Crédit Agricole Personal Finance & Mobility



EXEMPLARITY WITHIN CREDIT AGRICOLE S.A.

40%

Women in the Top 1000

98%

Employees trained on CSR

13,276

Young people welcomed and trained

(1) Outstanding loans dedicated to the financing of transitions according to the internal Sustainable Assets Reference Framework as at 30 September 2024 and general purpose loans from model 10 of ESG Pillar 3 (up to €12.6 billion). Details in parts 2.4.1. and 3.2.3. of the sustainability report.

(2) Low-carbon energy outstandings made up of renewable energy produced by the clients of all Crédit Agricole S.A. entities, including nuclear energy outstandings for Crédit Agricole CIB.

(3) Target 14 GW by end-2025.

(4) Portfolios of Crédit Agricole Assurances (listed securities, listed securities under mandate, and unlisted securities) and of Amundi Transition Energétique.

A LONG-TERM COMMITMENT

For over 20 years, Crédit Agricole has been demonstrating its involvement through its various commitments.

Signatory of the

- Women's Empowerment Principles in 2022;
- Net Zero Banking Alliance, Net Zero Asset Owner Alliance, Net Zero Asset Managers Initiative since 2021;
- Finance for Biodiversity Pledge ⁽¹⁾ since 2021;
- Principles for sustainable insurance since 2021;
- Tobacco-Free Finance Pledge since 2020;
- Principles for Responsible Banking and Collective Commitment to Climate Action since 2019;
- Business For Inclusive Growth (B4IG) since 2019;
- Poseidon Principles since 2019;
- One Planet Sovereign Wealth Fund Asset Manager Initiative since 2019;
- Manifesto for the Inclusion of People with Disabilities in Economic Life since 2019;
- Science-Based Targets since 2016;
- RE100 since 2016;
- Charter for the energy efficiency of commercial buildings since 2013;
- Responsible Purchasing Charter since 2010;
- Corporate diversity Charter since 2008;
- Parenthood Charter since 2009, renewed in 2022;
- Principles for Responsible Investment since 2006;
- United Nations Global Compact since 2003.

Cofounding member

- Finance for Tomorrow since 2017;
- IIRC (International Integrated Reporting Council) since 2016;
- Mainstreaming Climate Action Within Financial Institutions since 2015;
- Catalytic Finance Initiative since 2015;
- French Business Climate Pledge since 2015;
- BBCA association (low-carbon building design) since 2015;
- Green Bonds Principles since 2014;
- Portfolio Decarbonization Coalition since 2014;
- Equator Principles since 2003.

Participant

- Eurosif ⁽²⁾ (European Sustainable Investment Forum) since 2023;
- Taskforce on Nature-related Financial Disclosures (TNFD) since 2022;
- AIGCC (Asia Investor Group on Climate Change) since 2020;
- Climate Action 100+ since 2017;
- Task Force on Climate Financial Disclosures since 2017;
- Montreal Carbon Pledge since 2015;
- Paris Appeal on Climate Change since 2015;
- Call for carbon pricing at the initiative of the World Bank Group in 2014;
- IIGCC (The Institutional Investors Group on Climate Change) since 2003.

Other positions

- Modern Slavery Statement since 2017.

By relying on its ESG strategy and of all the actions implemented by the entities, Crédit Agricole S.A. is consolidating its non-financial performance. In 2024, it reaffirmed its place on the leading socially responsible investment indexes:

- rated A- by CDP;
- rated AA by MSCI since 2022 and included in the MSCI ACWI Climate Action indexes;
- rated 71 by Moody's Analytics and present in the Euronext Vigeo World 120, Europe 120 and France 20 indexes;
- rated 20.1 by Sustainalytics;
- rated C+ Prime by ISS-ESG since 2022;
- included for several years in the British FTSE4Good index, confirmed in 2024;
- rated 85% by the Workforce Diversity Initiative ⁽³⁾ (up 13 points on 2021).

(1) Amundi commitment.

(2) Eurosif, the European Sustainable Investment Forum, is the leading pan-European association promoting Sustainable Finance at the European level. Its membership is comprised of Sustainable Investment Fora (SIFs) from across the EU, Switzerland and the UK. Most of these SIFs have a broad and diverse membership themselves, including asset managers, institutional investors, index providers and ESG research and analytics firms.

(3) The Workforce Disclosure Initiative measures the transparency of published data on a variety of topics including human capital, governance and procurement.

1. GENERAL INFORMATION

1.1. BASIS FOR PREPARING STATEMENTS

1.1.1 GENERAL BASIS FOR PREPARING SUSTAINABILITY STATEMENTS

Crédit Agricole S.A., a major group as defined in Article L. 230-2 of the French Commercial Code, has prepared this consolidated sustainability statement.

The scope of the consolidated sustainability information is the same as that used for the consolidated financial statements, with the exception of items relating to the following two major acquisitions, which have no structuring impact on the information disclosed in this report:

- Banque Degroof Petercam, whose acquisition by CA Indosuez, a subsidiary of Crédit Agricole CIB, was finalised in June 2024. The operational integration methods and the processes for aligning strategies and procedures do not allow them to be included in the Group's sustainability report at the end of December. Banque Degroof Petercam will publish its own CSRD sustainability report, which will be available on its website;
- Nexity Property Management, whose acquisition by Crédit Agricole Immobilier was finalised in November 2024. Due to the proximity of this acquisition to the closing date of the sustainability report, it has not been possible to include information relating to this subsidiary in the sustainability report.

Crédit Agricole S.A.'s own operations are defined as those involving the parent company and its subsidiaries over which it exercises exclusive control, whether directly or indirectly, under IFRS 10. Joint ventures, joint activities and associates directly or indirectly owned by the parent company are included on a case-by-case basis when the parent company exercises operational control.

Subsidiaries that are wholly controlled but not included in the scope of consolidation, because they are not material from a financial point of view, were the subject of an additional analysis in terms of their impact materiality in order to decide whether they should be included in the consolidated sustainability report. This analysis led to the conclusion that the thresholds applied to the financial scope could be retained for the sustainability report.

1.1.2 DISCLOSURES IN RELATION TO SPECIFIC CIRCUMSTANCES

This report has been prepared in accordance with the obligations set by the transposition into French law of the European Directive on the disclosure of sustainability information (known as the "CSRD" 2022/2464/EU Directive) and the European Regulation 2020/852 of 18 June 2020 (so-called "Taxonomy" regulation). The preparation of the sustainability information was carried out in a context of uncertainty regarding the interpretation of the texts for the financial sector players, represented by the financing, insurance or asset management businesses within the Crédit Agricole Group.

As regards the first implementation of the CSRD directive, the Crédit Agricole Group was faced with the lack of established reference frameworks, the non-availability of data, the difficulty of collecting information, particularly on its value chain. In this context, the Crédit Agricole Group has striven to comply with the requirements of the ESRS in force at the date of preparation of the sustainability report, relying on the data available within the deadlines set for its preparation.

DOUBLE MATERIALITY ANALYSIS

Regarding the double materiality analysis, and more particularly that related to the value chain, the Crédit Agricole Group was faced with limitations related to the availability of data, the degree of

Taxonomy reporting is produced on the basis of the prudential scope of consolidation, as required by Regulation 2021/2178.

The table below lists the companies exclusively controlled by Crédit Agricole S.A. at 31 December 2024 that are exempt from preparing an individual or consolidated sustainability statement in their own management report.

LIST OF COMPANIES EXEMPT FROM PUBLISHING THEIR OWN STATEMENTS

Owned companies exempt from preparing a relative sustainability statement, as they are included in the consolidated report of Crédit Agricole S.A.

Crédit Agricole Leasing & Factoring

Crédit Agricole Personal Finance & Mobility

Creditplus Bank AG

Agos

LCL

CACEIS S.A.

CACEIS Bank

CACEIS Bank Spain S.A.U.

Crédit Agricole Bank Polska

Europejski Fundusz Leasingowy (E.F.L.)

CA Indosuez Wealth Management

In addition, the sustainability statement covers the entire upstream and downstream value chain as defined in Part 1.3.1.2 "Crédit Agricole S.A.'s value chain".

maturity of evaluation methodologies and their ability to cover the diversity of its activities. Assumptions, projections and structuring approximations detailed in the relevant sections of the report were used. This analysis will be reassessed in future years, based on changes to the framework (methodology, available data, other regulatory developments impacting actors in the value chain) and, where appropriate, sectoral standards, particularly on Nature themes (see Part 1.4.1.3. "Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues").

INFORMATION PRESENTED IN THE REPORT

For all the information presented in this report, the Crédit Agricole Group has chosen approaches applicable from the first financial year, using methodologies and estimates for several categories of data, including those relating to the value chain, such as the calculation of greenhouse gas emissions. Where an estimate has been used, a specific mention is made in the paragraph where the data is disclosed. For example, on greenhouse gas emissions, the information needed to understand the data is in Part 2.4.2. "Gross scopes 1, 2, 3 GHG emissions and total GHG emissions", following the table "Total GHG emissions broken down by scopes 1 and 2 and significant scope 3 emissions".

TRANSITION PLAN

Information on the specific disclosure requirements for the Transition Plan is provided in Part 2.2.1. "Transition plan for climate change mitigation and adaptation".

EUROPEAN TAXONOMY

The information published in the sections "Regulatory framework and requirements" and "Methodology for determining aligned assets" of Part 2.4.5 "Information published on activities related to the EU Taxonomy" present the main methodological assumptions used by Crédit Agricole Group to assess, in particular, the alignment of loans granted to individuals.

PERSPECTIVE

In the future, to take into account market best practices and recommendations as well as a better knowledge of these new

INCORPORATION BY REFERENCE

List of Data points (DP)/ Disclosure requirements (DR)	Reference in management report	Reference in document
GOV-1-21 a)		
GOV-1-21 b)	Chapter 3 of the URD : "Report of the Board of Directors"	1.2.1.1. "Composition and diversity of the Board of Directors"
GOV-1-21 d)		
GOV-1-21 e)		
GOV-1-21 c)		
GOV-1-23 a)	Chapter 3 of the URD: "Report of the Board of Directors"	1.2.1.2. "Expertise of the Board of Directors"
GOV-1-23 b)		
GOV-1-22 a)		
GOV-1-22 b)		
GOV-1-22 d)	Chapter 3 of the URD: "Report of the Board of Directors"	1.2.1.3. "Role of the Board of Directors in monitoring impacts, risks and opportunities"
GOV-1-5 a)		
GOV-1-5 b)		
SBM-1 40 a) i)	Chapter 1 of the URD: "Presentation of Crédit Agricole S.A."	1.3.1.1. "Crédit Agricole S.A.'s general strategy and business model"
SBM-1 40 a) ii)		
SBM-1 42 a)	Chapter 1 of the URD: "Crédit Agricole Group business model"	1.3.1.1. "Crédit Agricole S.A.'s general strategy and business model"
SBM-1 42 b)		

1.2. SUSTAINABILITY GOVERNANCE

1.2.1 BOARD OF DIRECTORS

1.2.1.1 COMPOSITION AND DIVERSITY OF THE BOARD OF DIRECTORS

COMPOSITION OF THE BOARD OF DIRECTORS

See Chapter 3 "Report of the Board of Directors", Parts 1.1 "information relative to the Board's composition and ways of operating" and 2 "Additional information on corporate officers".

DIVERSITY OF THE BOARD OF DIRECTORS

See Chapter 3 "Report of the Board of Directors", Part 1.1.3 "Governance and diversity policy", section "Board diversity policy".

regulatory and normative provisions, the Group may have to develop certain reporting and communication practices, as well as the internal control mechanism relating to the production of sustainability information, in a process of continuous improvement.

AVAILABILITY OF N-1 DATA

The scopes covered by the sustainability report and the statement of non-financial performance differ significantly, particularly in terms of the entities included in the reporting. Thus, the metrics that comply with the expectations of sustainability standards will be disclosed for 2024. On the other hand, the data for 2023, based on a distinct scope and reporting methods specific to the statement of non-financial performance, will not be included in this report but will remain available in the previous reports. This approach aims to guarantee transparency while respecting the specificities of each regulatory framework.

1.2.1.2 EXPERTISE OF THE BOARD OF DIRECTORS

REQUIREMENTS IN TERMS OF BOARD EXPERTISE

See Chapter 3 "Report of the Board of Directors", Part 1.1.3 "Governance and diversity policy", section "Knowledge and skills".

ANNUAL ASSESSMENT OF THE BOARD OF DIRECTORS

See Chapter 3 "Report of the Board of Directors", Part 1.1.3 "Governance and diversity policy", sections "Knowledge and skills" and "Assessment of the Board of Directors".

TRAINING OF THE BOARD OF DIRECTORS

See Chapter 3 "Report of the Board of Directors", Part 1.1.3 "Governance and diversity policy", section "Training of the Board of Directors".

The Board's training programme is drawn up taking into account (i) the needs and/or requests expressed by Directors and (ii) the Group's priority issues, including impacts, risks and opportunities.

In 2024, all Board members attended at least one of the following training sessions:

- training on the regulatory and strategic challenges of the CSRD, and the progress of work on implementing sustainability reporting within the Group;
- training on generative artificial intelligence (AI), the global context, the issues and challenges for the banking sector and an overview of uses;
- training on geopolitical issues;
- training dedicated to Italy: macro-economic scenarios, the Italian banking market and Crédit Agricole Group's positions.

Specialised training courses were also held, including:

- the Legal Privilege framework in the United States, the SNC (Shared National Credit) programme, and regulations relating to climate issues in the United States (for members of the US Risk Committee);
- immersion in the Regional Banks for new Directors who are not from the Regional Banks.

The Board's training programme for 2025 includes, in addition to individual or Committee training, group sessions on the following topics:

- regulatory and compliance news, with a focus on the DORA regulations;
- an update on digital technology and AI, including a benchmark of peers and a progress report on the use of generative AI in the Group;
- a session on the challenges facing the development of the Universal Customer-focused Banking model in France and Europe, in the context of the consolidation of the banking businesses.

This 2025 training programme may be updated in line with current events. It should be noted that the Board of Directors' group training sessions are led by in-house and/or third-party experts.

ADDITIONAL INFORMATION ON CORPORATE OFFICERS

See Chapter 3 "Report of the Board of Directors", Part 2 "Additional information on corporate officers".

COMPOSITION OF THE BOARD OF DIRECTORS AT 31 DECEMBER 2024

See Chapter 3 "Report of the Board of Directors", Part 2.1 "Composition of the Board of Directors at 31 December 2024".

MANDATES AND POSITIONS HELD BY CORPORATE OFFICERS

See Chapter 3 "Report of the Board of Directors", Part 2.2 "Mandates and positions held by corporate officers".

1.2.1.3 ROLE OF THE BOARD OF DIRECTORS IN MONITORING IMPACTS, RISKS AND OPPORTUNITIES

ALLOCATION OF RESPONSIBILITIES WITHIN CORPORATE GOVERNANCE

The division of powers between the Board of Directors and Executive Management is set out in Articles 15 to 17 of the Articles of Association, which are available to consult at Crédit Agricole S.A.'s registered office and on its website: www.credit-agricole.com.

See also Chapter 3 "Report of the Board of Directors", Part 1.1.4 "Other information required by Articles L. 225-37-4 and L. 22-10-10 of the French Commercial Code", sections "Limitations placed by the Board of Directors on the powers of the Chief Executive Officer", "Agreements between corporate officers and subsidiaries" and "Control procedure for regulated agreements and agreements relating to ordinary transactions entered into under normal conditions". Finally, see Part 1.2.1 "Board activity", section "Related-party agreements".

INTEGRATION OF SUSTAINABILITY MATTERS WITHIN THE BOARD OF DIRECTORS AND ITS SPECIALISED COMMITTEES

At its plenary meetings, the Board ensures the consistency of the undertaking's commitments and project of the company with regard to social and environmental issues, particularly:

- when examining strategic projects;
- when reviewing the Risk Management Framework submitted for adoption, if the scope of the activities concerned justifies it, in particular to ensure that climate and environmental risks are taken into account.

In addition, the matters submitted to the decision of the Board of Directors are reviewed in advance by one or more of its seven specialised committees, which are responsible for preparing the Board's deliberations and/or submitting their opinions and recommendations to the Board. In the environmental and social field, Crédit Agricole S.A. has chosen to assign specific responsibilities to two committees:

- the review of the ESG policy, including climate strategy monitoring ahead of the General Meeting, has been entrusted to the Societal Commitment Committee;
- the review of non-financial information, and in particular the preparation and monitoring of the sustainability reports of Crédit Agricole S.A. and Crédit Agricole Group, has been entrusted to the Audit Committee.

Notwithstanding these specific responsibilities, the Board has reaffirmed its ambition to maintain a cross-functional approach to CSR issues, involving most of the specialised committees, depending on the subject. The specialised committees are involved in the following areas in particular:

- the Risk Committee, for the effects of climate risk on portfolios;
- the Compensation Committee, to assess the ESG performance of executives;
- the Appointments and Governance Committee, to promote a culture of ethics within the Group;
- the Strategy Committee, for understanding ESG risks in external growth operations.

THE ACTIVITY OF THE BOARD OF DIRECTORS AND ITS SPECIALISED COMMITTEES

All of the Board's supervisory activities are set out in Chapter 3, Part 1.2. "Board activity in 2024" and more specifically Part 1.3. "Activities of the Board's specialised committees".

The main issues examined by the Board in relation to sustainability, following reviews, advice and/or proposals from the specialised committees, are as follows:

1. After analysis by the Audit Committee:

- the appointment of the firms PwC and Forvis Mazars as joint Statutory Auditors certifying the sustainability information;
- monitoring the process used to draw up the sustainability report, in conjunction with the Societal Commitment Committee, and in particular the task plan for sustainability information certifiers.

2. After analysis by the Risk Committee:

- the Annual Internal Control Report and the half-yearly report on internal control, drawn up under the coordination of the Group Risk department;
- changes in credit, market, operational and security risks, as well as the risk dashboard and monitoring of IT and cybersecurity risks;
- approving the Risk Frameworks that govern risk-taking in the Group's main areas of activity;
- in the area of compliance/legal affairs, the half-yearly and annual compliance reports, the progress of ongoing litigation and administrative investigations.

3. After analysis by the Strategy Committee:

- planned acquisitions and disposals (see above).

4. After analysis by the Compensation Committee:

- the fixed compensation, annual personal variable compensation, and the terms and conditions and criteria used to determine the annual variable compensation of the executive corporate officers (Chairman, Chief Executive Officer and Deputy Chief Executive Officers), taking into account regulatory provisions as well as the CSR performance criteria that were and will be presented to the General Meeting as part of the ex-ante and ex-post vote on executive compensation;
- the review of the environmental criteria for the variable annual and long-term compensation of executive corporate officers, and of the Societal CSR criteria for the variable long-term compensation of "Circle 1" executives;
- the share capital increase reserved for employees;
- an update on preparations for the implementation of the Pay Transparency Directive.

5. After analysis by the Appointments and Governance Committee:

- the results of the self-assessment of the Board's operation and its individual and collective expertise, and possible ways of improving governance;
- the independence of directors in accordance with the Afep/ Medef Code and points of non-compliance with this Code;
- the progress of work on succession plans for Crédit Agricole S.A.'s key functions;
- the updating of the Board of Directors' Rules of Procedure and those of certain specialised committees, with particular reference to sustainability information;
- the policy on gender equality at work and equal pay within Crédit Agricole S.A. Parent Company, and the initiatives undertaken at Crédit Agricole S.A. Group level to promote gender equality at work, diversity and equal representation in management bodies;
- the annual hearing of the Group Head of Compliance on the roll-out and assessment of the ethical culture.

1.2.2 EXECUTIVE GOVERNANCE

There are 17 members of the Executive Committee, listed below.

COMPOSITION OF THE EXECUTIVE COMMITTEE AT 1 JANUARY 2025

Chief Executive Officer	Philippe BRASSAC
Deputy Chief Executive Officer in charge of Universal Banking	Olivier GAVALDA
Deputy Chief Executive Officer in charge of Steering and Control functions	Jérôme GRIVET
Deputy Chief Executive Officer, Head of Large Customers	Xavier MUSCA
Chief Executive Officer of Amundi	Valérie BAUDSON
Chief Risk Officer	Alexandra BOLESIAWSKI
Chief Sustainability and Impact Officer	Éric CAMPOS
Head of Human Resources of Crédit Agricole S.A. group	Bénédicte CHRÉTIEN
Chief Executive Officer of Crédit Agricole Assurances	Nicolas DENIS
Corporate Secretary	Véronique FAUJOUR
Deputy General Manager, Head of Customer and Development division	Gérald GRÉGOIRE
Chief Executive Officer of LCL	Serge MAGDELEINE
Head of Crédit Agricole Italia	Giampiero MAIOLI
Deputy General Manager, Head of Technology, Digital and Payments	Jean-Paul MAZOYER
Chief Executive Officer of Crédit Agricole Personal Finance & Mobility	Stéphane PRIAMI
Head of Internal Audit	Laurence RENOULT
Head of Compliance	Hubert REYNIER

6. After analysis by the Societal Commitment Committee:

- the 2023 Statement of Non-Financial Performance (SNFP);
- the review of the Vigilance Plan, which forms part of the report on corporate governance approved by the Board of Directors;
- the climate dashboard, which is a monitoring tool for Crédit Agricole Group's decarbonisation pathways;
- the 2024 carbon budget, included in the financial budget;
- the updating of the "Thermal coal" and "Oil & Gas" sector-specific policies, and the adoption of the "Deforestation and ecosystem conversion" sector-specific policy.

7. Other issues examined by the Board included:

- the review of the annual statement to the UK authorities under the Modern Slavery Act;
- the authorisation of related-party agreements.

THE ROLE OF THE BOARD IN BUSINESS CONDUCT

See Chapter 3, Part 1.3.7 "Appointments and Governance Committee", section "Conflicts of interest policy".

See also the "Code of Ethics of Crédit Agricole Group" and "Crédit Agricole S.A. Directors' Code of conduct" included in the Rules of procedures of the Board of Directors, which are available to consult at Crédit Agricole S.A.'s registered office and on its website: www.credit-agricole.com.

Regarding expertise of the Board of Directors in matters related to business conduct, see Part 1.2.1.2 "Expertise of the Board of Directors".

The Executive Committee is made up of 5 women and 12 men, i.e. approximately 29% women and 71% men.

Within Crédit Agricole S.A., the **Executive Committee** manages the operational development of the guidelines defined by the Board of Directors. To carry out its tasks of managing, controlling and monitoring impacts, risks and opportunities, the Executive Committee relies on existing committees, which have been given additional tasks and roles to meet the expectations of the CSRD.

The **ESG Strategy Committee** reviews the components of the ESG strategy and proposes them to the Board of Directors' Societal Commitment Committee for approval. Its tasks include approving sector-specific policies, monitoring the implementation of ESG commitments (including climate change, support for customer transitions and accessibility of products and services), decision making on sensitive issues, examining very high-risk areas in terms of CSR, providing information on ESG ratings and handling controversies. Within the framework of the CSRD, two tasks have been added to the ESG Strategy Committee's mandate: approving the double-materiality analysis and the sustainability report for Crédit Agricole S.A. This committee meets every two months and is made up of the Chief Executive Officer of Crédit Agricole S.A., the three Deputy Chief Executive Officers, the Chief Sustainability and Impact Officer, the Chief Executive Officers of Amundi and Crédit Agricole Assurances, the Group Chief Risk Officer, the Group Head of Compliance and the Corporate Secretary of Crédit Agricole S.A.

Initially established in 2022 to steer work on defining Net Zero pathways, the **Net Zero Sponsor Committee** has seen its responsibilities extended to include approving CSRD policies across Crédit Agricole Group. Chaired by the Chairman of a Regional Bank, this committee is made up of the Chief Executive Officers of Crédit Agricole S.A.'s main subsidiaries, representatives of the Regional Banks and representatives of Crédit Agricole S.A. Meetings are currently held on a monthly basis, but may change as required.

Lastly, the **Sustainable Finance Regulation Umbrella Committee** coordinates all projects relating to sustainable finance. Chaired by the Deputy Chief Executive Officer of Crédit Agricole S.A. in charge of steering and control, and made up of representatives of the Executive Management of the subsidiaries and business lines, this committee approves Group standards relating to the sustainable finance regulations and monitors their implementation. This committee meets every two months.

In addition, the Executive Committee is represented in each business line by a specialised committee, which is responsible for monitoring and validating the impacts, risks and opportunities within its scope, as well as overseeing the resulting policies, action plans and targets. These various committees are decision-making committees for their business lines and are generally chaired by the Chief Executive Officer, the Deputy Chief Executive Officer or the relevant Deputy General Managers. The main committees of the business lines concerned are as follows:

- Crédit Agricole S.A.'s **Group Compliance Management Committee** is involved in defining, rolling out and monitoring compliance policies in the areas of ethics, avoiding conflicts of

interest, combating corruption, combating financial crime, protecting whistle-blowers and detecting market abuse. This body, which meets on a monthly basis, is regularly kept up-to-date on the effectiveness of these policies, incidents and developments, and is involved in the validation process;

- Crédit Agricole S.A.'s HR policies are monitored by decision-making bodies such as the Crédit Agricole S.A. **HR Directors' Committee** (which meets monthly), which determines and approves Human Resources policies (see Part 3.1.2. "Policies, action plans and resources mobilised as part of the HR policy" for more detailed information on this subject);
- the strategy and decisions affecting the Responsible Purchasing Policy are the responsibility of the **Strategic Purchasing Committee**, a cross-functional body at Group level, which met ten times in 2024. This body is composed of a Regional Bank Chairman, Chief Executive Officers of the subsidiaries of Crédit Agricole S.A. and Regional Banks, and representatives of the *Fédération nationale du Crédit Agricole* (FNCA) and of Crédit Agricole S.A.;
- the **Group Security Committee** (CSG), which reports to the Executive Committee, is the umbrella body for security governance within the Group. This decision-making committee defines the security strategy and assesses the Group's level of control in the field of information systems security.

For this pilot exercise to structure the Group's double-materiality methodologies, the impacts, risks and opportunities were the subject of an in-depth review by the Sustainable Finance Regulation Umbrella Committee and by the main specialised committees according to their respective areas of expertise.

1.2.3 METRICS RELATED TO THE BOARD OF DIRECTORS AND MANAGEMENT BODIES

EQUALITY WITHIN THE ADMINISTRATIVE, MANAGEMENT AND SUPERVISORY BODIES

2024	
Members of the Board of Directors	
Women	44%
Men	56%
Members of the Executive Committee	
Women	29%
Men	71%
Average ratio of women to men	0.56

PERCENTAGE OF INDEPENDENT DIRECTORS

2024	
Share of independent Directors (as a %)	33%

1.2.4 INTEGRATION OF SUSTAINABILITY-RELATED RESULTS IN INCENTIVE SCHEMES

CONTRIBUTION OF ESG PERFORMANCE TO THE COMPENSATION OF EXECUTIVE CORPORATE OFFICERS

Aligned with the company's social interest, the reward policy for executive corporate officers takes into account the dimensions of sustainable performance beyond short-term economic results alone. As part of its "Ambitions 2025" Medium-Term Plan, which reaffirms Crédit Agricole S.A.'s commitment to integrating Corporate Social Responsibility (CSR) into its overall strategy, Crédit Agricole S.A. has set the weighting of CSR criteria at 20% of the annual variable compensation of its executives.

Since 2023, the weighting of non-financial CSR criteria in the allocation of the annual variable compensation of executive corporate officers has been harmonised for the Chief Executive Officer and the Deputy Chief Executive Officers and increased to 20%, broken down as follows:

- 10% for criteria relating to Societal CSR;
- 10% for criteria relating to Environmental CSR.

In addition, since 2024, for performance measured for the year 2023, the vesting of the long-term incentive compensation granted

in the form of free performance shares is 33.33% conditioned on a target linked to Crédit Agricole S.A.'s environmental and societal performance, thus replacing the FReD index. This is measured against two objectives:

- contributing to the achievement of carbon neutrality by 2050;
- amplifying diversity and gender parity across all Crédit Agricole S.A. entities and within its governance.

For plans allocated before 2023, the FReD indicator remains in force. Implemented in 2012, this is a tool for the appropriation and operational application of the Group's CSR issues. Each year, an audit is carried out by an independent firm to ensure the robustness of the system and the reliability of the assessment. The results obtained determine the payment of part of the deferred variable compensation and the long-term variable compensation of certain executives and employees. In 2024, Crédit Agricole S.A.'s FReD index stood at 1.81, with a target of 1.3.

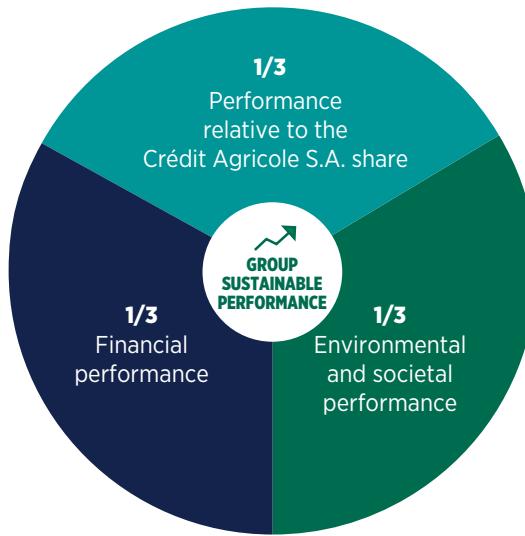
For the allocation of annual variable compensation and for the vesting of long-term incentive compensation, the environmental criteria have been adjusted in the 2024 compensation policy to reflect the updating of Crédit Agricole S.A.'s Net Zero pathways commitments.

GRANT CRITERIA APPLICABLE TO THE ANNUAL VARIABLE COMPENSATION FOR THE YEAR 2024

		Philippe Brassac, Chief Executive Officer	Olivier Gavalda, Deputy Chief Executive Officer	Jérôme Grivet, Deputy Chief Executive Officer	Xavier Musca, Deputy Chief Executive Officer
Financial criteria (60%)	Scope – Crédit Agricole S.A.	Net income Group share – Cost/income ratio, excl. SRF – Return on tangible equity (equally weighted)	60%	30%	60%
	Large Customers division	Net income Group share – Cost/income ratio, excl. SRF – Risk-weighted assets (equally weighted)	-	-	30%
	Universal Banking division	Net income Group share – Cost/income ratio, excl. SRF – Risk-weighted assets (equally weighted)	-	30%	-
Societal CSR (10%)	Promote the inclusion of young people through employment and training (number of young people welcomed into the Crédit Agricole Group per year)	5%	5%	5%	5%
	Collective dynamics (new Accountability index)	5%	5%	5%	5%
Non-financial CSR criteria (20%)	80% growth in Crédit Agricole CIB's exposure to low-carbon energy by 2025	4%	4%	4%	4%
	Environmental CSR (10%)	Increase the production capacity of renewable energy facilities that the CAA helps to finance to 14 GW by 2025	3%	3%	3%
	Improve the carbon footprint of Crédit Agricole S.A.	3%	3%	3%	3%
Other non-financial criteria (20%)	Customer Project	8%	7%	5%	5%
	Digital and technological transformation	5%	7%	5%	5%
	Risk and compliance management	7%	6%	10%	10%

The revision of Crédit Agricole CIB's low-carbon exposure growth target from 60% to 80% by 2025 was announced at the December 2023 climate workshop.

2024 VESTING CRITERIA APPLICABLE TO THE LONG-TERM INCENTIVE COMPENSATION



The revision of the target for reducing CO₂ emissions linked to the financing of the oil and gas sectors from 30% to 75% by 2030 was announced at the December 2023 climate workshop.

Metrics	Weighting
Financial performance	33.3%
Stock market performance	33.3%
Contributing to the achievement of carbon neutrality by 2050	75% reduction in CO ₂ emissions linked to oil and gas sector financing by 2030
	7.0%
	50% reduction in the CO ₂ intensity of the automotive sector financing portfolio by 2030
	7.0%
	58% reduction in the CO ₂ intensity of the power sector financing portfolio by 2030
	7.0%
Environmental and societal performance	3.1%
Amplify diversity and gender parity across all Crédit Agricole S.A. entities and within its governance	% women on the Executive Committee
	3.1%
	% of women in strategic talent pools
	3.1%
	% of women in Executive Management
	3.1%
	% international turnover in succession plans
	3.1%

Detailed information on rewards for corporate officers for the 2024 performance year, as well as all information relating to the approval and updating of the terms and conditions of incentive systems, is available in the Universal Registration Document in Chapter 3 "Corporate governance", Part 4 "Reward policy".

For 2025, the weighting of environmental and societal performance remains unchanged, both for the allocation of annual variable compensation and for the vesting of long-term incentive compensation.

1.2.5 STATEMENT ON DUE DILIGENCE

CONSISTENCY BETWEEN THE SUSTAINABILITY REPORT AND DUE DILIGENCE

Essential elements of due diligence	Paragraphs in the sustainability statement
a) Embedding due diligence in governance, strategy and business model	ESRS 2 GOV 2: 1.2.1. Board of Directors 1.2.2. Executive governance ESRS 2 GOV 3: 1.2.4. Integration of sustainability-related results in incentive schemes SBM-3: 1.3.3. Material impacts, risks and opportunities and their interaction with the strategy and business model
b) Engaging with affected stakeholders in all key steps of the due diligence	ESRS 2 GOV 2: 1.2.1. Board of Directors 1.2.2. Executive governance SBM-2: 1.3.2. Interests and views of stakeholders IRO-1: 1.4.1.1. General description
c) Identifying and assessing adverse impacts	IRO-1: 1.4.1.1. General description SBM-3: 1.3.3. Material impacts, risks and opportunities and their interaction with the strategy and business model
d) Taking actions to address those adverse impacts	ESRS 2 MDR A / Topical ESRS: 2.2.1. Transition plan for climate change mitigation and adaptation 2.3. Actions and resources in relation to climate change policies 3.2.2.1. Accessibility of products and services 3.2.2.2. Cybersecurity and combatting cybercrime 4.1.4.1. Promoting an ethical culture 4.1.4.3. Combating corruption 4.2.5.1. Adopting responsible behaviour in the relationship with suppliers
e) Tracking the effectiveness of these efforts and communicating	ESRS 2 MDR M / MDR T / Topical ESRS: metrics and targets: 2.4. Performance targets and measures 3.2.3. Metrics and targets 4.1.4.1. Promoting an ethical culture 4.1.4.3. Combating corruption 4.2.6.2. Payment practices

1.2.6 RISK MANAGEMENT AND INTERNAL CONTROLS OVER SUSTAINABILITY REPORTING

RISK MANAGEMENT AND INTERNAL CONTROLS OVER SUSTAINABILITY REPORTING

For the purposes of the CSRD, sustainability reporting is defined herein as all the data published in the sustainability report. It covers internal and external data on environmental, social and governance issues.

As the reporting process for CSRD-related data is new, the risk assessment and control framework must also evolve to cover the new CSRD processes and new data, where applicable. The internal control framework described below sets out the Group's general framework within which CSRD information will be progressively integrated as processes are standardised. The risk and quality management framework described below presents the general framework of the Group in which CSRD data will be progressively incorporated, as processes are industrialised.

MAIN FEATURES OF THE INTERNAL CONTROL SYSTEM FOR SUSTAINABILITY REPORTING

ASSESSMENT OF OPERATIONAL RISKS RELATED TO SUSTAINABILITY REPORTING

The risks related to sustainability reporting, or their associated risk factors, are assessed as part of the operational risk mapping exercise, based on an approach and methodology that are common throughout the entire Group.

Operational risk mapping is a self-assessment by the operational departments, which takes into account an update when new

activities and/or new products are introduced, or when major events impact their activities (reorganisations, IT migration, outsourcing, changes in the consolidated supervisory scope). This update shall also consider actual or potential operational losses following the reporting of incidents and their consequences, changes in control results, the regulatory environment, internal or external audits, and the implementation of action plans. This risk-based approach to the risk mapping practice is a self-assessment that constitutes a Risk & Controls Self-Assessment (RCSA). This practice is carried out continuously throughout the year by each department, cross-disciplinary function and entity. It is updated in line with major events affecting the scope considered.

DATA MANAGEMENT RULES AND PRINCIPLES

Continuous improvement in the quality and integrity of data produced and used within the Group is a strategic objective in terms of operational excellence and risk control and mitigation.

Information quality management relies on the classification and grading of data criticality.

Data quality depends on compliance with the following three types of principles:

- principles relating to data quality;
- principles relating to the calculation, aggregation and manual adjustment processes; and
- principles relating to controls and audit trails.

Data quality is a requirement that applies to all scopes of activity, throughout the life cycle of the data and through successive processing operations.

THE ROLE OF INTERNAL CONTROL IN MANAGING RISKS RELATED TO SUSTAINABILITY REPORTING

The internal control framework is supported by every employee and involves the Group's three lines of defence:

- the first line of defence, made up of the operational business lines, performs first-level controls (controls 1 and controls 2.1);
- the second line of defence, made up of the Risk Management and Compliance business lines, performs second-level controls (controls 2.2);

- the third line of defence, made up of the Audit-Inspection business line, performs third-level controls (periodic control) as part of its audit missions and monitors all ESG risks, including climate and environmental risks. It covers and assesses the appropriate level of risk management of first and second lines of defence on climate and environmental risks. This coverage is documented in its annual and multi-year audit plans.

This framework provides for the implementation of a permanent control system that incorporates controls from the first and second lines of defence, as well as controls common to all Crédit Agricole Group entities. These controls, which cover all types of risk, are presented to the Internal Control Committee.

1.3. SUSTAINABILITY STRATEGY

1.3.1 STRATEGY, BUSINESS MODEL AND VALUE CHAIN

1.3.1.1 CRÉDIT AGRICOLE S.A.'S GENERAL STRATEGY AND BUSINESS MODEL

CRÉDIT AGRICOLE S.A.'S GENERAL STRATEGY

Guided by its *Raison d'être*, Crédit Agricole S.A. is rolling out its universal customer-focused banking model, which aims to meet the needs of all its customers, in all territories, via all distribution channels. Crédit Agricole S.A. offers a wide range of financial products and services structured by its core business lines: Asset Gathering, Retail Banking, Specialised Financial Services, Large Customers, specialised businesses and subsidiaries.

The business lines offer their products and services to individual, professional, undertaking and local authority customers in the following areas:

- supporting and advising customers at every stage of their lives;
- providing financing, savings and insurance solutions;
- developing investment solutions;
- offering complementary services (payment instruments, real estate, mobility, health etc.).

The products and services offered are summarised below:

- bank accounts and payment management;
- financing activities;
- insurance: life insurance, property and casualty insurance;
- savings and investment solutions;
- consulting services;
- specialised services: leasing, factoring.

The products and services and target customers are described in more detail in Chapter 1 "About Crédit Agricole S.A.".

In order to put its sustainability strategy into practice, on 1 December 2021 the Crédit Agricole Group unveiled its Societal Project, embodying the social and environmental dimension of its strategic vision. This ambitious plan is built around three fundamental pillars, reflecting the Group's commitment to act in the interests of society.

Firstly, the Group is tackling the climate challenge by committing itself to promoting a low-carbon economy. It is positioning itself as a key player in the financing of the energy transition, developing its business lines to integrate the climate emergency aspect into all its activities and supporting innovative, environmentally responsible projects, while striving to reduce its carbon footprint.

Secondly, Crédit Agricole focuses on social cohesion and inclusion. It promotes access to banking services for everyone by developing initiatives to combat financial insecurity and strengthening its role as a retail bank.

Lastly, the Crédit Agricole Group is committed to supporting agricultural and agri-food transitions. It supports innovation and competitiveness in these sectors, which are essential to the economy and food sovereignty, while promoting sustainable practices that respect the environment.

Through this Societal Project, Crédit Agricole reaffirms its role as a committed stakeholder, aware of its responsibilities towards society and determined to contribute actively to a more sustainable and inclusive future.

10 COLLECTIVE COMMITMENTS TO THE SOCIETAL PROJECT

Taking action for climate and transition to a low carbon economy

- #1 Contribute to carbon neutrality by 2050 through our own footprint and our investment and financing portfolios
- #2 Advise and support all of our customers in their energy transition
- #3 Integrate non-financial performance criteria into the analysis of 100% of our financing to businesses and farmers

Strengthening cohesion and social inclusion

- #4 Offer a range of products and services that do not exclude any customer, in order to foster social and digital inclusion and adapt to economic and societal changes
- #5 Help to revitalise the most vulnerable regions and reduce social inequalities
- #6 Promote the integration of young people through employment and training
- #7 Increase gender parity and diversity across all Crédit Agricole entities and within its governance

Accomplish agricultural and agri-food transitions

- #8 Support the evolution of techniques towards a competitive and sustainable agri-food system
- #9 Enable French agriculture to contribute actively to the fight against climate change
- #10 Contribute to strengthening food sovereignty

Crédit Agricole S.A.'s sustainability strategy is part of the Group's Societal Project and fully integrates its utility and universality ambition: to make progress accessible to everyone and support the major societal transformations. By formalising its "Ambitions 2025", Crédit Agricole S.A. has expressed its commitment to being useful to society and defined its multi-year roadmap. This encourages the convergence of short- and medium-term issues with long-term issues and allows Crédit Agricole S.A. to pursue its development path by creating sustainable value for its customers and society.

In this way, Crédit Agricole S.A. supports all its customers in environmental transitions (energy, housing, mobility etc.) and societal transitions (inclusion, health and ageing well etc.) through all its product and service ranges. The sustainability strategy is based on five pillars:

- governance dedicated to the Societal Project strategy and its implementation;
- compliance in the interest of customers and society;
- an environmental strategy based on scientific facts;
- a social strategy driven by utility and universality;
- a support strategy for the agricultural and agri-food sectors.

CRÉDIT AGRICOLE S.A.'S BUSINESS MODEL

Crédit Agricole S.A.'s business model is based on the use of its various resources to create value for its stakeholders, through the products and services it offers as part of its development strategy.

Crédit Agricole S.A.'s resources consist mainly of financial capital, human capital and productive capital.

Financial capital is a resource made up of equity Group share. Human capital is defined as an undertaking's own workforce. In a service company like Crédit Agricole S.A., human resources are of particular importance in creating value. Productive capital is made up, for example, of the network of bank branches, digital platforms, and the network of distributors and partners.

The use of these resources helps create value for internal and external stakeholders, in particular employees, customers, shareholders, investors and civil society. For more details on the business model, see Chapter 1 "Crédit Agricole Group business model".

The number of employees by geographic area is shown in Part 3.1.1.4. "Workforce".

ESSENTIAL INTANGIBLE RESOURCES

In order to meet the regulation ⁽¹⁾, the Group defines essential intangible resources as those resources that do not have a physical substance on which the business model of the undertaking is fundamentally dependent and which are a source of value creation for the undertaking. Crédit Agricole Group approaches this topic in particular from the perspective of the added value created by its employees, amplified by its organization:

- Added value by employees: Crédit Agricole Group considers that the added value of its employees is based on the depth of their expertise, the variety of their experiences and their behavioural skills (interactions with customers and colleagues) and the responsibility exercised in proximity. In this capacity, it invests in a dynamic and innovative way to ensure their continuous development. For more information on this subject, see the Human Capital Development Policy in Part 3.1.2.1 of this report;
- The added value of the organisation carried by the collective: by accelerating the managerial and cultural transformation through the Human-centric Project, which puts human responsibility at the heart of its actions, the organisation set up by Crédit Agricole Group amplifies its usefulness towards its clients (Client Project) and society (Societal Project) and optimises its *Raison d'être* "Working every day in the interest of our clients and society".

BREAKDOWN OF REVENUES BY CONTROVERSIAL SECTORS

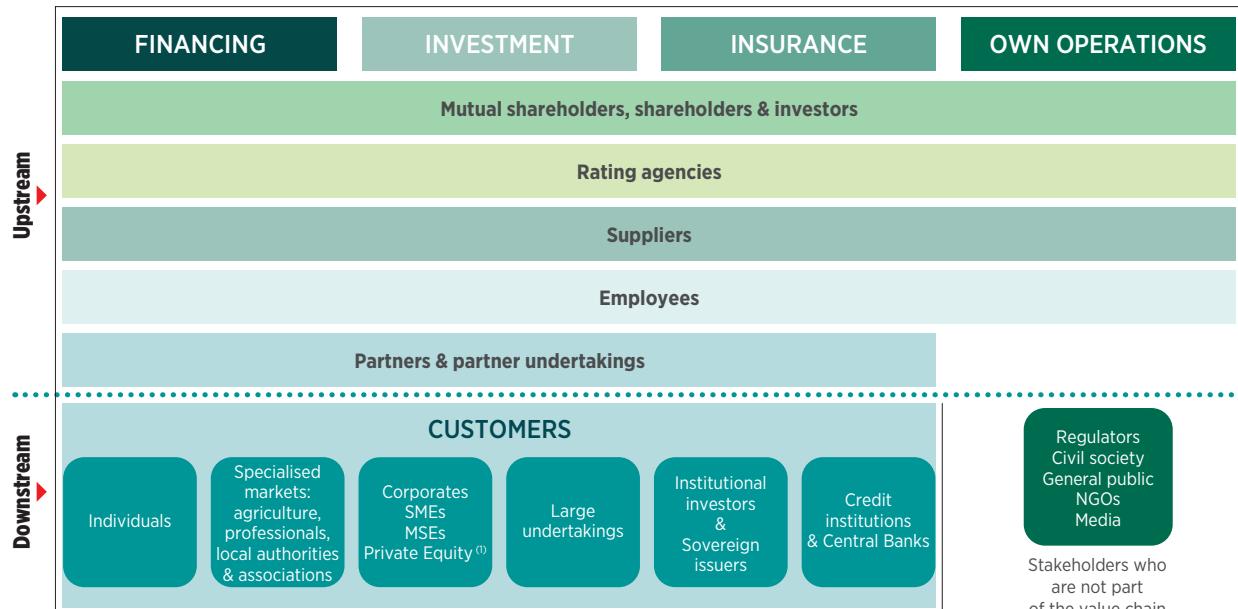
Crédit Agricole S.A. does not record any direct revenue from activities related to fossil fuels, chemicals, controversial weapons, tobacco within the scope of its Own Operations (production, marketing, ...) that is to say excluding financing, investment and insurance activities.

⁽¹⁾ Article L232-1 amended by Order n°2023-1142 of 6 December 2023 - art. 8.

1.3.1.2 CRÉDIT AGRICOLE S.A.'S VALUE CHAIN

Crédit Agricole S.A. operates across four principal business areas for all products and services in the financing, investment and insurance sectors, from designing offerings through to their use by its end customers, including marketing and distribution and the management of its own operations. These four dimensions make up its value chain.

The diagram below describes Crédit Agricole S.A.'s value chain:



To ensure the smooth running of its business, Crédit Agricole S.A. uses suppliers in three main areas, namely property purchases, purchases of services, and IT hardware and software.

Crédit Agricole S.A. uses a variety of distribution channels to offer a wide range of services to its extensive customer base. Physical branches provide direct, personalised contact with advisors. Online platforms and mobile applications are also channels for distributing products and services to all types of customers.

1.3.2 INTERESTS AND VIEWS OF STAKEHOLDERS

1.3.2.1 CRÉDIT AGRICOLE S.A.'S MAIN STAKEHOLDERS

Crédit Agricole S.A.'s main stakeholders are: customers, shareholders, investors, suppliers, employees, social partners, supervisory and regulatory authorities, NGOs and rating agencies.

1.3.2.2 CRÉDIT AGRICOLE S.A.'S COOPERATION WITH ITS STAKEHOLDERS

Crédit Agricole S.A. maintains ongoing communication with its investors and shareholders. These exchanges allow Crédit Agricole S.A. to share a broader vision of its activities and strategy, while receiving feedback from these stakeholders.

Cooperation with rating agencies involves submitting financial and non-financial information to allow them to measure the Group's performance.

Cooperation with Crédit Agricole S.A.'s employee representatives aims to understand their expectations regarding accountability, a sense of meaning in their job, the working environment and conditions, as well as employee engagement.

This transparency and open communication give Crédit Agricole S.A. the opportunity to ensure a mutual understanding of the Group's strategy and the expectations of its stakeholders. This approach fosters cooperation and strengthens trust between the undertaking and its stakeholders.

1.3.2.3 ORGANISATION OF CRÉDIT AGRICOLE S.A.'S COOPERATION WITH ITS STAKEHOLDERS

Crédit Agricole S.A. regularly interacts with its stakeholders in a variety of ways:

- regular customer consultation (including through special questionnaires that enable the monitoring of the Net Promoter Score (NPS)) and economic players (through participation in round tables or national or international working groups);
- regular meetings with civil society actors (professional unions, associations, NGOs);
- formal consultation of employees through questionnaires on current issues (e.g. inclusiveness and well-being in the workplace), as well as annual and informal inter-professional assessments through discussions with employees organised by the decision-making bodies during plenary meetings;
- thematic webinars for employees on social or topical matters led by experts in which the Group's executives participate, with the opportunity to ask questions either live or via chat;
- discussions with investors, represented in particular by their financial and ESG analysts, through meetings with Executive Management, roadshows and conferences on equities and debt, governance and ESG, as well as regular thematic workshops;

- dialogue with individual shareholders through the toll-free number, the Shareholders' Club, the Liaison Committee, shareholder meetings in the geographical areas of the Regional Banks and the General Meeting;
- regular exchanges with a panel of rating agencies concerning financial and non-financial information;
- dialogue with the ECB and supervisory authorities;
- relations with the suppliers of Crédit Agricole S.A. as part of sustainable partnerships, an annual online satisfaction survey sent to them and an annual discussion day attended by several hundred suppliers. Business review sessions are also held, in particular with strategic suppliers, in order to share strategies and news;
- assessment of stakeholder expectations identified through a national survey. Updated in 2024, this consultation process is carried out every year to identify changes in stakeholder expectations and potential new expectations or increases in those originally considered "weak signals".

1.3.2.4 PURPOSE AND IMPACT OF CRÉDIT AGRICOLE S.A.'S COOPERATION WITH ITS STAKEHOLDERS

Discussions with its stakeholders allow Crédit Agricole S.A. to become aware of and understand their respective priorities, and to incorporate their expectations into its strategic thinking and sustainable development strategy.

Listening to customers allows Crédit Agricole S.A. to assess the effectiveness of its customer relations by responding to their various needs and expectations. Customer feedback on CSR

questionnaires helps Crédit Agricole S.A. to understand their expectations and to adopt a continuous improvement approach. The feedback obtained via the CSR barometer enables the undertaking to define sustainability priorities for its customers.

Crédit Agricole S.A.'s relationship with investors allows it to receive ongoing feedback from the market on how investors perceive its strategy and actions.

Ongoing cooperation between Crédit Agricole S.A. and its employees aims to share the Group's strategy while gathering the priorities, expectations and needs of employees. These discussions give employees the opportunity to bring attention to the difficulties and problems they encounter, leading to concrete, tailored actions to resolve these difficulties and support employees.

Crédit Agricole S.A. is aware that the performance of its supply chain depends on solid relations with its suppliers. It therefore encourages transparent, ongoing dialogue with its suppliers, taking into account feedback from the annual surveys it sends them, with a view to continuous improvement. This collaborative approach streamlines the process and ensures the satisfaction of each stakeholder. Crédit Agricole is also committed to clearly sharing its strategy and ambitions with its suppliers so that they can help it achieve its targets in the field of purchasing.

Further details on how stakeholders directly influence Crédit Agricole S.A.'s strategy and business model, as well as the impact of these measures on stakeholder relations and how the governing bodies are informed of their views, will be provided in the next sustainability report due to insufficient information for this financial year.

1.3.3 MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH STRATEGY AND BUSINESS MODEL

IMPACTS, RISKS AND OPPORTUNITIES

The European Sustainability Reporting Standards (hereinafter "ESRS") break down impacts, risks and opportunities into two components:

- the actual or potential positive and negative sustainability impacts of the undertaking's operations. This corresponds to impact materiality;
- the financial risks and opportunities generated by the undertaking's economic, social and natural environment. This is known as financial materiality.

Double materiality is a concept designed to combine financial materiality with impact materiality, as part of the assessment of an undertaking's performance.

The issues that emerge as material from Crédit Agricole S.A.'s first double-materiality assessment are presented in the table below. The analysis is not conclusive on the "Nature" themes as specified in Part 1.4.1.3. "Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues".

Standard	Topic	Impact materiality	Financial materiality
ESRS E1: Climate change	Climate change		
	Operating environmental footprint		
	Support for customer transitions		
ESRS S1: Own workforce	Attractiveness, talent retention and employee engagement		
	Skills management		
	Human rights, health and safety		
	Social dialogue		
	Diversity and inclusion		
ESRS S4: Consumers and end- users	Accessibility and adaptation of offerings and social cohesion		
	Customer protection		
	Personal data protection		
ESRS G1: Business conduct	Protection of whistle-blowers		
	Business ethics and combating corruption		
	Responsible purchasing		
	Duty of vigilance towards suppliers		
Specific to Crédit Agricole	Combating financial crime and conflicts of interest		
	Cybersecurity		

The list of material impacts, risks and opportunities has been grouped into themes, which are presented below. In addition, similar tables detailing their nature (positive or negative impact, risk, opportunity) and their position in the value chain are presented in the thematic sections of the report. The determination of material risks under the CSRD does not follow the same approach as for the Risk Factors presented in Chapter 5 of the

Universal Registration Document. These two regulatory measures have different objectives. The regulatory framework for risk factors is specifically designed to inform investors about the risks inherent in holding securities issued within the Crédit Agricole Group and Crédit Agricole S.A. This may result in differences in terms of identified risks between the Sustainability Report and the Risk Factors.

Topic	List of IROs	Reference in the report
ENVIRONMENT		
Support for customer transitions	Enhancing image and reputation through strong commitment and positioning on ESG issues	2.1. Governance 2.2.1. Transition plan for climate change mitigation and adaptation 2.3. Actions and resources in relation to climate change policies
	Reputational risk in the event of misleading communication on environmental and social issues	2.2.2. Material impacts, risks and opportunities and their interaction with the strategy and business model
	Lower profitability due to the investments required to transform the Group's business model in order to decarbonise its activities and boost its resilience (data purchases, investments, resources, systems, limitation of certain activities)	2.3. Actions and resources in relation to climate change policies
	Positive impact due to a reduction in GHGs and better adaptation thanks to support for individual customers in their transition (renovation, mobility etc.)	2.3.1. Support for all customers 2.3.2. Sector-specific action plans
Climate change	Positive impact on the climate through Group activities (investment, financing, insurance, sponsorship/partnerships)	2.3. Actions and resources in relation to climate change policies
	Impact of physical risk factors related to climate change on Group risks (credit, financial, operational)	2.2.2. Material impacts, risks and opportunities and their interaction with the strategy and business model
	Impact of transition risk factors related to climate change on Group risks (credit, financial, operational)	2.2.2. Material impacts, risks and opportunities and their interaction with the strategy and business model
	Negative impact of financing and investment activities on climate change	2.3. Actions and resources in relation to climate change policies
Operating environmental footprint	Risks incurred by the bank in connection with its activities that have an impact on climate change: reputational and image risks, regulatory risks	2.2.2. Material impacts, risks and opportunities and their interaction with the strategy and business model
	Commitments to the climate that create the conditions for developing new services and solutions for customers (revenues for the bank) requiring substantial financing and dedicated support	2.2.1. Transition plan for climate change mitigation and adaptation 2.3. Actions and resources in relation to climate change policies 2.4.1. Climate change mitigation and adaptation targets
	Impacts through the development of programmes to reduce greenhouse gas emissions and the consumption of natural resources in our own operations	2.2.1. Transition plan for climate change mitigation and adaptation 2.3.4. Operating footprint 2.3.5. Voluntary contribution to carbon neutrality
SOCIAL		
Accessibility and adaptation of offerings and social cohesion	Positive impact on the economically disadvantaged and people with disabilities thanks to accessible and inclusive offerings	3.2.2.1. Accessibility of products and services Support for vulnerable populations and prevention of overindebtedness
Attractiveness, talent retention and employee engagement	Improving attractiveness through ambitious and innovative ESG practices	3.1.1.1. The Human-centric Project, a major driver of the Crédit Agricole S.A.'s ambitions
	Increased overall performance, employee retention, thanks to ambitious career and skills development policies	3.1.2.1. Human capital development policy
	Risks to employee attractiveness, retention and engagement due to the compensation policy and employee benefits	3.1.2.1. Human capital development policy

Topic	List of IROs	Reference in the report
Social dialogue	Risks to the Group's image or overall performance due to a deteriorated social climate/dialogue	3.1.2.2. Social dialogue
Diversity and inclusion	Internal and external image and reputational risk due to inadequate diversity and inclusion policies or discriminatory practices	3.1.2.3. Diversity
	Risks associated with not knowing employee characteristics	3.1.2.3. Diversity Diversity policy
	Image and reputational risk in the event the health and safety of employees are endangered or human rights are not respected	3.1.2.4. Working environment policy
Human rights, health and safety	Improving employee health and safety through proactive work/life well-being policies	3.1.2.4. Working environment policy Working environment policy
	Positive impact on employees in the event of social protection practices that are better than statutory practices	3.1.2.4. Working environment policy Management of impacts, risks and opportunities
	Positive impact of sound practices on employees' rights to freedom of association and collective bargaining	3.1.2.4. Working environment policy Working environment policy
Skills management	Positive impact on employees through good talent management and the implementation of ambitious skills development policies	3.1.2.1. Human capital development policy
Customer protection	Regulatory risk related to products and services that are insufficiently adapted to customer needs and circumstances (banking inclusion, product governance)	3.2.2.3. Customer protection
	Positive impact on society related to products and services that are adapted to customer needs and circumstances (banking inclusion, product governance), contributing to social cohesion	3.2.2.3. Customer protection
Personal data protection	Reputational risk in the event of leaks, theft or inappropriate use of personal data	3.2.2.4. Personal data protection
	Regulatory risk related to non-compliance with personal data protection regulations	3.2.2.4. Personal data protection
GOVERNANCE		
Responsible purchasing	Reputational risk and regulatory risk in the case of non-responsible purchasing practices by the Group towards its suppliers, particularly as regards payment terms	4.2.1.3. Impacts, risks and opportunities
	Negative impact on suppliers in the case of non-responsible purchasing practices by the Group, particularly as regards payment terms	4.2.1.3. Impacts, risks and opportunities
Duty of vigilance towards suppliers	Reputational risk and regulatory risk in the case of accountability of the Group following an environmental, social or ethical breach – particularly in terms of corruption – by its suppliers	4.2.1.3. Impacts, risks and opportunities
Business ethics and combating corruption	Regulatory risk in the event of non-compliance with the regulations and the expectations of the supervisory authorities in terms of business ethics and combating corruption	4.1.4.1. Promoting an ethical culture 4.1.4.3. Combating corruption
	Negative impact on the living conditions of customers or stakeholders in the event of unethical practices (e.g. corruption)	4.1.4.1. Promoting an ethical culture 4.1.4.3. Combating corruption
Protection of whistle-blowers	Positive impact on society in the event of the implementation of a whistleblowing system for reporting unethical internal practices	4.1.4.4. Protection of whistle-blowers

Topic	List of IROs	Reference in the report
SPECIFIC		
	Negative impact on customer well-being in the event of a cyber attack	3.2.2.2. Cybersecurity and combating cybercrime
Cybersecurity	Financial risk following an inability to provide essential services and the associated operational cost to remedy the situation	3.2.2.2. Cybersecurity and combating cybercrime Action plans/system Cyber incidents and business continuity plan
	Positive impact on society of the entity's actions in combating financial crime	4.1.4.5. Combating financial crime
Combating financial crime and conflicts of interest	Regulatory risk in the event of failure to comply with the obligations in terms of combating financial crime	4.1.4.5. Combating financial crime
	Regulatory risk in the event of insufficient detection of conflicts of interest and market abuse (market integrity)	4.1.4.2. Avoidance of conflicts of interest 4.1.4.6. Preventing market abuse

POSITION IN THE VALUE CHAIN AND ACTIVITIES

Material impacts, risks and opportunities (IROs) are mainly cross-cutting among all financing, investment and insurance activities. Due to the business model, climate IROs are mainly downstream of the value chain, with the exception of issues related to the operating footprint. Social IROs are divided between the own operations, for issues relating to the company's own staff, and downstream for those relating to customers. Finally, governance-related impacts, risks and opportunities are upstream for issues relating to purchasing, and downstream/own operations for compliance issues.

EFFECTS ON THE BUSINESS MODEL, VALUE CHAIN, STRATEGY AND DECISION-MAKING PROCESS

The identified material impacts, risks and opportunities influence the Group's business model, value chain and strategy in different ways.

Regarding the current and future effects of climate change, climate and energy transition issues are likely to have an effect on the economic model. In order to control these current and future effects, the Group has undertaken an analysis of its portfolio of activities and defined targets for the reduction of funded emissions (in absolute or intensity) in high-emission sectors. At the same time, the Group has identified levers to promote financing and investment in sectors aligned with sustainability objectives. These adjustments to the strategy help meet growing stakeholder expectations and new regulatory requirements, while strengthening the business model's resilience to transition risks. In the medium and long term, the evolution of customer behaviour towards more sustainable solutions, as well as the intensification of regulatory constraints, should continue to influence the Group's strategic priorities. Climate issues are integrated into strategic decisions through a strengthened governance framework, as described in Part 1.2 "Sustainability Governance".

Regarding the social issues related to employees and clients, their effects are considered to be controlled thanks to robust and proven policies implemented by the Group (see Part 3 "Social responsibility"). So these topics do not, to date, lead to any change in the economic model, value chain or medium-term strategy.

STRATEGIC ACTIONS OR PLANS TO MANAGE IMPACTS, RISKS AND OPPORTUNITIES

Action plans covering all activities have been put in place. On the environmental front, climate change policies and actions strengthen the Group's ability to manage these challenges. On the social front, HR policies and actions (human capital development,

social dialogue, diversity, working environment, and performance and compensation) promote inclusion and well-being. In governance, policies and actions (ethics, protection of whistleblowers, anti-corruption, data protection, financial crime, market abuse and management of conflicts of interest) ensure rigorous compliance with regulations. In terms of purchasing, the Group manages supplier relations and payment practices responsibly. These plans are continually adjusted in line with market trends and stakeholder expectations.

EFFECTS OF IMPACTS ON THE ENVIRONMENT AND SOCIETY

The effects of impacts on the environment and society are described in the thematic sections of this report. With regard to the environment, no evidence has been found to link negative impacts with the Group's strategy and business model. On the other hand, although these negative impacts are not the result of the strategy and business model, activities may lead (in gross terms, without taking into account policies and action plans) to impacts on the climate as a result of the sectors financed. As far as society is concerned (the company's workforce, customers and suppliers), the impact of the Group's strategy and activities is already tangible.

FINANCIAL EFFECTS OF RISKS AND OPPORTUNITIES ON THE FINANCIAL POSITION AND CASH FLOWS

The financial materiality analyses conducted on the impact of physical and transition risks across the major risk classes did not identify risks as material according to the assessment criteria developed in the context of the sustainability report. Thus, the impact of these factors on the cost of risk is not significant at this stage and no management action is required.

RESILIENCE OF THE STRATEGY AND BUSINESS MODEL

The resilience of the Group's strategy and business model is based on its ability to anticipate and adapt to environmental, social and governance risks and impacts. To address significant risks and seize opportunities, policies and action plans have been put in place, as mentioned in Part 2.3 "Actions and resources in relation to climate change policies" on strategic plans and actions to manage impacts, risks and opportunities. These policies and actions cover key areas such as climate change, management of relationships with suppliers, diversity and inclusion, and ethical governance. These plans are continually adjusted in line with market trends, stakeholder expectations and new regulations, ensuring resilience in the short-, medium- and long-term. A more detailed analysis of climate change is available in Part 2.2.2 "Material impacts, risks and opportunities and their interaction with the strategy and business model".

SIGNIFICANT MATERIALITY DIFFERENCES WITH THE ENTITIES

As mentioned in Part 1.4 “Management of impacts, risks and opportunities”, the double materiality assessment was conducted on the basis of the ratings of the subsidiaries contributing to the double materiality exercise. At the end of this practice, differences were observed between the materiality at the Group level and the materiality of certain entities.

These differences are not significant at Group level as they do not impact materiality at the level of a standard for Crédit Agricole S.A. However, two entities rated two IROs as material (one opportunity in relation to the ESRS E5 standard for Crédit Agricole Assurances and four positive impacts in relation to the ESRS S3 standard for Crédit Agricole Italia), unlike the Group, involving specific arrangements within these entities to manage them.

- Pollution: for CA Auto Bank, the theme of pollution is linked to its activity in car financing. This has no impact on the Group's position on pollution.
- Circular economy: for Crédit Agricole Assurances, the circular economy is linked to its automobile claims management activity; Pacifica encourages the reuse of automotive parts. This has no impact on the Group's position on the circular economy.
- Affected communities: Crédit Agricole Italia also has two positive material impacts specific to their activity that are not part of the Group methodology. For Crédit Agricole Italia, the theme of affected communities is linked to the integration of social criteria in its products and services and to foundations that hold a significant share of its capital. This has no impact on the Group's position on affected communities.

1.4. MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

1.4.1 DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES

1.4.1.1 GENERAL DESCRIPTION

In accordance with sustainability standards, the double materiality practice determines the information to be disclosed in the sustainability report by identifying material impacts, risks and opportunities (IROs). The scope of analysis encompasses the undertaking's own operations (consolidated scope) and the value chain (upstream/downstream). The analysis focuses on two dimensions: impact materiality (how Crédit Agricole S.A.'s activities impact its stakeholders or the environment) and financial materiality (how sustainable development issues affect Crédit Agricole S.A. and its financial performance). An IRO is material when at least one of its two dimensions is material.

The Group's materiality analysis methodology is the responsibility of the Sustainability and Impact department. It is developed in collaboration with the Group Risk Department, the Compliance Department, the Group Purchasing Department and the Group Human Resources Department, which are the major contributing departments. This methodology applies to all entities contributing to the Double Materiality ⁽¹⁾ practice.

The list of impacts, risks and opportunities (IROs) is defined by Crédit Agricole S.A.'s central departments (Sustainability and Impact, Risks, Compliance, Human Resources, Purchasing, Public Affairs, Digital Transformation and IT), capitalising on the internal processes already in place within the Group (Operational Risk Mapping, Duty of Care, work carried out on risks in line with ECB expectations etc.) and taking into account activities (financing, investment and insurance), the Group's value chain and the regulatory environment in which the Group operates. Certain risks have been identified on the basis of the impacts identified (e.g. a reputational risk may arise from the negative impact of the Group's activities on climate) and of the analysis of dependencies on the subjects covered by the ESRS (e.g. the Group's exposure to sectors that may be disrupted by the impacts of climate change, leading to the identification of a physical risk on the topic of climate change). The list of IROs covers the current ESRSs and the specific themes identified by the Group, and may be updated to take into account any changes in the context, regulations or scope of the ESRSs in future financial years.

The ESRS set out the criteria to be considered in measuring materiality.

Negative impacts are rated according to two dimensions:

- **probability** (for potential impacts only);
- **severity**, which is made up of:
 - scale: scale of the negative impact on people or the environment,
 - scope: scope of the impacts,
 - irremediability: whether and to what extent the negative impacts can be remedied.

Positive impacts are rated according to two dimensions:

- **probability** (for potential impacts only);
- **severity**, which is made up of:
 - scale: scale of the positive impact on people or the environment,
 - scope: scope of the impacts.

Risks and opportunities are rated according to two dimensions:

- **probability**;
- **potential scale** of financial effects.

There is no standard rating scale set out by the ESRS. They have been defined using existing scales as a basis as far as possible, and are applied by the entities which adapt them to their scale or threshold.

Once the rating for each impact, risk or opportunity criterion has been finalised, a materiality score is calculated for each IRO ⁽²⁾ and compared with the Group's materiality threshold. The materiality threshold ⁽³⁾ is the point at which the impacts, risks and opportunities are material. It should be noted that IROs are not prioritised in any way other than material/non-material.

In operational terms, each entity contributing to the Group's double materiality practice rates the IROs within its scope, relying as far as possible on existing processes within its entity (operational risk mapping, Duty of Vigilance etc.) or using external studies (IPCC Report, ECB Guide, ESMA studies, Banque de France etc.) and consulting internal operational experts (on climate, nature, purchasing, compliance, cybersecurity etc.). The results are then validated by the governance of each entity and sent to Crédit Agricole S.A., which consolidates the feedback and reviews the results.

⁽¹⁾ Subsidiaries exceeding a consolidated balance sheet threshold of €5 billion and forming part of the value chain defined by the Group: Amundi, Crédit Agricole CIB, Crédit Agricole Assurances, Crédit Agricole Italia, Crédit Agricole Leasing & Factoring, CACEIS, Crédit Agricole Personal Finance & Mobility, LCL, Crédit Agricole Bank Polska.

⁽²⁾ Each rating criterion is assessed on a scale of 1 to 4, and a score is then determined as follows: for risks, the probability score is multiplied by the score for the potential scale of the financial effects, giving a maximum score of 16; for impacts, the probability score is multiplied by the severity score, defined as the maximum of the scale, scope and irremediability scores. The score obtained in this way reaches a maximum of 16.

⁽³⁾ Details of the materiality threshold: the materiality threshold is set at half the maximum score, i.e. 8 (greater than or equal to).

The ratings are then critically reviewed by all the Crédit Agricole central departments that took part in the rating exercise. Central departments then determine the materiality at the consolidated Group level on the basis of an expert assessment of entity ratings. The results are then validated by the ESG Strategy Committee.

In accordance with regulations, material impacts, risks and opportunities must be updated each year to take into account any changes in context, regulations or scope that have occurred since. This update focuses on the risks defined as material in the previous financial year, and takes into account any new contextual factors that require a review of the rating.

Sustainability risks are managed according to the same principles as other types of risks and are integrated into the Crédit Agricole Group's overall risk management process.

The double materiality assessment process will be developed for the next fiscal year to include specific arrangements for consultation with affected stakeholders.

1.4.1.2 DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES RELATED TO CLIMATE CHANGE

DESCRIPTION OF PROCESSES ALLOWING THE IDENTIFICATION AND EVALUATION OF IMPACTS, RISKS AND OPPORTUNITIES

Crédit Agricole Group's double materiality analysis process is described in the previous Part 1.4.1.1 "General description".

NON-FINANCIAL RISKS IDENTIFIED BY THE GROUP

The main purpose of this section is to assess the potential financial impact of climate risks on the Group's activities. The identification of adverse impacts and dependencies linked to climate risks are discussed in Part 2.2.2 "Material impacts, risks and opportunities and their interaction with strategy and business model" of the Sustainability Report.

CLIMATE RISKS: DEFINITIONS USED

Climate risks materialise within the traditional risk categories (credit, operational, liquidity, market etc.) and can be broken down into two categories:

- physical risk factors: the financial effects of climate change (such as an increase in extreme weather events and gradual climate change) and environmental degradation (such as air, water and land pollution, water stress, biodiversity loss and deforestation);
- transition risk factors: financial loss that an establishment may incur, directly or indirectly, as a result of the process of adapting to a low-carbon economy.

Climate risks materialise within the traditional risk categories such as credit risk, operational risk, liquidity risk and market risk. Their materiality results from the current or prospective impact on the Group's counterparties or its assets.

CLIMATE RISK FACTORS IDENTIFIED BY CRÉDIT AGRICOLE GROUP

A Group taxonomy has been developed to provide a framework for analysing and measuring the impact of climate and environmental risk factors. This classification system is based on elements shared by all market players, including regulators and supervisors, as well as internal expertise. This list aims to meet the needs of most uses and will likely be updated regularly, in particular to take account of improved knowledge of climate and environmental risk factors and changes in the internal risk management system. Taking into account the scientific work and the main risk factors involved, the Group considers that:

- the physical risks related to climate change are potentially incurred in the short term for acute risks, and in the medium/long term for chronic risks;
- the transition risks related to climate change are incurred in the short, medium and long term.

METHOD FOR ASSESSING THE FINANCIAL MATERIALITY OF CLIMATE RISK

ANALYSIS FRAMEWORK

Assessing the materiality of Crédit Agricole Group's climate risks requires considering both different time horizons and different scenarios. These time horizons and scenarios are also used to carry out stress tests, which are an integral part of Crédit Agricole Group's risk management system. Resistance tests contribute to strategic risk management, the assessment of capital adequacy, and meet regulatory requirements. Climate scenarios provide a better understanding of the financial impacts of climate risk in the long term, based on central hypotheses and stressed versions according to defined pathways. This is a usual risk approach, which however uses long-term assumptions, in addition to the usual scenarios that generally consider shorter projections (around three to five years). Climate risks are expected to materialise in the longer term. Regulators and supervisors support these approaches, and the results of their analyses also help inform governance bodies of the Group.

TIME HORIZONS

Four time horizons have been selected for the analyses conducted. These time horizons have been chosen not only to align with current operational and budgetary cycles, but also to ensure consistency with longer-term strategic targets and global climate commitments. Such time horizons make it possible to develop a projection that goes beyond the typical scope of three- to five-year business planning, thus reinforcing the strategic approach to risk management. The choice of these time horizons is also related to the profile of the portfolios and their effective average maturity according to the Group's credit activities.

The **short-term** horizon is set at 2025, in line with the current budget horizon and Crédit Agricole Group's strategic plan.

The **medium-term** is set at 2030, aligned with intermediate Net Zero Banking Alliance (NZBA) commitments and with the targets defined by the European Union as part of the "Fit for 55" legislative package.

The **long-term** horizon is set at 2040 in order to capture the long-term portion of exposures.

The **very-long-term** horizon, set at 2050, aligns with the time frames set out in the Group's NZBA commitments.

CLIMATE SCENARIOS

In assessing the effectiveness and relevance of various scenarios for sensitivity analyses within the financial sector, the scenarios defined by the Network for Greening the Financial System (NGFS) have proven to be a particularly appropriate choice. Its scenarios are designed to address the specific risks and operational realities facing banks, providing information on transition risks, physical risks and macro-financial risks. In addition, the NGFS incorporates the latest updates in climate science and policies, ensuring that assessments are based on the most recent and comprehensive information available.

Three NGFS scenarios are used to assess the materiality of climate risks for Crédit Agricole Group:

- **Net Zero 2050 (orderly)** outlines an ambitious but achievable future where global efforts will lead to net zero Greenhouse Gas emissions by 2050, aiming to limit warming to +1.5 degrees Celsius by 2100 (with a 50% probability);
- **The delayed transition (disorderly)** presents a world where efforts to reduce Greenhouse Gas emissions are delayed, leading to a global temperature increase of +1.6 degrees Celsius by 2100;
- **Current policies (Hot House World)** projects the results of continuing along current policy pathways, resulting in a global temperature increase of around +3 degrees Celsius by 2100.

CLIMATE RISK TRANSMISSION FACTORS

In order to establish the materiality of climate risks, Crédit Agricole studied and measured the impact of climate risk factors (physical and transition) on the Group's risks. The first phase identified the level of transmission of climate factors through the Group's main risk categories (credit risk, reputation risk, operational risk, strategic risk, market risk, liquidity risk). This phase makes it possible to identify the most sensitive factors and associated transmission channels for each type of risk, which are then prioritised in the assessment analyses.

- Risk factors have been identified exhaustively, taking into account both physical and transition risks, as well as the main time horizons defined in the method (see "Time horizons" section above). These risks have been specified from a geo-sectoral perspective. The sources underlying these conclusions have been explained as part of this financial materiality analysis. The initial results of the transmission channels showed a more pronounced impact on credit risk, which was analysed at a more granular level for the main sectors exposed. This covers the residential and commercial property portfolio, as well as loans to large corporates and SMEs across the major sectors of exposure. The scope of the analysis thus covers more than 80% of Crédit Agricole Group's outstandings through a sectoral and portfolio perspective.
- Each type of risk identified by the bank is broken down into sub-risks (covering the risk as a whole).
- For each sub-risk and for each climate risk factor, the associated transmission channel is then described, in consultation with Crédit Agricole Group experts on the type of risk in question.
- Based on the detailed analyses by sub-risk, the level of sensitivity was classified according to a standardised scale: (i) no sensitivity to the climate factor, (ii) low sensitivity, (iii) moderate sensitivity and (iv) high sensitivity. This classification helps highlight potential concentrations of risk.

The materiality assessment of climate risks has been conducted for the bank's main risks: credit, liquidity, market, operational, reputational, disputes and strategic, although the impact on credit risk has been more pronounced.

At this stage of the process, this assessment has not taken into account the probability of events occurring, and as such cannot be considered conclusive and definitive. Nevertheless, it provides an initial framework for assessment.

IMPACT OF CLIMATE FACTORS ON CREDIT RISK

At Crédit Agricole, credit risk encompasses several dimensions in the Corporate, Professional, Agricultural and Individual customers segments. In the Corporate segment, this risk includes default and migration risk, as well as sectoral and individual concentration risk. In retail banking, in the Professional, Agricultural and Individual segments, these risks are similar but adapted to the context of a more diversified and, above all, more granular retail market. Particular attention has been paid to the residential and commercial property sector, as well as to the portfolios of MSEs and SMEs. For residential property, a granular, bottom-up approach has been adopted.

CONSEQUENCES OF PHYSICAL RISKS AND THEIR IMPACTS ON CREDIT RISK

In the short term, the consequences of physical risks may impact the physical assets financed, guaranteed or insured by Crédit Agricole Group subsidiaries, thus weighing directly on loss given default. The probability of default could therefore be affected directly or indirectly by the physical risk.

As part of a scientific risk analysis approach, Crédit Agricole has conducted a granular and detailed retrospective assessment of the history of reports in which a climate factor contributed to the deterioration in credit risk. The associated outstandings have been monitored. The results show an increase in the volume of reports between 2022 and the first quarter of 2024, with multiple reports on the same customer. The main causes of this increase are linked to the consequences of the health crisis, the Ukrainian crisis, the energy crisis, inflation, rising interest rates and operational issues. The volume of customers affected by climate risk factors also increased between 2023 and 2024. However, given the low initial volumes and the absence of a more complete history (retrospective data or elements), this increase can be considered relative and its materiality will have to be confirmed over time.

A retrospective analysis of default and insolvency events, meanwhile, has shown no significant correlation at this stage between the probability of default and climate events, nor between the probability of default and physical risk factors. This analysis is also in line with the results of Banque de France's analyses. This analysis focuses on risk categories relevant to France, such as floods, droughts, landslides and severe cyclones. The limited impact observed can be explained by the role of insurers and by national policies on compensation in the event of a natural disaster.

As such, and in light of these results, to date the history of physical risk cannot be considered as significant in the context of its integration into probability of default models. Nevertheless, this practice has been incorporated into Crédit Agricole's work permanently and will therefore allow these results to be re-evaluated periodically.

PHYSICAL RISK RELATED TO RESIDENTIAL PROPERTY

The approach adopted for residential property has made it possible to assess the direct impact of natural disasters on the portfolios of individuals and small and medium-sized companies, covering 90% of outstanding mortgaged or guaranteed loans at the Crédit Agricole Group level. The effects of droughts as well as river flooding were analysed as a priority because of their direct impact on building structures. The method involved cross-referencing two key metrics, the rate of soil shrinkage and swelling and the moisture content (SWI), to identify areas where the physical risk is predominant. In addition, the risk was assessed across the various short-, medium- and long-term time horizons, in line with the NGFS benchmark scenarios (see above section Climate scenarios"). For flood and drought risk, the RCP 8.5 scenario was included. In addition, the impacts have been analysed for certain countries, highlighting the sometimes pronounced geographical differences in the additional cost of risk in the event of chronic and acute events.

The impacts on the Loss Given Default (LGD) and the cost of risk were estimated by incorporating a impairment loss indicator on the property and a level of shock on the value of the collateral. The analysis concluded that the impacts are relative and contained.

PHYSICAL RISK ASSOCIATED WITH COMMERCIAL PROPERTY, MSFS, SMES AND LARGE CORPORATES

The chosen method of analysis took into account the location and geographical distribution of the assets. In addition, a dedicated sector-specific study was conducted to establish a classification of sectors and sub-sectors, according to a degree of vulnerability, and to identify pockets of more localised vulnerability. A geographical analysis by country was carried out using macro-economic data based on various sources, such as the World Bank, Swiss RE and S&P. The analysis of these sources was used to establish a risk categorisation on a scale of five levels for the "geography" area and three levels for the "sector" area. This approach allowed for an assessment of the level of portfolio sensitivity to acute and chronic climate risks, and an observation of any correlations between credit rating quality and sensitivity to physical climate risk.

The results show a slightly greater sensitivity to acute risks, with certain combinations of geographic areas and sectors showing more pronounced sensitivities.

CONSEQUENCES OF TRANSITION RISK ON CREDIT RISK

Transition risk was assessed in line with the 2023 climate stress tests, taking into account the three time horizons (short-, medium- and long-term) for the sectors with the highest emissions and the greatest sensitivity to the effects of the climate transition.

On the basis of the methodologies applied by the Group and work carried out with supervisory authorities, an estimate of the impact on the cost of risk concluded that the overall impact was limited, and was already covered by provisioning strategies.

All the analyses conducted have allowed for an assessment of the cost of the additional risk generated by the physical climate and transition risks using the various time horizons defined by the scenarios. At this stage, of all the risks analysed, the results show that the transition risk is considered to be the most significant in the medium-term. Despite this, it remains below the financial materiality thresholds established as part of the Group's methodology.

IMPACT OF ENVIRONMENTAL AND CLIMATE FACTORS ON OPERATIONAL RISK

Crédit Agricole Group defines operational risks as potential losses due to failures or inadequacies in internal processes, employees or systems, or due to external events. This definition excludes risks related to the Group's strategy and reputation risk. The management of these risks is structured around the study of four key operational risk categories: (i) the Group's physical and IT infrastructures, (ii) customers, (iii) employees and (iv) the bank's suppliers.

In 2023, in line with the work carried out with the supervisor, a detailed review of the history of operational losses linked to a climate factor made it possible to assess their materiality and financial impact more accurately. In addition, various categories of climate risk have been added to the operational flows in order to identify these events during future analyses, with a high level of granularity. This detailed analysis of historical data is the first step in a continuous improvement process. In addition, the alert mechanisms that trigger a review by the Group Risk teams now include events specific to climate risks, allowing them to be integrated into the control chain from end to end.

Although they may represent a significant volume at the local or regional level, these losses are, at this stage, considered to be of little significance since they represent between 0.1% and 0.5% of the total losses linked to operational risks at the Crédit Agricole Group level, and do not require a change in the operational risk management framework in the short-term. It should be noted that most of the losses referenced by all the financial institutions in the ORX database stem from flooding events.

PROSPECTIVE ANALYSIS OF LOSSES LINKED TO A CLIMATE FACTOR AND A FORWARD LOOKING SCENARIO

A forward-looking analysis was carried out to supplement the results of the retrospective analysis, both in terms of the scope covered and the method used. This analysis was conducted using the three NGFS scenarios over the four time horizons described above. The retrospective analysis of climate risk factors identified flooding as the main risk for the Group. In addition, the Group's data allowed it to geolocate its assets precisely, in order to feed this analysis. This method made it possible to map the regions most affected in terms of operating losses due to the physical risk of flooding, and to estimate the prospective losses according to the scenarios.

IMPACT OF CLIMATE FACTORS ON REPUTATIONAL RISK AND MATERIALITY

Crédit Agricole has been reporting on its societal commitments for several years. The nature of its activities, the composition of its corporates portfolio and the Group's international reach expose it to reputational risks and potential litigation relating to climate and social issues.

To manage these risks, Crédit Agricole has rolled out a system focused on:

- avoiding these risks as part of its dialogue with customers. Technical risk factors are analysed and exposure to associated reputational risk is taken into account in the assessment. A specific and detailed analysis is conducted for all customers facing media exposure or who are the subject of disputes; depending on their exposure, this analysis takes into account changes in their commercial strategy;

- managing these risks: Crédit Agricole is committed to open engagement with civil society stakeholders, particularly Non-Governmental Organisations and associations, and regularly responds to requests for explanations. In addition, a reputational crisis management system is in place to manage and limit the impact of any potential accusations, if necessary.

This system has been rolled out across all departments (Sustainability and Impact, Customer Relations, Legal, Compliance, Communications, Risk Management), which are in constant contact with management in order to ensure optimal coordination when managing controversial cases.

The impact of physical risk on reputation is fairly limited; however, the management of resulting operational risk may have negative indirect effects on the Group's image and the quality of its operations. Transition risk and Crédit Agricole's ability to support its customers who are the most vulnerable and exposed to transition risk could have a more direct effect on the Group's image.

The materiality analysis took into account a detailed retrospective review of the controversies that Crédit Agricole has had to face, without being the subject of legal action. Most of these controversies have involved NGOs. Although Crédit Agricole has never been the subject of legal action, the landscape is evolving in terms of climate-related reputational risk, with growing expectations of NGOs and a growing sensitivity of public opinion to climate issues. According to analyses of external databases, these mainly concern the fossil fuel sector, allegations of greenwashing practices and failure to respect public commitments.

Given the avoidance measures in place and the lack of disputes relating to its climate commitments, Crédit Agricole Group considers the reputational risks relating to physical risks and transition risks to be a consequence of primary risks, and has deemed them to be limited in the short-term (2025). On the basis of information available to date, such risks may be moderate in the medium- to long-term (2030/2050).

IMPACT OF CLIMATE FACTORS ON LIQUIDITY RISK AND MATERIALITY

The liquidity risk for a banking institution can arise from the reduction of deposits or the blocking of refinancing mechanisms. The management of liquidity risk is coordinated, for the Crédit Agricole Group, by the Group Financial Steering department, within the Finance department of Crédit Agricole S.A. The liquidity risk, which is overseen and managed by the Finance department, is based on liquidity risk management metrics produced by the Group's entities and consolidated. The Group Risk department provides a second opinion on liquidity risk management through standards, metrics and limits, and participates in the liquidity governance bodies. Liquidity risk is managed through regular stress tests, over two different time horizons, one short-term (less than three months) and the other medium-term (three years). In response to a disaster, undertakings may have to use part of their reserves and credit to cover their immediate needs or losses, resulting in a reduction in demand deposits and a potential increase in credit applications. However, at a later stage, the withdrawn funds are likely to be reintroduced into the economy (via payments to the construction companies in charge of the repairs) and therefore to be returned to banks via corporate customers. Insurance cover can also mitigate losses, and the local nature of natural disasters limits their impact on a global bank such as Crédit Agricole Group, where the impact of these physical risks on

the Group's liquidity is estimated to be low. By way of illustration, although storms Lothar and Martin devastated large areas, their impact on bank liquidity was minimal.

Transition risks affect liquidity risk in several ways. First, they can reduce the value of liquidity reserves in central banks if the collateral valuation structure changes. For Crédit Agricole, this risk is considered low, as these deposits are not very sensitive to climate risks and are protected by effective risk management strategies. Secondly, the Bank's reputation could be affected if it does not honour its climate commitments, which could weaken the confidence of customers and institutional investors. Such a scenario is indirectly covered in the regular idiosyncratic stress tests, the results of which remain immaterial for the Group.

Climate risks have a limited impact on the liquidity of Crédit Agricole Group, across all time horizons. The potential impacts are identified and monitored by Crédit Agricole Group, which already has a robust framework for managing liquidity risk as a whole. However, this framework will need to be supplemented, in particular by integrating climate factors into the review of idiosyncratic stress parameters.

IMPACT OF CLIMATE FACTORS ON MARKET POSITIONS AND MATERIALITY

Based on the NGFS analysis and following the example of the regulatory climate stress tests proposed in the past by the ACPR and the ECB, it appears that the most significant climate risk factors for market positions are related to transition risks. In fact, transition risks are more likely to generate systemic impacts, and therefore impact market positions that tend to concern large corporates.

These transition risk factors may be related to the public authorities' penalisation of activities that contribute to climate risks through greenhouse gas emissions. This may concern, for example, the introduction of climate taxation and subsidies, regulatory requirements, energy and transport policies (e.g. reduction of CO₂ emissions), the banning of certain environmentally harmful materials/chemicals etc.

Companies may also find it difficult to adapt their business models to the new paradigms: changes in investor behaviour; changes in consumer, supplier or employee behaviour; technological developments.

These climate factors apply to all exposures related to credit and equity markets, and more particularly to those in the most carbon-intensive sectors. These exposures and their sensitivity have been mapped according to the European statistical classification of economic activities, NACE (Nomenclature of Economic Activities). Interest and inflation rates can also be linked to climate and environmental risk factors.

To assess the materiality of climate risks, risk weightings, calibrated according to a disorderly transition scenario, are applied to the sensitivities of the exposures. This scenario was designed in line with the projections of the NGFS, particularly with regard to carbon prices and CO₂ emissions. The weightings adversely impact sectors that are sensitive to climate risks.

A simulation was carried out on the Crédit Agricole CIB trading book and showed the low materiality of climate risks on credit and equity market positions.

For the financial materiality and resilience of the model, see Part 1.3.3. "Material impacts, risks and opportunities and their interaction with strategy and business model".

1.4.1.3 DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES RELATED TO OTHER ENVIRONMENTAL ISSUES

INTRODUCTION AND RESOURCES USED

In its double materiality analysis, Crédit Agricole Group has taken into account themes ESRS E2, E3, E4 and E5 (pollution, water and marine resources, biodiversity and ecosystems, resource use and circular economy).

Proud of its cooperative and mutualist identity, Crédit Agricole supports the economy, entrepreneurship and innovation in France and abroad, and is naturally committed to the regions in which it operates. It is firmly committed to societal and environmental issues, supporting progress and change that serves everyone, from the most modest to the wealthiest households, from local professionals to large international corporates. We support and encourage sustainable practices, but we do not actually control our customers' activities. We are committed to working with them to promote responsible practices, and we see our role as supporting them in their environmental transition by offering them tailored solutions, while respecting our regulatory framework and our sustainable development commitments.

The analysis work was conducted in accordance with ESRS 1 "General requirements" based on the guide published by EFRAG, by combining internal expertise with the analysis of external publications indicated below. A mixed top-down and bottom-up approach was used in an attempt to measure and rate impacts, risks and opportunities (IROs). This work was carried out jointly by various functions within the Group: the Sustainability and Impact business line, the Risk Management business line, and ESG Coordination within the Group Finance department. These functions possess the appropriate professional experience and skills to deal with issues relating to impacts, risks and opportunities (IROs) and their financial effects.

ABSENCE OF A SECTOR-SPECIFIC MARKET METHODOLOGY FOR MATERIALITY THAT ENABLES MEASUREMENT AND COMPARABILITY

Unlike the Climate ESRS, the financial sector does not yet have a universally recognised and relevant method for measuring the impact of its activities on Nature⁽¹⁾ and allowing comparability between financial institutions. The Biodiversity Research Foundation, which is part of the French Biodiversity Office, acknowledged that there are not yet any consensual methods for assessing impacts on biodiversity.

The CSRD regulation specifies that the actors in the value chain are the individuals or entities located upstream or downstream in the value chain. The notion of "value chain" is essential because materiality is measured against this scope. However, although the regulation specifies that the value chain concerns the upstream and downstream activities related to the production and distribution of an undertaking's goods or services, it does not actually refer to an explicit definition for assessing the way in which the financial sector must take into account how the financing it provides to its customers impacts Nature.

The Group has also consulted advisory bodies and authorities to obtain details on the scope of the value chain for a financial institution, but has not received a precise answer to this question.

Without a precise, robust and well-established market methodology subject to a consensus, through independent organisations, on the measurement of the impacts of our customers' activities on Nature issues, the Group cannot run the risk of exposing itself to analyses that would be biased by any methodological vagueness.

After much work and due diligence, we therefore consider at this stage of our analyses, that we are not in a position to take into account the impact of our customers' activities on Nature in our value chain and conclude on the materiality of the ESRS related to Nature (E2, E3, E4, et E5).

The materiality analysis of Nature themes has been declared inconclusive for the Group's activities.

DETAILS OF OUR WORK

Unlike the work on climate pathways and the methods used by economic stakeholders, the process of developing a method to be adopted by the majority of players in the financial sector, which would allow them to measure the materiality of impacts, risks and opportunities linked to Nature, requires scientific and operational principles and hypotheses to be determined.

The Group has taken note of the World Economic Forum's study of 163 sectors and their value chains, which shows that half of the world's GDP, i.e. US\$44,000 billion, is moderately or highly dependent on nature and its ecosystem services.

Crédit Agricole Group has carried out a great deal of exploratory work to develop methods for measuring the impacts, risks and opportunities associated with Nature. This includes:

- In 2024, teams at Crédit Agricole S.A., the Group's corporate centre, studied the impacts and dependencies of the Group's financing portfolio with different categories of factors related to Nature (e.g. availability of resources, pollution, invasive species, biodiversity loss), in particular using the available international databases cited below (ENCORE). Although it is in line with market practices (for example, the work of *Banque de France* published in 2021⁽²⁾ or the work of the ECB published in 2024⁽³⁾), this work has some major limitations. These include the lack of forward-looking scenarios and the impossibility of studying the transmission of risks down to the credit risk parameters in order to carry out a detailed quantitative assessment.
- In 2023, Crédit Agricole S.A. and Crédit Agricole CIB teams participated in two pilot projects of the Taskforce on Nature-related Financial Disclosures (TNFD) in order to test the LEAP⁽⁴⁾ process and provide feedback on the reporting framework proposed to financial institutions. The limitation of this work is that the initial pilot projects were carried out on a non-representative sample of agri-food undertakings in the Group's financing and investment portfolios.
- In 2023, exploratory work on the agri-food sector was conducted with partners Iceberg Data Lab and I Care. Work has also been carried out on the agriculture and fishing sectors alongside UNEP FI⁽⁵⁾ and CDC Biodiversité⁽⁶⁾.

(1) Nature is a broader concept than biodiversity; it includes non-living elements of the physical world, such as water, land, minerals and air. Biodiversity is part of nature and refers to all living things.

(2) "Biodiversity loss and financial stability", available on Banque de France's website: <http://banque-france.fr/en/publications-and-statistics/publications/biodiversity-loss-and-financial-stability>.

(3) "Climate and nature plan" available on the ECB website: <https://www.ecb.europa.eu/ecb/climate/our-climate-and-nature-plan/html/index.en.html>

(4) The LEAP approach is designed to be used by organisations of all sizes, in all sectors and in all geographic areas. This integrated assessment approach is known as the LEAP approach, or "LEAP" for short (Locate, Evaluate, Assess and Prepare).

(5) United Nations Environment Programme Finance Initiative.

(6) TNFD pilot project carried out in 2023-2024.

- In 2022, several biodiversity tools were tested by various Crédit Agricole S.A. business lines on an experimental basis, such as the BIA-GBS⁽¹⁾, CBF⁽²⁾ and the United Nations' ENCORE⁽³⁾, in order to produce an initial map of potential impacts and dependencies on nature and biodiversity, and thus better guide the Group's thinking on the subject. For example, the initial results of this work, carried out on part of the portfolio excluding "Sovereigns and similar assets" and excluding "Financials and similar assets", were published in Crédit Agricole Assurances Group's ESG-Climate Policy in 2023, for the 2022 financial year.
- Since 2021, Crédit Agricole CIB has worked to define two biodiversity-related indexes (which are currently being improved) aimed at assessing customers' dependencies and impacts on biodiversity for corporate portfolios. This analysis is complementary to that conducted using the ENCORE tool (Impacts and dependencies, by sector), as it proposes a risk-based approach that takes into account the location of the activities financed.

Crédit Agricole S.A. and its entities are invested in national and international coalitions to better understand the impacts and risks of the degradation of nature and biodiversity. They are also seeking to better understand the opportunities to contribute to its protection, conservation and restoration. Crédit Agricole S.A. participates in the following coalitions in particular:

- In 2022 Crédit Agricole S.A. became a member of the TNFD Forum and is also part of France's Consultation Group with *Entreprise pour l'Environnement* (EpE) and *Institut de la Finance Durable*, working to better identify, assess, manage and report on nature-related risks and opportunities.
- In 2023, Crédit Agricole S.A. was appointed co-chair of the Nature Target Setting Working Group of the UNEP FI Principles for Responsible Banking, which brings together 36 banks worldwide to develop an initial guide of recommended targets for banks, aligned with the Kunming-Montreal Agreement (Global Biodiversity Framework).

To date, it has been acknowledged that biodiversity, with its abundance of species, ecosystems and ecological processes, is a highly complex subject. This biological diversity is vast and varied, so it cannot be captured by a single assessment method.

The work has also been marked by a distinct lack of granular data. Biodiversity knows no borders and is highly diverse, changing from place to place, season to season and year to year. It thus requires assessment methods that are just as dynamic and adaptive. Biodiversity-related impacts and dependencies are often the result of a complex set of interdependencies between different economic stakeholders and a chain of effects where cause and effect become blurred, making the attribution and quantification of impacts and dependencies a highly complex process.

The lack of international standardisation in terms of metrics or methodologies complicates the situation, hindering comparability and the financial sector's adoption of uniform methods.

These multiple challenges illustrate why the financial sector does not yet have a universally recognised and relevant method for measuring the materiality of nature-related impacts, risks and opportunities for its activities. Nevertheless, the assumption that this will eventually be achieved remains, thanks to ongoing efforts, international initiatives and collaboration between scientists, financial institutions and regulators to forge the tools of tomorrow.

In the absence of a sufficiently robust sector-specific method, and despite the Group's involvement in exchanges with its peers internationally, it is currently very difficult to precisely and exhaustively determine which aspects of customer activity should be taken into account – and by what means – in the materiality assessment and, consequently, in the Group's sustainability report.

It should be noted that in a 2021⁽⁴⁾ report, the Biodiversity Research Foundation, which is part of the French Biodiversity Office, acknowledged that "there are not yet any consensual methods for assessing impacts on biodiversity". According to this report, "a generally recognised limitation of current models (Teillard et al. 2016), and the subject of much academic work, is the simplification of dynamic natural processes".

Based on the list of issues identified, the work took into account the criteria provided by the ESRS in order to rank those that were the most material in terms of society, the environment and the company. The lack of methodology and data means that the Group is unable to assess the materiality of the nature issues for its activities.

WORK ON NATURE-RELATED ISSUES WILL CONTINUE

Nevertheless, this work has allowed the Group to identify areas for improvement in its analytical methods, which are also informed by work carried out in the market, leading the Group to regularly re-evaluate its assessment.

As part of its work with supervisory authorities, and in particular its compliance with the Guide on Climate-related and Environmental Risks published by the ECB at the end of 2020, the Group assessed the exposure of its financing portfolios to nature-related risks. This work was carried out using the available international databases mentioned above (ENCORE).

Once again, this work has revealed the existence of methodologies that allow for an initial assessment of the risks associated with nature, but with significant limitations and that, in any case, are not approved within the framework of market standards, unlike those for climate-related risks. On this basis, and as part of its risk approach, the Group has concluded that its financing portfolios have little exposure to nature-related risks.

INTERNAL DEVELOPMENTS - ESG SCORING

Crédit Agricole CIB has also developed an ESG scoring methodology for its financing portfolios, which has included a nature/biodiversity component since 2021. This methodology covers around 3,500 corporate groups whose external data is analysed by Crédit Agricole CIB's environmental and social risk experts in order to produce an annual rating of ESG issues. This ESG scoring includes a nature/biodiversity component covering two aspects:

- dependence/sensitivity of the company's business model on nature/biodiversity issues;
- the impact of the company on its environment.

This rating is taken into account in the assessment of overall ESG risk as part of the lending process and the annual review of corporate counterparties. However, as this system is recent, has not been tested against historical data and is in the process of being improved, it is not sufficiently mature for other risk uses. However, in terms of the scope covered by this scoring, it appears that at the current stage of the system, which is likely to evolve, the exposure of the portfolio in question is concentrated on low-risk indexes.

(1) Tool for measuring the impact of investment portfolios on biodiversity.

(2) Corporate Biodiversity Footprint: a tool for measuring the biodiversity footprint of undertakings.

(3) Exploring Natural Capital Opportunities, Risks and Exposure: a tool for assessing the impacts and dependencies of business sectors.

(4) "Indicateurs et outils de mesure, Évaluer l'impact des activités humaines sur la biodiversité ?" (Metrics and measurement tools, Assessing the impact of human activities on biodiversity), <https://www.fondationbiodiverse.fr/wp-content/uploads/2021/04/Publi-JFRB-Indicateurs-outils-mesure-Impact-biodiverse-1.pdf>

TAKING INTO ACCOUNT THE OPINIONS OF STAKEHOLDERS

The Group also considered the themes raised by stakeholders during the Group's communication exercises when rating the double materiality of nature-related issues. Interaction took place via several channels, including meetings with investors and questionnaires for non-financial rating agencies, for which the weight of these criteria is not very significant.

Finally, customer priorities were considered via the CSR barometer in 2024, in which nature-related themes were not included. This barometer, carried out by an independent polling institute on a representative panel of French customers over the last ten years, shows that nature-related matters do not emerge spontaneously.

THE GROUP'S STRATEGY AND ACTIONS

Although the Group considers itself not in a position to reach a conclusion on the materiality of nature-related issues/DIROs ⁽¹⁾ given the low level of maturity of recognised methods, it is part of the Group's strategy to promote nature and raise awareness of this matter among all employees. However, in the absence of demonstrated materiality to date, all the E2, E3, E4 and E5 ESRS and the actions related to them will not be mentioned in this sustainability report.

Crédit Agricole S.A. intends to continue its work with national and international coalitions, such as the TNFD and UNEP FI's Principles for Responsible Banking (PRB Nature), to better understand the impacts and risks of the degradation of nature and biodiversity. It also seeks to better understand the opportunities to contribute to its protection, conservation and restoration.

The Group is already taking action to promote biodiversity and natural capital. In September 2023, Crédit Agricole S.A. published a statement on these two themes, setting out the five priority nature-related areas considered in its strategy. These are as follows:

- assess the material impacts and risks related to the loss of natural assets on the Group's activities;
- integrate nature and biodiversity criteria into sector policies;
- mobilise financial resources for activities that promote nature;
- support collective action to counter the decline in nature and its ecosystem services;
- reduce the Group's operating footprint and promote biodiversity.

This statement on biodiversity and natural capital reflects Crédit Agricole S.A.'s initial actions to address biodiversity loss in tandem with its climate commitment. As the subject is evolving rapidly, the Group is continuing to work with its partners mentioned above to contribute to the development of metrics, norms and standards, and nature-related and science-based scenarios, both for financial institutions and for corporates and customers supported through financing, investments and insurance.

Identifying developments through financing and investment activities is one of the five priorities of the Group's Nature Strategy: "Mobilise financial resources for activities that benefit nature". In fact, the Group has begun to help its customers integrate nature issues through certain financial products and services. In 2022, the Group launched several funds as part of the third pillar of the Societal Project relating to agricultural and agri-food transitions, with a total target of €1 billion, "to support the evolution of techniques towards a competitive and sustainable agri-food system". As part of this commitment, the first €300 million investment fund dedicated to the transition of corporates in the French and Italian agri-food sector was inaugurated in 2023. Amundi also launched the impact investment strategy Amundi Ambition Agri-Agro Direct Lending Europe (AAAA) and the first closing of its institutional vehicle with a commitment of €130 million from Crédit Agricole Group.

In addition, Crédit Agricole Assurances continues to increase the proportion of real estate assets with environmental certification (such as HQE, BREEAM or LEED), which constitute a minimum guarantee for the protection of biodiversity (best practices for water, phytosanitary products and fertilisers, for example). At the end of 2023, Crédit Agricole Assurances held nearly €12.5 billion worth of real estate assets with one of these three certifications at appraised value, representing more than 2.3 million m² of certified space out of a total of 4.6 million m².

Lastly, biodiversity conservation issues have been incorporated into Crédit Agricole S.A.'s sector-specific CSR policies, which make explicit reference to the International Finance Corporation's Performance Standard 6 and the Equator Principles. Exclusion criteria are also included in these policies for financing projects or activities in protected areas (UNESCO World Heritage sites, Ramsar sites etc.).

1.4.1.4 DESCRIPTION OF THE PROCESSES TO IDENTIFY AND ASSESS MATERIAL IMPACTS, RISKS AND OPPORTUNITIES RELATED TO BUSINESS CONDUCT

As part of the Group's double materiality methodology, the Group Compliance Department has defined the impacts, risks and opportunities (IRO), based on the existing standards, the mapping of non-compliance risks and the quantitative metrics available.

The IROs relating to business conduct are grouped into six material themes: promotion of an ethical culture, avoidance of conflicts of interest, protection of whistle-blowers, anti-corruption, combating financial crime and preventing market abuse.

The consolidated IRO ratings have been validated by the Group Compliance governance bodies (Management Committee).

In the area of Purchasing, IROs were identified using the AFNOR risk map based on the ISO 31000 "Risk management", ISO 20400 "Sustainable procurement" and ISO 26000 "Social responsibility" standards, and the internal operational risk management tool, in close collaboration with internal stakeholders.

(1) Dependencies, Impacts, Risks and Opportunities.

1.4.2 DISCLOSURE REQUIREMENTS IN ESRS COVERED BY THE UNDERTAKING'S SUSTAINABILITY STATEMENT

COVERAGE OF DISCLOSURE REQUIREMENTS

List of DR	Reference
ESRS 2 – BP-1	1.1.1. General basis for preparing sustainability statements
ESRS 2 – BP-2	1.1.2. Disclosures in relation to specific circumstances
ESRS 2 – GOV-1	1.2.1. Board of Directors 1.2.2. Executive governance 1.2.3. Metrics related to the Board of Directors and management bodies
ESRS 2 – GOV-2	1.2.1. Board of Directors 1.2.2. Executive governance
ESRS 2 – GOV-3	1.2.4. Integration of sustainability-related results in incentive schemes
ESRS 2 – GOV-4	1.2.5. Statement on due diligence
ESRS 2 – GOV-5	1.2.6. Risk management and internal controls over sustainability reporting
ESRS 2 – SBM-1	1.3.1. Strategy, business model and value chain
ESRS 2 – SBM-2	1.3.2. Interests and views of stakeholders
ESRS 2 – SBM-3	1.3.3. Material impacts, risks and opportunities and their interaction with strategy and business model
ESRS 2 – IRO-1	1.4.1.1. General description
ESRS 2 – IRO-2	1.4.2. Disclosure requirements in ESRS covered by the undertaking's sustainability statement
E1 – ESRS 2 – GOV-3	1.2.4. Integration of sustainability-related results in incentive schemes
E1-1	2.2.1. Transition plan for climate change mitigation and adaptation
E1 – ESRS 2 – SBM-3	2.2.2. Material impacts, risks and opportunities and their interaction with the strategy and business model
E1 – ESRS 2 – IRO-1	1.4.1.2. Description of the processes to identify and assess material impacts, risks and opportunities related to climate change
E1-2	2.2.1. Transition plan for climate change mitigation and adaptation
E1-3	2.3. Actions and resources in relation to climate change policies
E1-4	2.4.1. Climate change mitigation and adaptation targets
E1-5	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
E1-6	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
E1-7	2.4.3. GHG removals and GHG mitigation projects financed through carbon credits
E1-8	2.4.4. Internal carbon pricing
E2 – ESRS 2 – IRO-1	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
E3 – ESRS 2 – IRO-1	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
E4 – ESRS 2 – IRO-1	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
E5 – ESRS 2 – IRO-1	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
S1 – ESRS 2 – SBM-2	1.3.2. Interests and views of stakeholders
S1 – ESRS 2 – SBM-3	3.1.1.3. Management and governance of impacts, risks and opportunities within the HR division
S1-1	3.1.1. Strategy 3.1.2. Policies, action plans and resources mobilised as part of the HR policy
S1-2	3.1.2.2. Social dialogue
S1-4	3.1.2. Policies, action plans and resources mobilised as part of the HR policy
S1-5	3.1.2. Policies, action plans and resources mobilised as part of the HR policy
S1-6	3.1.1.4. Head count
S1-8	3.1.3.1. Collective bargaining coverage and social dialogue
S1-9	3.1.3.2. Diversity

List of DR	Reference
S1-10	3.1.3.3. Adequate wages
S1-11	3.1.2.4. Working environment policy
S1-12	3.1.3.4. Disabilities
S1-13	3.1.3.5. Training and skills development metrics
S1-14	3.1.3.6. Health and safety metrics
S1-16	3.1.3.7. Compensation metrics
S1-17	3.1.3.8. Incidents, complaints and severe human rights impacts
S4 – ESRS 2 – SBM-2	1.3.2. Interests and views of stakeholders
S4 – ESRS 2 – SBM-3	3.2.1.2. Material impacts, risks and opportunities and their interaction with strategy and business model
S4-1	3.2.1. Strategy 3.2.2.1. Accessibility of products and services
S4-2	3.2.1.1. Interests and views of stakeholders
S4-3	3.2.2.1. Accessibility of products and services
S4-4	3.2.2.1. Accessibility of products and services
S4-5	3.2.3. Metrics and targets
G1 – ESRS 2 – GOV-1	1.2.1.3. Role of the Board of Directors in monitoring impacts, risks and opportunities
G1 – ESRS 2 – IRO-1	1.4.1.4. Description of the processes to identify and assess material impacts, risks and opportunities related to business conduct
G1-1	4.1.1. Governance 4.1.2. Compliance strategy 4.1.3. Regulatory framework 4.1.4.1. Promoting an ethical culture 4.1.4.4. Protection of whistle-blowers
G1-2	4.2.1. Strategy 4.2.2. Governance 4.2.3. Targets 4.2.4. Scope of application 4.2.6.1. Management of the relationship with suppliers
G1-3	4.1.1. Governance 4.1.4.1. Promoting an ethical culture 4.1.4.3. Combating corruption
G1-4	4.1.4.3. Combating corruption
G1-6	4.2.6.2. Payment practices

DATAPOINTS REQUIRED BY OTHER EUROPEAN LEGISLATION

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS 2 GOV-1 Board's gender diversity	ESRS 2 GOV-1-21 d)	Metric No. 13, table 1, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816		Mandatory	1.2.3. Metrics related to the Board of Directors and management bodies
ESRS 2 GOV-1 Percentage of independent Directors	ESRS 2 GOV-1-21 e)			Annex II of Commission Delegated Regulation (EU) 2020/1816		Mandatory	1.2.3. Metrics related to the Board of Directors and management bodies
ESRS 2 GOV-4 Statement on due diligence	ESRS 2 GOV-4-30	Metric No. 10, table 3, annex I				Mandatory	1.2.5. Statement on due diligence
ESRS 2 SBM-1 Involvement in activities related to fossil fuel activities	ESRS 2 SBM-1-40 d) i)	Metric No. 4, table 1, annex I	Article 449a of Regulation (EU) No. 575/2013; Commission implementing regulation (EU) 2022/2453 table 1: Qualitative information on environmental risk and table 2: Qualitative information on social risk	Annex II of Commission Delegated Regulation (EU) 2020/1816		Mandatory	1.3.1. Strategy, business model and value chain
ESRS 2 SBM-1 Involvement in activities related to chemical production	ESRS 2 SBM-1-40 d) ii)	Metric No. 9, table 2, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816		Mandatory	1.3.1. Strategy, business model and value chain
ESRS 2 SBM-1 Involvement in activities related to controversial weapons	ESRS 2 SBM-1-40 d) iii)	Metric No. 14, table 1, annex I		Article 12, paragraph 1 of Commission Delegated Regulation (EU) 2020/1818; Annex II of Commission Delegated Regulation (EU) 2020/1816		Mandatory	1.3.1. Strategy, business model and value chain
ESRS 2 SBM-1 Involvement in activities related to cultivation and production of tobacco	ESRS 2 SBM-1-40 d) iv)			Commission Delegated Regulation (EU) 2020/1818 Article 12, paragraph 1 of Annex II of Commission Delegated Regulation (EU) 2020/1816.		Mandatory	1.3.1. Strategy, business model and value chain
ESRS E1-1 Transition plan to reach climate neutrality by 2050	E1-1-14				Article 2, paragraph 1 of Regulation (EU) 2021/1119	Material	2.2.1. Transition plan for climate change mitigation and adaptation
ESRS E1-1 Undertakings excluded from Paris-aligned Benchmarks	E1-1-16 g)		Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, Template I: Banking book - Indicators of potential climate change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Article 12, paragraph 1, points d) to g) and Article 12, paragraph 2 of Commission Delegated Regulation (EU) 2020/1818		Material	2.2.1. Transition plan for climate change mitigation and adaptation

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS E1-4 GHG emission reduction targets	E1-4-34	Metric No. 4, table 2, annex I	Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, Template 3: Banking book - Indicators of potential climate change transition risk: Alignment metrics	Article 6 of Commission Delegated Regulation (EU) 2020/1818		Material	2.4.1. Climate change mitigation and adaptation targets
ESRS E1-5 Energy consumption from fossil sources disaggregated by sources (only high climate impact sectors)	E1-5-38	Metric No. 5, table 1, and metric No. 5, table 2, annex I				N/A	N/A
ESRS E1-5 Energy consumption and mix	E1-5-37	Metric No. 5, table 1, annex I				Material	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
ESRS E1-5 Energy intensity associated with activities in high climate impact sectors	E1-5-40 to 43	Metric No. 6, table 1, annex I				Material	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
ESRS E1-6 Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions	E1-6-44	Metric No. 1 and 2, table 1, annex I	Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, Template 1: Banking book - Indicators of potential climate change transition risk: Credit quality of exposures by sector, emissions and residual maturity	Article 5, paragraph 1, Article 6 and Article 8, paragraph 1 of Delegated Regulation (EU) 2020/1818		Material	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
ESRS E1-6 Gross GHG emissions intensity	E1-6-53 to 55	Metric No. 3, table 1, annex I	Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, Template 3: Banking book - Indicators of potential climate change transition risk: Alignment metrics	Article 8 paragraph 1 of Delegated Regulation (EU) 2020/1818		Material	2.4.2. Gross Scopes 1, 2, 3 GHG emissions and Total GHG emissions
ESRS E1-7 GHG removals and carbon credits	E1-7-56				Article 2, paragraph 1 of Regulation (EU) 2021/1119	Material	2.4.3. GHG removals and GHG mitigation projects financed through carbon credits
ESRS E1-9 Exposure of the benchmark portfolio to climate-related physical risks	E1-9-66			Annex II of Commission Delegated Regulation (EU) 2020/1818; Annex II of Commission Delegated Regulation (EU) 2020/1816		Phase-in	N/A

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS E1-9 Disaggregation of monetary amounts by acute and chronic physical risk ESRS E1-9 Location of significant assets at material physical risk	E1-9-66 a) E1-9-66 c)		Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, paragraphs 46 and 47, Template 5: Banking portfolio – climate change physical risk: Exposures subject to physical risk.			Phase-in	N/A
ESRS E1-9 Breakdown of the carrying amount of its real estate assets by energy-efficiency classes	E1-9-67 c)		Article 449a Regulation (EU) No. 575/2013, Commission Implementing Regulation (EU) 2022/2453, paragraph 34, template 2: Banking book – Indicators of potential climate change transition risk: Loans collateralised by immovable property – Energy efficiency of the collateral			Phase-in	N/A
ESRS E1-9 Degree of exposure of the portfolio to climate-related opportunities	E1-9-69			Annex II of Commission Delegated Regulation (EU) 2020/1818		Phase-in	N/A
ESRS E2-4 Amount of each pollutant listed in Annex II of the E-PRTR Regulation (European Pollutant Release and Transfer Register) emitted to air, water and soil	E2-4-28	Metric No. 8, table 1, annex I; Metric No. 2, table 2, annex I; Metric No. 1, table 2, annex I; Metric No. 3, table 2, annex I				Not conclusive	N/A
ESRS E3-1 Water and marine resources	E3-1-9	Metric No. 7, table 2, annex I				Not conclusive	N/A
ESRS E3-1 Dedicated policy	E3-1-13	Metric No. 8, table 2, annex I				Not conclusive	N/A
ESRS E3-1 Sustainable oceans and seas practices	E3-1-14	Metric No. 12, table 2, annex I				Not conclusive	N/A
ESRS E3-4 Total water (recycled and reused)	E3-4-28 c)	Metric No. 6.2, table 2, annex I				Not conclusive	N/A
ESRS E3-4 Total water consumption in m ³ per net revenue on own operations	E3-4-29	Metric No. 6.1, table 2, annex I				Not conclusive	N/A

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS 2 – IRO-1 – E4 – 16 a) i)	ESRS 2 – IRO-1 – E4 – 16 a) i)	Metric No. 7, table 1, annex I				Mandatory	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
ESRS 2 – IRO-1 – E4 – 16 b)	ESRS 2 – IRO-1 – E4 – 16 b)	Metric No. 10, table 2, annex I				Mandatory	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
ESRS 2 – IRO-1 – E4 – 16 c)	ESRS 2 – IRO-1 – E4 – 16 c)	Metric No. 14, table 2, annex I				Mandatory	1.4.1.3. Description of the processes to identify and assess material impacts, risks and opportunities related to other environmental issues
ESRS E4-2 Sustainable land/agriculture practices or policies	E4-2-24 b)	Metric No. 11, table 2, annex I				Not conclusive	N/A
ESRS E4-2 Sustainable oceans/seas practices or policies	E4-2-24 c)	Metric No. 12, table 2, annex I				Not conclusive	N/A
ESRS E4-2 Policies to address deforestation	E4-2-24 d)	Metric No. 15, table 2, annex I				Not conclusive	N/A
ESRS E5-5 Non-recycled waste	E5-5-37 d)	Metric No. 13, table 2, annex I				Not conclusive	N/A
ESRS E5-5 Hazardous waste and radioactive waste	E5-5-39	Metric No. 9, table 1, annex I				Not conclusive	N/A
ESRS 2 – SBM3 – S1 Risk of incidents of forced labour	ESRS 2 – SBM3 – S1 – 14 f)	Metric No. 13, table 3, annex I				Not material	N/A
ESRS 2 – SBM3 – S1 Risk of incidents of child labour	ESRS 2 – SBM3 – S1 – 14 g)	Metric No. 12, table 3, annex I				Material	3.1.1.3. Management and governance of impacts, risks and opportunities within the HR division
ESRS S1-1 Human rights policy commitments	S1-1-20	Metric No. 9, table 3, and metric No. 11, table 1, annex I				Material	3.1.1.1. The Human-centric Project, a major driver of Crédit Agricole S.A.'s ambitions. 3.1.2.2. Social dialogue

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS S1-1 Due diligence policies on issues addressed by the fundamental International Labour Organization Conventions 1 to 8	S1-1-21			Annex II of Commission Delegated Regulation (EU) 2020/1816		Material	3.1.1. The Human-centric Project, a major driver of Crédit Agricole S.A.'s ambitions. 3.1.2.1. Human capital development policy 3.1.2.2. Social dialogue 3.1.2.3. Diversity 3.1.2.4. Working environment policy
ESRS S1-1 Processes and measures for preventing trafficking in human beings	S1-1-22	Metric No. 11, table 3, annex I				Material	3.1.1. The Human-centric Project, a major driver of Crédit Agricole S.A.'s ambitions.
ESRS S1-1 Workplace accident prevention policy or management system	S1-1-23	Metric No. 1, table 3, annex I				Material	3.1.2.2. Social dialogue 3.1.2.4. Working environment policy
ESRS S1-3 Grievance/complaints handling mechanisms	S1-3-32 c)	Metric No. 5, table 3, annex I				Not material	N/A
ESRS S1-14 Number of fatalities and number and rate of work-related accidents	S1-14-88 b) and c)	Metric No. 2, table 3, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816		Material	3.1.3.6. Health and safety metrics
ESRS S1-14 Number of days lost to injuries, accidents, fatalities or illness	S1-14-88 e)	Metric No. 3, table 3, annex I				Material	3.1.3.6. Health and safety metrics
ESRS S1-16 Unadjusted gender pay gap	S1-16-97 a)	Metric No. 12, table 1, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816		Material	3.1.3.7. Compensation metrics
ESRS S1-16 Excessive CEO pay ratio	S1-16-97 b)	Metric No. 8, table 3, annex I				Material	3.1.3.7. Compensation metrics
ESRS S1-17 Incidents of discrimination	S1-17-103 a)	Metric No. 7, table 3, annex I				Material	3.1.3.8. Incidents, complaints and severe human rights impacts
ESRS S1-17 Non-respect of UNGPs on Business and Human Rights and OECD guidelines	S1-17-104 a)	Metric No. 10, table 1, and metric No. 14, table 3, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816; article 12, paragraph 1 of Commission Delegated Regulation (EU) 2020/1818		Material	3.1.3.8. Incidents, complaints and severe human rights impacts

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS 2 – SBM3 – S2 Significant risk of child labour or forced labour in the value chain	ESRS 2 – SBM3 – S2-11 b)	Metrics No. 12 and No. 13, table 3, annex I				Not material	N/A
ESRS S2-1 Human rights policy commitments	S2-1-17	Metric No. 9, table 3, and metric No. 11, table 1, annex I				Not material	N/A
ESRS S2-1 Policies related to workers in the value chain	S2-1-18	Metrics No. 11 and No. 4, table 3, annex I				Not material	N/A
ESRS S2-1 Non-respect of UNGPs on Business and Human Rights and OECD guidelines	S2-1-19	Metric No. 10, table 1, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816; article 12, paragraph 1 of Commission Delegated Regulation (EU) 2020/1818		Not material	N/A
ESRS S2-1 Due diligence policies on issues addressed by the fundamental International Labour Organization Conventions 1 to 8	S2-1-19			Annex II of Commission Delegated Regulation (EU) 2020/1816		Not material	N/A
ESRS S2-4 Human rights issues and incidents connected to its upstream or downstream value chain	S2-4-36	Metric No. 14, table 3, annex I				Not material	N/A
ESRS S3-1 Human rights policy commitments	S3-1-16	Metric No. 9, table 3, annex I and metric No. 11, table 1, annex I				Not material	N/A
ESRS S3-1 Non-respect of UNGPs on Business and Human Rights, ILO principles or OECD guidelines	S3-1-17	Metric No. 10, table 1, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816; article 12, paragraph 1 of Commission Delegated Regulation (EU) 2020/1818		Not material	N/A
ESRS S3-4 Human rights issues and incidents	S3-4-36	Metric No. 14, table 3, annex I				Not material	N/A
ESRS S4-1 Policies related to consumers and end-users	S4-1-16	Metric No. 9, table 3, and metric No. 11, table 1, annex I				Not material	N/A
ESRS S4-1 Non-respect of UNGPs on Business and Human Rights and OECD guidelines	S4-1-17	Metric No. 10, table 1, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816; article 12, paragraph 1 of Commission Delegated Regulation (EU) 2020/1818		Not material	N/A

Disclosure Requirement and related datapoint	CSRD Standards reference	SFDR reference	Pillar 3 reference	Benchmark regulation reference	European climate law reference	Materiality	Sustainability report section reference
ESRS S4-4 Human rights issues and incidents	S4-4-35	Metric No. 14, table 3, annex I				Not material	N/A
ESRS G1-1 United Nations Convention against Corruption	G1-1-10 b)	Metric No. 15, table 3, annex I				Not material	N/A
ESRS G1-1 Protection of whistle-blowers	G1-1-10 d)	Metric No. 6, table 3, annex I				Not material	N/A
ESRS G1-4 Fines for violation of anti-corruption and anti-bribery laws	G1-4-24 a)	Metric No. 17, table 3, annex I		Annex II of Commission Delegated Regulation (EU) 2020/1816	Material	4.1.4.3. Combating corruption	
ESRS G1-4 Standards of anti-corruption and anti-bribery	G1-4-24 b)	Metric No. 16, table 3, annex I			Material	4.1.4.3. Combating corruption	

In accordance with the Group's methodology, a link is established between each impact, risk and opportunity and the disclosure requirements. Thus, the materiality of an IRO triggers the obligation to disclose the associated information.

2. RESPONSIBILITY FOR CLIMATE CHANGE

2.1. GOVERNANCE

Crédit Agricole S.A.'s Board of Directors has established a dedicated body, along with dedicated committees, to monitor the Group's climate change policy.

At the Company's highest levels, the Board of Directors of Crédit Agricole S.A., a listed company and the corporate centre of the Crédit Agricole Group, ensures that the Group's strategy and activities take climate, environmental and social concerns and risks into account. In particular, it monitors the societal commitments, which are the subject of regular reporting. To facilitate the inclusion of social, climate and environmental issues and risks in its decision-making, the Board of Directors has established a Societal Commitment Committee. Chaired by the Chairman of the Board of Directors, it plays a key role in reviewing the Group's ESG strategy. The operational deployment of the ESG risk strategy and steering in the business lines is coordinated within cross-functional committees, placed under the authority of senior executives at the highest levels of the Crédit Agricole Group: Lastly, it should be noted that the targets, pathways and action plans defined as part of the work to decarbonise the Group's financing portfolios are presented each year to Crédit Agricole S.A.'s Board of Directors.

Dedicated governance, generally meeting quarterly, to inform, approve and steer the Group's climate change policy and Climate Transition Plan:

- **The Group Societal Project Committee**, which is chaired by a Regional Bank chairman, is made up of 12 members, half of whom are Chief Executive Officers of Crédit Agricole S.A. and the other half are Regional Bank senior executives. It oversees the implementation of the Group's societal commitments and the alignment of its ESG strategy within Crédit Agricole Group. In addition, it examines potential files relating to ESG issues.
- **The Board of Director's Societal Commitment Committee**, chaired by the Chairman of the Board, reviews the Group's ESG strategy and analyses the results of all policies implemented and actions taken with regard to the Group's non-financial performance. It monitors changes in non-financial ratings.
- **The ESG Strategy Committee**, chaired by the Chief Executive Officer of Crédit Agricole S.A., reviews the components of the ESG strategy (sector policies, standards, guidelines, position papers, methodologies, Net Zero pathways etc.) and submits them to the Crédit Agricole S.A. Board of Directors for approval with the opinion of the Societal Commitment Committee. It also monitors the implementation of the Group's commitments.
- **The Heads of Sustainability and Impact Committee** oversees the Sustainability and Impact department, a business line made up of the Sustainability and Impact departments of Crédit Agricole S.A. entities. Reporting to the Chief Executive Officer of Crédit Agricole S.A., its aim is to define, promote, monitor and coordinate the implementation of Crédit Agricole's commitments. It enhances its societal footprint by ensuring that environmental and societal issues are at the heart of the Group's strategic actions and its relations with stakeholders.
- **The Net Zero and CSRD Sponsor Committee** Created in 2022, it is chaired by a Regional Bank Chairman and made up of Regional Bank and Crédit Agricole S.A. Chief Executive Officers. Its mission is to steer the definition of Net Zero pathways.
- The multi-disciplinary **Scientific Committee**, composed of 11 external members who are recognised experts in climate and environmental issues, meets at least three times a year. Its mission is to shed light on issues relating to commitments and to draw up recommendations on ESG aspects.

The risk governance system is based in particular on the following governance structure:

- **The Group-level Individual Risks Committee**, chaired by Crédit Agricole S.A.'s Chief Executive Officer, is responsible for deciding on certain individual customer files requiring the approval of Executive Management, particularly those most sensitive to climate change risks.
- **The Group Risk Committee**, chaired by Crédit Agricole S.A.'s Chief Executive Officer, defines the Group's risk policy, sets overall Group limits, validates the risk frameworks of Crédit Agricole S.A. entities and business lines, and monitors the Group's major risks such as environmental risks, including risks related to climate change.
- The role of **the Board of Directors' Risk Committee** is to review the overall strategy and risk appetite of Crédit Agricole S.A. and the Crédit Agricole Group, as well as risk strategies, including environmental risks, and to advise the Board of Directors in these areas. It assists the Board of Directors in its role of overseeing the implementation of this strategy by Executive Directors and the head of the Risk Management function.
- **The Audit Committee of the Board of Directors** is responsible, in particular, for monitoring the development of non-financial information and the control plan of the sustainability information certifiers.

The members of the Executive Committee have the skills and expertise required in their fields to understand the impact of climate and environmental risks. The other members also include climate and environmental aspects in their portfolios of expertise in their respective fields:

- the Steering and Control, Finance and Risk functions are heavily involved in risk management and non-financial communication;
- the Insurance division closely monitors trends in climate-related claims, and includes due diligence on climate and environmental risks in its asset management activities;
- the Asset Management division is at the forefront of climate issues, with Amundi's involvement;
- the Consumer Finance and Leasing division is increasingly taking transition issues into account;
- the Large Customers and Retail Banking divisions finance and invest in renewable energies and low-carbon infrastructures. They support all customers in their transition.

2.2. STRATEGY

2.2.1 TRANSITION PLAN FOR CLIMATE CHANGE MITIGATION AND ADAPTATION

If we are to adapt and contain the effects of climate change and its ecological, socio-economic and geopolitical consequences, the entire model of growth must be critically examined in depth. The conclusions addressed to executives by the sixth climate assessment report of the Intergovernmental Panel on Climate Change (IPCC) on the consequences of a global temperature rise of more than 2°C call for a global rethink of the economy of the future.

Faced with this challenge, financial institutions are called upon to play their part in supporting the economy of tomorrow. Adopted by a growing number of international players, both government and private, as COP26 approached in November 2021, the target, known as "Net Zero 2050", represented a decisive milestone on the path to be followed at the global level so that global warming does not exceed 1.5°C by 2100. As part of its Societal Project and the implementation of its climate change policy, the Crédit Agricole Group is integrating its climate transition plan into its overall strategy. It has thus pledged to "Contribute to carbon neutrality by 2050 through its operating footprint and its investment and financing portfolios" and to "support all of its customers in their energy transition".

The Crédit Agricole Group has joined several pioneering climate financing initiatives from the outset. Since 2003, it has been a signatory of the Equator Principles, the United Nations Global Compact, the Climate Principles in 2008, the Science Based Targets Initiative in 2016, the Principles for Responsible Banking in 2019, the Principles for Responsible Investment in 2011, and the Principles for Sustainable Insurance in 2021. Co-founder of the Green Bonds Principles ⁽¹⁾, it has become a world leader in green bonds ⁽²⁾. By joining the three international alliances below in 2021 and 2022, and in line with the commitments made as part of its membership of the Glasgow Financial Alliance for Net Zero ⁽³⁾ (GFANZ), the Crédit Agricole Group has set itself ambitious targets to contribute to achieve carbon neutrality by 2050:

- **Net Zero Banking Alliance:** ten priority sectors covering approximately 60% of the Crédit Agricole Group's outstandings and representing more than 75% of global greenhouse gas emissions;
- **Net Zero Asset Managers Initiative:** target of reduction in carbon emissions relative to turnover by -30% by 2025 and -60% by 2030 (vs. 2019);
- **Net Zero Asset Owner Alliance:** target of -50% reduction in carbon emissions per million euros invested in 2029 vs. 2019 ⁽⁴⁾.

While each of the coalitions implies commitments specific to each business line, certain requirements form a common base: the setting of both long term (2050) and short-medium term (2025, 2030) targets with interim milestones; the establishment of a baseline year for annual measurement of emissions; the choice of a stringent decarbonisation scenario recognised by science; and the validation of targets and trajectories by the highest governance bodies.

CLIMATE TRANSITION PLAN TO CONTRIBUTE TO CARBON NEUTRALITY IN 2050

Within financial institutions, a distinction should be made between the transition plan for their own operations and sectoral transition plans along the value chain, including financing and investment portfolios. For these transition plans relating to the financial institution's portfolios, the transition plan approach is based on a sectoral breakdown of carbon budgets, which the financial institution takes from the selected reference scenario.

Therefore, the concept of transition plan described in this report refers to a set of sectoral or activity-based transition plans carried out by the Group or some of its subsidiaries (see Part 2.3. "Actions and resources in relation to climate change policies" for details of the scope covered by each plan), and comparable to accepted scientific trajectories and reference scenarios (see Part 2.4. "Performance targets and measures"). These trajectories and scenarios are constantly evolving and may be updated in the coming years.

Lastly, it is emphasized that the Group's decarbonisation initiatives are developed within its relationship model through a comprehensive approach to the needs of its customers, as well as in the context of the specificities of the banking sector and the interdependence of decarbonisation levers. Therefore, the quantification of decarbonisation levers is a complex exercise, that's why the contribution of decarbonisation levers to achieving GHG reduction targets must be considered in a holistic manner.

With respect to the Group's transition plans for climate change mitigation, they are intended to provide an understanding of past, current and future mitigation efforts of some activities of the Group, and on specific sectors identified, in order to ensure that its strategy and business model contribute to the transition to a sustainable economy.

The Group's activities and sectors covered by these transition plans to date, regardless of the geographical area in which the business lines are present, are as follows:

- financing (ten priority sectors ⁽⁵⁾: Oil & Gas, Power Production, Residential Real Estate, Commercial Real Estate, Agriculture, Automotive, Aviation, Shipping, Cement and Steel),
- investment of the insurance business (euro funds and own funds) and asset management (Net Zero range).

The assumptions associated with these transition plans are presented in the following parts of this report.

The Climate Transition Plan, including the transition plan of own operations and the sectoral transition plans, is an ambitious plan that Crédit Agricole Group has been implementing since June 2019 as part of its climate change policy and overall strategy. Its principle: gradually reallocate the Group's financing and investment portfolios, consistent with the objectives of the 2015 Paris Agreement and reference scenarios including that of the International Energy Agency (IEA), to contribute to achieving carbon neutrality by 2050.

(1) www.ca-cib.fr/sites/default/files/2024-03/DEU_CACIB_2023_FR_0.pdf page 46.

(2) Source: Bloomberg, Green, Social and Sustainable Bonds EUR 2024.

(3) The Net Zero Insurance Alliance ceased to exist on 25 April 2024 and was replaced by the Forum for insurance transition to Net Zero (FIT).

(4) Carbon footprint (in tonnes of CO₂ equivalent per million euros invested) of listed equity and corporate bond investment portfolios and directly held real estate.

(5) For residential real estate and agriculture, the Group has committed to an obligation of means rather than results.

The climate transition plan of Crédit Agricole Group covers scopes 1, 2 and 3 of the Group's carbon footprint as defined by the GHG Protocol: Greenhouse Gas (GHG) emissions linked to its own operations, energy consumption, business travel, financing activities, and investment of the insurance business (euro funds and own funds) and asset management (Net Zero range). It also covers climate change mitigation, climate change adaptation, energy efficiency and the roll-out of renewable energy. Reducing the carbon footprint of the downstream value chain is achieved through the decarbonisation pathways and action plans described in this report.

This transition plan, which was ramped up significantly in 2022 and enhanced in December 2023, is based on three complementary pillars:

1. carry out mass financing and investments in renewable energies, low-carbon infrastructure, clean technologies and energy efficiency projects (see Part 2.3.1 "Support for all customers");
2. support all customers in their climate change-related transitions (see Part 2.3.1 "Support for all customers");
3. continue to reduce fossil fuel financing (see Part 2.3.2 "Sector-specific action plans", sections on "Oil & Gas" and "Investment").

Crédit Agricole Group is not excluded from the European Union's "Paris-aligned Benchmarks" ⁽¹⁾ given the sectoral exclusion criteria applied.

OPERATIONAL ENVIRONMENTAL FOOTPRINT

With regard to the operational environmental footprint, all metrics are in line with the GRI G4 and GHG Protocol frameworks.

Crédit Agricole S.A. also follows the Science Based Targets Initiative (SBTi) recommendations, which are based on the 1.5°C scenarios listed by the IPCC. Scopes 1 and 2 emissions must follow a linear reduction pathway of -4.2% per year in absolute emissions, i.e. a target of -46.2% by 2030. The reduction target for these scopes is more ambitious and has been set at -50% by 2030 compared with 2019.

In addition, the Crédit Agricole Group remains committed to using less carbon-intensive electricity, with the aim of achieving 100% renewable electricity consumption by 2030 at all its French and international sites.

In addition, Crédit Agricole S.A. has voluntarily undertaken to halve part of its scope 3 emissions, i.e. those linked to business travel, by 2030 compared to 2019, in absolute terms and not per Full Time Equivalent (FTE). By deciding to halve scopes 1, 2 and 3.6 greenhouse gas emissions linked to its own operations, Crédit Agricole S.A. has chosen to set more ambitious targets than those recommended by the SBTi.

On the basis of this work, the Group Purchasing department has defined a target for the Crédit Agricole S.A. scope which undertakes to ensure 40% of its external expenditure by 2027 is on the purchase of goods, services and fixed assets with suppliers who have set GHG reduction targets.

CLIMATE CHANGE ADAPTATION

Crédit Agricole Group's climate change policy will also cover climate change adaptation with ongoing developments in this respect. A number of actions fall within the scope of this policy (see section "Support for climate change adaptation" in Part 2.3.1 "Support for all customers").

CLIMATE IN CRÉDIT AGRICOLE GROUP'S BUDGET PLANNING

To meet the monitoring requirement for decarbonisation pathways as part of the implementation of the Group's overall strategy, the steering of Net Zero commitments is integrated into the budget process. Carbon is managed as a scarce and diminishing resource. The carbon aspect of financing is monitored according to sector pathways, either in absolute terms or in terms of intensity, with annual targets set on the basis of the 2030 targets announced by the Group. A dedicated carbon management team has been set up within the Group's Finance department and is responsible for the budgetary framework and monitoring of the carbon pathways set annually. Climate impact is therefore an integral part of the budget process.

The other components of Crédit Agricole Group's climate transition plan are set out in the following parts of the document:

- information relating to the administrative, management and supervisory bodies of Crédit Agricole Group that approve the climate transition plan is included in Part 2.1 "Sustainability governance";
- the compatibility of the company's targets with limiting global warming to 1.5°C in accordance with the Paris Agreement is presented in Part 2.4.1 "Climate change mitigation and adaptation targets";
- the decarbonisation levers identified and key actions planned in Crédit Agricole Group's own operations or in its downstream value chain are detailed in Part 2.3 "Actions and resources in relation to climate change policies";
- information on the progress of the climate transition plan (operating footprint and downstream value chain) is given in Part 2.4 "Performance targets and measures".

⁽¹⁾ This information is aligned with the Commission's Delegated Regulation (EU) 2020/1818 (climate benchmark regulation)

2.2.2 MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH THE STRATEGY AND BUSINESS MODEL

IMPACTS, RISKS AND OPPORTUNITIES

Based on its Climate Transition Plan and the double materiality analysis validated by the Group's governance bodies (see Part 1 "General information"), the Group has identified the following main sources of Impacts, Risks and Opportunities related to climate change:

- the positive and negative impacts of supporting customers' transitions to contribute to carbon neutrality, a key element of the Group's climate change mitigation strategy;

- managing the positive and negative impacts of the Group's GHG emissions in relation to its operating footprint and its financing and investment business lines;
- the impact of climate risk factors (physical and transition risk) on the risk profile of Crédit Agricole Group customers;
- the pursuit of commercial opportunities created by sustainable finance with regard to climate issues, as well as the energy and environmental transition.

Description of IROs	Positioning in the value chain
Positive impacts	
- Climate change: Positive impact on the climate through Group activities (investment, financing, insurance, sponsorship/partnerships)	Entire value chain
- Operational environmental footprint: Positive impact through the development of programmes to reduce greenhouse gas emissions and the consumption of natural resources in own operations	Own operations
- Support for customer transitions: Positive impact due to a reduction in GHGs and better adaptation thanks to support for individual customers in their transition (renovation, mobility etc.)	Downstream value chain
Negative impact	
- Climate change: Negative impact of financing and investment activities on climate change	Downstream value chain
Risks	
- Support for customer transitions: Lower profitability due to the investments required to transform the Group's business model in order to decarbonise its activities and boost its resilience (data purchases, investments, resources, systems, limitation of certain activities)	Downstream value chain
- Climate change: Impact of physical risk factors related to climate change on Group risks (credit, financial, operational)	Downstream value chain
- Climate change: Impact of transition risk factors related to climate change on Group risks (credit, financial, operational)	Downstream value chain
- Climate change: Risks incurred by the bank in connection with its activities that have an impact on climate change: financial risks, reputational and image risks, regulatory risks etc.	Downstream value chain
Opportunities	
- Climate change: Commitments to the climate that create the conditions for developing new services and solutions for Group customers (revenues for the bank) requiring substantial financing and dedicated support	Downstream value chain

The qualitative and quantitative work described above makes it possible to identify the major risks affected by the climate risk factor and therefore requiring prioritisation when developing the risk management system. At this stage, the short-term risk that may be impacted, although it is not possible to quantify it further, is credit risk, particularly in terms of the physical and transition risks to corporate portfolios for the most vulnerable sectors. Climate risks had very limited impacts on market risks in both stress test exercises, consistent with the nature of the Group's market activities. These very limited impacts of environmental factors on market risk are regularly re-assessed but do not call for any actions over a one-year period, as with the transition risk for insurance activities.

INTERACTION WITH THE STRATEGY AND BUSINESS MODEL (INCLUDING BUSINESS MODEL RESILIENCE TO PHYSICAL/TRANSITION RISKS)

The financial materiality and resilience of the business model are discussed in the "Impacts, risks and opportunities" section above.

Climate scenario analyses are also used to assess the resilience of the business model (see Part 1.4.1.2 "Description of the processes to identify and assess material impacts, risks and opportunities related to climate change").

2.3. ACTIONS AND RESOURCES IN RELATION TO CLIMATE CHANGE POLICIES

The actions and resources allocated by the Crédit Agricole Group to meet the targets of this policy, in line with its Societal Project initiated in December 2021, are based on six pillars to capture the various challenges of its business lines:

- supporting customers in their environmental and energy transition;
- implementing sector-specific action plans;
- rolling out investment action plans;
- a reduction in its operating footprint;
- a voluntary contribution to carbon neutrality;
- the implementation of an ambitious climate and environmental risk management system.

In this context, Crédit Agricole S.A. continues to update the CSR sector policies governing the areas of financing, investment, asset management and property insurance of its entities. The aim of this approach is to align financial operations with the Group's long-term sustainability targets.

Within the framework of its relationship model, through a global approach to its customers' needs, the specific characteristics of the banking sector and the interdependence of decarbonisation levers, the Group's decarbonisation initiatives comprise a range of actions to reduce GHG emissions. The contribution of decarbonisation levers to the achievement of GHG emission reduction targets should therefore be considered globally.

2.3.1 SUPPORT FOR ALL CUSTOMERS

As part of its Societal Project initiated in December 2021, Crédit Agricole has adopted a proactive approach to supporting the transition of its customers in all markets (individuals, corporates, public authorities, professionals, farmers) by providing solutions tailored to their needs, so that all players in the economy and the regions are assisted and supported in current and future transformations. By equipping all its customers with products and services to support their energy and environmental transition, and by constantly striving for innovation and progress, Crédit Agricole is continuing its role as a company heavily involved in major societal changes.

This support takes the form of concrete actions within its operations, such as:

- the creation in 2023 of an entity dedicated to the energy and environmental transition, Crédit Agricole Transitions & Énergies, focusing on three complementary business lines (financing renewable energy or energy transition projects, production and marketing of renewable energy, transition consulting and solutions) to support and facilitate the energy and environmental transitions of its customers and regions;
- training all employees and executives in CSR issues, and coordinating a network of energy experts and energy transition advisors;
- raising customer awareness of sustainability matters and of environmental and energy transition matters;
- banking support for customers' transition projects through the implementation of a wide range of financing solutions, such as targeted financing, sustainability-linked loans and sustainable savings solutions;

- non-banking support for transition projects such as the production and supply of electricity from renewable sources, sustainable mobility solutions and repair solutions;
- the identification and monitoring of financing in the sectors with the highest emissions (see Part 2.3.2 "Sector-specific action plans");
- the creation of the CARBIOZ® platform, a solution for marketing carbon certificates bearing the "Label Bas Carbone" ("Low-Carbon Label"), originating from the transition of French farms.

SUPPORTING THE CLIMATE TRANSITION OF CORPORATE, PUBLIC-SECTOR AND SOCIAL ECONOMY CUSTOMERS THROUGH A GLOBAL APPROACH

CRÉDIT AGRICOLE TRANSITIONS & ÉNERGIES SUPPORTS TRANSITIONS

Through Crédit Agricole Transitions & Énergies, the Crédit Agricole Group aims to accelerate the development of renewable energies in France, to become a regional energy provider and to support all its customers in their efforts to reduce their energy consumption and environmental impact.

In 2024, Crédit Agricole Transitions & Énergies and its strategic partner R3, of which it is a major shareholder, launched consulting and solution offerings in the three main transition areas: CSR, decarbonisation and energy performance. These solutions are designed for SMEs, MSEs and large corporates, and adapted to their degree of maturity. These offerings provide end-to-end support to corporates, from diagnosis to strategy development and implementation. Crédit Agricole Transitions & Énergies also relies on domestic commercial partners. Its ambition is to accelerate change and encourage corporates to transform themselves, by developing concrete solutions to help them act effectively and sustainably.

ORGANISING NETWORK AND CUSTOMER SKILLS DEVELOPMENT ACTIVITIES TO SUPPORT THE TRANSITION

To fulfil its role as an advisor and transition partner, Crédit Agricole organises skills development activities at all levels.

TRAINING FOR THE CUSTOMER ADVISORY BUSINESS LINE TO BETTER SUPPORT CUSTOMERS

Training modules have been developed and rolled out, in particular to improve the skills of relationship managers. For example, IFCAM (the Crédit Agricole Group University) provides all Group entities with generic modules on sustainable savings and financing, and on CSR commercial approaches. At Crédit Agricole CIB, the ESG Academy is currently being rolled out, with modular training courses tailored to specific needs. With Amundi Academy, Amundi accompanies and supports the marketing of its offerings with mainly digital promotion tools aimed at the advisors and experts of the Group's distribution networks.

CREATING AND COORDINATING NETWORKS OF ENERGY TRANSITION EXPERTS AND ADVISORS

Networks of experts have been established in certain Group entities. Their purpose is to promote sales, and they may also play a representative, educational or oversight role. These networks exist at Crédit Agricole Transitions & Énergies, LCL and Crédit Agricole CIB.

Crédit Agricole Transitions & Énergies has dedicated teams to strengthen its presence in the regions, coordinating a network of experts from the Group's Energy and Environment Division.

LCL has an Energy division staffed by experts who support the sales network with decarbonisation offerings, and has rolled out a Sustainable Solutions Manager system within Corporate departments throughout France.

RAISING CUSTOMER AWARENESS

The Group has established a CSR sales approach with an "ESG Interview Guide", which aims to initiate strategic dialogue from the viewpoint of transitions, by identifying the levers for supporting customers in the Corporate, Local Authority and Social Housing markets.

To encourage reflection and awareness on a given subject, or the sharing of best practices, a wide range of initiatives have been implemented for customers: webinars, training courses, conferences and dedicated programmes. The LCL SmartBusiness programme, for example, supports corporate customers in their transformation, and the LCL Green Equity programme, in partnership with Euronext, assists companies preparing to go public.

BANKING SUPPORT FOR CUSTOMER TRANSITION PROJECTS

SUPPORT THROUGH FINANCING

The Group offers a wide range of sustainable financing solutions to support customers in their transition projects.

- In 2018, Crédit Agricole S.A. notably implemented a Green Bond Framework (updated in 2023) serving as a common framework for all Crédit Agricole Group issuing entities, including Crédit Agricole CIB, for their respective issues of Green Bonds and Green Notes;
- Targeted financing is designed to fund projects that are subject to asset liability management on environmental issues (European Taxonomy climate change mitigation and adaptation targets) and social issues. The option of providing preferential pricing is left to the discretion of each entity.
- Financing renewable energy projects is part of the first priority of the overall strategy. Crédit Agricole Transitions & Énergies finances renewable energy production and energy efficiency projects in conjunction with the Group's banks, through a financial and legal engineering offer, as well as financing offerings in various areas of sustainable energy (renewable energy, energy performance, environment). From 2020 to 2030, the ambition of Crédit Agricole Transitions & Énergies is to mobilise €19 billion in renewable energy financing provided by Crédit Agricole Group entities in France.
- Sustainability-linked loans (SLL) finance activities where the interest rate is indexed to the undertaking's own ESG performance criteria, enabling customers to align their CSR strategy with the financing of their growth or operations.
- Crédit Agricole Leasing & Factoring's low-carbon leasing offers
 - Green Solutions - to finance energy transition equipment for corporates, SMEs and farmers who want to reduce their energy bill and their carbon footprint and anticipate environmental regulations;
- Crédit Agricole Leasing & Factoring's CSR factoring range supports companies in their energy and societal transition, depending on their segment and maturity in terms of CSR;
- The EIB and Bpifrance transition financing packages are financial mechanisms designed to support France's energy and environmental transition. As a major player in the French banking sector, Crédit Agricole acts as a facilitator, loan distributor and advisor, making EIB and Bpifrance resources more accessible to corporates and local authorities.
- Crédit Agricole Italia offers:
 - "Scoring ESG Linked" financing featuring a reward system, with a reward linked to an overall assessment of the customer's sustainability performance detected periodically by an ESG score obtained through an evaluation questionnaire that the customer can complete online;
 - "SACE Green" financing, guaranteed by the Italian export credit agency, for investment projects in line with the environmental targets set by the agency;

- a digital supply chain platform that allows corporates upstream of a production chain to assess the ESG positioning of their suppliers, and to offer the most sound suppliers in terms of ESG (with performance recorded via an ESG score) early payment of invoices in exchange for a discount.

SUPPORT THROUGH SUSTAINABLE SAVINGS

In 2023, Amundi launched a comprehensive range of "Net Zero Ambition" funds to guide savings towards investment solutions capable of supporting the climate transition of issuers, while offering its customers the means to bring their portfolios in line with their own climate commitments. This range is designed to cover the main asset classes, management styles and geographical areas. Amundi has developed its own investment framework that defines the minimum conditions that must be met for an active management product to be labelled "Net Zero Ambition":

- an overall carbon intensity reduction target enabling the portfolio's progress to be monitored in relation to the reduction pathways of the benchmark universe, compatible with limiting global warming to 1.5°C above pre-industrial levels;
- a requirement of a minimum exposure to high climate impact sectors to encourage the transition in these key sectors;
- targeted exclusions of issuers in sectors deemed incompatible with the objective of transitioning to a low-carbon economy.

INSURANCE SUPPORT THROUGH CLIMATE PREVENTION

Launched at the end of 2023, a Pacifica communication campaign aims to raise awareness among customers wishing to install solar panels as part of their energy transition.

NON-BANKING SUPPORT FOR TRANSITION PROJECTS

PRODUCTION AND SUPPLY OF ELECTRICITY FROM RENEWABLE SOURCES

Crédit Agricole Transitions & Énergies is designing new renewable energy production solutions for public authorities, which will be extended to large corporates in the medium term.

A direct-distribution renewable energy aggregation and supply offering is currently being tested: it aims to encourage the emergence of production assets by prioritising this decarbonised energy in an authority's overall consumption. This offering is operated by Selfee, a subsidiary of Crédit Agricole Transitions & Énergies and an electricity market operator, enabling consumers to source electricity directly from a producer at local prices, and acting as the sole intermediary with the producer and the consumer for all their supply needs.

SUSTAINABLE MOBILITY

Agilauto's aim is to develop a business line to deliver turnkey soft mobility solutions to the retail banking corporate customers in France (see in this Part 2.3.1, the section "Support for individual customer climate transitions", and more particularly "Solutions promoting low-carbon mobility").

ECONOMY OF USE

The Group is stepping up the development of offerings linked to the economy of use by proposing rental solutions that also meet the requirements of the circular economy, with use taking precedence over ownership. Through its subsidiaries Olinn and Agilauto, Crédit Agricole Leasing & Factoring offers a range of second-life solutions, such as:

- the LOI as a Service offering (*Location Opérationnelle Informatique - IT Operational Rental*), a finance offering with services and insurance linked to IT asset usage;
- the Agilauto LLD long-term car rental offering provides customers with a comprehensive electric mobility solution (low-carbon vehicle leasing, access to energy, digital services and support).

VOLUNTARY CONTRIBUTION: CARBIOZ OFFERING

For actors who have conducted their carbon assessment and defined their decarbonisation pathway and actions, the carbon contribution consists of supporting projects to capture greenhouse gas emissions in agriculture and forestry and to reduce them outside their value chain. The counterpart of this contribution is obtaining Emission Reduction Certificates ("carbon credits"). In March 2024, the Crédit Agricole Group launched the Carbioz® platform, designed to connect and finalise transactions between economic players wishing to contribute to collective carbon neutrality and farmers involved in agricultural decarbonisation projects certified with a "Low-Carbon Label" by the French government.

SUPPORT FOR INDIVIDUAL CUSTOMER CLIMATE TRANSITIONS

To reduce financed GHG emissions, Crédit Agricole offers a range of offerings and solutions to its individual customers. The most important of these are described below.

HOME ENERGY RENOVATION, INSTALLATION OF RENEWABLE ENERGIES

CUSTOMER AWARENESS AND PROMOTION

LCL runs regular campaigns to raise awareness of energy renovation among its customers, whether homeowners or landlords.

SUPPORTING CUSTOMERS IN THEIR ENERGY RENOVATION PROJECTS THROUGH AN ALL-IN-ONE PLATFORM

Crédit Agricole Transitions & Énergies offers an online platform, Ecorénov'LCL for LCL, and a range of services to inform and guide customers and make their projects possible.

The service allows prospective customers or customers of the French retail bank who wish to renovate their property to develop their project: the services help them identify the work to be carried out as a priority, to estimate its cost, the aid and financing they need, and to find a tradesperson. The advisor then takes the reins, proposing the Group's various financing offerings.

For its Italian customers, Agos offers the Green BEES® digital platform to assess the potential benefits of energy renovation work, including tax deductions, energy savings and the associated emissions reductions. The platform also offers customised solutions based on the specific characteristics of the property, which are used to determine the most suitable financing options.

DEVELOPMENT OF RENEWABLE ENERGY

To encourage the development of renewable energy installations (solar panels, wind turbines), Crédit Agricole Assurances has introduced damage coverage to its multi-risk home insurance policies.

The new multi-risk home offering, launched in June 2024, covers photovoltaic and thermal solar panels, solar trackers declared at the time of subscription, domestic wind turbines less than 12 metres high. This contract also covers heat pumps and electric charging stations in order to contribute to energy transition in France.

FINANCING OFFERING

Reinvigorating the distribution of all eco-PTZ interest-free loan options

The interest-free eco-loan (eco-PTZ) is a zero-rate loan subsidised by the French government to finance energy improvements on residential properties. The list of work eligible for financing is drawn up by the public authorities. Crédit Agricole is the leading distributor of eco-PTZs, with a market share of 37.5% as at end of September 2024.

Retail banking in France is committed to promoting the various options of this regulated loan, such as the Eco-PTZ Ma Prime

Rénov' renovation loan. The introduction of the complementary eco-PTZ at the end of 2024 will allow customers who have already benefited from an eco-PTZ, but not used the full entitlement, to apply for the additional amount for other work.

A clearer, wider range of transition-related loans to meet all needs

The aim is to offer an alternative to customers who are not eligible for the eco-PTZ or who wish to supplement it in order to finance all types of energy renovation projects or the acquisition of energy transition equipment.

SOLUTIONS PROMOTING LOW-CARBON MOBILITY

The Group's businesses lines are developing a range of products and services to promote low-carbon mobility.

Retail banking in France offers more advantageous rates than the standard scale for the purchase of vehicles emitting less than 50 g of CO₂/km, bicycles and motorised personal mobility devices, and recharging stations. The Group's retail networks in France also offer insurance policies that encourage the purchase of electric vehicles, car-sharing and drivers with low annual mileage.

Crédit Agricole Personal Finance & Mobility has set itself the global target of financing one in two new vehicles with a hybrid or electric engine, and one in three new vehicles with a full electric engine by 2025.

- Agilauto delivers turnkey mobility solutions to the Group's individual, professional and corporate retail customers in France, through rentals with a purchase option and long-term car rental offerings.
- Agilauto has launched a rental-to-purchase offering starting at €99 a month for new vehicles or those less than five years old, as part of the system introduced by the French government in early 2024.

Crédit Agricole Personal Finance & Mobility has developed several partnerships with electric vehicle manufacturers:

- CA Auto Bank with Lucid in Germany, the Netherlands and Switzerland, and with Dongfeng in Italy. Still with regard to electric vehicles, the entity also established a new partnership with BYD in Spain, and approved the expansion of its partnership with Tesla to 10 countries;
- Creditplus enhanced its electric mobility offering with Herkules Motor and Horwin;
- in China, GAC Sofinco, partner of GAC Motor, China's fourth largest auto manufacturer, financed 30% of new electric vehicles in 2024.

SOLUTIONS PROMOTING REPAIRS

In the event of a claim, Crédit Agricole Assurances' subsidiary Pacifica's multi-risk home insurance offer, sold by the Group's retail networks in France, encourages the repair or replacement of electrical and electronic appliances with refurbished equipment, and Pacifica encourages the re-use of automotive parts through its claim management system.

SAVINGS SOLUTIONS THAT SUPPORT THE TRANSITION

Responsible savings products that include a climate theme are offered as part of a "Committed and Responsible" range of investment solutions for the retail customers in France. Depending on the case, these products are eligible for life insurance policies, equity savings plans and/or ordinary securities accounts. For example, Predica, a subsidiary of Crédit Agricole Assurances, offers unit-linked products from this "committed and responsible" range in the multi-vehicle life insurance policies distributed by its networks.

SUPPORTING THE CLIMATE TRANSITION OF ENTREPRENEURIAL AND PROFESSIONAL CUSTOMERS

The entrepreneur and professional market covers a wide range of customers, due to the multitude and disparity of business sectors (tradespersons, retail traders, self-employed professionals etc.), to the volume of revenues, to consulting and support needs, which can range from simple to the complex, and to very different uses. This market is continuously growing, driven by micro-entrepreneurs and sole traders, with changing customer behaviours and expectations. Driven by technological, societal and regulatory transformations, it will be reconfigured by 2030, with new entrepreneurial profiles emerging: These include "slashers" (professionals who carry out several activities), employees who also have their own business, young people, senior citizens etc.

ACTION PLANS FOR ENTREPRENEURIAL AND PROFESSIONAL CUSTOMERS

These action plans are based on training employees, raising customer awareness and developing partnerships.

DEDICATED FINANCING AND THE LCL SMARTBUSINESS PROGRAMME

The LCL network supports its professional customers with electric mobility financing solutions (electric mobility loan, long-term car rental, rental with purchase option etc.) and partners who are transition experts with the "SmartBusiness" programme. To allow professional customers to make a greater contribution, environmental investments are also offered in the "LCL Trésorerie Pro" range.

INSURANCE

In the insurance field, Crédit Agricole Assurances has introduced damage coverage for renewable energy installations (solar panels, wind turbines, methanation) within the multi-risk professional and agricultural policies sold by retail banking in France.

SUPPORT FOR CLIMATE CHANGE ADAPTATION

INDIVIDUAL CUSTOMERS

While systems designed to finance and support individuals in their energy efficiency projects primarily address the issue of climate change mitigation, they also cover adaptation to the effects of climate change, particularly rising temperatures. By improving insulation in homes, thermal renovation also helps to improve comfort during the summer, and can help individuals become more resilient in the face of extreme weather phenomena such as heat waves.

AVOIDANCE

Pacifica, the property and casualty insurance subsidiary of Crédit Agricole Assurances, supports its policyholders by warning them about weather events (storms, risk of flooding, hail etc.) and suggesting preventive actions to take in order to limit their impact.

Launched in 2020, the weather alert service in partnership with Predict, the French leader in this field, is continuing to be rolled out. LCL offers this service free of charge to customers who hold various car, home or multi-risk insurance policies.

At the same time, Pacifica is taking part in "Initiative sécheresse" (The Drought Initiative), a project launched in September 2023 by France Assureurs, the *Caisse Centrale de Réassurance* and the *Mission Risques Naturels* to protect individual homes against drought. Over a period of five years, this project will test different solutions for the prevention and remediation of the risk of clay shrinkage and swelling.

STRUCTURING ADAPTATION WORK WITHIN CRÉDIT AGRICOLE

In March 2024, Crédit Agricole S.A.'s Executive Committee decided to begin work on "Crédit Agricole's role in France at +4°C", in line with the project launched by the French government, "France adapts", based on the national benchmark pathway of +4°C by 2100.

Adaptation to climate change concerns all the Group's business lines and markets, and the aim of this work is to structure a Group-level strategy that can be applied to each of the various entities. The first step is to define the main challenges for the Group – in terms of risks and opportunities – if global warming is projected to reach +4°C in France. The second step consists of defining the main components of the roadmap: a strategic framework, measurement of physical risks on portfolios and customers, analysis of commercial opportunities, cooperation and stakeholder dialogue. The third step consisting of prioritising, within each of these pillars, the adaptation challenges and measures which the Group intends to implement.

Moreover, to support this adaptation project, Crédit Agricole relies on both research work and training and awareness-raising actions.

In terms of training and awareness-raising, the Group uses climate change adaptation workshops ("Ateliers de l'adaptation au changement climatique" – ADACC), structured based on the "Fresque du climat" model, as part of ad hoc actions with certain entities (LCL, Crédit Agricole Assurances, Crédit Agricole Personal Finance & Mobility).

In addition, the Crédit Agricole Scientific Committee has opted to devote its research work in 2024 to the issue of adaptation. Through the committee, the efforts of its members in this regard (Philippe Drobinski, Hervé Le Treut) have been presented, notably on synergies between mitigation and adaptation options in the Mediterranean region.

2.3.2 SECTOR-SPECIFIC ACTION PLANS

As indicated previously, within the framework of its Climate Transition Plan and its membership of the Net Zero Banking Alliance, Crédit Agricole Group defined ten priority sectors to set Net Zero pathways. The Group prepared and implemented the following sector-specific action plans and decarbonisation levers, with a view to achieving the targets defined in its financing portfolios. These levers respond to the climate change-related impacts, risks and opportunities identified as material for the Group.

OIL & GAS

- End all funding for new fossil fuel extraction projects;
- End the financing of independent producers, whose activities are focused exclusively on the exploration and production of oil and gas;
- Review on a case-by-case basis corporate financing for energy companies, based on a regularly updated assessment, taking into account their commitments to the transition;
- Refuse advisory mandates for bond issues of undertakings involved in the exploration and production of fossil hydrocarbons, except those relating to green bonds or sustainability-linked bonds;
- Prioritise customers who are strongly committed to reducing their carbon footprint, and who act as catalysts for the development of decarbonisation solutions (renewable energy, carbon capture and storage technologies, hydrogen production);

- Continue to reduce the financing of oil extraction: target of 25% reduction in Crédit Agricole CIB's exposure ⁽¹⁾ to oil extraction by 2025 (compared to 2020) (-56% as at 31 December 2024);
- Withdraw from unconventional oil and gas ⁽²⁾ and exclude financing of projects in the Arctic ⁽³⁾.

POWER PRODUCTION

- Significantly increase the funding of renewable energy in France by tripling the financing available for it to reach a total of €19 billion by 2030 (Crédit Agricole Transitions & Énergies);
- Increase exposure to low-carbon energy (production and storage) by +80% by 2025 (compared with 2020), versus a target of +60% announced in 2022 (Crédit Agricole CIB);
- Expand the customer base, bringing in new customers to better reflect the growing diversity of the sector;
- Selectively withdraw from fossil fuel-based generation units by completing the exit from thermal coal by 2030 (EU and OECD) and 2040 (rest of the world).

AUTOMOTIVE

- Finance one in two new vehicles with a hybrid or electric engine and one in three new vehicles with a full electric engine by 2025 (Crédit Agricole Personal Finance & Mobility);
- Promote the transition of private individuals and corporates to more sustainable vehicles and alternative mobility through tools such as short- and long-term rentals, social leasing or innovative initiatives such as partnerships with new players in the electric vehicle segment (Agilauto, JV with Watèa, Agilauto Partage etc.);
- Support carmakers in the investments needed to electrify their vehicles;
- Support the transformation of the sector by financing new players, such as battery manufacturers and recharging solution operators, carmakers exclusively dedicated to electric vehicles, and with a close monitoring of carmakers' carbon emission trajectories.

SHIPPING

- Work with customers to estimate the carbon score of each ship in the portfolio or those to be built, and establish measures to finance the necessary investments (retrofit financing) to align with the Group's Net Zero policy for ships where possible;
- Develop a proactive policy to finance the building of new ships using sustainable fuels, in collaboration with export credit agencies, in order to:
 - support customers in their orders for new-generation ships;
 - speed up the dismantling of the most polluting ships;
- Launch an improvement process to bring the methodology for calculating financed emissions into line with current regulations and industry standards.

AVIATION

- Give priority to financing fourth-generation aircraft, which are the most fuel-efficient, and aim to have more than 90% of its portfolio comprised of this type of aircraft by 2030 (compared with 33% in 2019);
- Engage in the sustainable fuels value chain;
- Maintain an ongoing dialogue with customers on sustainability matters.

COMMERCIAL REAL ESTATE

- Play a major role in financing the massive need for renovation work, by supporting customers and taking advantage of local regulations: for Crédit Agricole CIB, increase exposure to green buildings ⁽⁴⁾ by 50% (in 2025, compared to 2020); for LCL, achieve more than €4 billion in new green financing ⁽⁵⁾ over the period 2023-2030;
- Put energy efficiency at the heart of business efforts and risk policies by developing all-in-one, turnkey solutions to facilitate energy management in all buildings;
- Continue to improve the quality of data to supplement knowledge of the portfolio and of customers' efforts.

RESIDENTIAL REAL ESTATE

- Make comprehensive, high-performance renovation the focus of all discussions with customers, particularly when they are acquiring a new property with an energy performance certificate (EPC) of E, F or G;
- Develop innovative customer solutions, while mobilising financial engineering resources. This is the objective of the "Ecorénov'LCL" platform for example;
- Adapt lending and pricing policies to encourage renovation;
- Capitalise on local roots to strengthen local initiatives, particularly through partnerships and raising customer awareness.
- Improve reliability in EPC collection by making loans conditional on a proven EPC score (properties other than new-build);
- Offer a wide range solutions by implementing differentiated offerings for the acquisition of a property depending on its energy performance to support customers in their transition;
- Develop a customer advice and support strategy through the establishment of tools to assist in sales, raise awareness in and train the networks, promote financing solutions on a regular basis, particularly the Eco-PTZ interest-free loan.

CEMENT

- Engage in a continuous dialogue with customers to encourage the adoption of intensity targets below 500 kgCO₂/tonne of cement, for gross emissions of scopes 1 and 2;
- Continue to support the significant financing needs of its customers to achieve their decarbonisation targets (new infrastructure, CCUS development ⁽⁶⁾, electrification);
- Steer the cement portfolio, taking into account the CO₂ intensity targets set by customers, by reallocating assets in favour of cement producers with the most ambitious decarbonisation strategies.

STEEL

- Engage in continuous dialogue with customers not aligned with a 1.5°C trajectory to examine how Crédit Agricole can support them in their decarbonisation;
- Development of financing for projects involving low-carbon steel production technologies;
- Management of the Steel portfolio, with reallocation in favour of customers with the most ambitious decarbonisation plans.

AGRICULTURE

- Support the *Ferme France* ⁽⁷⁾ at national level by structuring the voluntary carbon credit market via the Carbioz platform, by supporting innovation and the transition of upstream and downstream players in the industry.

⁽¹⁾ The exposure used is the Exposure At Default (EAD). The allocation percentage is on capital expenditure.

⁽²⁾ Or those of counterparties whose revenues from such activities exceed 30%; shale oil, shale gas, extra-heavy oil, including tar sands oil.

⁽³⁾ AMAP area for the terrestrial Arctic and beyond the Köppen line for the maritime Arctic.

⁽⁴⁾ Green buildings according to the Crédit Agricole Group Green Bond Framework available on the website <https://www.credit-agricole.com/en/finance/debt-and-ratings>.

⁽⁵⁾ Green: EPC > D.

⁽⁶⁾ Carbon Capture, Utilisation and Storage.

⁽⁷⁾ *Ferme France* refers to the entire French agricultural ecosystem.

- Implement funds dedicated to agri-agro transitions: within the framework of its Societal Project, Crédit Agricole Group has allocated a budget of €1 billion to four Funds (capital innovation, debt etc.) intended to finance and invest in the development of a competitive and sustainable agricultural and agri-food system. The investment proposition that serves as a guide to financing and investment decision-making was developed based on the “Socle des transitions agricole et alimentaire” (agricultural and agri-food transitions foundation) which covers the topics of climate change adaptation, mitigation, preservation of natural resources, animal welfare and circular economy, as well as others such as generational renewal and the evolution of eating habits.

OPERATIONAL MONITORING OF THE NET ZERO STRATEGY AND STEERING, AND CARBON MANAGEMENT

Crédit Agricole Group has established a climate strategy which is primarily implemented through the integration of Net Zero (NZBA) pathways into its global strategic planning, and performance metrics related to these targets have been formalised and validated by the Group's governance. At the same time, the Group is gradually establishing a carbon (CO₂) budget which will be applied for financial year 2025, thus reinforcing the Group's framework for its ambitions and its alignment with the long-term targets to reduce greenhouse gas emissions in Europe and worldwide.

2.3.3 INVESTMENT ACTION PLANS

ASSET MANAGEMENT

In line with Crédit Agricole Group's Societal Project, Amundi has defined an ESG Ambitions 2025 plan which sets three targets:

- to increase the importance placed on its savings solutions in terms of responsible investment;
- to engage as many corporates as possible in defining credible strategies for alignment to the Net Zero 2050 target (+1,478 additional corporates engaged in ongoing climate dialogue at end-2024);
- to ensure the alignment of its employees and shareholders to its new ambitions.

Amundi implements its ESG Ambitions 2025 plan through 10 commitments, including the integration in actively managed open-end funds of an assessment of a company with regard to their efforts to decarbonise and the development of their green activities. Amundi also aims to continue to expand its ESG ETF offering with the target of achieving 40% of ESG ETFs out of total ETFs.

INVESTMENT

In line with the Group's Societal Project, Crédit Agricole Assurances highlights its determination to be a major player in the energy transition through its commitments, by promoting the decarbonisation of the real economy in partnership with its customers:

- divestment from thermal coal primarily in response to the climate change mitigation target: Crédit Agricole Assurances is committed to withdrawing thermal coal from its investment portfolios by 2030;
- continued investments in renewable energy, primarily in response to the target to deploy these forms of energy:
 - as a leader in institutional investment, Crédit Agricole Assurances has committed to developing its investment in renewable energy between 2020 and 2025 to help finance

14 GW of installed capacity by 2025, on a wholly owned basis (compared with 5.2 GW in 2020). In 2024, Crédit Agricole Assurances contributed to an installed renewable energy capacity of 14.2 GW, based on 100% ownership. Based on the share held by Crédit Agricole Assurances, the installed capacity is 5.2 GW.

- since 2013, Crédit Agricole Assurances has joined forces with various partners to invest in renewable energy installations.
- since September 2024, in line with the NZAOA position paper on oil and gas, and its own oil and gas sector policy, Crédit Agricole Assurances has committed to ceasing to invest in new oil and gas infrastructures, and to encourage players in the sector to set decarbonisation targets compatible with 1.5°C scenarios.

Crédit Agricole Transitions & Énergies has two funds providing it with the resources to initiate and source projects, with the ambition of achieving €1 billion to boost the renewable energy sector thanks to the Group's expertise. This new investment capacity, based on dedicated funds, will contribute to strengthening developers' equity capital and the acquisition of production assets. Crédit Agricole Transitions & Énergies is targeting 2 GW of installed production capacity from assets held by the Group in 2028.

2.3.4 OPERATING FOOTPRINT

Aware of the impact of its own operations on the environment, Crédit Agricole Group remains committed to using less carbon-intensive electricity, with the aim of achieving 100% renewable electricity by 2030 at all sites worldwide, and is continuing its efforts to reduce energy consumption by maintaining its efficiency plan in order to anchor these new behaviours over time. New tests are being carried out to take energy efficiency even further, such as combining staff in order to mothball buildings that are not very busy at certain times of the year.

Actions focus on three main categories:

- **the operation of buildings** through actions related to efficiency (temperature controls in winter and summer, contract with a bonus/malus scheme for energy savings, building use competition - CUBE), energy efficiency (change of fuel) and renovation (costing of the work required to achieve the established targets, allowing the roll-out of various optimisation scenarios for the Île-de-France campuses). These actions help to reduce greenhouse gas emissions linked to the energy consumption of buildings. Between 2019 and 2024, these actions reduced Crédit Agricole S.A.'s GHG emissions by 69,000 tCO₂e, corresponding to an investment of more than €20 million in 2024 for the Evergreen and SQYPark campuses. The Evergreen and SQYPark sites are scheduled to undergo energy-efficiency renovations between 2025 and 2027, representing an investment of more than €40 million for Evergreen and more than €18 million for SQYPark;
- **responsible IT** through the operation of data centres (constant improvement of the data centre's energy optimisation; indirect free-cooling) and reducing the carbon footprint of the Crédit Agricole information system (IS) (environmental compatibility IS (GreenPact) to manage the low-carbon transformation of the Group's IT system combining low energy consumption and eco-efficiency approaches; promotion of eco-design best practices; IT equipment end-of-life management procedure). These actions help to reduce emissions linked to the energy consumed by IT facilities;

- travel for business trips (increased use of remote working and meetings; travel policy limiting the use of air travel to flights over four hours) and vehicle fleet (electrification of the fleet of company and service vehicles; charging units for employees; eco-driving training). These actions help to reduce emissions linked to the use of company vehicles and those generated by employees when travelling for business. Between 2019 and 2024, these actions reduced Crédit Agricole S.A.'s GHG emissions from business travel by 26,000 tCO₂e. For Crédit Agricole S.A. Parent Company, between 2019 and 2024, an amount of €1.7 million was invested in the transition from internal combustion vehicles to low-emission vehicles (<50 g). An investment of €3.4 million is planned between 2025 and 2030 to continue these actions.

2.3.5 VOLUNTARY CONTRIBUTION TO CARBON NEUTRALITY

In the transition period towards the Net Zero target and alongside actions to reduce its emissions, Crédit Agricole is contributing to global carbon neutrality thanks to a voluntary contribution policy for part of its residual emissions, by financing environmental projects that promote the reduction of greenhouse gases in the atmosphere or their sequestration. Since they were launched in 2011, Crédit Agricole has invested more than €12 million in the Livelihoods Carbon Funds, which finance projects that help fight climate change, restore natural ecosystems and improve the living conditions of rural communities. The Livelihoods Funds finance projects for reforestation and restoration of degraded ecosystems, agroforestry, regenerative agriculture, and small-scale rural energy (improved stoves) in Africa, Asia, Latin America and, since 2021, in France (*Sols de Bretagne* project). In 2024, the Group launched the Carbioz® Solution which gives entities the opportunity to contribute to France's carbon neutrality by financing decarbonisation projects driven by French farms with "Label Bas Carbone" (Low Carbon Label) certification.

In 2017, Crédit Agricole committed to contributing to global carbon neutrality for the direct residual carbon footprint of Crédit Agricole S.A. and its subsidiaries (within scopes 1, 2 and 3, business travel only) by 2040, through the Livelihoods Carbon Funds in which Crédit Agricole S.A. and Crédit Agricole CIB have invested (Livelihoods Carbon Fund 1 and 2).

Each year, the residual emissions of Crédit Agricole S.A. and its subsidiaries are counted to calculate the amount of the contribution needed. Crédit Agricole then cancels VCU (Verified Carbon Units) certificates up to this residual footprint. These certificates are financed by Crédit Agricole S.A.'s and Crédit Agricole CIB's investments in the Livelihoods Carbon Fund SICAV-SIF (LCF).

A Livelihoods Investment Committee, composed of representatives of each partner investor, meets quarterly and participates directly and actively in the activities of the fund. Its main role is to study the proposals for projects and to make decisions in this regard. The Livelihoods carbon projects are measured and audited by independent organisations to provide partner investors with carbon credits that meet the highest international standards (Gold Standard and VERRA). The credits issued by Livelihoods are based on the calculation of carbon emissions already sequestered or reduced. They are not calculated on the basis of future carbon sequestration or reduction estimates. Each year, companies receive carbon credits from projects in which they have invested, up to the amount of their investment in the funds.

This year, Crédit Agricole S.A. voluntarily contributed 116,445 tonnes of CO₂e of Verra- or Gold Standard-certified carbon credits to global carbon neutrality.

2.3.6 RISK MANAGEMENT

The risk management framework has been bolstered in particular by:

- materiality analyses of climate and environmental risk factors on the Group's various risks conducted in the first half of 2024 and definition of an action plan aimed at improving or supplementing the methodological framework of these analyses;
- assessment of the impact of climate and environmental risks on economic capital adequacy and the development of methods to take into account climate and environmental risks, where relevant;
- finally, integration of these risks into the permanent control system with a common reference framework covering risks inherent to the ESG theme, and which will be added to gradually.

The Group has taken measures to integrate climate and environmental risks into its lending processes, including:

- integration of climate and environmental risks into lending decision-making processes developed in the large corporates portfolio via an ESG score on counterparties;
- roll-out of ESG questionnaires in retail banking in France and Italy;
- adjustment of escalation processes for sensitive projects/transactions;
- establishment of quarterly analyses on the identification of environmental factors in credit alerts.

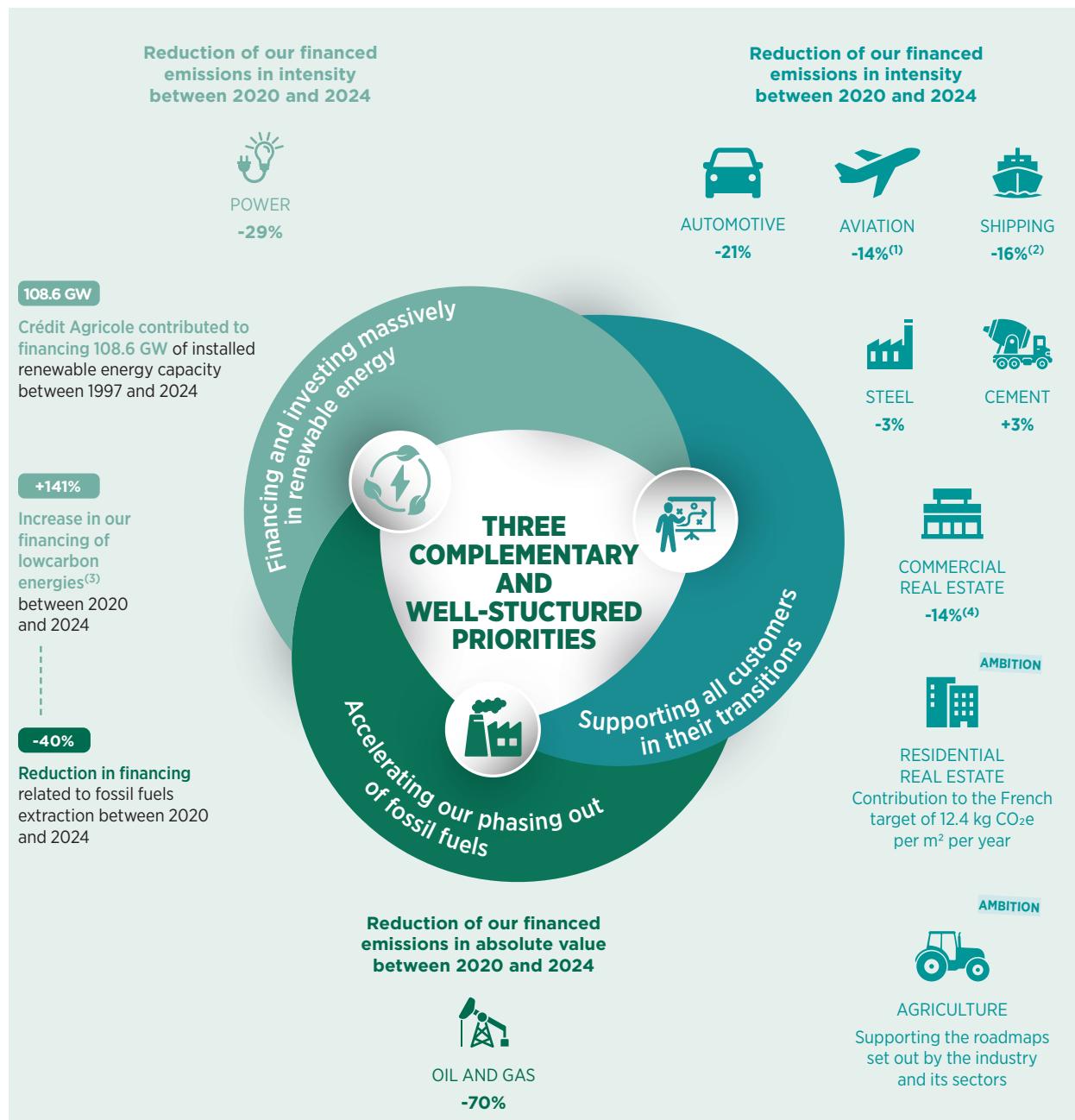
To mitigate potential negative impacts of climate and environmental events on its operational risks, the Group has reviewed its Business Continuity Policy and ensures that suppliers themselves also have such business continuity plans in place, particularly in the case of essential provisions. For a more in-depth risk assessment and to establish preventive measures in its areas of vulnerability, Crédit Agricole Group has based its materiality analysis on the identification of climate and environmental risks in operational risk incidents to better redefine its climate and environmental risk impact assessment and monitoring framework.

In terms of reputation risk and the risk of disputes related to climate and environmental risks, the Group incorporates an "ESG" component into its processes for new products and services, and has in place a crisis communication management system. It has also developed a management framework for reputational risks related to ESG aspects (incorporating climate and environmental aspects).

In the case of market and liquidity risk, the materiality analyses conclude that there is a low impact of climate and environmental risk factors in these two risk categories, all time horizons included. A process of periodic review of the materiality of climate and environmental factors on these risks is defined to detect the evolution of risks and adapt risk management accordingly.

Finally, Crédit Agricole Group has introduced an internal climate stress test system and conducted the first internal exercise at the end of 2024. At the same time, work is under way to adapt the models to improve the approach to taking environmental factors into account.

CLIMATE TRANSITION PLAN ACHIEVEMENTS AT END-2024

⁽¹⁾ Baseline for the aviation sector: 2019⁽²⁾ Data at end 2023⁽³⁾ Renewable energies and nuclear power⁽⁴⁾ Crédit Agricole S.A. scope

2.4. PERFORMANCE TARGETS AND MEASURES

In order to meet the objectives defined in its climate change policy and contribute to achieving carbon neutrality by 2050, the Crédit Agricole Group has defined transition targets to address material sustainability issues on its operating footprint and for each of its major businesses: financing⁽¹⁾, investment of the insurance business (euro funds and own funds) and asset management (Net Zero range).

2.4.1 CLIMATE CHANGE MITIGATION AND ADAPTATION TARGETS

FINANCING TARGETS

Through its work in connection with its membership of the Net Zero Banking Alliance (NZBA), Crédit Agricole has introduced a methodology which combines a bottom-up and progressive approach. This consists of working together to build a common methodology based on science and on market standards which is shared between the different entities without geographical distinction. Work is then carried out on these contributions individually within each of the entities, to take into account any business line specificities, local and regional considerations and finally to capitalise on each area of expertise. Once the contributions by entity have been finalised, consolidation at Group level enables presentation of a unified pathway for Crédit Agricole Group as a whole.

DEFINITION OF TARGETS

The emissions reduction targets are based on methodologies and scientific data (Crédit Agricole was supported by a dedicated

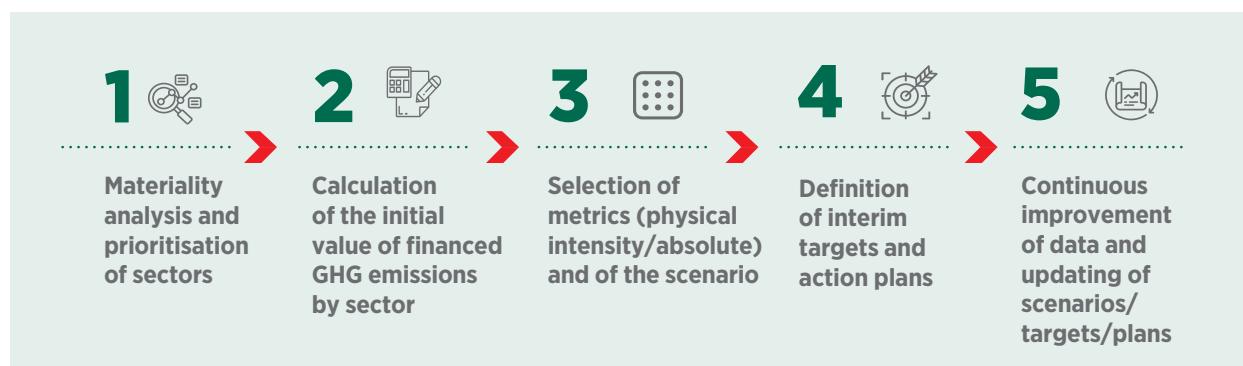
Scientific Committee). These emissions are specific to each sector, which is why one or more indicators are or will be defined for each one. Crédit Agricole's approach and methodology are summarised below.

The targets are:

- **based on scientific data:** to align its portfolios with the target of limiting global warming to 1.5°C, Crédit Agricole has based its pathways on the work of the International Energy Agency (NZE 2050 scenario), with the guidance of its Scientific Committee. The NZE 2050 scenario has been replaced in some sectors with specific recognised scenarios applicable to the sector;
- **specific to each sector:** each sector has a role to play in the energy transition to a low-carbon world, with its own specificities and its own levers of action. Accordingly, carbon emission reduction targets have been defined sector by sector;
- **useful in each business line's decision-making process:** for each sector, one or more metrics have been defined to assess companies' performance and progress towards decarbonisation. These indicators are tracked and monitored so as to engage customers in ongoing dialogue and to make informed financing decisions;
- **based on the best data available to date:** determining the starting point of emissions by sector requires collecting and refining multiple sources of data. The quantity and quality of available data can have a considerable impact on these baseline figures. Given the gaps that currently exist in the available data, the Group plans to update its methodologies as the data improves and as this information becomes available.

ESTABLISHMENT OF STAGES

The approach is based on five major stages in which Crédit Agricole has opted for key methodological choices:



1. MATERIALITY ANALYSIS AND PRIORITISATION OF SECTORS

Ten priority sectors

In 2022, and as a first step, the Group committed to reduction targets in five sectors: oil and gas, power production, automotive, commercial real estate and cement. Then, in 2023, the Group extended its action to five other key sectors of the economy: residential real estate, aviation, steel, agriculture and shipping.

When choosing the 10 priority sectors, the Group took into account a variety of factors:

- their contribution to global greenhouse gas emissions;
- Crédit Agricole's exposure to these sectors;
- the existence of recognised decarbonisation pathways based on scientific data for these sectors;
- their inclusion in the list of sectors prioritised by the SBTi and NZBA;
- the feasibility of calculating the baseline and defining pathways during this first phase of work.

(1) For residential real estate and agriculture, the Group has committed to an obligation of means rather than results.

2. CALCULATION OF THE BASELINE OF FINANCED EMISSIONS BY SECTOR

Scope of outstandings considered

To set achievable targets, the Group first estimated the baseline of financed emissions for each sector taken into consideration. The establishment of these baselines required several methodological questions to be addressed. The Group thus determined the scope of assets included to measure its exposure to its customers. To date, a certain number of considerations have resulted in all medium and long-term (>1 year) lending to corporates and individuals being taken into account ⁽¹⁾:

- medium and long-term loans correspond to the real financing activities of each sector;
- short-term lending, which is more volatile with more complex management procedures, often represents operational, treasury or consumer finance debt;
- more than 90% of Crédit Agricole Group loans granted to corporates are medium or long-term;
- Crédit Agricole's decarbonisation levers are lower in the short-term: the commitment of its customers and financing of the transition require implementation in the long term.

PCAF methodology

To calculate the baselines of the Net Zero pathways ⁽²⁾, the Group used the financed emissions calculation methodology developed by PCAF, which stands for Partnership for Carbon Accounting Financials (a global initiative to measure and disclose financed greenhouse gas emissions, which the Group joined in 2022). This methodology is recognised by the GHG Protocol, which is the benchmark for carbon accounting standards. PCAF attributes customer emissions to the institutions that finance them according to the following formula:

Financed emissions: (Group exposure/Value of the enterprise or of the asset financed) x Emissions of the customer or of the asset.

To attribute financed emissions to banking institutions, the PCAF methodology only takes into account the funds used (funds actually debited from the credit available to the customer). However, the Group considers that the funds committed (total lending made available to the customer by Crédit Agricole) reflect the Group's commitment towards its customers more precisely and provide for a more stable measurement ⁽³⁾.

For each calculation of financed emissions, PCAF introduces a quality score for the data of between 1 and 5. A score of 1, which is the highest score, means that the data used is from the actual data of the financed customer and that the calculation of emissions for this customer has been verified by a third party. A score of 5, which is the lowest score, means that the data used is from sector and/or regional data, held on the basis of averages (proxies).

2020 as the baseline year

Finally, the Group chose 2020 as the baseline year ⁽⁴⁾ and 2030 as the interim target year. This choice of 2020 as the baseline is in line with SBTi and NZBA requirements, which recommend that it is no more than two years before the year of publication of the reduction targets. This decision was also driven by the fact that Covid-19 had no significant impact on financing in 2020. With the exception of the Aviation sector for which the 2019 baseline year was chosen to neutralise the effect of Covid-19.

3. SELECTION OF METRICS (PHYSICAL INTENSITY AND ABSOLUTE) AND OF THE SCENARIO

How can emissions reductions be quantified?

One of the key decisions when defining a climate strategy consists of selecting the unit of measurement for emissions. It can either be

a reduction target in absolute value of emissions, or a reduction target in intensity of emissions, according to sector-specific issues.

- For a target in absolute value, a fixed greenhouse gas emission reduction target is set, for example, to reduce emissions by 75% by 2030 compared to the 2020 baseline.
- For a target in carbon intensity, a target rate of greenhouse gas emissions is set in relation to a specific flow of activity, for example kilograms of CO₂ released per megawatt/hour (MWh).

The advantages of emission intensity

The Group considers that opting to measure the physical intensity of emissions is the most appropriate measurement. It has the advantage of encouraging sectors to transition towards players, projects and technologies with lower emissions. While a target in absolute value could result in withdrawal from certain customers, an intensity target enables the Group to support its customers towards the climate transition. For example, in the power production sector, an intensity target allows for financing to be steered towards renewable energy.

This choice to set a target in physical intensity was validated by Crédit Agricole's Scientific Committee. Where applicable, it may be reviewed according to regulatory injunctions or market standards.

An exception: the oil and gas sector

One exception to this is the oil and gas sector for which an absolute reduction is deemed necessary to contribute to the achievement of the net zero emission targets: the main lever for decarbonising a barrel of oil is not to extract it.

Choosing a reference scenario

To contribute to the achievement of the net zero emission target by 2050, the Group has defined a decarbonisation pathway for each sector. To do this, the Group considered various scenarios. For most sectors, it was decided to use the IEA's Net Zero Emission 2050 reference scenario published in 2021, based on a temperature increase limited to 1.5°C. For the aviation, shipping, steel, commercial real estate and residential real estate sectors, the Group replaced this scenario with specific recognised scenarios applicable to the sector. For example, for commercial and residential real estate, the Group has replaced this scenario with the CIREM ⁽⁵⁾ v2021 scenario, which has an equivalent carbon budget, in order to take into account certain sectoral specificities and rely on a better geographical and/or sectoral granularity.

4. DEFINITION OF INTERIM TARGETS AND ACTION PLANS

Based on the indicators and scenarios used, for each sector the Group set an interim target by 2030 and determined the appropriate pathway towards this target. It was then implemented through specific action plans for the business lines concerned. To achieve this, Crédit Agricole S.A.'s Net Zero teams work together on a regular basis with the subsidiaries and entities. For each sector, one or more indicators have been or will be defined to capture the performance and progress of enterprises towards decarbonisation. These indicators are tracked and monitored at Group level (operational teams and decision-making bodies) so as to engage customers in ongoing dialogue and to make informed financing decisions. The decarbonisation pathways are therefore fully integrated into the business thinking of the business lines. In total, more than 900 people are involved in the implementation and monitoring of action plans.

It should be noted that in line with the ESG Pillar 3 regulatory framework, every six months the Group discloses emissions according to the format required by the regulator, including scopes 1, 2 and 3.

(1) Note that for the oil & gas and shipping sectors only medium- and long-term loans are recognised on the balance sheet.

(2) For more information, see Part 2.2.1 "Targets and performance measures", section "GHG emission reduction key metrics and alignment with Net Zero pathways", table "Net Zero pathways".

(3) With the exception of the Oil & Gas and Shipping sectors.

(4) With the exception of the Aviation sector for which the 2019 baseline was chosen to neutralise the effect of Covid-19.

(5) Carbon Risk Real Estate Monitor.

5. CONTINUOUS IMPROVEMENT OF DATA AND UPDATING OF SCENARIOS, TARGETS AND PLANS

The emission scenarios, such as those of the IEA, are generally updated annually to reflect relevant changes in terms of energy and emissions. These updates can result in adjustments to the pathways, which may make it necessary to update the reduction targets. At the same time, new data may become available, allowing for an improvement in the measurement of emissions. As a result, a key stage in this methodology consists of regularly reassessing the input data and key hypotheses, to assess whether a recalibration of the targets is necessary.

APPLICATION IN THE SECTORS

Presented below is detailed information for each of the sectors prioritised, of the metric used, the 2020⁽¹⁾ baseline and the 2030 interim reduction target. The values are based on available data and projections of scenarios as at December 2023. Future updates of the scenarios used or other data (for example, to reflect changes, technologies available or economic conditions) may result in changes to the pathway required to contribute to achievement of the 1.5°C target, and therefore to the Group's targets for these sectors. An improvement in the availability and quality of data may also have an impact on the 2020 baseline in certain sectors⁽¹⁾. The Group will pay particular attention to the evolution of these parameters and will assess the relevance of recalibrating its baselines and reduction targets. In addition, in this initial stage it prioritises the calculation of the emissions it finances based on its granting of medium and long-term lending. This scope is subject to change.

The Group is committed to annually disclosing its emissions concerning the sectors in which it is involved, in addition to any major changes to the methodologies.

OIL & GAS

- Entity concerned: Crédit Agricole CIB;
- Scope: scopes 1 and 2 for all actors in the value chain (exploration & production, refining, transport, distribution, service, trading), scopes 1, 2, 3 for exploration & production players;
- Metric: absolute amount of greenhouse gas emissions linked to the financing of customers involved in oil and gas-related activities;
- 2020 baseline: 24.3 MtCO₂e financed (on the basis of financing in the balance sheet);
- Reduction target for 2030: 75% in the balance sheet;
- 2030 target: 6.1 MtCO₂e;
- Reference scenario: IEA's NZE scenario (2021);
- Reference scenario reduction target: -29%.

POWER GENERATION

- Entities concerned: Crédit Agricole CIB, Crédit Agricole Leasing & Factoring (in partnership with Crédit Agricole Transitions & Energies in liaison with the Regional Banks and LCL);
- Scope: scope 1;
- Metric: amount in intensity (gCO₂e/kWh) of greenhouse gas emissions related to financing of customers involved in power generation;
- 2020 baseline: 224 gCO₂e/kWh;
- Reduction target for 2030: 58%;

- 2030 target: 95 gCO₂e/kWh;
- Reference scenario: IEA's NZE scenario (2021)⁽²⁾;
- Reference scenario reduction target: -68%.

RESIDENTIAL REAL ESTATE

The French target of 12.4 kgCO₂e per m² per year⁽³⁾ in 2030 represents a strong ambition, and Crédit Agricole made a commitment to means rather than results, without setting a target, and to support property owners through decarbonisation that will be based on the mobilisation of all stakeholders (owner, public policy, construction sector), while taking into account the heterogeneity of territories in terms of greenhouse gas emissions from housing.

COMMERCIAL REAL ESTATE

- Entities concerned: Crédit Agricole CIB, LCL, Crédit Agricole Leasing & Factoring, Crédit Agricole Italia;
- Scope: scopes 1 and 2 (building use);
- Metric: amount in intensity (kgCO₂e/m²/year) of greenhouse gas emissions related to financing of buildings for SMEs and Corporates;
- 2020 baseline: 46.2 kgCO₂e/m²/yr⁽⁴⁾;
- Reduction target for 2030: 40%;
- 2030 target: 27.7 kgCO₂e/m²/yr;
- Reference scenario: CRREM (Carbon Risk Real Estate Monitor) - Global, Decarbonisation Pathways 2021 scenario;
- Reference scenario reduction target: convergence with CRREM v2021.

AUTOMOTIVE

- Entities concerned: Crédit Agricole CIB, Crédit Agricole Personal Finance & Mobility, Crédit Agricole Leasing & Factoring;
- Scope: scope 3 of car makers and scope 1 of users;
- Metric: amount in intensity (gCO₂/km) of greenhouse gas emissions linked to financing car makers and light vehicles only (personal loans, leasing⁽⁵⁾, securitisation);
- 2020 baseline: 190 gCO₂/km;
- Reduction target for 2030: 50%;
- 2030 target: 95 gCO₂/km;
- Reference scenario: IEA's NZE scenario (2021);
- Reference scenario reduction target: -46%.

SHIPPING

- Entity concerned: Crédit Agricole CIB;
- Scope: scope 1 well-to-wake (including upstream emissions linked to fuel production) for cargo shipping;
- Metric: amount in carbon intensity (gCO₂e/dwt.nm) of greenhouse gas emissions linked to financing ships;
- 2020 baseline: 6.22 gCO₂e/dwt.nm per maximum tonnage transportable per nautical mile (dwt.nm)⁽⁶⁾, taking into account emissions linked to the production of fuel (Well-to-Wake (WTW) approach);
- Reduction target for 2030: -36% intensity of shipping compared to 2020;
- 2030 target: 3.98 gCO₂e/dwt.nm;
- Reference scenario: NZBA shipping scenario (1.5°C Initiative and DNV Maritime Advisory);
- Reference scenario reduction target: between -36% and -49%.

(1) For the Aviation sector, the 2019 baseline was chosen to neutralise the effect of the Covid-19 crisis.

(2) The IEA's NZ scenario has since been reviewed upwards twice with milestones of 165 gCO₂e/kWh in 2022 and 186 gCO₂e/kWh in 2023. The IEA's scenario takes into account the economic and physical realities. The Group will engage in discussions on its capacity to maintain a pathway aligned to the IEA's initial NZ scenario from 2021 and on the need to adjust our pathway to the latest recommendations.

(3) Target defined by CRREM v2021 scenario.

(4) Following the announcement of the pathway in 2022, the baseline was lowered from 46 to 36.4 kgCO₂eq/m²/year due to the integration into the scope of the Regional Banks portfolios, which are structurally lower in carbon and, more on the periphery, of work to improve the quality of the data, which led to an adjustment to the baselines of Crédit Agricole S.A. entities. Carbon intensity reduction target kept at 40% by 2030 (compared to 2020) i.e. a 2030 target of 22 kgCO₂eq/m²/year (compared to 27.7 previously).

(5) For Crédit Agricole Personal Finance & Mobility, only "finance leases" are taken into account in the NZ scope.

(6) Dead Weight Tonnage by nautical mile. For now, the scope excludes passenger transport pending the IMO's approval and implementation of the correction factors for the carbon intensity indicator formula for passenger ships (expected by 2025).

AVIATION

- Entity concerned: Crédit Agricole CIB;
- Scope: scopes 1 and 3 well-to-wake emissions (including emissions from fuel combustion and upstream emissions linked to kerosene production);
- Metric: amount in intensity (gCO₂e/RTK⁽¹⁾) of greenhouse gas emissions linked to the financing of airlines and aircraft lessors;
- 2019 baseline: 1,003 gCO₂e/RTK;
- Reduction target for 2030: 25%;
- 2030 target: 750 gCO₂e/RTK;
- Reference scenario: "prudent scenario" of the Mission Possible, Partnership (MPP) industrial coalition aligned to a 1.5°C pathway (NZBA);
- Reference scenario reduction target: -21%.

CEMENT

- Entity concerned: Crédit Agricole CIB;
- Scope: scopes 1 and 2, in gross emissions (taking into account emissions linked to the combustion of alternative fuels);
- Metric: amount in intensity (kgCO₂e/t) of greenhouse gas emissions linked to the financing of cement-producing customers;
- 2020 baseline: 671 kgCO₂e/t⁽²⁾;
- Reduction target for 2030: 20%;
- 2030 target: 537 kgCO₂e/t;
- Base scenario: IEA's NZE scenario (2021);
- Base scenario reduction target⁽³⁾: -22%.

STEEL

- Entity concerned: Crédit Agricole CIB;
- Scope: scopes 1 and 2 of integrated steel-producing customers + part of scope 3 of non-integrated steel-producing customers (system of set limits defined by the Sustainable Steel Principles);
- Metric: amount in intensity (tCO₂e/tonne of crude steel) of greenhouse gas emissions linked to the financing of steel-producing customers;
- 2020 baseline: 1.88 tCO₂e/t;
- Reduction target for 2030: 26%;
- 2030 target: 1.4 tCO₂e/t;
- Reference scenario: NZE SSP (Sustainable STEEL Principles) scenario, adapted from the IEA's NZE scenario;
- Reference scenario reduction target⁽⁴⁾: -23%.

AGRICULTURE

Crédit Agricole is committed to supporting the agricultural world in its efforts to reduce carbon emissions while strengthening food sovereignty, by supporting the roadmaps established by the industry and the sectors, and at Ferme France national level and at individual farm levels.

INVESTMENT TARGETS

As an investor, Crédit Agricole Assurances contributes to the reduction of greenhouse gas emissions worldwide by reducing the carbon footprint of its investment portfolios⁽⁴⁾. Crédit Agricole Assurances has committed to a 25% reduction in the carbon

footprint (in tonnes equivalent of CO₂ per million euros invested) of its listed equity and corporate bond investment portfolio by 2025 (compared to 2019). At 31 December 2024, the carbon footprint (scopes 1 and 2) of this portfolio was 54% lower than at 31 December 2019, falling from 96 tonnes of CO₂e per million euros invested at 31 December 2019 to 44 tonnes of CO₂e per million euros invested at 31 December 2024.

In 2024, Crédit Agricole Assurances has pursued the decarbonisation pathway for its portfolios and set itself a new commitment by 2029 on a broader scope: Crédit Agricole Assurances is committed to reducing the carbon footprint (in tonnes equivalent of CO₂ per million euros invested) of its listed equity and corporate bond investment and directly held property portfolio by 50% by the end of 2029 compared to the end of 2019.

These targets have been set as part of Crédit Agricole Assurances' involvement in the NZAOA.

The NZAOA protocols contain science-based target carbon footprint reduction ranges for investment portfolios. To establish these reduction ranges, the NZAOA consulted extensively with various university institutions on the scenarios and conclusions of the IPCC's Special Report on Global Warming of 1.5°C and of the IPCC's Sixth Assessment Report (for 2025 and 2030 respectively). The NZAOA recognises that the IPCC reports provide a complete and balanced assessment of the status of scientific, technical and socio-economic knowledge on climate change, its impacts and future risks, in addition to options for reducing the pace at which climate change is occurring.

For its Net Zero product offering, Amundi uses the Net Zero Emissions by 2050 (NZE) scenario developed by the International Energy Agency (IEA) as a basis to set decarbonisation targets. The carbon intensity reduction targets correspond to absolute reduction targets per unit of real growth between now and 2025 and 2030. The minimum reduction targets for the portfolios covered by Amundi's internal Net Zero methodology are as follows:

- in absolute emissions (tCO₂e) on scopes 1, 2 and direct upstream scope 3, compared to a baseline at 31 December 2019:
 - 16% reduction by 2025,
 - 41% reduction by 2030;
- in carbon intensity in relation to revenues on scopes 1, 2 and direct upstream scope 3, compared to a baseline at 31 December 2019:
 - 30% reduction by 2025,
 - 60% reduction by 2030.

To encourage the transition in high impact climate sectors (HCIS), Amundi's Net Zero baseline includes an additional sectoral deviation constraint: the weight of HCIS in portfolios must represent at least 75% of the weight of HCIS in their respective benchmark index.

ADAPTATION TARGETS

In terms of climate change adaptation, work towards the targets is ongoing but complex as, unlike mitigation, there is no metric common to all economic and financial actors (CO₂). The metrics and targets linked to adaptation are yet to be determined, particularly according to sector and business type.

(1) RTK = Revenue Tonne Kilometre.

(2) Physical production is in tonnes of cementitious material, which avoids double counting and defines a comparable intensity between producers, in line with the recommendations of the Global Cement and Concrete Association (GCCA).

(3) For Cement and Steel, the NZE reference scenario is based on the sector's scope 1 only.

(4) Investment means assets held in respect of the euro funds of contracts with guaranteed capital and own funds of the insurance business.

GHG EMISSION REDUCTION KEY METRICS AND ALIGNMENT WITH NET ZERO PATHWAYS

NET ZERO PATHWAYS

	Metric	Baseline 2020	2024	2030 target	Entity(/ies) concerned
Oil & Gas	MtCO ₂ e	24.30	7.20	6.10	CACIB
	%	-	-70%	-75%	
Power generation	gCO ₂ e/kWh	224	160	95	CACIB, CAL&F
	%	-	-29%	-58%	
Automotive	gCO ₂ e/km	190	150.6	95	CACIB, CAL&F, CAPFM
	%	-	-21%	-50%	
Aviation	gCO ₂ e/RTK	1003 *	866	750	CACIB
	%	-	-14%	-25%	
Shipping	gCO ₂ e/DWT.nm	6.22	5.23	3.98	CACIB
	%	-	-16% **	-36%	
Commercial real estate	kgCO ₂ e/m ² /year	46.20	39.9	27.7	CACIB, CAL&F, LCL, CA Italia
	%	-	-14%	-40%	
Cement	kgCO ₂ e/t	671	693	537	CACIB
	%	-	+3%	-20%	
Steel	tCO ₂ e/t	1.88	1.82	1.40	CACIB
	%	-	-3%	-26%	

* For the aviation sector, the reference year 2019 was chosen to neutralize the impact of the COVID-19 crisis.

** Data at end-2023.

This table shows changes in the Group's Net Zero commitments by sector. The definition of the sectors is identical to that available in the "Destination 2050" Guide and reiterated in the sector-specific breakdowns above. The sector's metric, the value for 2024 (2023 for Shipping), the 2020 Baseline, the 2030 target and the contributing entities are presented in this table.

Oil & Gas: The financed emissions associated with the Oil & Gas portfolio are falling sharply, reaching a -70% decrease compared to 2020, very close to the -75% target set for 2030. This reduction is the result of the selective approach implemented by the Group, to support energy companies committed to the transition, with significant reductions in exposure to the most emissive clients and an accelerated deployment of the commitment announced in 2023 to stop financing independent producers.

Power generation: The pathway continues its downward trend, thanks to enhanced support to renewable energies. In particular, Crédit Agricole CIB's exposure to low-carbon energies has increased by +132% in 2024 compared to 2020, thus exceeding the commitment to achieve a +80% increase by 2025. In parallel, the Group has continued to decarbonise its financed energy mix, with a reduction of fossil fuels financings and in particular the implementation of the commitment to phase out thermal coal by 2030 in OECD and EU countries and 2040 in the rest of the world.

Automotive: The carbon intensity of the portfolio is decreasing by 21% compared to the 2020 baseline. The Group continues to support the decarbonisation of the sector by acting on both supply and demand. We support manufacturers in the electrification of their range, and we encourage individuals and professionals to move towards low-carbon mobility by developing new types of financing.

Aviation: The average carbon intensity of the portfolio decreased by 14% compared to a 2019 baseline. This reduction is due to the very high share of 4th Generation aircraft in the new financings implemented since 2019, despite a very competitive market. The Group will continue to support the sector's decarbonisation, by increasing its financings of the most fuel efficient assets, with an objective of 90% of 4th Generation aircraft within the Aviation portfolio, and by contributing to the development of the Sustainable Aviation Fuels ecosystem.

Shipping: The carbon intensity of the portfolio is decreasing, with a -16% reduction at end 2023 vs. a 2020 baseline. This reduction is due to the exit of emissive assets, the intensity reduction of assets that remained in the portfolio, and the lower intensity of new production. To reach the -36% target set for 2030, the Group will continue to support its clients in the deployment of decarbonisation solutions such as the retrofit of vessels, the use of green fuels, and the development of slow steaming.

Commercial real estate: The carbon intensity of the portfolio is decreasing, with a -14% reduction compared to a 2020 baseline. This reduction was allowed by the selection of the most virtuous players and the most decarbonized assets, with a focus on green and sustainability-linked loans structuring. As the challenges are very different depending on the regions where assets are located, the Group continues to improve its data collection in order to refine its calculation methodology and therefore the steering of its trajectory.

Cement: The carbon intensity of the portfolio is slightly increasing compared to the 2020 baseline. As this portfolio comprises only a limited number of clients, it is highly sensitive to any exogenous change, and therefore presents important challenges in terms of steering. Nevertheless, the Group continues to support its clients in developing low-carbon cement production, and in financing solutions such as clinker substitution, reduction of the use of fossil fuels, energy efficiency improvement and carbon capture technologies. Our clients are increasingly sensitive to low-carbon innovations and diversification strategies driven by low-carbon considerations, opening new business opportunities for the bank.

Steel: The carbon intensity of the portfolio is slightly decreasing compared to the 2020 baseline. The steering of the Steel pathway will also have to cope with a complex market context. In the European market in particular, a sizable part of decarbonisation efforts have been put on hold, pending the implementation of the Carbon Border Adjustment Mechanism in 2026 and the ability of the European Union to stem the inbound flow of steel. Nevertheless, the Group is committed to support its steelmaking clients in the decarbonisation of their activity, by replacing blast furnaces with electric arc furnaces.

ACHIEVED AND EXPECTED GHG EMISSION REDUCTION RELATED TO THE OPERATING FOOTPRINT

Unit	Base year	2024	2024	2030 target	Reduction remaining
	tCO ₂ e	tCO ₂ e	%	%	%
GHG emissions – scopes 1 and 2*	125,749	43,193	-65.6%	-56.2%	9.5%
GHG emissions – scope 3.6 Business travel**	44,141	29,619	-32.9%	-48.8%	-15.9%

* Category: SBTi targets/Metric: Total scopes 1 and 2.

** Category: SBTi targets/Metric: Business travel (scope 3).

This table shows the GHG emissions related to the operating footprint (scopes 1, 2 and 3.6) for the Crédit Agricole S.A. scope in 2024, allowing for a comparison with the 2019 base year and the 2030 target. The 2019 baselines have not been recalculated since they were defined, and therefore correspond to the Crédit Agricole S.A. scope in 2021. Entities were advised to report on a rolling year from 1 November 2023 to 31 October 2024 to allow the report to be produced on time. The data presented in "2030 target" corresponds to the percentage of achievement of the target set compared to the reference year. The targets set on scopes 1 and 2 have been exceeded.

Crédit Agricole S.A. plans to achieve its targets of reducing GHG emissions by 50% on scopes 1, 2, and 3.6 (in tons eqCO₂) between 2019 and 2030 through several reduction levers:

- a reduction of 50% in emissions related to business travel is expected through a rigorous internal monitoring of travel, in line with Crédit Agricole S.A.'s travel policy;
- a reduction of approximately 61% in vehicle fleet emissions is planned through a decrease in kilometers traveled and the use of less polluting vehicles;

- a reduction of nearly 45% in emissions related to gas and domestic fuel is expected through the change of fuels in the coming years, as well as the development of less polluting systems (heat pumps, urban heating network);
- a reduction of approximately 58% in energy-related emissions from buildings is planned through a decrease in consumption in countries that are already highly decarbonised (such as France), where energy efficiency efforts can reduce GHG emissions related to energy consumption, as well as the development of renewable energy in countries where power production is highly carbon-intensive but where decarbonisation means are reasonably accessible (in particular Guarantees of Origin or Renewable Energy Certificates).

The overall reduction in emissions expected through these levers should be slightly higher than the commitments made by Crédit Agricole S.A.

METRICS LINKED TO THE GROUP'S CLIMATE STRATEGY

Performance indicators	Unit	2024	Entities concerned
Portfolio of green assets meeting eligibility criteria of the Group Green Bond Framework of November 2023	€bn	21.7	CACIB
Financing of renewable energy	€m	312.2	LCL
Additional number of companies engaged on climate (compared with a 2021 baseline)	Number	1,478	Amundi
Achieving 14 GW of installed renewable energy capacity through investments by 2025	GW	14	CAA
Doubling financing in renewable energy by 2025	€m	1,192	CAL&F
Achieving a commercial production for Unifergie of €2 billion by 2025	€m	1,292	CAL&F
Reduction of exposure to Oil extraction and production by 25% between 2020 and 2025 (outstanding financing)	\$bn	3.2	CACIB
Reduction of exposure to Oil extraction and production by 25% between 2020 and 2025 (% change)	%	-56	CACIB
80% growth in low-carbon energy exposure by 2025 (outstanding financing)	€bn	17.2	CACIB
80% growth in low-carbon energy exposure by 2025 (% change)	%	132	CACIB
Exposure to thermal coal as a % of total outstandings	%	0.04	Amundi
Thermal coal exposure	€bn	0.41	CACIB

The table shows the metrics linked to the Group's climate strategy for several Crédit Agricole S.A. entities contributing to it, as presented in the right-hand column.

INDICATORS RELATED TO THE FINANCING OF TRANSITIONS

	2024
Financing of environmental transition (million euros)	47,422
O/w energy-efficient buildings	30,938
O/w clean transport and mobility	5,157
O/w others	11,327

The table shows outstanding loans dedicated to the **environmental transition** according to the Group's internal sustainable asset framework as at 30 September 2024.

In addition, the outstanding financing of **low-carbon energy** amounted to €21 billion as at 31 December 2024. Low-carbon energy outstandings are made up of renewable energy produced by the customers of all Crédit Agricole S.A. entities, including nuclear energy outstandings for Crédit Agricole CIB.

	2024
Financing of low-carbon energy (million euros)	21,000

2.4.2 GROSS SCOPES 1, 2, 3 GHG EMISSIONS AND TOTAL GHG EMISSIONS

TOTAL GHG EMISSIONS BROKEN DOWN BY SCOPES 1 AND 2 AND SIGNIFICANT SCOPE 3 EMISSIONS

	Retrospective data		Milestones and target years			Annual target as a %/baseline
	Baseline	2024	2025	2030	2050	
Scope 1 GHG emissions						
Scope 1 gross GHG emissions (tCO ₂ eq)	42,606	22,685	32,340	19,863	-	53%
Percentage of scope 1 GHG emissions arising from regulated emission trading schemes (%)	-	-	-	-	-	-
Scope 2 GHG emissions						
Scope 2 gross GHG emissions based on location (tCO ₂ eq)	-	21,975	-	-	-	-
Scope 2 gross GHG emissions based on the market (tCO ₂ eq)	83,143	20,508	60,560	35,228	-	58%
Significant scope 3 GHG emissions						
Total gross indirect GHG emissions (scope 3) (tCO ₂ eq)	-	164,423,267	-	-	-	-
1. Purchased goods and services	-	-	-	-	-	-
[Optional sub-category: Cloud and data centre IT services]	-	-	-	-	-	-
2. Capital goods	-	-	-	-	-	-
3. Fuel- and energy-related activities (not included in scope 1 or scope 2)	-	-	-	-	-	-
4. Upstream transportation and distribution	-	-	-	-	-	-
5. Waste generated in operations	-	-	-	-	-	-
6. Business travel	44,141	29,619	33,156	22,604	-	49%
7. Employee commuting	-	-	-	-	-	-
8. Upstream leased assets	-	-	-	-	-	-
9. Other indirect emissions	-	-	-	-	-	-
10. Processing of sold products	-	-	-	-	-	-
11. Use of sold products	-	-	-	-	-	-
12. End-of-life treatment of sold products	-	-	-	-	-	-
13. Downstream leased assets	-	-	-	-	-	-
14. Franchises	-	-	-	-	-	-
15. Investments	-	164,393,648	-	-	-	-
TOTAL GHG EMISSIONS						
Total GHG emissions (location-based) (tCO ₂ eq)	-	164,467,927	-	-	-	-
Total GHG emissions (market-based) (tCO ₂ eq)	-	164,467,927	-	-	-	-

The table presents Crédit Agricole S.A.'s GHG emissions broken down by scopes 1 and 2 and Crédit Agricole S.A.'s significant scope 3 GHG emissions, with the exception of Crédit Agricole Assurances and Amundi, whose situations are presented below. Scope 3 emissions (categories 1, 2, 3, 4, 5, 7, 8, 9, 10, 11, 12, 13 and 14) are excluded from the scope of the Group's commitments, in particular SBTi and NZBA. Therefore, for consistency of scope, only emissions from scopes 1 and 2, as well as from scope 3, category 6 and category 15 are published in the sustainability report. The "Annual target as a % / baseline" is the percentage of reduction necessary to the achievement of the target set relative to the reference year. The 2025 milestones have already been exceeded for scopes 1, 2 and 3.6.

OPERATING FOOTPRINT

Entities were advised to report on a rolling year from 1 November 2023 to 31 October 2024 to allow the report to be produced on time. The 2019 baselines have not been recalculated since they were defined, and therefore correspond to the Crédit Agricole S.A. scope in 2021. Scope 1 includes emissions linked to the vehicle fleet owned by the company and building energy consumption. Scope 2 emissions linked to energy are calculated in two different ways (location-based emissions and market-based emissions). In the market-based emissions calculation method, scope 2 is limited to emissions linked to electricity not covered by Guarantees of Origin. Scope 3.6 emissions correspond to rail and air travel. Internally, Crédit Agricole S.A. monitors its operating footprint more exhaustively. Entities excluded from this table for all metrics are entities that do not report through the Greenway tool, in particular those with fewer than 100 FTEs, whose actual or extrapolated data represents: 1,260 tCO₂e for scope 1, 487 tCO₂e for scope 2 and 931 tCO₂e for scope 3.6. For foreign subsidiaries, some data could not be collected in this first year of publishing the sustainability report in accordance with the expectations of the CSRD.

EMISSIONS RELATED TO THE FINANCING PORTFOLIO

For a banking institution, indirect emissions (scope 3) include all operational and indirect GHG emissions of its final customers (scope 3 category 15) in proportion to its financial participation in the value of the company or project (PCAF method). These financed emissions represent the majority of GHG emissions in the financial sector, estimated at more than 90%.

SCOPE

Crédit Agricole's work on the calculation of financed emissions, in terms of the asset classes taken into account and the approach used, considers the GHG Protocol's minimum requirements, to which other relevant asset classes deemed as relevant for the Group are added. The scope of calculation therefore includes emissions related to portfolios of equities, bonds, loans and project finance for non-financial companies, as well as loans to individuals in the residential real estate and automotive sectors.

The following asset classes that do not fall within the above-mentioned scope are excluded from the financed emissions: emissions related to investments in asset management and insurance, financed emissions related to outstanding sovereign debt, loans to financial institutions, trading activities, loans to individuals other than residential real estate and automotive, as well as outstanding amounts in sectors other than those significantly contributing to climate change (according to ESG Pillar 3 definition: NACE codes K, J, from M to U).

Excluding the aforementioned asset classes, the calculation of financed GHG emissions covers a base of Crédit Agricole S.A.'s outstanding financing amounting to €396,634 millions.

CALCULATION DETAILS

The calculation of the different scopes of GHG emissions is as follows:

- Scopes 1 and 2: GHG data collected from customers and estimates made internally or provided by external data providers are included in scopes 1 and 2. On the other hand, for counterparties without GHG data from customers or estimated data, a sectoral approximation is used as scopes 1 and 2 emissions are considered homogeneous within the same sector and mainly relate to energy consumption.

- Scope 3: indirect emissions are more complex to understand due to the lack of globally binding industry standards and, therefore, of available, reliable and comparable data. In this context, the data collected directly from the customer or by an external data provider is privileged, considering it as real and reliable. In the absence of such data, estimates on certain counterparties are made, based mainly on NZBA work or on data providers when these data are considered to be actionable.

Accounting for all the GHG emissions of its customers inherently involves a **multiple counting bias** for the financial institution, as some customers are suppliers to others. For example, when financing a car manufacturer, the group accounts for the emissions associated with its entire value chain, in particular the emissions associated with the fuel consumed by the vehicles sold; at the same time, when financing an oil company, the emissions associated with the combustion of the oil products sold are accounted for.

To address the multiple counting of GHG emissions, the Group is working on a methodology that aims to provide a view of GHG emissions that is as close as possible to their physical reality. Initial work is focused on the fossil fuel and electricity value chains. The approach is to retain the highest carbon emissions from combustion within each of these value chains, as an integrated company would do. By applying these adjustments to the two sectors mentioned, the theoretical GHG emissions reported within the scope of Crédit Agricole CIB are reduced from 134 MtCO₂ to 78.5 MtCO₂.

This approach, currently implemented at sector level, could then be applied at client level. This methodology will also be proposed to market standards working groups to help establish a common framework for eliminating multiple counting in the publications of banks.

EMISSIONS RELATED TO INVESTMENTS IN ASSET MANAGEMENT AND INSURANCE ACTIVITIES

ASSET MANAGEMENT

In the absence of minimum requirements of the GHG Protocol for calculating GHG emissions from assets under management, Amundi does not publish greenhouse gas emissions (item "15 Investments") within this scope of activity. This lack of standards makes it difficult to produce accurate and comparable data, and the emissions from assets under management can vary considerably depending on the invested industries and companies, making the environmental impact assessment complex.

Amundi publishes information on the reduction of the intensity of its Net Zero portfolios¹⁰, underlining its commitment to align its investments with climate objectives for this range of portfolios. Further details are provided in chapter 3.2.3 entitled "Climate Investment Strategy" of Amundi's sustainability report, which addresses the scope of the Net Zero Transition range. This approach demonstrates efforts to reduce the carbon footprint of portfolios while supporting the transition to a sustainable economy.

¹⁰ Net Zero portfolios represent approximately €250 billion as of 31 December 2024. This amount is likely to change due to the volatility of financial markets and changes in customer demand.

INSURANCE

The amount of GHG emissions for investments in the activities of Crédit Agricole Assurances is 7.58 million t CO₂e, estimated from calculations that will be developed later. The amount of emissions is linked to two components:

- investments managed directly by Crédit Agricole Assurances, with an amount of emissions of 5.44 millions tCO₂ eq. It corresponds to the issuers' emissions of scopes 1, 2 and *upstream* scope 3 (composed of first-tier suppliers only). It relates to a total outstanding amount of €89.3 billion corresponding to listed corporate shares and bonds (emissions from unlisted assets were also calculated in accordance with the Group methodology based on scopes 1 and 2. For the €23 billion of assets covered by this calculation, GHG emissions amount to 2.3 million tCO₂ eq);
- emissions related to unit-linked products, for which Crédit Agricole Assurances has conducted a first measurement of the gross GHG emissions of its portfolios based on data provided by an external data provider. It covers the emissions associated with scopes 1 and 2 of the issuers on direct assets (live securities and EMTN) and for listed asset funds (corporate shares and

bonds). For this first measure, Crédit Agricole Assurances did not wish to integrate scope 3. Indeed, the measure of scope 3 in its entirety lacks homogeneity within the issuers and therefore does not seem relevant. Crédit Agricole Assurances does not at this stage have a reliable methodology to distinguish upstream and downstream scope 3 emissions on the perimeter of the unit-linked products. At 31 December 2024, total outstanding amounts in unit-linked products of the Crédit Agricole Assurances group amounted to €103.3 billion and the external data provider's coverage rate was 61.2%. Based on this, greenhouse gas emissions reach a volume of 2.14 million tCO₂e.

Crédit Agricole Assurances has also calculated an amount of 31,741 tCO₂e for damage insurance, which corresponds to the GHG emissions from motor vehicle claims management in France. The calculation methodology used to determine GHG emissions related to the management of a motor vehicle claim is presented in detail in the White Paper "CO₂ emissions of auto claims management in France" ⁽¹⁾ published in July 2024. This calculation follows the entire process of a car claim management, from the intervention of the assistance company to the repair of vehicles, and the estimated emissions are based on data provided by the various stakeholders.

GHG EMISSIONS RELATED TO FINANCING

	Unit	2024
Total financed emissions	MtCO ₂ e	164.39
Intensity of financed emissions	ktCO ₂ e/€m	0.41

This table shows the total indirect emissions of category 15 from the previous table (Total GHG emissions broken down by scopes 1 and 2 and significant scope 3 emissions), supplemented by the ratio of intensity of emissions in terms of euros financed. The scope of financing included in this ratio is identical to that indicated in the section "Financed emissions", "Scope" above. The stock base considered here is €396,634 million.

FOCUS – OPERATING FOOTPRINT (IN TCO₂E)

Metrics	2024
Scope 1	22,685
of which gas	12,231
of which fuel oil	750
of which vehicle fleet	9,704
Scope 2 (market-based)	20,508
of which electricity	12,759
of which electricity of data centres	2,445
of which heating network	5,101
of which cooling network	203

The table presents scope 1 and scope 2 GHG emissions for Crédit Agricole S.A., broken down by emission item. Entities were advised to report on a rolling year from 1 November 2023 to 31 October 2024 to allow the report to be produced on time. The scope 2 emissions presented here are market-based, limited to emissions from electricity not covered by Guarantees of Origin (renewable).

⁽¹⁾ Available on Crédit Agricole Assurances website: <https://www.ca-assurances.com/en/publication/mesurer-les-emissions-de-co2%82%82-de-la-gestion-des-sinistres-automobiles/>

GHG EMISSIONS RELATED TO ENERGIES AND BUSINESS TRAVEL

		2024
GHG emissions related to energies/m ² *	tCO ₂ eq/m ²	0.0027
GHG emissions related to business travels/FTE**	tCO ₂ eq/FTE	0.3646

* Numerator: Metric: Greenhouse gas emissions (GHG) – scope 2 + Gas consumption + Domestic fuel oil consumption (excluding car) + Category: scope 3: Energy consumption. Denominator: Metric: Occupied area.

** Numerator: Category: scope 3/Any metric except: Commuting, Travel using electric/hybrid/thermal car fleet. Denominator: total FTE.

The table presents the GHG emission intensity ratios for the Crédit Agricole S.A. scope. The low intensity of GHG emissions related to energies/m² is explained by the strong decrease in non-renewable energy consumption in total electricity consumption, and by the exclusion of scope 3.3 from the scope of publication.

ENERGY CONSUMPTION AND MIX

In the first year of CSRD publication, the data related to energy consumption and production could not be verified. Indeed, the production process implemented at the level of Crédit Agricole Group does not allow at this stage the collection of all E1-5 data

points (E1-5-AR-34) and their full alignment with the CSRD regulatory requirements. The Group is working on improving this process in order to publish this data at some point.

2.4.3 GHG REMOVALS AND GHG MITIGATION PROJECTS FINANCED THROUGH CARBON CREDITS

CARBON CREDITS CANCELLED IN THE REPORTING PERIOD

	2024
Amounts from removals and reduction projects (in tCO ₂ e)	121,917
of which VERRA (in tCO ₂ e)	71,232
of which Gold Standard (in tCO ₂ e)	45,213
of which Label Bas Carbone (in tCO ₂ e)	-

The table shows the total quantity of carbon credits cancelled in the reporting period, as well as details by the Verra label, Gold Standard label and Low-Carbon Label for the Crédit Agricole S.A. scope.

Carbon credits for which the entity has a Verra Certificate of Verified Carbon Unit (VCU) Retirement are counted as cancelled Verra carbon credits, and carbon credits for which the entity has a Gold Standard Certificate of Verified Carbon Unit Retirement are counted as cancelled Gold Standard carbon credits.

The number of "GHG Emission Reductions" awarded under the Low-Carbon Label (recognised by the Prefect) is counted as cancelled Low-Carbon Label (LBC) carbon credits. The Low-Carbon Label is a French public label, which operates differently from the international labels used as a reference in the CSRD standard. The

cancellation criterion is not to be considered in the context of the Low-Carbon Label, as the LBC decree and order only provide for a stage of emission reductions recognition. This takes the form of an administrative decision by the regional Prefect, which allocates the emission reductions recorded at the end of the low-carbon project to the financers. This allocation is recorded in the national LBC register kept by the Ministry of Environmental Transition. It is therefore the recognition and subsequent allocation of emission reductions by the Prefect on behalf of the financer, once the project has been completed, that have been chosen as the criterion for counting LBC certificates in the amount of "carbon credits cancelled in the reporting period".

The total number of carbon credits cancelled during the period also includes 5,472 carbon credits from Crédit Agricole Personal Finance & Mobility's Plan Vivo standard.

CARBON CREDITS PLANNED TO BE CANCELLED IN THE FUTURE

	Carbon credits amount
Total (tCO ₂ e)	472,519

The table presents the quantity of carbon credits planned to be cancelled in the future, for all labels within the Crédit Agricole S.A. scope. It includes the number of Carbon Credits from projects verified by Verra and Gold Standard, but not yet delivered (identified by Livelihoods documents or other documents), as well

as the number of projected "GHG Emission Reductions" in the process of being financed but not yet "Recognised" (recorded in the LBC register), i.e. not yet allocated by the Prefect on behalf of the financer.

2.4.4 INTERNAL CARBON PRICING

Crédit Agricole Group has not opted to implement an internal carbon pricing scheme.

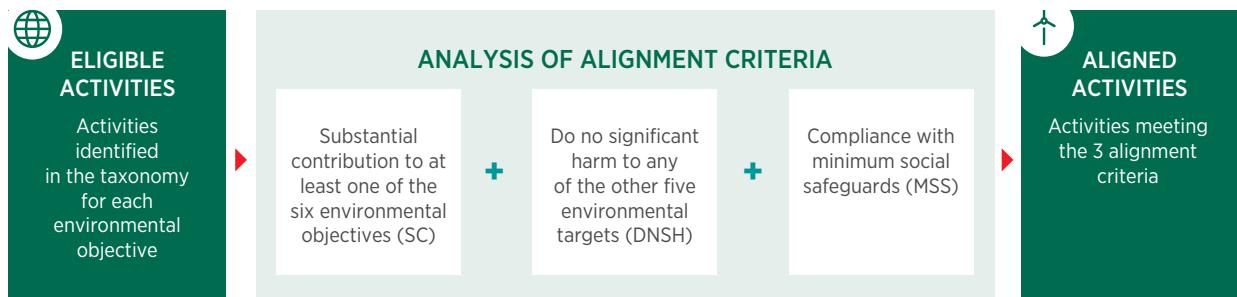
2.4.5 INFORMATION PUBLISHED ON ACTIVITIES RELATED TO THE EU TAXONOMY

REGULATORY FRAMEWORK AND REQUIREMENTS

The EU Taxonomy Regulation 2020/852 of 18 June 2020 establishes a framework for defining environmentally sustainable economic activities, i.e. economic activities that pass the following three tests:

- I) they make a substantial contribution to an environmental objective;
- II) they do no significant harm to any of the other environmental objectives presented in the regulation;
- III) they are carried out in a way that meets certain minimum social safeguards.

Activities that meet these three criteria are said to be "Taxonomy-aligned".



For the purposes of this regulation, environmental objectives comprise:

- climate change mitigation;
- climate change adaptation;
- sustainable use and protection of water and marine resources;
- transition to a circular economy;
- pollution prevention and control;
- protection and restoration of biodiversity and ecosystems.

The Taxonomy Regulation has been supplemented by four Delegated Acts:

- **the Article 8 Delegated Act 2021/2178:** concerns the content and presentation of the information to be published by undertakings subject to the Non-Financial Reporting Directive (NFRD);
- **the Climate Delegated Act 2021/2139:** describes the "eligible" activities and the technical screening criteria for determining "alignment" with the two climate objectives of "climate change mitigation" and "climate change adaptation". Regulation 2023/2485 amends this text to introduce new eligible economic activities and new technical criteria applicable for assessing alignment (the alignment of these new activities will be studied as from the 31 December 2025 financial statement date);
- **the Gas and Nuclear Delegated Act 2022/1214:** concerns economic activities related to the gas and nuclear sectors in terms of climate objectives;
- **the Environmental Delegated Act 2023/2486:** describes the "eligible" activities and the technical screening criteria used to assess the "alignment" with the other four environmental objectives (alignment applicable as from the 31 December 2025 financial statement date for credit institutions).

According to the provisions of Article 8 of the Delegated Regulation, the reporting requirements applicable to credit institutions are progressive:

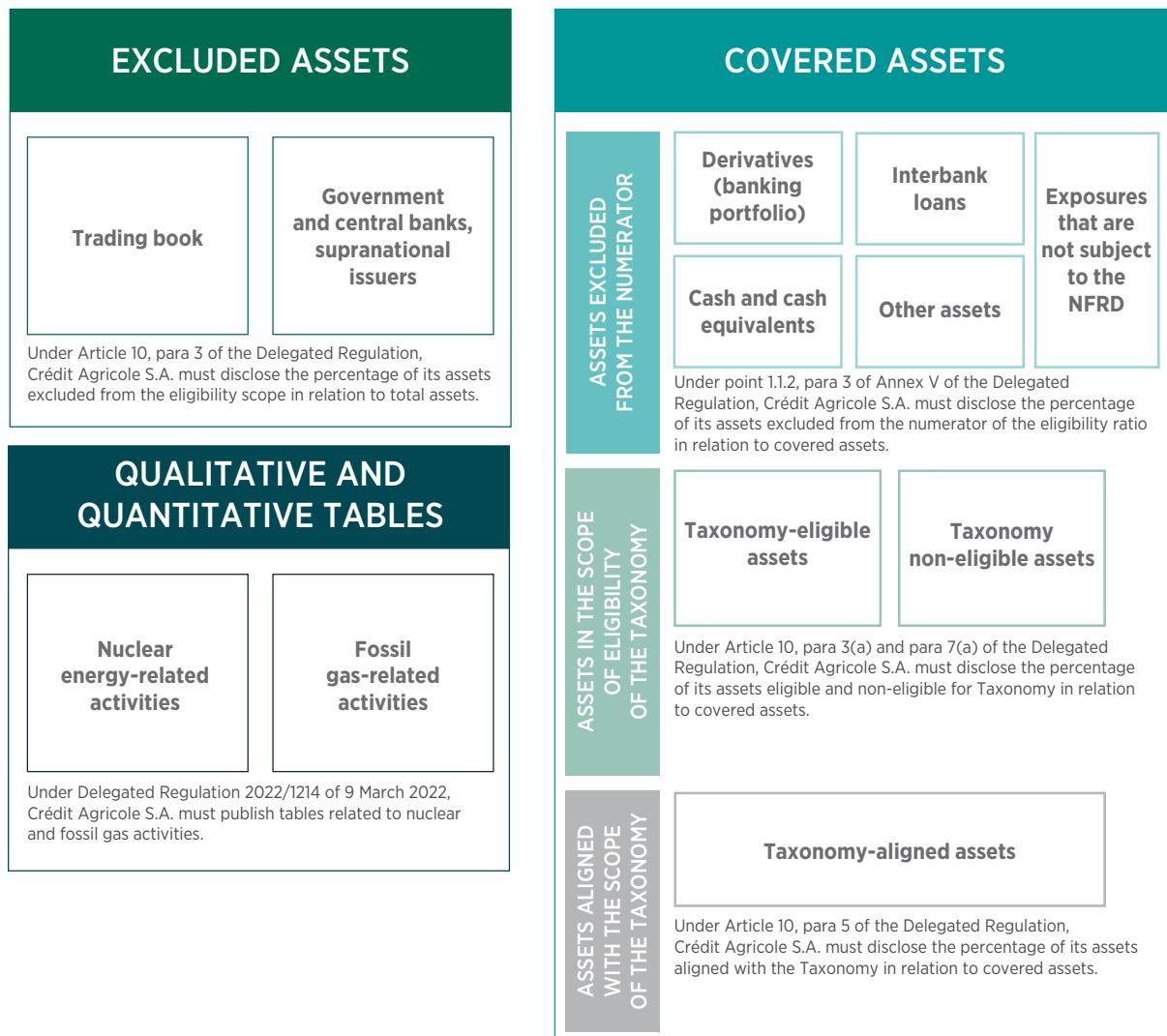
- Since the 2022 reporting year (on the basis of data as at 31 December 2021), Crédit Agricole S.A. is required to publish annually (i) the proportion of "eligible" assets (i.e. financing activities described in the delegated acts) and "non-eligible" assets under the Climate Delegated Act and (ii) the proportion of assets excluded solely from the numerator of the ratio and the proportion excluded from both the numerator and the denominator of the ratio; as from the 2023 reporting year, eligibility is calculated on the basis of the Taxonomy's six environmental objectives.

- In addition, from the financial year ended 31 December 2023, Crédit Agricole S.A. must publish the proportion of "aligned" assets (the Green Asset Ratio or GAR), i.e. assets financing eligible activities that pass the three Taxonomy alignment tests. This alignment analysis is carried out on the basis of (i) information published by non-financial companies and financial companies subject to the Non-Financial Reporting Directive (NFRD), and subsequently to the Corporate Sustainability Reporting Directive (CSRD), based on the publication of data as at 31 December 2025, (ii) as well as on the basis of the Delegated Act's technical criteria covering retail customers, local authorities, and dedicated finance.
- Crédit Agricole S.A. also publishes additional metrics:
 - ratio for assets under management: the proportion of assets under management from undertakings financing Taxonomy-aligned economic activities, compared to total assets under management;
 - ratio for financial guarantees: represents the proportion of financial guarantees backing loans and receivables and debt instruments financing Taxonomy-aligned economic activities, compared to all financial guarantees supporting loans and receivables and debt instruments to corporates.
- Finally, from 1 January 2026 (on the basis of data as at 31 December 2025), Crédit Agricole S.A. will be required to disclose additional metrics, relating to the trading book and fees and commissions received for services other than loans and asset management.

Article 8 of the Taxonomy Regulation has required credit institutions subject to the Non-Financial Reporting Directive (NFRD), and subsequently to the Corporate Sustainability Reporting Directive (CSRD), to disclose information on the eligibility for and alignment of assets with the Taxonomy since 31 December 2023.

In addition, Commission Delegated Regulation (EU) 2022/1214 of 9 March 2022, requires institutions to publish information on fossil gas and nuclear energy activities.

The diagram below shows all the information to be disclosed.



For this disclosure of data from 31 December 2024, for the first time Crédit Agricole S.A. is disclosing its eligibility ratios for the four complementary environmental objectives, as well as the GAR Flow in terms of revenues and CapEx ⁽¹⁾. In addition, GARs disclosed by financial undertakings are taken into account for the first time in the calculation of the alignment ratio.

In addition, on 21 December 2023, the European Commission published a draft notice for financial companies on the interpretation and implementation of certain provisions of the Delegated Act of 6 July 2021 on information to be disclosed under Article 8 of the European Union Taxonomy Regulation.

This notice was officially published in the Official Journal of the European Union on 8 November 2024. It specifies in particular the alignment calculation methods and also defines new information to be disclosed. Crédit Agricole S.A. is ensuring it is in a position to gradually respond to the changes in the additional requirements. Any provisions which could not be taken into account are the subject of an explanatory narrative.

Crédit Agricole S.A. does not disclose the additional metric on Financial Conglomerates. The scope of this metric is indeed already largely covered by the other KPIs disclosed (green asset ratios and assets under management ratios), which include all the Group's material activities (banking, asset management, insurance and non-financial subsidiaries that are equity-accounted for regulatory purposes). Furthermore, publication of the conglomerate ratio could lead to the production of potentially contradictory information on the scope of the activities covered by this ratio and in the other KPIs, given the different weighting methods for the aligned assets: balance sheet logic for the green asset ratios and assets under management ratios, whereas the approach used for the conglomerate ratio is based on revenues.

⁽¹⁾ CapEx is the abbreviation of capital expenditure.

METHODOLOGY FOR DETERMINING ALIGNED ASSETS

Since the financial year ended 31 December 2023, financial companies have been required to publish the proportion of Taxonomy-aligned assets.

Aligned activities are defined and described by the Climate Delegated Act and the Environmental Delegated Act.

In order to determine the alignment of assets with the Taxonomy, the following assets are considered eligible for the Taxonomy:

- home loans, renovation loans and vehicle financing to individuals (loans granted from 1 January 2022) for households;
- housing finance and dedicated finance (finance whose purpose is known and which concerns an activity eligible for the taxonomy) for local authorities;
- commercial and residential property collateral seized and held for sale;
- exposures to financial and non-financial counterparties subject to the Non-Financial Reporting Directive (NFRD) and/or the Corporate Sustainability Reporting Directive (CSRD), for which the eligible ratio is available in their publications and for which data could be collected.

On the basis of the eligible assets listed above, the Taxonomy-aligned assets are identified according to two analysis angles:

- for general financing, on the basis of information published by NFRD/CSRD financial and non-financial counterparties, in particular the green asset ratios, green revenues and green capital expenditure, which are collected from the external data provider Clarity AI (actual data, without any estimate), or where appropriate, retrieved bilaterally directly from customers;
- for financing where the purpose is known, based on the characteristics of the financed asset by applying the technical criteria for Taxonomy alignment.

Mortgage loans considered to meet the Taxonomy criteria are those that (i) have the best energy performance and (ii) are not subject to chronic or acute physical risk.

Properties with an energy performance level in the top 15% of the national or regional building stock (for properties with a building permit submitted before 31 December 2020) or with energy consumption at least 10% below the threshold set by the NZEB - Nearly zero-emission building regulation (for properties with a building permit submitted after 31 December 2020), meet the Taxonomy's substantial contribution criteria. For the purposes of analysing the alignment of residential real estate in France, and based, on one hand, on studies carried out by the *Observatoire de l'Immobilier Durable* (Observatory for Sustainable Real Estate) and, on the other hand, on the interpretative note of the French Ministry of Ecological Transition and Territorial Cohesion, Crédit Agricole Group defines the residential properties with an energy performance level in the top 15% of the French building stock as the properties with primary energy consumption of below 135 kWhEP/m² per year. Crédit Agricole Group also considers buildings constructed according to the RT2012 thermal regulation to meet this criterion, as regulation RT2012 establishes an energy consumption ceiling of 50 kWhEP/m² per year, which is lower than 135 kWhEP/m² per year.

Mortgage loans to finance new residential buildings for which the first drawdown took place between 1 January 2017 and 31 December 2020 (the date on which the substantial contribution criterion came to an end) correspond to constructions complying with regulation RT2012. The reason is that regulation RT2012 was implemented in 2013, but building permits issued up to January 2016 had a validity period of two years which could be extended on two occasions by one additional year, which resulted in a maximum period of four years between the issuance date of the permit and the date the mortgage loan was granted/the date of first draw-down from the mortgage loan. Between 1 January 2013 (date of entry into force of regulation RT2012) and 31 December 2016, a building could therefore be constructed with a building permit which was not RT2012 compliant. Furthermore, in accordance with the interpretation note of the French Ministry of the Economy and Ecological Transition, properties subject to the RE 2020 environmental regulations must comply with the NZEB - 10% criterion.

The identification and assessment of physical risks, within the framework of the "Climate change adaptation" DNSH, were based on the methodology used for table 5 "Banking portfolio - Physical risk metrics potentially related to climate change: Exposures subject to a physical risk" of ESG Pillar 3. This methodology aims to identify the hazards to which buildings are exposed and assess the risks on the basis of a 2050 scenario. The hazards taken into account in the methodology are floods due to overflow of rivers or submersive waves, clay shrinkage-swelling and sea level rises. The share of properties subject to chronic or acute physical risk is considered non-aligned if no restructuring plan is in place. Therefore by applying this methodology to residential properties, €1.3 billion are excluded from the GAR.

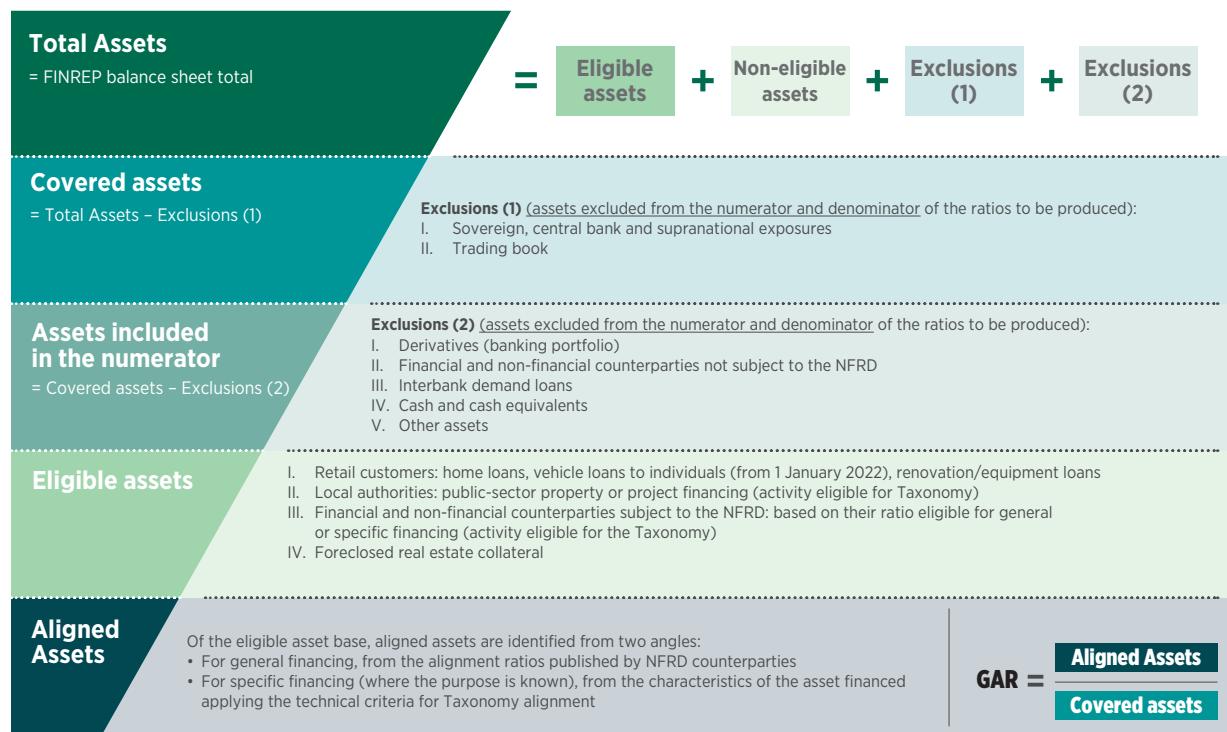
Car loans and home renovation loans have not been taken into account in the GAR calculation due to a lack of evidence collected from customers to respect the environmental criteria. In addition, the analysis of Minimum Social Safeguards (MSS) was not carried out at loan level for retail activities, as Crédit Agricole S.A. considers MSS to be complied with de facto in its portfolio, which is mainly a loan book for residential mortgage in France for which current regulations allow compliance with minimum social criteria. In addition, the Sustainable Finance Platform ⁽¹⁾ report of October 2022 states that social minimums do not apply to households.

The amount of **aligned assets** is compared to the amount of **covered assets** corresponding to the eligible items listed above, to which is added:

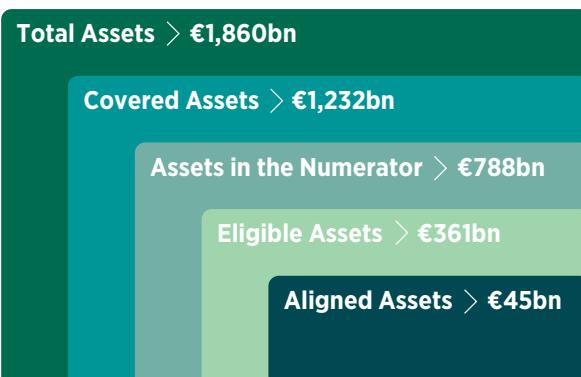
- exposures to companies not subject to the NFRD/CSRD (financial and non-financial companies outside the EU, small and medium-sized companies in the EU below the thresholds for subjection);
- derivatives, on sight interbank loans, cash and cash equivalents and other assets ⁽²⁾;
- other not eligible for taxonomy exposures to financial and non-financial counterparties subject to the NFRD/CSRD, retail customers and local authorities.

(1) "Final Report on Minimum Safeguards": https://finance.ec.europa.eu/system/files/2022-10/221011-sustainable-finance-platform-finance-report-minimum-safeguards_en.pdf

(2) Other assets include changes in the fair value of hedged items when hedging the interest rate risk of a portfolio, property, plant & equipment, intangible assets and deferred tax assets in the FINREP statements.



FIGURES FOR CRÉDIT AGRICOLE S.A. AT 31 DECEMBER 2024



OPERATIONAL APPLICATION OF THE DISCLOSURE REQUIREMENTS UNDER ARTICLE 8 OF THE TAXONOMY REGULATION

Crédit Agricole Group's Societal Project, the expression of the Group's CSR/ESG strategy, integrates three key dimensions: taking action for the climate and transition to a low-carbon economy; strengthening social cohesion and inclusion; and accomplishing agricultural and agri-food transitions.

The criteria for alignment with the European Taxonomy, a regulation which to date covers only the environmental aspect, have been integrated into the design and approval process for certain products and the formalisation of commitments made to customers and counterparties, particularly in the following areas:

- On the liabilities side, a **new green bond framework was published in November 2023**, replacing the framework put in place in 2018 on the occasion of Crédit Agricole S.A.'s initial green bond issue.

- The framework is harmonised for all Crédit Agricole Group entities and serves as a reference for the Group's green securities issues, distributed to institutional and retail investors. Rapid development of the sustainable finance ecosystem since 2018, the introduction of the European Taxonomy and the strengthening of Crédit Agricole Group's environmental and climate strategy prompted this update of this Group emissions framework. In concrete terms, the substantial contribution criterion has been adopted as one of the criteria for the selection of assets eligible for financing by these green bond issues.

- In order to support the Group's customers in their transition to a more sustainable business and to develop sustainable financing and savings offerings in a structured and secure way, the Group has decided to draw up an internal framework defining Crédit Agricole Group's sustainable assets. This framework also makes it possible to identify assets eligible for financing through sustainable liabilities.

- In terms of **product governance**, any entity wishing to market a new "sustainable product", and which would refer to a Taxonomy alignment where applicable, must obtain the **prior and explicit authorisation of its New Activities and Products Committee (NAP Committee)**, which is responsible for verifying that all the conditions necessary for distribution have been met in terms of legal and regulatory compliance as well as operational aspects. It must also ensure that its offering complies with the standards of the aforementioned internal framework, demonstrate its ability to apply the collective rules in force and submit its application to Crédit Agricole S.A. for approval.

EU TAXONOMY METRICS FOR SUSTAINABLE ACTIVITIES

TEMPLATE 0 – SUMMARY OF KPIS TO BE DISCLOSED BY CREDIT INSTITUTIONS UNDER ARTICLE 8 OF THE TAXONOMY REGULATION

Main KPI	Green asset ratio (GAR) stock	Total environmentally sustainable assets (Revenue basis)	KPI (Revenue basis)	KPI (Capex basis)	% coverage (over total assets)	% of assets excluded from the numerator of the GAR (Article 7 (2) and (3) and Section 1.1.2. of Annex V)	% of assets excluded from the denominator of the GAR (Article 7 (1) and Section 1.2.4 of Annex V)
Main KPI	Green asset ratio (GAR) stock	44,830	3.64%	4.38%	66.27%	57.62%	33.73%
Additional KPIs	GAR (flow)	18,929	4.19%	4.76%	62.16%	54.00%	37.84%
	Trading book						
	Financial guarantees	891	3.72%	4.86%			
	Assets under management *	49,583	3.05%	4.09%			
	Fees and commissions income						

* Source: MSCI, Amundi. Alignment data provided by MSCI covers 24% for the KPI (Revenue basis) and 14% for the KPI (Capex basis) of total assets of the denominator (assets under management).

The KPIs relating to fee and commission income and the trading book only apply from 2026, based on data as at 31 December 2025.

For the first time, Crédit Agricole S.A. is disclosing the GAR Flow for the year ended 31 December 2024, using a methodology that takes into account only new transactions during the year, without taking into account repayments or divestments.

The ratio of assets aligned is up in 2024 compared to 2023, mainly due to the availability of new information. Thus, a portion of the aligned ratios of financial and non-financial counterparties could be integrated in this report for an amount of €7 billion, reflecting the crucial nature of the availability of public data for the calculation of the ratios.

To comply with the provisions of the publication of European Commission notice of 8 November 2024, Crédit Agricole S.A. publishes the main key performance indicator, the GAR stock, in terms of revenues and Capex, of its main entities exempt from publication of individual sustainability reports. These entities are as follows:

- LCL: 5.26% (revenues) and 5.37% (Capex);
- Crédit Agricole Leasing & Factoring: 0.71% (revenues) and 1.02% (Capex);
- Crédit Agricole Personal Finance & Mobility: 0.40% (revenues) and 0.45% (Capex);

In addition to these ratios, as a financial conglomerate, Crédit Agricole S.A. publishes the principal key performance indicator, in terms of revenues and CapEx, of its subsidiaries engaged in activities in the areas of asset management and insurance:

- Crédit Agricole Assurances:
 - Investment ratio: 3.93% (revenues) and 4.71% (Capex);
 - Subscription ratio: 5.42% (revenues);
 - Weighted ratio: 4.07% (revenues) and 4.77% (Capex);
- Amundi: 3.06% (revenues) and 4.12% (Capex).

TEMPLATE 1 – ASSETS FOR THE CALCULATION OF GAR
(BASED ON COUNTERPARTY GREEN REVENUES)

Million EUR	Total [gross] carrying amount		a	b	c	d	e	f	g	h	i	j	
			Disclosure reference date T										
			Climate Change Mitigation (CCM)										
			Of which towards taxonomy relevant sectors (Taxonomy-eligible) "taxonomy-eligible economic activity"										
			Of which environmentally sustainable (Taxonomy-aligned)			Of which towards taxonomy relevant sectors (Taxonomy-eligible)			Climate Change Adaptation (CCA)				
			Of which Use of Proceeds			Of which Use of Proceeds			Of which enabling				
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR													
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	788,143	359,241	44,791	13,398	1,105	2,844	845	39	0	0	24	
2	Financial undertakings	545,191	216,432	26,552	29	249	594	462	13	0	0	2	
3	Credit institutions	526,766	212,422	25,952	0	167	315	393	12	0	0	2	
4	<i>Loans and advances</i>	516,045	209,209	25,632	0	167	314	82	5	0	0	2	
5	<i>Debt securities, including UoP</i>	10,212	2,993	296		0	0	310	8			0	
6	<i>Equity instruments</i>	509	220	24		0	0	0	0			0	
7	Other financial corporations	18,425	4,009	601	29	82	279	69	1	0	0	0	
8	of which investment firms	2,600	658	97	29	30	2	1	0	0	0	0	
9	<i>Loans and advances</i>	390	117	39	29	29	1	0	0	0	0	0	
10	<i>Debt securities, including UoP</i>	2,138	522	56		0	1	1	0			0	
11	<i>Equity instruments</i>	71	19	2		0	0	0	0			0	
12	of which management companies	14	3	0	0	0	0	1	1	0	0	0	
13	<i>Loans and advances</i>	7	1	0	0	0	0	1	1	0	0	0	
14	<i>Debt securities, including UoP</i>	0	0	0		0	0	0	0			0	
15	<i>Equity instruments</i>	7	2	0		0	0	0	0			0	
16	of which insurance undertakings	13,103	1,448	311	0	49	96	66	0	0	0	0	
17	<i>Loans and advances</i>	1,963	187	45	0	23	9	5	0	0	0	0	
18	<i>Debt securities, including UoP</i>	11,140	1,261	267		26	87	61	0			0	
19	<i>Equity instruments</i>	0	0	0		0	0	0	0			0	
20	Non-financial undertakings	50,994	17,524	6,814	1,944	856	2,250	383	26	0	0	22	
21	Loans and advances	46,827	15,758	6,315	1,944	815	2,002	382	26	0	0	22	
22	Debt securities, including UoP	3,747	1,657	484		41	248	1	0			0	
23	<i>Equity instruments</i>	420	109	14		0	0	0	0			0	
24	Households	191,286	125,210	11,425	11,425	0	0	0	0	0	0	0	
25	of which loans collateralised by residential immovable property	107,347	106,468	11,425	11,425	0	0	0	0	0	0	0	
26	of which building renovation loans	3,091	3,071	0	0	0	0	0	0	0	0	0	
27	of which motor vehicle loans	23,779	15,671	0	0	0	0						
28	Local governments financing	672	75	0	0	0	0	0	0	0	0	0	
29	Housing financing			0	0	0	0		0	0	0	0	
30	Other local government financing	672	75	0	0	0	0	0	0	0	0	0	
31	Collateral obtained by taking possession: residential and commercial immovable properties	23	0	0	0	0	0	0	0	0	0	0	

k	o	s	w	ab	ac	ad	ae	af	
Disclosure reference date T									
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
Of which towards taxonomy relevant sectors (Taxonomy-eligible)									
				Of which environmentally sustainable (Taxonomy-aligned)					
				Of which Use of Proceeds	Of which transitional	Of which enabling			
1	129	647	289	33	361,184	44,830	13,398	1,105	2,867
2	0	17	0	0	216,911	26,566	29	249	595
3	0	1	0	0	212,816	25,964	0	167	316
4	0	0	0	0	209,292	25,636	0	167	316
5	0	1	0	0	3,305	304	0	0	0
6	0	0	0	0	220	24		0	0
7	0	15	0	0	4,094	602	29	82	279
8	0	0	0	0	660	97	29	30	2
9	0	0	0	0	117	39	29	29	1
10	0	0	0	0	523	56	0	0	1
11	0	0	0	0	19	2		0	0
12	0	0	0	0	4	1	0	0	0
13	0	0	0	0	2	1	0	0	0
14	0	0	0	0	0	0	0	0	0
15	0	0	0	0	2	0		0	0
16	0	0	0	0	1,514	311	0	49	96
17	0	0	0	0	192	45	0	23	9
18	0	0	0	0	1,322	267	0	26	87
19	0	0	0	0	0	0		0	0
20	129	631	288	33	18,988	6,839	1,944	856	2,272
21	127	511	274	33	17,085	6,341	1,944	815	2,024
22	1	120	15	0	1,794	484	0	41	248
23	0	0	0	0	109	14		0	0
24	0				125,210	11,425	11,425	0	0
25		0			106,468	11,425	11,425	0	0
26		0			3,071	0	0	0	0
27					15,671	0	0	0	0
28	0	0	0		75	0	0	0	0
29				0	0	0	0	0	0
30	0	0	0		75	0	0	0	0
31	0	0	0	0	0	0	0	0	0

Million EUR	Total [gross] carrying amount	Disclosure reference date T								
		Climate Change Mitigation (CCM)			Climate Change Adaptation (CCA)			Climate Change Adaptation (CCA)		
		Of which towards taxonomy relevant sectors (Taxonomy-eligible) 'taxonomy-eligible economic activity'			Of which towards taxonomy relevant sectors (Taxonomy-eligible)			Of which environmentally sustainable (Taxonomy-aligned)		
					Of which Use of Proceeds	Of which transitional	Of which enabling			
32 Assets excluded from the numerator for GAR calculation (covered in the denominator)										
33 Financial and Non-financial undertakings	296,571									
34 SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	210,019									
35 Loans and advances	193,047									
36 of which loans collateralised by commercial immovable property	19,779									
37 of which building renovation loans	1,804									
38 Debt securities	8,902									
39 Equity instruments	8,070									
40 Non-EU country counterparties not subject to NFRD disclosure obligations	86,552									
41 Loans and advances	82,394									
42 Debt securities	3,927									
43 Equity instruments	230									
44 Derivatives	18,962									
45 On demand interbank loans	14,315									
46 Cash and cash-related assets	1,588									
47 Other categories of assets (e.g. Goodwill, commodities etc.)	112,767									
48 TOTAL GAR ASSETS	1,232,367	359,241	44,791	13,398	1,105	2,844	845	39	-	24
49 Assets not covered for GAR calculation										
50 Central governments and Supranational issuers	84,386									
51 Central banks exposure	171,851									
52 Trading book	371,110									
53 TOTAL ASSETS	1,859,714									
OFF-BALANCE SHEET EXPOSURES - CORPORATES SUBJECT TO NFRD DISCLOSURE OBLIGATIONS										
54 Financial guarantees	23,931	3,998	835		15	206	858	56		2
55 Assets under management	1,625,286	132,481	41,272		3,105	19,491	5,789	1,883		832
56 Of which debt securities	413,754	50,226	18,449		2,139	8,316	2,315	1,591		684
57 Of which equity instruments	571,144	37,549	15,069		689	9,466	2,658	233		127

k	o	s	w	ab	ac	ad	ae	af	
Disclosure reference date T									
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which environmentally sustainable (Taxonomy-aligned)							
						Of which Use of Proceeds	Of which transitional	Of which enabling	
32									
33									
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41									
42									
43									
44									
45									
46									
47									
48	129	647	289	33	361,184	44,830	13,398	1,105	2,867
49									
50									
51									
52									
53									
54	1	68	12	0	4,937	891	0	15	208
55	53	5,677	3,018	223	202,721	49,583	9,187	3,105	20,857
56	4	134	141	29	72,777	26,468	9,187	2,139	9,374
57	15	2,497	1,361	77	76,852	15,302		689	9,745

Million EUR	ag	ah	ai	aj	ak	al	am	an	ao	ap	
	Disclosure reference date T-1										
	Total [gross] carrying amount	Climate Change Mitigation (CCM)						Climate Change Adaptation (CCA)			
		Of which towards taxonomy relevant sectors (Taxonomy-eligible)						Of which towards taxonomy relevant sectors (Taxonomy-eligible)			
		Of which environmentally sustainable (Taxonomy-aligned)						Of which environmentally sustainable (Taxonomy-aligned)			
		Of which Use of Proceeds	Of which transitional	Of which enabling				Of which Use of Proceeds	Of which enabling		
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR											
1 Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	794,620	326,523	35,794	11,257	1,007	1,180	679	6	0	3	
2 Financial undertakings	455,087	178,830	21,484	0	214	215	605	1	0	0	
3 Credit institutions	439,888	176,527	21,207	0	132	129	424	1	0	0	
4 Loans and advances	431,675	174,021	21,166	0	132	128	106	1	0	0	
5 Debt securities, including UoP	7,691	2,287	17	0	0	0	318	0	0	0	
6 Equity instruments	522	218	24		0	0	0	0	0	0	
7 Other financial corporations	15,199	2,303	277	0	82	86	180	0	0	0	
8 of which investment firms	1,646	502	0	0	0	0	0	0	0	0	
9 Loans and advances	34	34	0	0	0	0	0	0	0	0	
10 Debt securities, including UoP	1,612	468	0	0	0	0	0	0	0	0	
11 Equity instruments	0	0	0		0	0	0	0	0	0	
12 of which management companies	6	1	0	0	0	0	3	0	0	0	
13 Loans and advances	6	1	0	0	0	0	3	0	0	0	
14 Debt securities, including UoP	0	0	0	0	0	0	0	0	0	0	
15 Equity instruments	0	0	0		0	0	0	0	0	0	
16 of which insurance undertakings	11,717	947	216	0	82	26	178	0	0	0	
17 Loans and advances	2,182	145	31	0	12	4	122	0	0	0	
18 Debt securities, including UoP	309	29	7	0	3	1	3	0	0	0	
19 Equity instruments	9,226	773	178		67	21	53	0	0	0	
20 Non-financial undertakings	45,868	13,682	3,917	864	793	965	74	5	0	2	
21 Loans and advances	42,948	12,463	3,643	864	752	843	71	5	0	2	
22 Debt securities, including UoP	2,851	1,206	270	0	41	120	2	0	0	0	
23 Equity instruments	70	12	4		0	2	0	0	0	0	
24 Households	189,907	110,316	10,393	10,393	0	0	0	0	0	0	
25 of which loans collateralised by residential immovable property	116,922	108,764	10,393	10,393	0	0	0	0	0	0	
26 of which building renovation loans	1,759	1,553	0	0	0	0	0	0	0	0	
27 of which motor vehicle loans	23,026	0	0	0	0	0					
28 Local governments financing	103,758	23,694	1	0	0	0	0	0	0	0	
29 Housing financing	46	13	0	0	0	0	0	0	0	0	
30 Other local government financing	103,712	23,681	1	0	0	0	0	0	0	0	
31 Collateral obtained by taking possession: residential and commercial immovable properties	8	0	0	0	0	0	0	0	0	0	

aq	au	ay	bc	bg	bh	bi	bj	bk
Disclosure reference date T-1								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which environmentally sustainable (Taxonomy-aligned)				
					Of which Use of Proceeds	Of which transitional	Of which enabling	
1	0	0	0	327,201	35,800	11,257	1,007	1,183
2	0	0	0	179,435	21,485	0	214	215
3	0	0	0	176,951	21,207	0	132	129
4	0	0	0	174,127	21,166	0	132	128
5	0	0	0	2,605	17	0	0	0
6	0	0	0	218	24		0	0
7	0	0	0	2,484	277	0	82	86
8	0	0	0	502	0	0	0	0
9	0	0	0	0	34	0	0	0
10	0	0	0	0	468	0	0	0
11	0	0	0	0	0	0	0	0
12	0	0	0	0	3	0	0	0
13	0	0	0	0	3	0	0	0
14	0	0	0	0	0	0	0	0
15	0	0	0	0	0	0	0	0
16	0	0	0	0	1,125	217	0	82
17	0	0	0	0	266	31	0	12
18	0	0	0	0	32	7	0	3
19	0	0	0	0	826	179		21
20	0	0	0	0	13,756	3,922	864	793
21	0	0	0	0	12,535	3,648	864	752
22	0	0	0	0	1,209	270	0	41
23	0	0	0	0	12	4		2
24	0	0			110,316	10,393	10,393	0
25					108,764	10,393	10,393	0
26		0			1,553	0	0	0
27					0	0	0	0
28	0	0	0	0	23,694	1	0	0
29	0	0	0	0	13	0	0	0
30	0	0	0	0	23,681	1	0	0
31	0	0	0	0	0	-	0	0

	ag	ah	ai	aj	ak	al	am	an	ao	ap	
	Disclosure reference date T-1										
	Total [gross] carrying amount	Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)				
		Of which towards taxonomy relevant sectors (Taxonomy-eligible)					Of which towards taxonomy relevant sectors (Taxonomy-eligible)				
		Of which environmentally sustainable (Taxonomy-aligned)					Of which environmentally sustainable (Taxonomy-aligned)				
		Of which Use of Proceeds		Of which transitional		Of which enabling		Of which Use of Proceeds		Of which enabling	
Million EUR											
32	Assets excluded from the numerator for GAR calculation (covered in the denominator)										
33	Financial and Non-financial undertakings	290,115									
34	SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	203,254									
35	Loans and advances	180,863									
36	of which loans collateralised by commercial immovable property	19,415									
37	of which building renovation loans	1,397									
38	Debt securities	12,515									
39	Equity instruments	9,876									
40	Non-EU country counterparties not subject to NFRD disclosure obligations	86,861									
41	Loans and advances	82,503									
42	Debt securities	3,515									
43	Equity instruments	843									
44	Derivatives	20,449									
45	On demand interbank loans	12,409									
46	Cash and cash-related assets	1,519									
47	Other categories of assets (e.g. Goodwill, commodities etc.)	89,691									
48	TOTAL GAR ASSETS	1,208,810	326,523	35,794	11,257	1,007	1,180	679	6	0	3
49	Assets not covered for GAR calculation										
50	Central governments and Supranational issuers	72,060									
51	Central banks exposure	198,729									
52	Trading book	304,180									
53	TOTAL ASSETS	1,783,779									
OFF-BALANCE SHEET EXPOSURES - CORPORATES SUBJECT TO NFRD DISCLOSURE OBLIGATIONS											
54	Financial guarantees	23,099	3,963	808	0	93	213	844	0	0	0
55	Assets under management	1,045,604	0	23,001	0	720	9,876	0	1,334	0	1,042
56	Of which debt securities	382,659	0	8,811	0	266	2,741	0	279	0	228
57	Of which equity instruments	499,375	0	11,237	0	454	6,962	0	1,054	0	813

aq	au	ay	bc	bg	bh	bi	bj	bk	
Disclosure reference date T-1									
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which environmentally sustainable (Taxonomy-aligned)							
						Of which Use of Proceeds	Of which transitional	Of which enabling	
32									
33									
34									
35									
36									
37									
38									
39									
40									
41									
42									
43									
44									
45									
46									
47									
48	0	0	0	0	327,201	35,800	11,257	1,007	1,183
49									
50									
51									
52									
53									
54	0	0	0	0	4,807	808	0	93	214
55	0	0	0	0	78,881	40,011	17,833	720	10,918
56	0	0	0	0	39,105	24,766	17,833	266	2,969
57	0	0	0	0	36,017	12,291	0	454	7,775

TEMPLATE 1 – ASSETS FOR THE CALCULATION OF GAR (BASED ON COUNTERPARTY GREEN CAPEX)

k	o	s	w	ab	ac	ad	ae	af	
Disclosure reference date T									
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which environmentally sustainable (Taxonomy-aligned)							
Of which Use of Proceeds	Of which transitional	Of which enabling							
1	226	541	117	12	368,246	53,943	13,398	3,366	5,002
2	0	3	0	0	217,819	28,338	29	244	922
3	0	0	0	0	213,428	27,334	0	160	421
4	0	0	0	0	210,288	26,999	0	160	420
5	0	0	0	0	2,919	310	0	0	1
6	0	0	0	0	221	25		0	1
7	0	3	0	0	4,392	1,004	29	84	501
8	0	0	0	0	752	138	29	30	5
9	0	0	0	0	142	70	29	30	3
10	0	0	0	0	591	66	0	0	2
11	0	0	0	0	19	2		0	0
12	0	0	0	0	3	0	0	0	0
13	0	0	0	0	1	0	0	0	0
14	0	0	0	0	0	0	0	0	0
15	0	0	0	0	2	0		0	0
16	0	0	0	0	1,646	463	0	21	142
17	0	0	0	0	246	50	0	4	14
18	0	0	0	0	1,400	413	0	17	127
19	0	0	0	0	0	0		0	0
20	226	538	117	12	25,142	14,180	1,944	3,122	4,081
21	225	503	104	10	23,004	13,066	1,944	2,689	3,774
22	1	34	12	2	2,015	1,092	0	432	306
23	0	0	0	0	123	22		1	1
24		0			125,210	11,425	11,425	0	0
25		0			106,468	11,425	11,425	0	0
26		0			3,071	0	0	0	0
27					15,671	0	0	0	0
28	0	0	0	0	75	0	0	0	0
29					0	0	0	0	0
30	0	0	0	0	75	0	0	0	0
31	0	0	0	0	0	0	0	0	0

	a	b	c	d	e	f	g	h	i	j	
	Disclosure reference date T										
	Total [gross] carrying amount	Climate Change Mitigation (CCM)			Climate Change Adaptation (CCA)						
		Of which towards taxonomy relevant sectors (Taxonomy-eligible) 'taxonomy-eligible economic activity'							Of which towards taxonomy relevant sectors (Taxonomy-eligible)		
		Of which environmentally sustainable (Taxonomy-aligned)							Of which environmentally sustainable (Taxonomy-aligned)		
		Of which Use of Proceeds			Of which transitional	Of which enabling			Of which Use of Proceeds	Of which enabling	
Million EUR											
32	Assets excluded from the numerator for GAR calculation (covered in the denominator)										
33	Financial and Non-financial undertakings	296,571									
34	SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	210,019									
35	Loans and advances	193,047									
36	of which loans collateralised by commercial immovable property	19,779									
37	of which building renovation loans	1,804									
38	Debt securities	8,902									
39	Equity instruments	8,070									
40	Non-EU country counterparties not subject to NFRD disclosure obligations	86,552									
41	Loans and advances	82,394									
42	Debt securities	3,927									
43	Equity instruments	230									
44	Derivatives	18,962									
45	On demand interbank loans	14,315									
46	Cash and cash-related assets	1,588									
47	Other categories of assets (e.g. Goodwill, commodities etc.)	112,767									
48	TOTAL GAR ASSETS	1,232,367	366,549	53,912	13,398	3,366	4,986	801	31	0	16
49	Assets not covered for GAR calculation										
50	Central governments and Supranational issuers	84,386									
51	Central banks exposure	171,851									
52	Trading book	371,110									
53	TOTAL ASSETS	1,859,714									
OFF-BALANCE SHEET EXPOSURES - CORPORATES SUBJECT TO NFRD DISCLOSURE OBLIGATIONS											
54	Financial guarantees	23,931	4,430	1,160		30	311	161	4		3
55	Assets under management	1,625,286	154,903	60,794		4,441	24,968	7,432	3,423		1,314
56	Of which debt securities	413,754	56,219	25,367		2,295	10,930	2,756	1,789		853
57	Of which equity instruments	571,144	52,746	25,602		1,647	11,897	4,018	1,543		408

k	o	s	w	ab	ac	ad	ae	af
Disclosure reference date T								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Of which towards taxonomy relevant sectors (Taxonomy-eligible)		Of which environmentally sustainable (Taxonomy-aligned)						
Of which Use of Proceeds	Of which transitional	Of which enabling						
32								
33								
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								
46								
47								
48	226	541	117	12	368,246	53,943	13,398	3,366
49								
50								
51								
52								
53								
54	1	39	11	0	4,643	1,163	0	30
55	8	515	624	7	209,843	66,444		4,441
56	2	57	32	4	77,082	29,149		2,295
57	3	203	272	0	82,928	27,351		1,647
								12,390

Million EUR	ag	ah	ai	aj	ak	al	am	an	ao	ap	
	Disclosure reference date T-1										
	Total gross carrying amount	Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)				
		Of which towards taxonomy relevant sectors (Taxonomy-eligible) ‘taxonomy-eligible economic activity’					Of which towards taxonomy relevant sectors (Taxonomy-eligible)				
		Of which environmentally sustainable (Taxonomy-aligned)					Of which environmentally sustainable (Taxonomy-aligned)				
		Of which Use of Proceeds	Of which transitional	Of which enabling			Of which Use of Proceeds	Of which enabling			
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR											
1 Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	794,620	325,165	38,673	11,257	1,068	2,187	56	6	0	1	
2 Financial undertakings	455,087	169,811	21,814	0	211	362	13	0	0	0	
3 Credit institutions	439,888	167,854	21,336	0	83	211	7	0	0	0	
4 Loans and advances	431,675	165,273	21,294	0	83	209	7	0	0	0	
5 Debt securities, including UoP	7,691	2,376	18	0	0	1	0	0	0	0	
6 Equity instruments	522	206	25		0	0	0	0	0	0	
7 Other financial corporations	15,199	1,957	477	0	128	152	6	0	0	0	
8 of which investment firms	1,646	196	0	0	0	0	0	0	0	0	
9 Loans and advances	34	34	0	0	0	0	0	0	0	0	
10 Debt securities, including UoP	1,612	162	0	0	0	0	0	0	0	0	
11 Equity instruments	0	0	0		0	0	0	0		0	
12 of which management companies	6	1	0	0	0	0	0	0	0	0	
13 Loans and advances	6	1	0	0	0	0	0	0	0	0	
14 Debt securities, including UoP	0	0	0	0	0	0	0	0	0	0	
15 Equity instruments	0	0	0		0	0	0	0		0	
16 of which insurance undertakings	11,717	1,063	331	0	116	17	6	0	0	0	
17 Loans and advances	2,182	161	48	0	17	2	1	0	0	0	
18 Debt securities, including UoP	309	33	10	0	4	1	0	0	0	0	
19 Equity instruments	9,226	868	273		95	14	5	0		0	
20 Non-financial undertakings	45,868	19,681	6,464	864	856	1,825	43	5	0	1	
21 Loans and advances	42,948	18,270	6,064	864	808	1,628	40	5	0	1	
22 Debt securities, including UoP	2,851	1,390	393	0	48	195	2	0	0	0	
23 Equity instruments	70	20	6		0	2	0	0		0	
24 Households	189,907	110,316	10,393	10,393	0	0	0	0	0	0	
25 of which loans collateralised by residential immovable property	116,922	108,764	10,393	10,393	0	0	0	0	0	0	
26 of which building renovation loans	1,759	1,553	0	0	0	0	0	0	0	0	
27 of which motor vehicle loans	23,026	0	0	0	0	0					
28 Local governments financing	103,758	25,356	2	0	2	0	0	0	0	0	
29 Housing financing	46	13	2	0	2	0	0	0	0	0	
30 Other local government financing	103,712	25,343	2	0	2	0	0	0	0	0	
31 Collateral obtained by taking possession: residential and commercial immovable properties	8	0	0	0	0	0	0	0	0	0	

aq	au	ay	bc	bg	bh	bi	bj	bk
Disclosure reference date T-1								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Of which towards taxonomy relevant sectors (Taxonomy-eligible)								
Of which Use of Proceeds	Of which transitional	Of which enabling	Of which environmentally sustainable (Taxonomy-aligned)	Of which Use of Proceeds	Of which transitional	Of which enabling	Of which Use of Proceeds	Of which transitional
1 0	0	0	0	325,221	38,679	11,257	1,068	2,188
2 0	0	0	0	169,824	21,814	0	211	362
3 0	0	0	0	167,862	21,337	0	83	211
4 0	0	0	0	165,280	21,295	0	83	209
5 0	0	0	0	2,376	18	0	0	1
6 0	0	0	0	206	25		0	0
7 0	0	0	0	1,962	478	0	128	152
8 0	0	0	0	196	0	0	0	0
9 0	0	0	0	0	34	0	0	0
10 0	0	0	0	0	162	0	0	0
11 0	0	0	0	0	0	0	0	0
12 0	0	0	0	0	1	0	0	0
13 0	0	0	0	0	1	0	0	0
14 0	0	0	0	0	0	0	0	0
15 0	0	0	0	0	0	0	0	0
16 0	0	0	0	0	1,068	331	0	116
17 0	0	0	0	0	162	48	0	17
18 0	0	0	0	0	33	10	0	4
19 0	0	0	0	0	873	273		95
20 0	0	0	0	0	19,724	6,469	864	856
21 0	0	0	0	0	18,310	6,069	864	808
22 0	0	0	0	0	1,393	393	0	48
23 0	0	0	0	0	21	6		0
24 0	0	0	0	110,316	10,393	10,393	0	0
25 0	0	0	0	108,764	10,393	10,393	0	0
26 0	0	0	0	1,553	0	0	0	0
27 0	0	0	0	0	0	0	0	0
28 0	0	0	0	0	25,356	2	0	2
29 0	0	0	0	0	13	0	0	0
30 0	0	0	0	0	25,343	2	0	2
31 0	0	0	0	0	0	0	0	0

Million EUR	ag	ah	ai	aj	ak	al	am	an	ao	ap	
	Disclosure reference date T-1										
	Total gross carrying amount	Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)				
		Of which towards taxonomy relevant sectors (Taxonomy-eligible) 'taxonomy-eligible economic activity'					Of which towards taxonomy relevant sectors (Taxonomy-eligible)				
		Of which environmentally sustainable (Taxonomy-aligned)					Of which environmentally sustainable (Taxonomy-aligned)				
		Of which Use of Proceeds	Of which transitional	Of which enabling			Of which Use of Proceeds	Of which enabling			
32 Assets excluded from the numerator for GAR calculation (covered in the denominator)											
33 Financial and Non-financial undertakings	290,115										
34 SMEs and NFCs (other than SMEs) not subject to NFRD disclosure obligations	203,254										
35 Loans and advances	180,863										
36 of which loans collateralised by commercial immovable property	19,415										
37 of which building renovation loans	1,397										
38 Debt securities	12,515										
39 Equity instruments	9,876										
40 Non-EU country counterparties not subject to NFRD disclosure obligations	86,861										
41 Loans and advances	82,503										
42 Debt securities	3,515										
43 Equity instruments	843										
44 Derivatives	20,449										
45 On demand interbank loans	12,409										
46 Cash and cash-related assets	1,519										
47 Other categories of assets (e.g. Goodwill, commodities etc.)	89,691										
48 TOTAL GAR ASSETS	1,208,810	325,165	38,673	11,257	1,068	2,187	56	6	0	1	
49 Assets not covered for GAR calculation	0										
50 Central governments and Supranational issuers	72,060										
51 Central banks exposure	198,729										
52 Trading book	304,180										
53 TOTAL ASSETS	1,783,779										
OFF-BALANCE SHEET EXPOSURES - CORPORATES SUBJECT TO NFRD DISCLOSURE OBLIGATIONS											
54 Financial guarantees	23,099	4,462	1,046	0	149	197	25	0	0	0	
55 Assets under management	1,045,604	0	37,749	0	1,056	13,815	0	3,621	0	2,409	
56 Of which debt securities	382,548	0	14,651	0	336	4,055	0	1,025	0	580	
57 Of which equity instruments	499,178	0	19,977	0	719	9,524	0	2,593	0	1,825	

aq	au	ay	bc	bg	bh	bi	bj	bk
Disclosure reference date T-1								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Of which towards taxonomy relevant sectors (Taxonomy-eligible)								
Of which towards taxonomy relevant sectors (Taxonomy-aligned)	Of which Use of Proceeds	Of which transitional	Of which enabling					
32								
33								
34								
35								
36								
37								
38								
39								
40								
41								
42								
43								
44								
45								
46								
47								
48			0	325,221	38,679	11,257	1,068	2,188
49								
50								
51								
52								
53								
54	0	0	0	4,486	1,046	0	149	197
55	0	0	0	95,804	41,370	0	1,056	16,224
56	0	0	0	34,839	15,676	0	336	4,634
57	0	0	0	56,802	22,569	0	719	11,349

**TEMPLATE 2 – GAR SECTOR INFORMATION
(BASED ON COUNTERPARTY GREEN REVENUES)⁽¹⁾**

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h
					Climate Change Mitigation (CCM)			
	Non-Financial corporates (Subject to NFRD)		SMEs and other NFC not subject to NFRD		Non-Financial corporates (Subject to NFRD)		SMEs and other NFC not subject to NFRD	
	Gross carrying amount	Of which environmentally sustainable (CCM)	Gross carrying amount	Of which environmentally sustainable (CCM)	Gross carrying amount	Of which environmentally sustainable (CCM)	Gross carrying amount	Of which environmentally sustainable (CCM)
	Mn EUR		Mn EUR		Mn EUR		Mn EUR	
0121 - GROWING OF GRAPES	38	4			1	0		
0620 - EXTRACTION OF NATURAL GAS	38	14			-	-		
1920 - MANUFACTURE OF REFINED PETROLEUM PRODUCTS	122	26			-	-		
2011 - MANUFACTURE OF INDUSTRIAL GASES	29	2			2	-		
2014 - MANUFACTURE OF OTHER ORGANIC BASIC CHEMICALS	33	24			-	-		
2110 - MANUFACTURE OF BASIC PHARMACEUTICAL PRODUCTS	0	0			-	-		
2120 - MANUFACTURE OF PHARMACEUTICAL PREPARATIONS	0	-			-	-		
2351 - MANUFACTURE OF CEMENT	75	15			-	-		
2410 - MANUFACTURE OF BASIC IRON AND STEEL AND OF FERRO-ALLOYS	3,663	164			-	-		
2452 - CASTING OF STEEL	46	17			-	-		
2511 - MANUFACTURE OF METAL STRUCTURES AND PARTS OF STRUCTURES	89	35			-	-		
2561 - TREATMENT AND COATING OF METALS	218	178			-	-		
2599 - MANUFACTURE OF OTHER FABRICATED METAL PRODUCTS N.E.C.	114	43			-	-		
2630 - MANUFACTURE OF COMMUNICATION EQUIPMENT	0	0			0	0		
2651 - MANUFACTURE OF INSTRUMENTS AND APPLIANCES FOR MEASURING, TESTING AND NAVIGATION	30	7			0	-		
2732 - MANUFACTURE OF OTHER ELECTRONIC AND ELECTRIC WIRES AND CABLES	210	99			-	-		
2790 - MANUFACTURE OF OTHER ELECTRICAL EQUIPMENT	319	247			0	0		
2811 - MANUFACTURE OF ENGINES AND TURBINES, EXCEPT AIRCRAFT, VEHICLE AND CYCLE ENGINES	96	53			-	-		
2910 - MANUFACTURE OF MOTOR VEHICLES	1,295	112			0	-		
2920 - MANUFACTURE OF BODIES (COACHWORK) FOR MOTOR VEHICLES MANUFACTURE OF TRAILERS AND SEMI-TRAILERS	136	1			-	-		
2931 - MANUFACTURE OF ELECTRICAL AND ELECTRONIC EQUIPMENT FOR MOTOR VEHICLES	106	29			0	-		
2932 - MANUFACTURE OF OTHER PARTS AND ACCESSORIES FOR MOTOR VEHICLES	243	120			-	-		
3020 - MANUFACTURE OF RAILWAY LOCOMOTIVES AND ROLLING STOCK	42	25			-	-		
3030 - MANUFACTURE OF AIR AND SPACECRAFT AND RELATED MACHINERY	200	0			3	-		
3511 - PRODUCTION OF ELECTRICITY	3,882	3,315			1	-		
3512 - TRANSMISSION OF ELECTRICITY	245	229			-	-		
3513 - DISTRIBUTION OF ELECTRICITY	297	235			-	-		
3514 - TRADE OF ELECTRICITY	469	358			4	-		
3521 - MANUFACTURE OF GAS	30	12			-	-		
3522 - DISTRIBUTION OF GASEOUS FUELS THROUGH MAINS	41	39			-	-		
3530 - STEAM AND AIR CONDITIONING SUPPLY	34	6			-	-		
3600 - WATER COLLECTION, TREATMENT AND SUPPLY	62	37			1	-		
3821 - TREATMENT AND DISPOSAL OF NON-HAZARDOUS WASTE	12	4			4	4		
4110 - DEVELOPMENT OF BUILDING PROJECTS	287	85			4	0		
4211 - CONSTRUCTION OF ROADS AND MOTORWAYS	60	15			1	0		
4299 - CONSTRUCTION OF OTHER CIVIL ENGINEERING PROJECTS N.E.C.	29	17			2	0		
4399 - OTHER SPECIALISED CONSTRUCTION ACTIVITIES N.E.C.	190	99			19	1		
4511 - SALE OF CARS AND LIGHT MOTOR VEHICLES	47	2			0	-		
4910 - PASSENGER RAIL TRANSPORT, INTERURBAN	176	124			0	-		
4920 - FREIGHT RAIL TRANSPORT	162	39			37	1		

(1) The line "Other sectors" includes 555 business sectors for which the eligible individual gross carrying amount is lower than 0.15% of the total.

i	k	m	o	q	s	u	w	y	z	aa	ab
Water and marine resources (WTR)		Circular economy (CE)		Pollution (PPC)		Biodiversity and Ecosystems (BIO)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD
Gross carrying amount	Gross carrying amount										
Mn EUR	Mn EUR										
0121	-	-	-	-	-	-	-	39	4		
0620	-	0	-	-	-	-	-	38	14		
1920	-	0	-	-	-	-	-	122	26		
2011	-	-	-	-	-	-	-	30	2		
2014	-	-	0	-	-	-	-	33	24		
2110	-	0	184	-	-	-	-	184	0		
2120	-	2	59	-	-	-	-	61	-		
2351	-	0	-	-	-	-	-	75	15		
2410	-	0	-	-	-	-	-	3,663	164		
2452	-	-	-	-	-	-	-	46	17		
2511	-	-	-	-	-	-	-	89	35		
2561	-	-	-	-	-	-	-	218	178		
2599	-	0	-	-	-	-	-	114	43		
2630	-	30	-	-	-	-	-	30	0		
2651	1	67	-	-	-	-	-	98	7		
2732	-	-	-	-	-	-	-	210	99		
2790	1	100	-	-	-	-	-	421	247		
2811	-	1	-	-	-	-	-	96	53		
2910	-	15	-	-	-	-	-	1,310	112		
2920	-	0	-	-	-	-	-	136	1		
2931	-	3	-	-	-	-	-	109	29		
2932	-	4	-	-	-	-	-	246	120		
3020	-	-	-	-	-	-	-	42	25		
3030	-	5	-	-	-	-	-	207	0		
3511	123	1	0	-	-	-	-	4,007	3,315		
3512	-	-	0	-	-	-	-	245	229		
3513	0	0	1	-	-	-	-	298	235		
3514	-	0	0	-	-	-	-	474	358		
3521	-	-	-	-	-	-	-	30	12		
3522	-	-	-	-	-	-	-	41	39		
3530	0	0	0	-	-	-	-	34	6		
3600	0	4	1	-	-	1	-	70	37		
3821	0	6	25	-	-	-	-	47	7		
4110	0	4	-	-	-	-	-	295	86		
4211	0	3	-	-	-	-	-	65	15		
4299	0	3	-	-	-	-	-	33	17		
4399	0	44	-	-	-	-	-	253	100		
4511	-	0	-	-	-	-	-	47	2		
4910	0	0	-	-	-	-	-	176	124		
4920	-	2	-	-	-	-	-	201	39		

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h
	Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)			
	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD				
	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount				
	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)
4931 - URBAN AND SUBURBAN PASSENGER LAND TRANSPORT	424	302			-	-	-	-
4939 - OTHER PASSENGER LAND TRANSPORT N.E.C.	63	20			2	0	-	-
5020 - SEA AND COASTAL FREIGHT WATER TRANSPORT	622	0			-	-	-	-
5110 - PASSENGER AIR TRANSPORT	671	0			0	-	-	-
5121 - FREIGHT AIR TRANSPORT	60	14			-	-	-	-
5221 - SERVICE ACTIVITIES INCIDENTAL TO LAND TRANSPORTATION	30	10			-	-	-	-
5223 - SERVICE ACTIVITIES INCIDENTAL TO AIR TRANSPORTATION	77	6			-	-	-	-
5310 - POSTAL ACTIVITIES UNDER UNIVERSAL SERVICE OBLIGATION	58	21			-	-	-	-
5510 - HOTELS AND SIMILAR ACCOMMODATION	88	21			0	-	-	-
5920 - SOUND RECORDING AND MUSIC PUBLISHING ACTIVITIES	1	0			222	5	-	-
6110 - WIRED TELECOMMUNICATIONS ACTIVITIES	29	4			10	2	-	-
6190 - OTHER TELECOMMUNICATIONS ACTIVITIES	65	1			15	3	-	-
6420 - ACTIVITIES OF HOLDING COMPANIES	166	27			2	0	-	-
6619 - LEGAL SUPPORT MATERIALS FOR REAL-ESTATE MANAGEMENT	73	69			0	-	-	-
6630 - FUND MANAGEMENT ACTIVITIES	56	18			-	-	-	-
6810 - BUYING AND SELLING OF OWN REAL ESTATE	38	9			0	0	-	-
6820 - RENTING AND OPERATING OF OWN OR LEASED REAL ESTATE	327	97			4	4	-	-
7010 - ACTIVITIES OF HEAD OFFICES	30	20			0	0	-	-
7312 - MEDIA REPRESENTATION	78	74			0	0	-	-
7711 - RENTING AND LEASING OF CARS AND LIGHT MOTOR VEHICLES	299	22			0	0	-	-
7735 - RENTING AND LEASING OF AIR TRANSPORT EQUIPMENT	354	-			-	-	-	-
8129 - DISINFECTION, DISINFECTISATION, AND RAT EXTERMINATION	0	0			-	-	-	-
OTHER SECTORS	734	243	-	-	49	7	-	-

i	k	m	o	q	s	u	w	y	z	aa	ab
Water and marine resources (WTR)		Circular economy (CE)		Pollution (PPC)		Biodiversity and Ecosystems (BIO)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD
Gross carrying amount	Gross carrying amount										
Mn EUR	Mn EUR										
4931	0		1		0		-	424	302		
4939	0		0		-		-	65	20		
5020	-		-		-		-	622	0		
5110	-		-		-		-	671	0		
5121	-		-		-		-	60	14		
5221	0		3		-		-	33	10		
5223	-		-		-		-	77	6		
5310	-		-		-		-	58	21		
5510	-		-		-		14	102	21		
5920	-		6		-		-	229	5		
6110	0		9		-		-	48	6		
6190	0		28		0		-	109	4		
6420	-		5		5		-	178	27		
6619	-		-		-		-	73	69		
6630	-		0		-		17	73	18		
6810	0		1		-		-	39	9		
6820	-		1		2		0	334	101		
7010	0		0		0		0	31	20		
7312	-		0		-		-	78	74		
7711	-		10		-		-	309	22		
7735	-		-		-		-	354	-		
8129	-		169		0		-	170	0		
	1	-	105	-	10	-	1	-	900	250	-

**TEMPLATE 2 – GAR SECTOR INFORMATION
(BASED ON COUNTERPARTY GREEN CAPEX)⁽¹⁾**

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h
					Climate Change Mitigation (CCM)			
	Non-Financial corporates (Subject to NFRD)		SMEs and other NFC not subject to NFRD		Non-Financial corporates (Subject to NFRD)		SMEs and other NFC not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)
0121 - GROWING OF GRAPES	38	4			-	-		
0620 - EXTRACTION OF NATURAL GAS	103	92			0	0		
1101 - DISTILLING, RECTIFYING AND BLENDING OF SPIRITS	88	8			-	-		
1102 - MANUFACTURE OF WINE FROM GRAPE	198	45			-	-		
1310 - PREPARATION AND SPINNING OF TEXTILE FIBRES	54	5			-	-		
1330 - FINISHING OF TEXTILES	45	12			-	-		
1920 - MANUFACTURE OF REFINED PETROLEUM PRODUCTS	502	452			2	2		
2014 - MANUFACTURE OF OTHER ORGANIC BASIC CHEMICALS	46	37			-	-		
2015 - MANUFACTURE OF FERTILISERS AND NITROGEN COMPOUNDS	41	2			-	-		
2110 - MANUFACTURE OF BASIC PHARMACEUTICAL PRODUCTS	23	0			-	-		
2351 - MANUFACTURE OF CEMENT	96	38			-	-		
2410 - MANUFACTURE OF BASIC IRON AND STEEL AND OF FERRO-ALLOYS	2,985	2,933			-	-		
2452 - CASTING OF STEEL	51	6			-	-		
2511 - MANUFACTURE OF METAL STRUCTURES AND PARTS OF STRUCTURES	98	19			-	-		
2561 - TREATMENT AND COATING OF METALS	177	120			-	-		
2599 - MANUFACTURE OF OTHER FABRICATED METAL PRODUCTS N.E.C.	126	17			-	-		
2651 - MANUFACTURE OF INSTRUMENTS AND APPLIANCES FOR MEASURING, TESTING AND NAVIGATION	58	16			0	-		
2732 - MANUFACTURE OF OTHER ELECTRONIC AND ELECTRIC WIRES AND CABLES	292	226			-	-		
2790 - MANUFACTURE OF OTHER ELECTRICAL EQUIPMENT	450	216			0	0		
2811 - MANUFACTURE OF ENGINES AND TURBINES, EXCEPT AIRCRAFT, VEHICLE AND CYCLE ENGINES	95	56			-	-		
2910 - MANUFACTURE OF MOTOR VEHICLES	1,356	311			0	-		
2920 - MANUFACTURE OF BODIES (COACHWORK) FOR MOTOR VEHICLES MANUFACTURE OF TRAILERS AND SEMI-TRAILERS	175	2			-	-		
2931 - MANUFACTURE OF ELECTRICAL AND ELECTRONIC EQUIPMENT FOR MOTOR VEHICLES	112	45			0	-		
2932 - MANUFACTURE OF OTHER PARTS AND ACCESSORIES FOR MOTOR VEHICLES	255	135			-	-		
3020 - MANUFACTURE OF RAILWAY LOCOMOTIVES AND ROLLING STOCK	41	22			-	-		
3030 - MANUFACTURE OF AIR AND SPACECRAFT AND RELATED MACHINERY	172	3			1	-		
3250 - MANUFACTURE OF MEDICAL AND DENTAL INSTRUMENTS AND SUPPLIES	69	1			-	-		
3511 - PRODUCTION OF ELECTRICITY	5,492	4,993			0	-		
3512 - TRANSMISSION OF ELECTRICITY	259	250			-	-		
3513 - DISTRIBUTION OF ELECTRICITY	554	504			-	-		
3514 - TRADE OF ELECTRICITY	1,217	1,109			0	-		
3521 - MANUFACTURE OF GAS	91	81			-	-		
3522 - DISTRIBUTION OF GASEOUS FUELS THROUGH MAINS	48	47			-	-		
3530 - STEAM AND AIR CONDITIONING SUPPLY	38	9			-	-		
3600 - WATER COLLECTION, TREATMENT AND SUPPLY	99	42			1	-		
4110 - DEVELOPMENT OF BUILDING PROJECTS	252	127			3	0		
4211 - CONSTRUCTION OF ROADS AND MOTORWAYS	40	10			1	0		
4399 - OTHER SPECIALISED CONSTRUCTION ACTIVITIES N.E.C.	73	33			35	1		
4511 - SALE OF CARS AND LIGHT MOTOR VEHICLES	48	6			0	-		
4671 - WHOLESALING OF SOLID, LIQUID AND GASEOUS FUELS AND RELATED PRODUCTS	106	95			4	0		

(1) The line "Other sectors" includes 542 business sectors for which the eligible individual gross carrying amount is lower than 0.15% of the total.

i	k	m	o	q	s	u	w	y	z	aa	ab
Water and marine resources (WTR)		Circular economy (CE)		Pollution (PPC)		Biodiversity and Ecosystems (BIO)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD
Gross carrying amount	Gross carrying amount										
Mn EUR	Mn EUR										
0121	-	-	-	-	-	-	-	38	4		
0620	-	0	-	0	-	-	-	103	92		
1101	-	0	-	-	-	-	-	88	8		
1102	-	-	-	-	-	-	-	198	45		
1310	-	-	-	-	-	-	-	54	5		
1330	-	-	-	-	-	-	-	45	12		
1920	-	0	-	0	-	-	-	505	455		
2014	-	-	-	0	-	-	-	46	37		
2015	-	0	-	-	-	-	-	41	2		
2110	-	5	-	67	-	-	-	95	0		
2351	-	0	-	-	-	-	-	96	38		
2410	-	0	-	-	-	-	-	2,985	2,933		
2452	-	-	-	-	-	-	-	51	6		
2511	-	-	-	-	-	-	-	98	19		
2561	-	-	-	-	-	-	-	177	120		
2599	-	0	-	-	-	-	-	126	17		
2651	1	10	-	-	-	-	-	69	16		
2732	-	-	-	-	-	-	-	292	226		
2790	1	53	-	-	-	-	-	503	216		
2811	-	0	-	-	-	-	-	95	56		
2910	0	0	-	0	-	-	-	1,356	311		
2920	-	0	-	-	-	-	-	175	2		
2931	-	0	-	-	-	-	-	112	45		
2932	-	0	-	-	-	-	-	255	135		
3020	-	-	-	-	-	-	-	41	22		
3030	0	1	-	-	-	-	-	173	3		
3250	-	0	-	0	-	-	-	69	1		
3511	218	0	-	0	-	-	-	5,710	4,993		
3512	-	-	-	0	-	-	-	259	250		
3513	0	0	-	1	-	-	-	555	504		
3514	-	0	-	1	-	-	-	1,218	1,109		
3521	-	-	-	-	-	-	-	91	81		
3522	-	-	-	-	-	-	-	48	47		
3530	0	0	-	0	-	-	-	38	9		
3600	0	4	-	2	-	1	-	107	42		
4110	0	4	-	-	-	0	-	259	127		
4211	1	1	-	-	-	0	-	43	10		
4399	0	53	-	-	-	0	-	162	34		
4511	-	0	-	-	-	-	-	48	6		
4671	-	0	-	-	-	-	-	110	95		

Breakdown by sector - NACE 4 digits level (code and label)	a	b	c	d	e	f	g	h
	Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)			
	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD				
	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount				
	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)	Mn EUR	Of which environmentally sustainable (CCM)
4711 - RETAIL SALE IN NON-SPECIALISED STORES WITH FOOD, BEVERAGES OR TOBACCO PREDOMINATING	160	15			0	0		
4719 - DEPARTMENT STORES	1,079	261			-	-		
4771 - RETAIL SALE OF CLOTHING IN SPECIALISED STORES	58	16			-	-		
4910 - PASSENGER RAIL TRANSPORT, INTERURBAN	189	100			0	-		
4920 - FREIGHT RAIL TRANSPORT	174	29			71	2		
4931 - URBAN AND SUBURBAN PASSENGER LAND TRANSPORT	518	354			-	-		
4939 - OTHER PASSENGER LAND TRANSPORT N.E.C.	51	14			7	0		
5010 - SEA AND COASTAL PASSENGER WATER TRANSPORT	81	28			-	-		
5020 - SEA AND COASTAL FREIGHT WATER TRANSPORT	629	3			-	-		
5110 - PASSENGER AIR TRANSPORT	653	6			-	-		
5121 - FREIGHT AIR TRANSPORT	86	28			-	-		
5210 - WAREHOUSING AND STORAGE	42	25			0	-		
5223 - SERVICE ACTIVITIES INCIDENTAL TO AIR TRANSPORTATION	158	22			0	-		
5310 - POSTAL ACTIVITIES UNDER UNIVERSAL SERVICE OBLIGATION	53	26			-	-		
5510 - HOTELS AND SIMILAR ACCOMMODATION	174	66			-	-		
5811 - BOOK PUBLISHING	44	20			90	2		
5829 - OTHER SOFTWARE PUBLISHING	38	22			0	0		
5920 - SOUND RECORDING AND MUSIC PUBLISHING ACTIVITIES	10	1			335	7		
6020 - TELEVISION PROGRAMMING AND BROADCASTING ACTIVITIES	1	0			40	1		
6110 - WIRED TELECOMMUNICATIONS ACTIVITIES	42	2			4	0		
6190 - OTHER TELECOMMUNICATIONS ACTIVITIES	85	1			3	0		
6209 - OTHER INFORMATION TECHNOLOGY AND COMPUTER SERVICE ACTIVITIES	44	11			1	-		
6420 - ACTIVITIES OF HOLDING COMPANIES	199	71			5	0		
6619 - LEGAL SUPPORT MATERIALS FOR REAL-ESTATE MANAGEMENT	74	57			-	-		
6630 - FUND MANAGEMENT ACTIVITIES	75	55			-	-		
6820 - RENTING AND OPERATING OF OWN OR LEASED REAL ESTATE	356	160			6	2		
7010 - ACTIVITIES OF HEAD OFFICES	79	20			0	0		
7312 - MEDIA REPRESENTATION	78	61			0	0		
7711 - RENTING AND LEASING OF CARS AND LIGHT MOTOR VEHICLES	315	58			0	0		
7735 - RENTING AND LEASING OF AIR TRANSPORT EQUIPMENT	317	14			-	-		
7911 - TRAVEL AGENCY ACTIVITIES	44	7			-	-		
8129 - DISINFECTION, DISINFECTISATION, AND RAT EXTERMINATION	39	2			-	-		
8230 - ORGANISATION OF CONVENTIONS AND TRADE SHOWS	21	-			-	-		
8299 - OTHER BUSINESS SUPPORT SERVICE ACTIVITIES N.E.C.	48	46			-	-		
8730 - RESIDENTIAL CARE ACTIVITIES FOR THE ELDERLY AND DISABLED	78	0			1	0		
OTHER SECTORS	1,433	419	-	-	29	6	-	-

i	k	m	o	q	s	u	w	y	z	aa	ab
Water and marine resources (WTR)		Circular economy (CE)		Pollution (PPC)		Biodiversity and Ecosystems (BIO)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			
Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD	Non-Financial corporates (Subject to NFRD)	SMEs and other NFC not subject to NFRD
Gross carrying amount	Gross carrying amount										
Mn EUR	Mn EUR										
4711	0		0		-		-	161	15		
4719	0		-		-		-	1,080	261		
4771	-		-		-		-	58	16		
4910	0		0		-		-	189	100		
4920	0		2		-		-	247	30		
4931	0		0		0		-	518	354		
4939	0		2		-		-	60	14		
5010	-		-		-		-	81	28		
5020	-		-		-		-	629	3		
5110	-		-		0		-	653	6		
5121	-		-		-		-	86	28		
5210	0		0		0		-	42	25		
5223	1		2		-		-	161	22		
5310	-		0		-		-	53	26		
5510	-		-		-		8	183	66		
5811	-		1		-		-	134	22		
5829	-		0		-		-	38	22		
5920	-		9		-		-	354	9		
6020	-		1		-		-	42	1		
6110	0		5		-		-	51	2		
6190	0		62		0		-	150	1		
6209	-		0		-		-	45	11		
6420	0		11		4		-	219	72		
6619	-		9		-		-	83	57		
6630	-		0		-		-	75	55		
6820	0		1		1		-	364	162		
7010	0		0		0		0	80	20		
7312	-		10		-		-	88	61		
7711	-		-		-		-	316	58		
7735	0		-		-		-	317	14		
7911	-		-		-		-	44	7		
8129	-		157		0		-	196	2		
8230	-		27		-		-	48	-		
8299	0		5		0		-	52	46		
8730	-		-		-		-	79	1		
	2	-	101	-	40	-	3	-	1,608	426	-

TEMPLATE 3 – GAR KPI STOCK (BASED ON COUNTERPARTY GREEN REVENUES)

% (compared to total covered assets in the denominator)									a	b	c	d	e	f	g	h	i
									Disclosure reference date T								
									Climate Change Mitigation (CCM)								Climate Change Adaptation (CCA)
									Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)								Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)
									Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)								Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)
									Of which Use of Proceeds	Of which transitional		Of which enabling					Of which Use of Proceeds
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR																	
1	Loans and advances, debt securities and equity instruments not HTT eligible for GAR calculation		45.58%	5.68%	1.70%	0.14%	0.36%	0.11%	0.00%	0.00%	0.00%	0.00%					
2	Financial undertakings		39.70%	4.87%	0.01%	0.05%	0.11%	0.08%	0.00%	0.00%	0.00%	0.00%					
3	Credit institutions		40.33%	4.93%	0.00%	0.03%	0.06%	0.07%	0.00%	0.00%	0.00%	0.00%					
4	<i>Loans and advances</i>		40.54%	4.97%	0.00%	0.03%	0.06%	0.02%	0.00%	0.00%	0.00%	0.00%					
5	<i>Debt securities, including UoP</i>		29.31%	2.90%	0.00%	0.00%	0.00%	3.04%	0.07%	0.00%	0.00%	0.00%					
6	<i>Equity instruments</i>		43.19%	4.74%		0.03%	0.09%	0.01%	0.00%	0.00%	0.00%	0.00%					
7	Other financial corporations		21.76%	3.26%	0.16%	0.45%	1.51%	0.38%	0.01%	0.00%	0.00%	0.00%					
8	of which investment firms		25.31%	3.71%	1.12%	1.14%	0.09%	0.05%	0.00%	0.00%	0.00%	0.00%					
9	<i>Loans and advances</i>		29.90%	9.90%	7.51%	7.56%	0.34%	0.03%	0.00%	0.00%	0.00%	0.00%					
10	<i>Debt securities, including UoP</i>		24.42%	2.61%	0.00%	0.00%	0.05%	0.05%	0.00%	0.00%	0.00%	0.00%					
11	<i>Equity instruments</i>		27.01%	2.96%		0.08%	0.10%	0.06%	0.00%	0.00%	0.00%	0.00%					
12	of which management companies		18.51%	1.48%	0.00%	0.04%	0.05%	6.12%	5.74%	0.00%	0.00%	0.00%					
13	<i>Loans and advances</i>		10.04%	0.00%	0.00%	0.00%	0.00%	12.17%	11.48%	0.00%	0.00%	0.00%					
14	<i>Debt securities, including UoP</i>																
15	<i>Equity instruments</i>		26.98%	2.96%		0.08%	0.10%	0.06%	0.00%	0.00%	0.00%	0.00%					
16	of which insurance undertakings		11.05%	2.38%	0.00%	0.38%	0.73%	0.50%	0.00%	0.00%	0.00%	0.00%					
17	<i>Loans and advances</i>		9.51%	2.28%	0.00%	1.18%	0.45%	0.25%	0.01%	0.00%	0.00%	0.00%					
18	<i>Debt securities, including UoP</i>		11.32%	2.39%	0.00%	0.23%	0.78%	0.55%	0.00%	0.00%	0.00%	0.00%					
19	<i>Equity instruments</i>		0.00%	0.00%		0.00%	0.00%	54.76%	1.48%								
20	Non-financial undertakings		34.37%	13.36%	3.81%	1.68%	4.41%	0.75%	0.05%	0.00%	0.04%						
21	Loans and advances		33.65%	13.49%	4.15%	1.74%	4.27%	0.82%	0.05%	0.00%	0.05%						
22	Debt securities, including UoP		44.22%	12.92%	0.00%	1.09%	6.61%	0.04%	0.00%	0.00%	0.00%						
23	Equity instruments		25.97%	3.40%		0.05%	0.08%	0.05%	0.00%	0.00%	0.00%						
24	Households		65.46%	5.97%	5.97%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
25	of which loans collateralised by residential immovable property		99.18%	10.64%	10.64%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
26	of which building renovation loans		99.37%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
27	of which motor vehicle loans		65.90%	0.00%	0.00%	0.00%	0.00%										
28	Local governments financing		11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
29	Housing financing																
30	Other local government financing		11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
31	Collateral obtained by taking possession: residential and commercial immovable properties		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						
32	TOTAL GAR ASSETS		29.15%	3.63%	1.09%	0.09%	0.23%	0.07%	0.00%	0.00%	0.00%						

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Disclosure reference date T										
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Of which Use of Proceeds	Of which transitional	Of which enabling	
1	0.02%	0.08%	0.04%	0.00%	45.83%	5.69%	1.70%	0.14%	0.36%	19.42%
2	0.00%	0.00%	0.00%	0.00%	39.79%	4.87%	0.01%	0.05%	0.11%	11.66%
3	0.00%	0.00%	0.00%	0.00%	40.40%	4.93%	0.00%	0.03%	0.06%	11.44%
4	0.00%	0.00%	0.00%	0.00%	40.56%	4.97%	0.00%	0.03%	0.06%	11.25%
5	0.00%	0.01%	0.00%	0.00%	32.36%	2.97%	0.00%	0.00%	0.00%	0.18%
6	0.00%	0.00%	0.00%	0.00%	43.20%	4.74%		0.03%	0.09%	0.01%
7	0.00%	0.08%	0.00%	0.00%	22.22%	3.27%	0.16%	0.45%	1.51%	0.22%
8	0.00%	0.01%	0.00%	0.00%	25.37%	3.72%	1.12%	0.14%	0.09%	0.04%
9	0.00%	0.06%	0.00%	0.00%	30.00%	9.90%	7.51%	7.56%	0.34%	0.01%
10	0.00%	0.00%	0.00%	0.00%	24.48%	2.61%	0.00%	0.00%	0.05%	0.03%
11	0.00%	0.00%	0.00%	0.00%	27.07%	2.96%		0.08%	0.10%	0.00%
12	0.00%	0.00%	0.00%	0.00%	24.63%	7.22%	0.00%	0.04%	0.05%	0.00%
13	0.00%	0.00%	0.00%	0.00%	22.22%	11.48%	0.00%	0.00%	0.00%	0.00%
14										0.00%
15	0.00%	0.00%	0.00%	0.00%	27.04%	2.96%		0.08%	0.10%	0.00%
16	0.00%	0.00%	0.00%	0.00%	11.55%	2.38%	0.00%	0.38%	0.73%	0.08%
17	0.00%	0.00%	0.00%	0.00%	9.76%	2.28%	0.00%	1.18%	0.45%	0.01%
18	0.00%	0.00%	0.00%	0.00%	11.87%	2.39%	0.00%	0.23%	0.78%	0.07%
19	0.00%	0.00%	0.00%	0.00%	54.76%	1.48%		0.00%	0.00%	0.00%
20	0.25%	1.24%	0.57%	0.06%	37.24%	13.41%	3.81%	1.68%	4.46%	1.02%
21	0.27%	1.09%	0.58%	0.07%	36.48%	13.54%	4.15%	1.74%	4.32%	0.92%
22	0.04%	3.19%	0.39%	0.01%	47.88%	12.92%	0.00%	1.09%	6.61%	0.10%
23	0.00%	0.01%	0.02%	0.00%	26.06%	3.40%		0.05%	0.08%	0.01%
24		0.00%			65.46%	5.97%	5.97%	0.00%	0.00%	6.73%
14		0.00%			99.18%	10.64%	10.64%	0.00%	0.00%	5.72%
26		0.00%			99.37%	0.00%	0.00%	0.00%	0.00%	0.17%
27					65.90%	0.00%	0.00%	0.00%	0.00%	0.84%
28	0.00%	0.00%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%
29										0.00%
30	0.00%	0.05%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%
31	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	0.01%	0.00%	0.02%	0.00%	29.31%	3.64%	1.09%	0.09%	0.23%	19.42%

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	Disclosure reference date T-1								
	Climate Change Mitigation (CCM)								
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)								
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)								
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)								
	% (compared to total covered assets in the denominator)								
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR									
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	41.09%	4.50%	1.42%	0.13%	0.15%	0.09%	0.00%	0.00%
2	Financial undertakings	39.30%	4.72%	0.00%	0.05%	0.05%	0.13%	0.00%	0.00%
3	Credit institutions	40.13%	4.82%	0.00%	0.03%	0.03%	0.10%	0.00%	0.00%
4	Loans and advances	40.31%	4.90%	0.00%	0.03%	0.03%	0.02%	0.00%	0.00%
5	Debt securities, including UoP	29.74%	0.22%	0.00%	0.00%	0.00%	4.13%	0.00%	0.00%
6	Equity instruments	41.85%	4.69%		0.05%	0.03%	0.01%	0.00%	
7	Other financial corporations	15.16%	1.82%	0.00%	0.54%	0.57%	1.19%	0.00%	0.00%
8	of which investment firms	30.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
9	Loans and advances	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10	Debt securities, including UoP	29.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11	Equity instruments	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	
12	of which management companies	10.89%	0.00%	0.00%	0.00%	0.00%	43.88%	0.00%	0.00%
13	Loans and advances	10.91%	0.00%	0.00%	0.00%	0.00%	43.96%	0.00%	0.00%
14	Debt securities, including UoP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	Equity instruments	0.00%	0.00%		0.00%	0.00%	10.20%	0.00%	
16	of which insurance undertakings	8.08%	1.85%	0.00%	0.70%	0.22%	1.52%	0.00%	0.00%
17	Loans and advances	6.62%	1.43%	0.00%	0.54%	0.17%	5.59%	0.00%	0.00%
18	Debt securities, including UoP	9.52%	2.20%	0.00%	0.83%	0.26%	0.83%	0.00%	0.00%
19	Equity instruments	8.38%	1.93%		0.73%	0.23%	0.58%	0.00%	
20	Non-financial undertakings	29.83%	8.54%	1.88%	1.73%	2.10%	0.16%	0.01%	0.00%
21	Loans and advances	29.02%	8.48%	2.01%	1.75%	1.96%	0.17%	0.01%	0.00%
22	Debt securities, including UoP	42.31%	9.49%	0.00%	1.43%	4.20%	0.08%	0.00%	0.00%
23	Equity instruments	17.81%	5.36%		0.31%	3.17%	0.06%	0.00%	
24	Households	58.09%	5.47%	5.47%	0.00%	0.00%	0.00%	0.00%	0.00%
25	of which loans collateralised by residential immovable property	93.02%	8.89%	8.89%	0.00%	0.00%	0.00%	0.00%	0.00%
26	of which building renovation loans	88.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
27	of which motor vehicle loans	0.00%	0.00%	0.00%	0.00%	0.00%			
28	Local governments financing	22.84%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29	Housing financing	28.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
30	Other local government financing	22.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31	Collateral obtained by taking possession: residential and commercial immovable properties	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	TOTAL GAR ASSETS	27.01%	2.96%	0.93%	0.08%	0.10%	0.06%	0.00%	0.00%

ap	at	ax	bb	bf	bg	bh	bi	bj	bk	
Disclosure reference date T-1										
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total assets covered			
1 0.00%				0.00%	41.18%	4.51%	1.42%	0.13%	0.15%	18.34%
2 0.00%				0.00%	39.43%	4.72%	0.00%	0.05%	0.05%	10.06%
3 0.00%				0.00%	40.23%	4.82%	0.00%	0.03%	0.03%	9.92%
4 0.00%				0.00%	40.34%	4.90%	0.00%	0.03%	0.03%	9.76%
5 0.00%				0.00%	33.87%	0.22%	0.00%	0.00%	0.00%	0.15%
6 0.00%				0.00%	41.86%	4.69%		0.05%	0.03%	0.01%
7 0.00%				0.00%	16.34%	1.82%	0.00%	0.54%	0.57%	0.14%
8 0.00%				0.00%	30.49%	0.00%	0.00%	0.00%	0.00%	0.03%
9 0.00%				0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10 0.00%				0.00%	29.02%	0.00%	0.00%	0.00%	0.00%	0.03%
11 0.00%				0.00%	0.00%	0.00%		0.00%	0.00%	0.00%
12 0.00%				0.00%	54.77%	0.00%	0.00%	0.00%	0.00%	0.00%
13 0.00%				0.00%	54.87%	0.00%	0.00%	0.00%	0.00%	0.00%
14 0.00%				0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15 0.00%				0.00%	10.20%	0.00%		0.00%	0.00%	0.00%
16 0.00%				0.00%	9.60%	1.85%	0.00%	0.70%	0.22%	0.06%
17 0.00%				0.00%	12.21%	1.43%	0.00%	0.54%	0.17%	0.01%
18 0.00%				0.00%	10.35%	2.20%	0.00%	0.83%	0.26%	0.00%
19 0.00%				0.00%	8.96%	1.94%		0.73%	0.23%	0.05%
20 0.00%				0.00%	29.99%	8.55%	1.88%	1.73%	2.11%	0.77%
21 0.00%				0.00%	29.19%	8.49%	2.01%	1.75%	1.97%	0.70%
22 0.00%				0.00%	42.40%	9.49%	0.00%	1.43%	4.20%	0.07%
23 0.00%				0.00%	17.87%	5.37%		0.31%	3.17%	0.00%
24				58.09%	5.47%	5.47%	0.00%	0.00%	6.18%	
25				93.02%	8.89%	8.89%	0.00%	0.00%	6.10%	
26				88.25%	0.00%	0.00%	0.00%	0.00%	0.09%	
27				0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
28 0.00%				0.00%	22.84%	0.00%	0.00%	0.00%	0.00%	1.33%
29 0.00%				0.00%	28.38%	0.00%	0.00%	0.00%	0.00%	0.00%
30 0.00%				0.00%	22.83%	0.00%	0.00%	0.00%	0.00%	1.33%
31 0.00%				0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32 0.00%				0.00%	27.07%	0.00%	0.93%	0.08%	0.10%	18.34%

TEMPLATE 3 – GAR KPI STOCK (BASED ON COUNTERPARTY GREEN CAPEX)

a	b	c	d	e	f	g	h	i
Disclosure reference date T								
Climate Change Mitigation (CCM)								
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)								
% (compared to total covered assets in the denominator)								
Of which Use of Proceeds								
Of which transitional								
Of which enabling								
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR								
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	46.51%	6.84%	1.70%	0.43%	0.63%	0.10%	0.00%
2	Financial undertakings	39.92%	5.20%	0.01%	0.04%	0.17%	0.03%	0.00%
3	Credit institutions	40.49%	5.19%	0.00%	0.03%	0.08%	0.03%	0.00%
4	<i>Loans and advances</i>	40.74%	5.23%	0.00%	0.03%	0.08%	0.01%	0.00%
5	<i>Debt securities, including UoP</i>	27.90%	3.04%	0.00%	0.00%	0.01%	0.68%	0.00%
6	<i>Equity instruments</i>	43.37%	4.84%		0.03%	0.11%	0.00%	0.00%
7	Other financial corporations	23.71%	5.45%	0.16%	0.46%	2.72%	0.11%	0.00%
8	of which investment firms	28.93%	5.32%	1.12%	1.14%	0.19%	0.01%	0.00%
9	<i>Loans and advances</i>	36.57%	17.87%	7.51%	7.57%	0.72%	0.00%	0.00%
10	<i>Debt securities, including UoP</i>	27.61%	3.11%	0.00%	0.01%	0.09%	0.01%	0.00%
11	<i>Equity instruments</i>	26.90%	3.20%		0.09%	0.18%	0.00%	0.00%
12	of which management companies	18.45%	1.60%	0.00%	0.04%	0.09%	0.00%	0.00%
13	<i>Loans and advances</i>	10.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	<i>Debt securities, including UoP</i>							
15	<i>Equity instruments</i>	26.87%	3.20%		0.09%	0.18%	0.00%	0.00%
16	of which insurance undertakings	12.43%	3.53%	0.00%	0.16%	1.08%	0.14%	0.00%
17	<i>Loans and advances</i>	11.91%	2.54%	0.00%	0.22%	0.73%	0.62%	0.00%
18	<i>Debt securities, including UoP</i>	12.52%	3.71%	0.00%	0.15%	1.14%	0.05%	0.00%
19	<i>Equity instruments</i>	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%
20	Non-financial undertakings	46.30%	27.76%	3.81%	6.12%	7.97%	1.25%	0.05%
21	<i>Loans and advances</i>	45.97%	27.85%	4.15%	5.74%	8.03%	1.35%	0.05%
22	<i>Debt securities, including UoP</i>	52.31%	29.11%	0.00%	11.52%	8.16%	0.16%	0.02%
23	<i>Equity instruments</i>	29.19%	5.34%		0.29%	0.27%	0.00%	0.00%
24	Households	65.46%	5.97%	5.97%	0.00%	0.00%	0.00%	0.00%
25	of which loans collateralised by residential immovable property	99.18%	10.64%	10.64%	0.00%	0.00%	0.00%	0.00%
26	of which building renovation loans	99.37%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
27	of which motor vehicle loans	65.90%	0.00%	0.00%	0.00%	0.00%		
28	Local governments financing	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29	Housing financing							
30	Other local government financing	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31	Collateral obtained by taking possession: residential and commercial immovable properties	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	TOTAL GAR ASSETS	29.74%	4.37%	1.09%	0.27%	0.40%	0.07%	0.00%

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Disclosure reference date T										
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				Proportion of total assets covered		
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)						
				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)		Of which Use of Proceeds	Of which transitional	Of which enabling		
1	0.03%	0.07%	0.01%	0.00%	46.72%	6.84%	1.70%	0.43%	0.63%	19.80%
2	0.00%	0.00%	0.00%	0.00%	39.95%	5.20%	0.01%	0.04%	0.17%	11.71%
3	0.00%	0.00%	0.00%	0.00%	40.52%	5.19%	0.00%	0.03%	0.08%	11.48%
4	0.00%	0.00%	0.00%	0.00%	40.75%	5.23%	0.00%	0.03%	0.08%	11.31%
5	0.00%	0.00%	0.00%	0.00%	28.58%	3.04%	0.00%	0.00%	0.01%	0.16%
6	0.00%	0.00%	0.00%	0.00%	43.37%	4.84%		0.03%	0.11%	0.01%
7	0.00%	0.02%	0.00%	0.00%	23.84%	5.45%	0.16%	0.46%	2.72%	0.24%
8	0.00%	0.00%	0.00%	0.00%	28.94%	5.32%	1.12%	1.14%	0.19%	0.04%
9	0.00%	0.00%	0.00%	0.00%	36.57%	17.87%	7.51%	7.57%	0.72%	0.01%
10	0.00%	0.00%	0.00%	0.00%	27.61%	3.11%	0.00%	0.01%	0.09%	0.03%
11	0.00%	0.00%	0.00%	0.00%	26.90%	3.20%		0.09%	0.18%	0.00%
12	0.00%	0.00%	0.00%	0.00%	18.45%	1.60%	0.00%	0.04%	0.09%	0.00%
13	0.00%	0.00%	0.00%	0.00%	10.04%	0.00%	0.00%	0.00%	0.00%	0.00%
14										0.00%
15	0.00%	0.00%	0.00%	0.00%	26.87%	3.20%		0.09%	0.18%	0.00%
16	0.00%	0.00%	0.00%	0.00%	12.56%	3.53%	0.00%	0.16%	1.08%	0.09%
17	0.00%	0.00%	0.00%	0.00%	12.54%	2.54%	0.00%	0.22%	0.73%	0.01%
18	0.00%	0.00%	0.00%	0.00%	12.57%	3.71%	0.00%	0.15%	1.14%	0.08%
19	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%
20	0.44%	1.05%	0.23%	0.02%	49.30%	27.81%	3.81%	6.12%	8.00%	1.35%
21	0.48%	1.07%	0.22%	0.02%	49.13%	27.90%	4.15%	5.74%	8.06%	1.24%
22	0.02%	0.92%	0.33%	0.05%	53.78%	29.13%	0.00%	11.52%	8.16%	0.11%
23	0.00%	0.01%	0.01%	0.00%	29.21%	5.34%		0.29%	0.27%	0.01%
24		0.00%			65.46%	5.97%	5.97%	0.00%	0.00%	6.73%
25		0.00%			99.18%	10.64%	10.64%	0.00%	0.00%	5.72%
26		0.00%			99.37%	0.00%	0.00%	0.00%	0.00%	0.17%
27					65.90%	0.00%	0.00%	0.00%	0.00%	0.84%
28	0.00%	0.00%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%
29										0.00%
30	0.00%	0.00%	0.00%	0.00%	11.10%	0.00%	0.00%	0.00%	0.00%	0.00%
31	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	0.02%	0.04%	0.01%	0.00%	29.88%	4.38%	1.09%	0.27%	0.41%	19.80%

	ag	ah	ai	aj	ak	al	am	an	ao	
Disclosure reference date T-1										
Climate Change Mitigation (CCM)								Climate Change Adaptation (CCA)		
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)								Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)								Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)		
% (compared to total covered assets in the denominator)								Of which Use of Proceeds	Of which transitional	Of which enabling
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR										
1	Loans and advances, debt securities and equity instruments not HFT eligible for GAR calculation	40.92%	4.87%	1.42%	0.13%	0.28%	0.01%	0.00%	0.00%	0.00%
2	Financial undertakings	37.31%	4.79%	0.00%	0.05%	0.08%	0.00%	0.00%	0.00%	0.00%
3	Credit institutions	38.16%	4.85%	0.00%	0.02%	0.05%	0.00%	0.00%	0.00%	0.00%
4	<i>Loans and advances</i>	38.29%	4.93%	0.00%	0.02%	0.05%	0.00%	0.00%	0.00%	0.00%
5	<i>Debt securities, including UoP</i>	30.89%	0.23%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%
6	<i>Equity instruments</i>	39.40%	4.70%		0.03%	0.05%	0.00%	0.00%		0.00%
7	Other financial corporations	12.87%	3.14%	0.00%	0.84%	1.00%	0.04%	0.00%	0.00%	0.00%
8	of which investment firms	11.90%	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%
9	<i>Loans and advances</i>	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10	<i>Debt securities, including UoP</i>	10.03%	0.01%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%
11	<i>Equity instruments</i>	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%		0.00%
12	of which management companies	10.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13	<i>Loans and advances</i>	10.91%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	<i>Debt securities, including UoP</i>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	<i>Equity instruments</i>	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%		0.00%
16	of which insurance undertakings	9.07%	2.82%	0.00%	0.99%	0.14%	0.05%	0.00%	0.00%	0.00%
17	<i>Loans and advances</i>	7.38%	2.18%	0.00%	0.76%	0.11%	0.04%	0.00%	0.00%	0.00%
18	<i>Debt securities, including UoP</i>	10.69%	3.36%	0.00%	1.17%	0.17%	0.06%	0.00%	0.00%	0.00%
19	<i>Equity instruments</i>	9.41%	2.96%		1.04%	0.15%	0.05%	0.00%		0.00%
20	Non-financial undertakings	42.91%	14.09%	1.88%	1.87%	3.98%	0.09%	0.01%	0.00%	0.00%
21	Loans and advances	42.54%	14.12%	2.01%	1.88%	3.79%	0.09%	0.01%	0.00%	0.00%
22	Debt securities, including UoP	48.77%	13.80%	0.00%	1.67%	6.83%	0.08%	0.00%	0.00%	0.00%
23	Equity instruments	29.13%	9.01%		0.56%	3.08%	0.65%	0.00%		0.00%
24	Households	58.09%	5.47%	5.47%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
25	of which loans collateralised by residential immovable property	93.02%	8.89%	8.89%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
26	of which building renovation loans	88.25%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
27	of which motor vehicle loans	0.00%	0.00%	0.00%	0.00%	0.00%				
28	Local governments financing	24.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29	Housing financing	28.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
30	Other local government financing	24.44%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31	Collateral obtained by taking possession: residential and commercial immovable properties	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	TOTAL GAR ASSETS	26.90%	3.20%	0.93%	0.09%	0.18%	0.00%	0.00%	0.00%	0.00%

ap	at	ax	bb	bf	bg	bh	bi	bj	bk		
Disclosure reference date T-1											
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)							
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)						
					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)						
					Of which Use of Proceeds	Of which transitional	Of which enabling		Proportion of total assets covered		
1	0.00%	0.00%	0.00%	0.00%	40.93%	4.87%	1.42%	0.13%	0.28%	18.23%	
2	0.00%	0.00%	0.00%	0.00%	37.32%	4.79%	0.00%	0.05%	0.08%	9.52%	
3	0.00%	0.00%	0.00%	0.00%	38.16%	4.85%	0.00%	0.02%	0.05%	9.41%	
4	0.00%	0.00%	0.00%	0.00%	38.29%	4.93%	0.00%	0.02%	0.05%	9.27%	
5	0.00%	0.00%	0.00%	0.00%	30.89%	0.23%	0.00%	0.00%	0.02%	0.13%	
6	0.00%	0.00%	0.00%	0.00%	39.41%	4.70%		0.03%	0.05%	0.01%	
7	0.00%	0.00%	0.00%	0.00%	12.91%	3.14%	0.00%	0.84%	1.00%	0.11%	
8	0.00%	0.00%	0.00%	0.00%	11.90%	0.01%	0.00%	0.00%	0.01%	0.01%	
9	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
10	0.00%	0.00%	0.00%	0.00%	10.03%	0.01%	0.00%	0.00%	0.01%	0.01%	
11	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	
12	0.00%	0.00%	0.00%	0.00%	10.89%	0.00%	0.00%	0.00%	0.00%	0.00%	
13	0.00%	0.00%	0.00%	0.00%	10.91%	0.00%	0.00%	0.00%	0.00%	0.00%	
14	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
15	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	
16	0.00%	0.00%	0.00%	0.00%	9.12%	2.82%	0.00%	0.99%	0.14%	0.06%	
17	0.00%	0.00%	0.00%	0.00%	7.42%	2.18%	0.00%	0.76%	0.11%	0.01%	
18	0.00%	0.00%	0.00%	0.00%	10.75%	3.36%	0.00%	1.17%	0.17%	0.00%	
19	0.00%	0.00%	0.00%	0.00%	9.46%	2.96%		1.04%	0.15%	0.05%	
20	0.00%	0.00%	0.00%	0.00%	43.00%	14.10%	1.88%	1.87%	3.98%	1.11%	
21	0.00%	0.00%	0.00%	0.00%	42.63%	14.13%	2.01%	1.88%	3.79%	1.03%	
22	0.00%	0.00%	0.00%	0.00%	48.85%	13.80%	0.00%	1.67%	6.83%	0.08%	
23	0.00%	0.00%	0.00%	0.00%	29.78%	9.01%		0.56%	3.08%	0.00%	
24	0.00%				58.09%	5.47%	5.47%	0.00%	0.00%	6.18%	
25		0.00%			93.02%	8.89%	8.89%	0.00%	0.00%	6.10%	
26		0.00%			88.25%	0.00%	0.00%	0.00%	0.00%	0.09%	
27					0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
28	0.00%	0.00%	0.00%	0.00%	24.44%	0.00%	0.00%	0.00%	0.00%	1.42%	
29	0.00%	0.00%	0.00%	0.00%	28.38%	0.00%	0.00%	0.00%	0.00%	0.00%	
30	0.00%	0.00%	0.00%	0.00%	24.44%	0.00%	0.00%	0.00%	0.00%	1.42%	
31	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
32	0.00%	0.00%	0.00%	0.00%	0.00%	26.90%	3.20%	0.93%	0.09%	0.18%	18.23%

TEMPLATE 4 - GAR KPI FLOW (BASED ON COUNTERPARTY GREEN REVENUES)

% (compared to flow of total eligible assets)	a	b	c	d	e	f	g	h	i
	Disclosure reference date T								
	Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)			
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			
		Of which Use of Proceeds	Of which transitional	Of which enabling		Of which Use of Proceeds	Of which enabling		
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR									
1 Loans and advances, debt securities and equity instruments not HTT eligible for GAR calculation	29.96%	4.19%	0.65%	0.11%	0.24%	0.10%	0.00%	0.00%	0.00%
2 Financial undertakings	24.96%	3.16%	0.00%	0.02%	0.06%	0.04%	0.00%	0.00%	0.00%
3 Credit institutions	24.52%	3.11%	0.00%	0.02%	0.03%	0.04%	0.00%	0.00%	0.00%
4 Loans and advances	24.28%	3.09%	0.00%	0.02%	0.03%	0.01%	0.00%	0.00%	0.00%
5 Debt securities, including UoP	0.20%	0.02%	0.00%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%
6 Equity instruments	0.05%	0.01%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
7 Other financial corporations	0.44%	0.05%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%
8 of which investment firms	0.12%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
9 Loans and advances	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
10 Debt securities, including UoP	0.11%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
11 Equity instruments	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
12 of which management companies	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13 Loans and advances	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14 Debt securities, including UoP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15 Equity instruments	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16 of which insurance undertakings	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
17 Loans and advances	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
18 Debt securities, including UoP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
19 Equity instruments	0.00%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20 Non-financial undertakings	1.43%	0.79%	0.41%	0.09%	0.18%	0.06%	0.00%	0.00%	0.00%
21 Loans and advances	1.29%	0.74%	0.41%	0.09%	0.14%	0.06%	0.00%	0.00%	0.00%
22 Debt securities, including UoP	0.13%	0.05%	0.00%	0.00%	0.03%	0.00%	0.00%	0.00%	0.00%
23 Equity instruments	0.01%	0.00%		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
24 Households	3.56%	0.23%	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
25 of which loans collateralised by residential immovable property	2.08%	0.23%	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
26 of which building renovation loans	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
27 of which motor vehicle loans	1.36%	0.00%	0.00%	0.00%	0.00%	0.00%			
28 Local governments financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29 Housing financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
30 Other local government financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31 Collateral obtained by taking possession: residential and commercial immovable properties	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32 TOTAL GAR ASSETS	29.96%	4.19%	0.65%	0.11%	0.24%	0.10%	0.00%	0.00%	0.00%

j	n	r	v	aa	ab	ac	ad	ae	af	
Disclosure reference date T										
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			Proportion of total assets covered			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)						
				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Of which Use of Proceeds	Of which transitional	Of which enabling	
1	0.00%	0.04%	0.02%	0.00%	30.06%	4.19%	0.65%	0.11%	0.24%	18.68%
2	0.00%	0.00%	0.00%	0.00%	25.00%	3.16%	0.00%	0.02%	0.06%	15.54%
3	0.00%	0.00%	0.00%	0.00%	24.56%	3.11%	0.00%	0.02%	0.03%	15.27%
4	0.00%	0.00%	0.00%	0.00%	24.29%	3.09%	0.00%	0.02%	0.03%	15.10%
5	0.00%	0.00%	0.00%	0.00%	0.22%	0.02%	0.00%	0.00%	0.00%	0.14%
6	0.00%	0.00%	0.00%	0.00%	0.05%	0.01%		0.00%	0.00%	0.03%
7	0.00%	0.00%	0.00%	0.00%	0.44%	0.05%	0.00%	0.00%	0.03%	0.27%
8	0.00%	0.00%	0.00%	0.00%	0.12%	0.01%	0.00%	0.00%	0.00%	0.07%
9	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%
10	0.00%	0.00%	0.00%	0.00%	0.11%	0.01%	0.00%	0.00%	0.00%	0.07%
11	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
12	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%
17	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%
18	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
19	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20	0.00%	0.04%	0.02%	0.00%	1.49%	0.80%	0.41%	0.09%	0.18%	0.93%
21	0.00%	0.03%	0.02%	0.00%	1.35%	0.74%	0.41%	0.09%	0.14%	0.84%
22	0.00%	0.01%	0.00%	0.00%	0.13%	0.05%	0.00%	0.00%	0.03%	0.08%
23	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%		0.00%	0.00%	0.01%
24		0.00%			3.56%	0.23%	0.23%	0.00%	0.00%	2.21%
25		0.00%			2.08%	0.23%	0.23%	0.00%	0.00%	1.29%
26		0.00%			0.12%	0.00%	0.00%	0.00%	0.00%	0.08%
27					1.36%	0.00%	0.00%	0.00%	0.00%	0.84%
28	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
30	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	0.00%	0.04%	0.02%	0.00%	30.06%	4.19%	0.65%	0.11%	0.24%	18.68%

TEMPLATE 4 - GAR KPI FLOW (BASED ON COUNTERPARTY GREEN CAPEX)

% (compared to flow of total eligible assets)	a	b	c	d	e	f	g	h	i
									Disclosure reference date T
									Climate Change Mitigation (CCM)
									Climate Change Adaptation (CCA)
GAR - COVERED ASSETS IN BOTH NUMERATOR AND DENOMINATOR									Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)
1 Loans and advances, debt securities and equity instruments not HTT eligible for GAR calculation	30.52%	4.75%	0.65%	0.12%	0.36%	0.12%	0.00%	0.00%	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)
2 Financial undertakings	25.13%	3.45%	0.00%	0.02%	0.09%	0.01%	0.00%	0.00%	Of which Use of Proceeds
3 Credit institutions	24.67%	3.36%	0.00%	0.02%	0.04%	0.01%	0.00%	0.00%	Of which enabling
4 Loans and advances	24.44%	3.33%	0.00%	0.02%	0.04%	0.01%	0.00%	0.00%	
5 Debt securities, including UoP	0.19%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
6 Equity instruments	0.05%	0.01%			0.00%	0.00%	0.00%	0.00%	
7 Other financial corporations	0.46%	0.09%	0.00%	0.01%	0.06%	0.00%	0.00%	0.00%	
8 of which investment firms	0.13%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
9 Loans and advances	0.01%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
10 Debt securities, including UoP	0.11%	0.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
11 Equity instruments	0.00%	0.00%			0.00%	0.00%	0.00%	0.00%	
12 of which management companies	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
13 Loans and advances	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
14 Debt securities, including UoP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
15 Equity instruments	0.00%	0.00%			0.00%	0.00%	0.00%	0.00%	
16 of which insurance undertakings	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
17 Loans and advances	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
18 Debt securities, including UoP	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
19 Equity instruments	0.00%	0.00%			0.00%	0.00%	0.00%	0.00%	
20 Non-financial undertakings	1.82%	1.07%	0.41%	0.10%	0.27%	0.11%	0.00%	0.00%	
21 Loans and advances	1.63%	1.00%	0.41%	0.09%	0.23%	0.11%	0.00%	0.00%	
22 Debt securities, including UoP	0.18%	0.07%	0.00%	0.00%	0.04%	0.00%	0.00%	0.00%	
23 Equity instruments	0.01%	0.00%			0.00%	0.00%	0.00%	0.00%	
24 Households	3.56%	0.23%	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	
25 of which loans collateralised by residential immovable property	2.08%	0.23%	0.23%	0.00%	0.00%	0.00%	0.00%	0.00%	
26 of which building renovation loans	0.12%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
27 of which motor vehicle loans	1.36%	0.00%	0.00%	0.00%	0.00%				
28 Local governments financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
29 Housing financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
30 Other local government financing	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
31 Collateral obtained by taking possession: residential and commercial immovable properties	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
32 TOTAL GAR ASSETS	30.52%	4.75%	0.65%	0.12%	0.36%	0.12%	0.00%	0.00%	0.00%

j	n	r	v	aa	ab	ac	ad	ae	af	
Disclosure reference date T										
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			
					Of which Use of Proceeds	Of which transitional	Of which enabling			
1	0.00%	0.03%	0.01%	0.00%	30.64%	4.76%	0.65%	0.12%	0.37%	19.04%
2	0.00%	0.00%	0.00%	0.00%	25.14%	3.45%	0.00%	0.02%	0.09%	15.63%
3	0.00%	0.00%	0.00%	0.00%	24.68%	3.36%	0.00%	0.02%	0.04%	15.34%
4	0.00%	0.00%	0.00%	0.00%	24.44%	3.33%	0.00%	0.02%	0.04%	15.19%
5	0.00%	0.00%	0.00%	0.00%	0.19%	0.02%	0.00%	0.00%	0.00%	0.12%
6	0.00%	0.00%	0.00%	0.00%	0.05%	0.01%		0.00%	0.00%	0.03%
7	0.00%	0.00%	0.00%	0.00%	0.46%	0.09%	0.00%	0.01%	0.06%	0.29%
8	0.00%	0.00%	0.00%	0.00%	0.13%	0.02%	0.00%	0.00%	0.00%	0.08%
9	0.00%	0.00%	0.00%	0.00%	0.01%	0.01%	0.00%	0.00%	0.00%	0.01%
10	0.00%	0.00%	0.00%	0.00%	0.11%	0.01%	0.00%	0.00%	0.00%	0.07%
11	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%	0.00%	0.00%
12	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
13	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
14	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
15	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
16	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%
17	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.00%	0.01%
18	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
19	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
20	0.00%	0.03%	0.01%	0.00%	1.93%	1.08%	0.41%	0.10%	0.27%	1.20%
21	0.00%	0.03%	0.01%	0.00%	1.74%	1.00%	0.41%	0.09%	0.23%	1.08%
22	0.00%	0.00%	0.00%	0.00%	0.18%	0.07%	0.00%	0.00%	0.04%	0.11%
23	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%		0.00%	0.00%	0.01%
24		0.00%			3.56%	0.23%	0.23%	0.00%	0.00%	2.21%
25		0.00%			2.08%	0.23%	0.23%	0.00%	0.00%	1.29%
26		0.00%			0.12%	0.00%	0.00%	0.00%	0.00%	0.08%
27					1.36%	0.00%	0.00%	0.00%	0.00%	0.84%
28	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
29	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
30	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
31	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
32	0.00%	0.03%	0.01%	0.00%	30.64%	4.76%	0.65%	0.12%	0.37%	19.04%

**TEMPLATE 5 – KPI OFF-BALANCE SHEET EXPOSURES
(BASED ON COUNTERPARTY GREEN REVENUES)**

a	b	c	d	e	f	g	h	i		
Disclosure reference date T										
Climate Change Mitigation (CCM)							Climate Change Adaptation (CCA)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			
% (compared to total eligible off-balance sheet assets)		Of which Use of Proceeds		Of which transitional		Of which enabling		Of which Use of Proceeds		
1	Financial guarantees (FinGuar KPI)	16.71%	3.49%	0.00%	0.06%	0.86%	3.59%	0.24%	0.00%	0.01%
2	Assets under management (AUM KPI)	8.15%	2.54%	0.00%	0.19%	1.20%	0.36%	0.12%	0.00%	0.05%

j	n	r	v	aa	ab	ac	ad	ae
Disclosure reference date T								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)	Of which Use of Proceeds	Of which transitional	Of which enabling
1 2	0.00% 0.00%	0.28% 0.35%	0.05% 0.19%	0.00% 0.01%	20.63% 12.47%	3.72% 3.05%	0.00% 0.57%	0.06% 0.19% 0.87% 1.28%

**TEMPLATE 5 – KPI OFF-BALANCE SHEET EXPOSURES
(BASED ON COUNTERPARTY GREEN CAPEX)**

a	b	c	d	e	f	g	h	i		
Disclosure reference date T										
Climate Change Mitigation (CCM)							Climate Change Adaptation (CCA)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			
% (compared to total eligible off-balance sheet assets)		Of which Use of Proceeds		Of which transitional		Of which enabling		Of which Use of Proceeds		
1	Financial guarantees (FinGuar KPI)	18.51%	4.85%	0.00%	0.12%	1.30%	0.67%	0.01%	0.00%	0.01%
2	Assets under management (AUM KPI)	9.53%	3.74%	0.00%	0.27%	1.54%	0.46%	0.21%	0.00%	0.08%

j	n	r	v	aa	ab	ac	ad	ae
Disclosure reference date T								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)	Of which Use of Proceeds	Of which transitional	Of which enabling
1 0.00%	0.16%	0.05%	0.00%	19.40%	4.86%	0.00%	0.12%	1.31%
2 0.00%	0.03%	0.04%	0.00%	12.91%	4.09%	0.00%	0.27%	1.71%

**TEMPLATE 5 – KPI FLOW OFF-BALANCE SHEET EXPOSURES
(BASED ON COUNTERPARTY GREEN REVENUES)**

a	b	c	d	e	f	g	h	i	
Disclosure reference date T									
Climate Change Mitigation (CCM)							Climate Change Adaptation (CCA)		
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)							Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		
% (compared to total eligible off-balance sheet assets)			Of which Use of Proceeds	Of which transitional	Of which enabling		Of which Use of Proceeds	Of which enabling	
1 Financial guarantees (FinGuar KPI)	17.10%	3.46%	0.00%	0.04%	0.81%	0.77%	0.02%	0.00%	0.02%
2 Assets under management (AUM KPI)	0.00%	17.43%	0.00%	2.62%	9.56%	0.00%	0.56%	0.00%	-0.26%

j	n	r	v	aa	ab	ac	ad	ae	
Disclosure reference date T									
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				
1	0.00%	0.07%	0.11%	0.00%	18.06%	3.48%	0.00%	0.04%	0.83%
2	0.00%	0.00%	0.00%	0.00%	0.00%	7.20%	-10.09%	2.62%	9.92%

**TEMPLATE 5 – KPI FLOW OFF-BALANCE SHEET EXPOSURES
(BASED ON COUNTERPARTY GREEN CAPEX)**

a	b	c	d	e	f	g	h	i	
Disclosure reference date T									
Climate Change Mitigation (CCM)						Climate Change Adaptation (CCA)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)						Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
% (compared to total eligible off-balance sheet assets)			Of which Use of Proceeds			Of which transitional			
1 Financial guarantees (FinGuar KPI)	19.63%	5.42%	0.00%	0.09%	1.40%	1.60%	0.03%	0.00%	0.03%
2 Assets under management (AUM KPI)	0.00%	21.99%	0.00%	3.65%	11.29%	0.00%	-0.24%	0.00%	-1.28%

j	n	r	v	aa	ab	ac	ad	ae
Disclosure reference date T								
Water and marine resources (WTR)	Circular economy (CE)	Pollution (PPC)	Biodiversity and Ecosystems (BIO)	TOTAL (CCM + CCA + WTR + CE + PPC + BIO)				
Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			
1 0.00%	0.09%	0.10%	0.00%	21.42%	5.45%	0.00%	0.09%	1.44%
2 0.00%	0.00%	0.00%	0.00%	0.00%	24.35%	0.00%	3.65%	11.79%

EU TAXONOMY METRICS ON ACTIVITIES RELATED TO NUCLEAR ENERGY AND FOSSIL GAS SPECIFICALLY

In accordance with the provisions of Delegated Regulation 2022/1214 of 9 March 2022, Crédit Agricole S.A. publishes the tables relating to fossil gas and nuclear energy activities. With regard to the alignment KPIs, the tables presented concern the Green Asset Ratios (GAR) in terms of revenues and CapEx. The other metrics (GAR flow, GAR off-balance sheet) are not published due to the non-materiality of the assets concerned in relation to the size of the balance sheet.

TEMPLATE 1 – NUCLEAR ENERGY AND FOSSIL GAS RELATED ACTIVITIES**Row Nuclear energy related activities**

1	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	Yes
2	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	Yes
3	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	Yes

Fossil gas related activities

4	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	Yes
5	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	Yes
6	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	Yes

In this table, Crédit Agricole S.A. provides an overview of its financing and exposure in activities related to nuclear energy and fossil gas. This table presents both the direct financing that is granted for projects in activities related to nuclear energy and fossil gas, and also all the indirect exposures in these activities, in other words exposures that may arise from financing a customer who themselves has activities linked to nuclear energy and fossil gas. For this general financing (the purpose of which is unknown), Crédit Agricole S.A.'s exposure is weighted by ratios relative to activities related to nuclear energy and fossil gas, published by customers and collected from the data provider Clarity AI. This table is completed from template 2 "Taxonomy-aligned economic activities (denominator, based on counterparty green revenues)".

**TEMPLATE 2 – TAXONOMY-ALIGNED ECONOMIC ACTIVITIES (DENOMINATOR)
(BASED ON COUNTERPARTY GREEN REVENUES)**

Row	Economic activities	Amount in million euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		Climate change mitigation (CCM)		Climate change adaptation (CCA)			
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
2	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
3	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,954	0.16%	1,954	0.16%	-	-
4	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
5	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.00%	2	0.00%	-	-
6	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	42,871	3.48%	42,832	3.48%	39	0.00%
8	TOTAL APPLICABLE KPI	1,232,367	100.00%	1,232,367	100.00%	1,232,367	100.00%

In this table, Crédit Agricole S.A. presents the amount and share of taxonomy-aligned (sustainable) exposures for each of the activities related to nuclear energy and fossil gas, compared to the denominator of the GAR (covered assets). For indirect exposures in these activities, the aligned amounts are determined by weighting the amount of general financing with the revenues aligned to activities related to nuclear energy and fossil gas of customers subject to the NFRD.

**TEMPLATE 2 - TAXONOMY-ALIGNED ECONOMIC ACTIVITIES (DENOMINATOR)
(BASED ON COUNTERPARTY GREEN CAPEX)**

Row	Economic activities	Amount in million euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
2	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	21	0.00%	21	0.00%	-	-
3	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,919	0.16%	1,919	0.16%	-	-
4	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	6	0.00%	6	0.00%	-	-
5	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.00%	2	0.00%	-	-
6	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	51,994	4.22%	51,963	4.22%	31	0.00%
8	TOTAL APPLICABLE KPI	1,232,367	100.00%	1,232,367	100.00%	1,232,367	100.00%

In this table, Crédit Agricole S.A. presents the amount and share of taxonomy-aligned (sustainable) exposures for each of the activities related to nuclear energy and fossil gas, compared to the denominator of the GAR (covered assets). For indirect exposures in these activities, the aligned amounts are determined by weighting the amount of general financing with the capital expenditure (CapEx) aligned to activities related to nuclear energy and fossil gas of customers subject to the NFRD.

**TEMPLATE 3 - TAXONOMY-ALIGNED ECONOMIC ACTIVITIES (NUMERATOR)
(BASED ON COUNTERPARTY GREEN REVENUES)**

Row	Economic activities	Amount in million euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
2	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
3	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,954	4.36%	1,954	4.36%	-	-
4	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
5	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.00%	2	0.00%	-	-
6	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	42,871	95.63%	42,832	95.54%	39	0.09%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY ELIGIBLE BUT NOT TAXONOMY - ALIGNED ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI	44,830	100.00%	44,791	99.91%	39	0.09%

In this table, Crédit Agricole S.A. presents the amount and share of taxonomy-aligned (sustainable) exposures for each of the activities related to nuclear energy and fossil gas, compared to the numerator of the GAR (aligned assets). For indirect exposures in these activities, the aligned amounts are determined by weighting the amount of general financing with the revenues aligned to activities related to nuclear energy and fossil gas of customers subject to the NFRD.

**TEMPLATE 3 – TAXONOMY-ALIGNED ECONOMIC ACTIVITIES
(NUMERATOR) (BASED ON COUNTERPARTY GREEN CAPEX)**

Row	Economic activities	Amount in million of euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
2	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	21	0.04%	21	0.04%	-	-
3	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1,919	3.56%	1,919	3.56%	-	-
4	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	6	0.01%	6	0.01%	-	-
5	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.00%	2	0.00%	-	-
6	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	51,994	96.39%	51,963	96.33%	31	0.06%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY ELIGIBLE BUT NOT TAXONOMY-ALIGNED ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI	53,943	100.00%	53,912	99.94%	31	0.06%

In this table, Crédit Agricole S.A. presents the amount and share of taxonomy-aligned (sustainable) exposures for each of the activities related to nuclear energy and fossil gas, compared to the numerator of the GAR (aligned assets). For indirect exposures in these activities, the aligned amounts are determined by weighting the amount of general financing with the capital expenditure (CapEx) aligned to activities related to nuclear energy and fossil gas of customers subject to the NFRD.

**TEMPLATE 4 – TAXONOMY-ELIGIBLE, BUT NOT TAXONOMY-ALIGNED, ECONOMIC ACTIVITIES
(BASED ON COUNTERPARTY GREEN REVENUES)**

Row	Economic activities	Amount in million of euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
2	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
3	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	6	0.00%	6	0.00%	-	-
4	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	278	0.02%	278	0.02%	-	-
5	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	71	0.01%	71	0.01%	-	-
6	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	314,898	25.55%	314,092	25.49%	806	0.07%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY ELIGIBLE BUT NOT TAXONOMY-ALIGNED ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI	315,256	25.58%	314,450	25.52%	806	0.07%

In this table, Crédit Agricole S.A. presents the amount and share of exposures that are eligible but are not aligned to the taxonomy for each of the activities related to nuclear energy and fossil gas, compared to total eligible but not aligned exposures, as reported in template 1 "Assets for the calculation of GAR (based on counterparty green revenues)" (difference between eligible assets and aligned assets). For indirect exposures in these activities, the eligible but not aligned amounts are determined by weighting the amount of general financing with the revenues that are eligible but not aligned to activities related to the nuclear energy and fossil gas of customers subject to the NFRD (difference between eligible revenues and aligned revenues published by customers).

**TEMPLATE 4 – TAXONOMY-ELIGIBLE, BUT NOT TAXONOMY-ALIGNED, ECONOMIC ACTIVITIES
(BASED ON COUNTERPARTY GREEN CAPEX)**

Row	Economic activities	Amount in million of euros and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
2	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%	0	0.00%	-	-
3	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.00%	2	0.00%	-	-
4	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	184	0.01%	184	0.01%	-	-
5	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	45	0.00%	45	0.00%	-	-
6	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	1	0.00%	1	0.00%	-	-
7	Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	313,174	25.41%	312,404	25.35%	770	0.06%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY ELIGIBLE BUT NOT TAXONOMY-ALIGNED ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI	313,407	25.43%	312,637	25.37%	770	0.06%

In this table, Crédit Agricole S.A. presents the amount and share of exposures that are eligible but are not aligned to the taxonomy for each of the activities related to nuclear energy and fossil gas, compared to total eligible but not aligned exposures, as reported in template 1 “Assets for the calculation of GAR (based on counterparty green CapEx)” (difference between eligible assets and aligned assets). For indirect exposures in these activities, the eligible but not aligned amounts are determined by weighting the amount of general financing with capital expenditure (CapEx) that is eligible but not aligned to activities related to the nuclear energy and fossil gas of customers subject to the NFRD (difference between eligible capital expenditure and aligned capital expenditure published by customers).

**TEMPLATE 5 – TAXONOMY NON-ELIGIBLE ECONOMIC ACTIVITIES
(BASED ON COUNTERPARTY GREEN REVENUES)**

Row	Economic activities	Amount (in million of euros)	Percentage
1	Amount and proportion of economic activity referred to in row 1 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%
2	Amount and proportion of economic activity referred to in row 2 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2	0.0%
3	Amount and proportion of economic activity referred to in row 3 of Template 1 that is taxonomy-non-eligible in accordance with Section	73	0.0%
4	Amount and proportion of economic activity referred to in row 4 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	-	-
5	Amount and proportion of economic activity referred to in row 5 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	-	-
6	Amount and proportion of economic activity referred to in row 6 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	-	-
7	Amount and proportion of other taxonomy-non-eligible economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	872,207	70.8%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY-NON-ELIGIBLE ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI'	872,282	70.8%

In this table, Crédit Agricole S.A. presents the amount and share of assets that are not taxonomy-eligible for each of the activities related to nuclear energy and fossil gas, compared to total assets not eligible, as reported in template 1 “Assets used to calculate the GAR (based on counterparty green revenues)” (difference between total assets of the GAR and eligible assets). For indirect exposures in these activities, the non-eligible amounts are determined by weighting the amount of general financing with non-eligible revenues in activities related to nuclear energy and fossil gas of customers subject to the NFRD.

**TEMPLATE 5 – TAXONOMY NON-ELIGIBLE ECONOMIC ACTIVITIES
(BASED ON COUNTERPARTY GREEN CAPEX)**

Row	Economic activities	Amount (in million of euros)	Percentage
1	Amount and proportion of economic activity referred to in row 1 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.00%
2	Amount and proportion of economic activity referred to in row 2 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	131	0.0%
3	Amount and proportion of economic activity referred to in row 3 of Template 1 that is taxonomy-non-eligible in accordance with Section	39	0.0%
4	Amount and proportion of economic activity referred to in row 4 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	-	-
5	Amount and proportion of economic activity referred to in row 5 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0	0.0%
6	Amount and proportion of economic activity referred to in row 6 of Template 1 that is taxonomy-non-eligible in accordance with Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	-	-
7	Amount and proportion of other taxonomy-non-eligible economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	864,847	70.2%
8	TOTAL AMOUNT AND PROPORTION OF TAXONOMY-NON-ELIGIBLE ECONOMIC ACTIVITIES IN THE DENOMINATOR OF THE APPLICABLE KPI'	865,017	70.2%

In this table, Crédit Agricole S.A. presents the amount and share of assets that are not taxonomy-eligible for each of the activities related to nuclear energy and fossil gas, compared to total assets not eligible, as reported in template 1 “Assets for the calculation of GAR (based on counterparty green CapEx)” (difference between total assets of the GAR and eligible assets). For indirect exposures in these activities, the non-eligible amounts are determined by weighting the amount of general financing with non-eligible capital expenditure in activities related to nuclear energy and fossil gas of customers subject to the NFRD.

3. SOCIAL RESPONSIBILITY

3.1. CORPORATE WORKFORCE

3.1.1 STRATEGY

3.1.1.1 THE HUMAN-CENTRIC PROJECT, A MAJOR DRIVER OF CRÉDIT AGRICOLE S.A.'S AMBITIONS

To work every day in the interest of its customers and society, Crédit Agricole S.A. has coordinated its action around the Medium-Term Plan, the Customer Project, the Societal Project and the Human-centric Project.

Crédit Agricole S.A.'s organisational, managerial and cultural transformation relies on employee-driven actions: for the Customer Project work on relational excellence, for the Human-centric Project, the development of empowered teams, and for the Societal Project, efforts to step up societal commitment.

The Human-centric Project focuses on local human accountability to offer customers permanent access to a trained, independent contact person acting within a clear framework of delegation. It is based on a deep conviction: "human accountability is a necessity". Training actions and tests have been carried out by teams and individuals to support them in the development of the Customer Project and the Societal Project.

The Human-centric Project places individual and collective responsibility at the heart of the Group's managerial, cultural and human transformation. It recognises the individual and collective engagement and performance of employees. It promotes the development of employee skills and offers them extensive career and mobility opportunities, through its learning-based corporate culture.

In an ever-changing environment and in the face of multiple transformations (digital, environmental, social), Crédit Agricole S.A. acts as a responsible employer for all its employees across the world⁽¹⁾.

In addition, by signing the UNI Global Union Global Agreement, Crédit Agricole S.A. has reaffirmed its commitment to respecting all laws on employment, freedom of association, collective bargaining agreements, health and safety regulations at national level, as well as internationally recognised human rights and applicable laws, in all the markets where it operates. It is also committed to promoting employee training as a key element in the human rights-related risk management system. In its Code of Ethics, Crédit Agricole S.A. reiterates that it carries out its activities in all parts of the world in respect of the fundamental human and social rights. The code of conduct also specifies "with regard to relations between Company employees or with all of its stakeholders, human rights and people's fundamental social rights must be rigorously applied". Accordingly, as part of its Global Agreement, Crédit Agricole S.A. confirms that it will continue to:

- respect the UN Guiding Principles on Business and Human Rights;
- implement its own reasonable measures to prevent, mitigate and, where applicable, strive to remedy any potential harmful effects that its activities and business lines may have on human rights according to the guidance given by the UN Guiding Principles on Business and Human Rights;

- respect the provisions of the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work adopted on 18 June 1998 and the corresponding conventions. This includes the right of all employees to organise, join a trade union and engage in collective bargaining;
- adhere to the OECD Guidelines for Multinational Enterprises (2011) and the Tripartite Declaration of Principles concerning Multinational Enterprises and Social Policy (ILO, fifth edition, 2017).

Lastly, Crédit Agricole S.A. is committed to respecting international and national legislation as well as the provisions of agreements in all countries in which it operates, and to ensuring fair employment and working conditions for all its employees.

3.1.1.2 THE VARIOUS PILLARS OF THE HR POLICY

To reinforce its Responsible Employer promise and establish it in the long term, Crédit Agricole S.A.'s commitment is focused on five main pillars, to respond to the impacts, risks and opportunities identified by the HR division (for more information, see part 1.3.3 "Material impacts, risks and opportunities and their interaction with strategy and business model"):

1. **Human capital development:** Crédit Agricole S.A. promotes continuous training and skills development to ensure the employability and functional mobility of employees, as well as the affirmation of leadership.
2. **Social dialogue:** Crédit Agricole S.A. encourages a rich social dialogue, which is both constructive and respects human rights, freedom of association and trade union rights, as well as actively listening to employees.
3. **Diversity and inclusion:** Crédit Agricole S.A. pursues an inclusive policy rolled out at all levels of the organisation enabling it to firmly oppose discrimination in all its forms and to promote equal opportunities.
4. **Working environment:** Crédit Agricole S.A.'s social policy ensures that it offers working and employment conditions that guarantee safety and preserve health, as well as the quality of life and working conditions of employees.
5. **Performance and compensation:** The Crédit Agricole S.A. remuneration policy is based on the values of accountability and transparency, allowing Group employees to be rewarded for their performance in a fair way, while respecting international standards.

The targets of the HR business line are defined by the continuous improvement of the metrics presented in parts 3.1.1.4. "Workforce" and 3.1.3. "Quantitative data for 2024 and targets".

(1) To find out more about the specifics of Crédit Agricole S.A.'s employees, refer to Part 3.1.1.4 "Workforce".

3.1.1.3 MANAGEMENT AND GOVERNANCE OF IMPACTS, RISKS AND OPPORTUNITIES WITHIN THE HR DIVISION

The Crédit Agricole S.A. HR strategy is influenced by the impacts, risks and opportunities (IROs) that affect all employees without distinction⁽¹⁾.

Five policies dedicated to the women and men of the Group have been implemented to respond to these IROs, as detailed in Part 3.1.2 Policies, action plans and resources mobilised as part of the HR policy:

1. Human capital development;
2. Social dialogue;
3. Diversity;
4. Working environment;
5. Performance and compensation.

The positive impacts identified contribute to our opportunities and are driven by the Human-centric Project:

1. good talent management in connection with the implementation of ambitious skills development and compensation policies improve the Group's attractiveness and employee retention;
2. implementation of proactive policies for employee well-being (in and outside work), diversity, and inclusion coupled with the merits of freedom of association and collective bargaining guarantee improved employee health and safety.

Together, these positive impacts influence the Crédit Agricole S.A. strategy and business model and are ultimately guarantees of increased global performance.

3.1.1.4 WORKFORCE

WORKFORCE BY GENDER

Gender	Number of employees (headcount)	% of employees
Female	42,259.99	52.02%
Male	38,984.09	47.98%
Other*	-	-
Not reported	-	-
TOTAL EMPLOYEES	81,244.08	100%

* Gender as specified by the employees themselves.

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including corporate officers, excluding directors), expressed in full time equivalent (FTE) at 31 December 2024.

See Note 7 "Employee benefits and other compensation" in the "Notes to the consolidated financial statements" of the Universal Registration Document to cross-reference the most representative figure in Crédit Agricole S.A.'s financial statements.

Definitions:

- **Executive corporate officers:** an executive corporate officer (CEO or Deputy CEO) is a person who holds a corporate position on behalf of the legal entity they represent and who is compensated for this position.
- **Fixed-term contracts:** excluding interns, work-study students (apprenticeship contracts and professional training contracts), employees under industrial agreements for training through research, international volunteers, seasonal employees and temporary workers (temporary workers are non-employees).
- **Inactive employees:** employees who receive pay but are no longer working, or those who no longer receive pay and are no longer working, but who are still linked to the entity through an employment contract.
- **Full-time equivalent (FTE):** the activity rate of each employee on a permanent or fixed-term contract present at 31 December 2024, based on their theoretical working time. Example: an employee working 50% part-time will have an activity rate of 0.5. Do not confuse "activity rate" with "presence rate": a full-time employee with a suspended contract will have a presence rate of 0 but an activity rate of 1, while an employee on part-time medical leave will have an activity rate of <1.
- **Individuals:** An employee counts as one individual.
- **Gender M/F/O/NR:** the genders "Other" (O: Other) and "Not reported" (NR: Not reported) only apply in countries where legislation allows them. France does not allow this.

BREAKDOWN OF WORKFORCE BY REGION/COUNTRY (THRESHOLD OF 50 OR MORE EMPLOYEES, REPRESENTING AT LEAST 10% OF TOTAL WORKFORCE)

Region/Country	Number of employees (headcount)	% of employees
Western Europe	65,156	80.2%
o/w France	38,300	47.1%
o/w Italy	15,658	19.3%
Eastern Europe	7,719	9.5%
Asia – Oceania	4,337	5.3%
Africa	2,409	3.0%
North America	1,359	1.7%
Near and Middle East	146	0.2%
Central and South America	118	0.1%
TOTAL EMPLOYEES	81,244	100%

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in full time equivalent (FTE) at 31 December 2024. Geographic areas have been defined by significant region and on the basis of those existing in the Universal Registration Document.

(1) For more information on the specificities of Crédit Agricole S.A. employees, see Part 3.1.1.4 "Workforce".

WORKFORCE BY CONTRACT TYPE, BROKEN DOWN BY GENDER

	Reporting period: 1 January 2024 to 31 December 2024				
	Female	Male	Other*	Not reported	Total
Employees					
By headcount/FTE	42,259.99	38,984.09	-	-	81,244.08
As a %	52.02%	47.98%	-	-	100%
Number of permanent employees (permanent contracts)					
By headcount/FTE	40,493.56	37,410.55	-	-	77,904.11
As a %	51.98%	48.02%	-	-	100%
Number of temporary employees (fixed-term contracts)					
By headcount/FTE	1,766.42	1,573.55	-	-	3,339.97
As a %	52.89%	47.11%	-	-	100%
Number of non-guaranteed hours employees					
By headcount/FTE	-	-	-	-	-
As a %	-	-	-	-	-
Number of full-time employees					
By headcount/FTE	37,225.00	38,334.00	-	-	75,559.00
As a %	49.27%	50.73%	-	-	100%
Number of part-time employees					
By headcount/FTE	5,034.98	650.09	-	-	5,685.07
As a %	88.56%	11.44%	-	-	100%

* Gender as specified by the employees themselves.

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in full time equivalent (FTE) on a full-time or part-time basis at 31 December 2024. The number of non-guaranteed hours employees takes into account, for example, zero-hour contracts. This is a type of employment contract that has developed in the European Union, as well as in the United Kingdom and France (holiday contracts at universities or "work for hire" contracts for proof-readers in the publishing industry, for example). Its main feature is that the employer does not specify any working hours or minimum working time in the contract. The employee is paid only for the hours worked, and must be available at any time of the day.

WORKFORCE BY CONTRACT TYPE, BROKEN DOWN BY REGION

	Reporting period: 1 January 2024 to 31 December 2024							
	Western Europe	Eastern Europe	Asia - Oceania	Africa	North America	Near and Middle East	Central and South America	Total
Number of employees (by headcount/FTE)	65,156.11	7,718.78	4,337.10	2,409.00	1,359.07	146.00	118.00	81,244.06
Number of permanent employees (permanent contracts) (by headcount/FTE)	63,852.8	6,980.03	3,925.20	1,524.00	1,359.07	145.00	118.00	77,904.10
Number of temporary employees (fixed-term contracts) (by headcount/FTE)	1,303.31	738.76	412.90	885.00	-	1.00	-	3,339.97
Number of non-guaranteed hours employees (by headcount / FTE)	-	-	-	-	-	-	-	-
Number of full-time employees (by headcount / FTE)	59,566.00	7,631.00	4,332.00	2,409.00	1,357.00	146.00	118.00	75,559.00
Number of part-time employees (by headcount / FTE)	5,590.11	87.79	5.10	-	2.07	-	-	5,685.07

This table covers all full-time and part-time employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in full time equivalent (FTE) at 31 December 2024.

EMPLOYEE TURNOVER

2024

Employee turnover rate	8.43%
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This indicator covers all employees active during the year on permanent contracts (including executive corporate officers, excluding directors), expressed in number of individuals. Permanent contracts have been used to calculate this metric, as it does not seem appropriate to calculate a turnover rate for employees on fixed-term contracts. "Inactive employees" are excluded from this indicator.

The reasons for hiring taken into account are: external recruitment, permanent contract conversions.

The reasons for departure taken into account are: resignations, retirements, redundancies, other departures (contract termination by mutual agreement, termination of probationary period, death,

other). An employee who is present on 31/12/N, but who leaves the company on that day, will be considered to have left on 01/01/N+1.

The calculation formula used is: [(Number of permanent contract hirings in year N + Number of permanent contract departures in year N) / 2] / Number of permanent contract employees active at 01/01/N (or, failing that, at 31/12/N-1).

Permanent contract conversions take into account employees whose contract is converted into a permanent contract during the year if they were hired under a permanent contract within three months of the end of their previous contract and if they were hired by the same entity as their previous contract.

REASONS FOR DEPARTURE (EMPLOYEES ON PERMANENT CONTRACTS)

	France	Other countries	Total	2024 %
Resignation	960	1,980	2,940	51.75 %
Retirement	578	300	878	15.46 %
Lay-off	322	336	658	11.58 %
Death	23	26	49	0.86 %
Other	549	607	1,156	20.35 %
TOTAL PERMANENT CONTRACT DEPARTURES	2,432	3,249	5,681	100 %

This table covers all employees active during the year on permanent contracts (including executive corporate officers, excluding directors), expressed as a number of employees. "Inactive" employees are excluded from the scope.

3.1.2 POLICIES, ACTION PLANS AND RESOURCES MOBILISED AS PART OF THE HR POLICY

3.1.2.1 HUMAN CAPITAL DEVELOPMENT POLICY

GOVERNANCE

Crédit Agricole S.A.'s development of human capital is defined, managed and coordinated through the following decision-making bodies, in order:

- the Executive Committee;
- the HR Directors' Committee (monthly) to define and share the Human Capital Development Policy within all entities of Crédit Agricole S.A.;
- the Strategic Workforce Planning Committee (three times a year) in charge of monitoring the strategy and its consequences on employment in terms of planning.

These bodies are responsible for monitoring and assessing the effectiveness of this human capital development policy and the associated actions (including through quantitative metrics).

Coordination (on a monthly basis) is also ensured by the Human Resources department with the business line HR divisions of Crédit Agricole S.A. (without decision-making powers).

FRAMEWORKS AND REFERENCES

Crédit Agricole S.A.'s human capital development commitments are based on:

- the UNI Global Union Global Agreement, in force for the period 2023-2027;
- The agreement on the management of skills, since 2012;
- Crédit Agricole Group Mobility Charter of 12 November 2024.

All these documents are available on the website ⁽¹⁾.

(1) <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer#tab194116>.

MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

As a reminder, the material Impacts, Risks and Opportunities (IROs) identified and addressed through the human capital development theme, as part of the double materiality analysis prior to the drafting of this report, are:

Description of IROs	Positioning in the value chain
Positive impact	
- Positive impact on employees through good talent management and the implementation of ambitious skills development policies	N/A
Opportunities	
- Improving attractiveness through ambitious and innovative ⁽¹⁾ ESG practices	N/A
- Increased overall performance and employee retention, thanks to ambitious career and skills development policies	N/A
(1) The opportunity "Improving attractiveness through ambitious and innovative ESG practices" is common to all Crédit Agricole S.A.'s HR policies and therefore refers to Human Capital Development, Social Dialogue, Diversity, Working Environment, and Performance & Compensation. In terms of human resources, Crédit Agricole S.A.'s attractiveness is measured and analysed every year through employer brand rankings and turnover monitoring (see "Employee turnover" table in Part 3.1.4 "Workforce" above). In particular, young graduates ranked Crédit Agricole S.A. number one on its social and environmental commitments in the 2023 CSR Index (Universum survey) for the financial services sector. It was also ranked number one in financial services in the LinkedIn Top Companies 2024 ranking.	

The impacts, risks and opportunities associated with the human capital development policy are examined by Crédit Agricole S.A.'s Human Resources department and overseen annually by the HR Directors' Committee.

HUMAN CAPITAL DEVELOPMENT POLICY

CONTEXT/AMBITIONS

With the aim of having a positive impact on its employees and contributing to the development of their skills, Crédit Agricole S.A. regularly identifies and proposes new solutions and is therefore very active in the search for new skills development offers and professional mobility opportunities, in order to meet employee expectations.

Since 2019, the implementation of the Human-centric Project has encouraged empowerment, discernment, confidence, courage and initiative. In terms of skills, it fosters a culture of curiosity, training and mobility. This Human-centric Project allows each employee to play a full part in their own career path, to make progress and to develop skills in both management and business expertise.

These opportunities promote sustainable employability, boost overall employee performance and enhance the company's attractiveness in the interests of its customers.

SCOPE OF APPLICATION

This policy applies to Crédit Agricole S.A. and its subsidiaries worldwide.

CONTENT AND ACTION PLANS

1. Training

Key training principles

For Crédit Agricole S.A., dynamic and innovative employee support and the implementation of skills development policies are major challenges. Crédit Agricole S.A. therefore invests in the professional development and lifelong training of its employees, wherever they may be in the world. It emphasises diversified career paths within its business lines, regions and geographic areas.

Employee training objectives are defined on a global level for all regulatory matters (via the Group's training body, IFCAM/Compliance). Cross-functional business lines such as the Information Systems business line also define general action plans that complement the training action plan targets of each entity. All these collective targets are added to the individual targets defined at the end-of-year assessments.

As such, Crédit Agricole S.A. offers a wide range of opportunities for skills development, focusing on two key areas:

- promoting continuous skills development and continuous adaptation in order to keep pace with changes in the business and ensure the long-term employability of employees;

- supporting the acquisition of new skills and anticipating change.

Crédit Agricole S.A.'s culture of continuous training and learning is rooted in its identity.

Crédit Agricole S.A. is organised in a consistent way – thanks in particular to its training body, IFCAM – in order to regularly roll out all the training courses needed on an annual basis for the development of its employees' skills. With regard to regulatory and mandatory training, which is constantly changing, Crédit Agricole S.A. is mindful of preparing its employees to work every day in the interest of its customers and society. The active management of these programmes and their timetable is adjusted at business line level according to their specific features and ecosystems.

This is why Crédit Agricole S.A. has chosen to manage its reporting in line with four themes:

- mandatory regulatory reporting;
- CSR, including the mandatory "At the heart of the Societal Project" training course;
- other hard skills, such as AI;
- soft skills.

Each business line and location then defines training programmes according to its own priorities and needs.

A training pilot community is led by the Group HR department to define annual priorities (for example, AI in 2024 and CSR in 2022).

This community also encourages the sharing of best practices and helps capitalise on the collective approach when responding to employee and business line needs.

In 2024, noteworthy initiatives include:

- Crédit Agricole CIB, for example, has stepped up the development of its ESG Academy, built on a framework of nine ESG skills. Today, this Academy is structured around two levels:
 - an "acculturation" level for all employees (courses have been defined with each department in order to target the modules to be followed as a priority according to their operations and development needs);
 - an "advanced" level to help employees who are most exposed to ESG issues in their day-to-day work to develop their skills.
- For its part, LCL has set up a multi-year training programme dedicated to compliance with consumer obligations. This programme allows employees to acquire and maintain the skills they need, in particular to respect banking confidentiality, fight money laundering and the financing of terrorism, and comply with international sanctions. A strengthened training programme

with mandatory certifications (insurance, mortgages and financial markets) for new positions is offered to employees in direct contact with customers.

The management of skills within the Audit & Inspection business line (LMAI) focuses on two main aspects:

- Forward-looking skills management, to better understand and adapt Audit & Inspection business line skill to its current and future challenges;
- Annual mapping of Audit & Inspection business line skills using as base a harmonised frame of reference (over 30 auditing skills and subjects (IT, Data, Modelling, ESG etc.). This exercise made it possible to map the skills existing within the Audit & Inspection business line and to identify and implement the first action plans at local and Group level.

To develop and maintain its skills level, the Audit & Inspection business line has implemented a proactive training programme that supports the professionalisation of its teams with, namely:

- Continued roll-out of the LMAI Data Academy: from raising awareness to certification in Data Science, via controlling major risks, with a regulatory focus (GDPR and BCBS 239 Basel committee on banking supervision);
- Training actions that have enabled over 98% of Audit & Inspection business line employees to be trained on ESG at 31 December 2024, representing, in 2024, 3,055 hours of training.

Lastly, in joint development with IFCAM and the Information Systems business line, Crédit Agricole S.A. is launching a programme for the controlled and gradual adoption of generative AI by all employees. To support its business lines, Crédit Agricole S.A. is ensuring that all its employees have developed the necessary skills by launching a training programme to familiarise them with this technology, first in France in 2024, then in the first half of 2025 in all the countries where it operates. For Crédit Agricole S.A., generative AI represents an opportunity to improve the customer experience and the experience of all its employees, whom it will free from repetitive or tedious tasks in order to give human intelligence prominence. This technology is therefore an opportunity to develop human skills, discernment, sensitivity, empathy and thus put human accountability at the heart of customer relationships. With this training, Crédit Agricole S.A. is preparing its employees to effectively integrate generative AI into all its business lines.

Metrics relating to skills development are available in Section 3.1.3.5 "Training and skills development metrics" of this report.

Supporting employees

To accelerate transformation through accountability, empowerment and the organisational, managerial and cultural transformation instilled by the Human-centric Project, Crédit Agricole S.A. offers all its employees dynamic, increasingly personalised career paths to help them develop their skills.

Crédit Agricole S.A. relies in particular on IFCAM, the Crédit Agricole Group's university, to offer its employees a range of professional certifications for the many business lines in the Group and specialised markets.

For France, some of the courses listed in the *Répertoire national des certifications professionnelles* (French National Directory of Professional Certifications – RNCP), the *Répertoire spécifique* or the *Valorisation des acquis de l'expérience* (VAE) are eligible for the *Compte personnel de formation* (Personal Training Account – CPF) and are recognised by the French government.

Thanks to a unique partnership, since May 2024 Crédit Agricole S.A. has been using an international platform (LinkedIn) to develop each individual's potential. In addition, each specialised business line also selects the most appropriate suppliers according to regional needs and the expertise sought.

To accelerate its managerial and cultural transformation, Crédit Agricole S.A. has launched a project with LinkedIn that brings all employees on board, to help them always develop their potential through the continuous learning opportunities of self-training. Since May 2024, Crédit Agricole S.A. employees in France and around the world have been progressively given unlimited access to the Group's training, skills development and mobility programmes.

The main advantages of this platform are:

- a response to the desire to provide all Crédit Agricole S.A. entities with a complementary, innovative and up-to-date training offer;
- a response to the increasingly demanding employer-brand challenges of competition and candidate search worldwide;
- a cultural transformation to meet the challenges of professional mobility and to encourage HR teams, managers and employees to rethink and dare embark on innovative career paths.

The partnership focuses on four areas:

- recruitment, with the unlimited publication and promotion of job vacancies to promote internal mobility;
- data analysis, by providing and using data to help manage current and future employment;
- career paths and mobility, through skills improvement, greater visibility of possible mobility opportunities and a shared, unified pool of candidates;
- training, with coverage of training needs (tech, Digital for All, new trends, AI) and a regularly updated training offering, to contribute to the development of employee skills in an increasingly effective way.

By 31 December 2024, all Crédit Agricole S.A. entities had initiated the roll-out of the platform, with an average of 64 minutes of training per employee, and 30,700 employees having accessed LinkedIn Learning via this partnership.

Thanks to the LinkedIn platform, Crédit Agricole S.A. has taken a new step forward by allowing courses to be broadly customised.

Training metrics are available in Section 3.1.3.5 "Training and skills development metrics" of this report.

Supporting the Societal Project

Crédit Agricole S.A. and IFCAM are aware of the environmental, societal and climate issues at stake, and are developing a training ecosystem focusing on two objectives:

- To anticipate business developments to encourage employees to upgrade their skills;
- To offer corporate social responsibility training, to understand these issues and inspire collective action.

The "At the heart of the Societal Project" module is the core of this programme. It highlights Crédit Agricole S.A.'s commitments to the environment, social inclusion and agricultural and agri-food transitions. Accessible to everyone, this module forms the basis of dedicated programmes for each business line.

To ensure that all Crédit Agricole S.A. employees can broaden their knowledge, there is a diverse range of resources offered, designed to draw on different learning systems (podcasts, webinars, e-learning, face to face etc.).

In line with the Group's *Raison d'Être*, all Group executives and employees are trained in CSR issues.

In just two years, at 31 December 2024, 98% of Crédit Agricole S.A.'s employees worldwide have taken CSR training courses, including 132 sessions for directors and 332 sessions for Management Committees/Boards of Directors run by IFCAM. In addition, numerous awareness-raising initiatives such as conferences, "fresques" and workshops have been organised within Crédit Agricole S.A.

In support of the continuous learning culture and to ensure that all employees are aware of and trained in CSR issues, Crédit Agricole's various business lines regularly improve the programmes offered to employees according to the specificities and expertise required.

In 2024, a large amount of content was developed and rolled out with IFCAM, with the aim of capitalising on business-specific approaches targeted according to their timetables and expertise, in order to make it easier for employees in all business lines and geographical regions to adapt the Societal Project.

Alongside training courses for its employees, and to ensure that its managers become the best ambassadors for the Human-centric Project and ramp up the managerial and cultural transformation of the Group, a custom Executive programme was launched in September 2023 in collaboration with HEC Paris and SDA Bocconi, in support of the 2025 MTP.

"Un leadership pour développer sans cesse le potentiel de chacun" takes over from the previous programme *"Leadership, Sens et Mise en responsabilité"* ("Leadership, Meaning and Accountability") implemented in the 2019-2022 Medium term plan.

Imagined as a genuine organisational, cultural and managerial transformation, the Human-centric Project aims to gradually and lastingly instil a culture of human accountability.

As part of this programme, which took place in 2023 and 2024, leaders, as players in the Human-centric Project and the Societal Project, can accelerate their own transformation and management style with regard to their team, in particular by building trust. Through trust, human intelligence is developed, whether emotional, relational or situational, with the aim of increasing motivation and commitment, while boosting productivity and operational and societal performance.

The programme's aim was to link science to current and future issues that executives face.

At the end of 2024, 164 executives had been trained. 100% of invited executives have participated in the programme.

Crédit Agricole S.A. is also mindful of creating the conditions for sustainable employability by adapting business lines and skills to technological, societal and environmental developments (AI, Net Zero transition etc.).

Crédit Agricole S.A. takes a constant interest in technological developments, and numerous initiatives are being launched by entities to use AI to bolster human intelligence in all its business lines.

In 2024, the HR Directors' Committee was trained in generative AI. Generative AI represents an opportunity to improve both the customer experience and the experience of all employees, in particular because AI frees up the time once occupied by low-added-value tasks.

To this end, an AI training programme package was launched in Q4 2024 for all Crédit Agricole S.A. employees.

These training initiatives complement business line initiatives in the use of AI, including "Aria" at LCL and "Alfred" at Crédit Agricole CIB.

Metrics relating to training and skills development are available in Section 3.1.3.5 "Training and skills development metrics" of this report.

Organisational, managerial and cultural transformation

The organisational, managerial and cultural transformation that the Human-centric Project has supported since 2019 has helped develop new ways of working and strengthen the collective spirit.

Crédit Agricole S.A. entities support this approach by establishing dedicated programmes for each team, based on the fundamentals of the Human-centric Project.

These support sessions with coaches, as well as small-group joint-development workshops, give employees the opportunity to reflect together on concrete actions they can take to put the Human-centric Project into practice in their teams. In addition, Crédit Agricole S.A. measures its cultural transformation and the extent to which accountability, which is at the heart of the Human-centric Project, is instilled via the Accountability Index. In 2024, Crédit Agricole S.A. employees with permanent contracts and on the payroll at 30 June 2024 worldwide were asked to complete a questionnaire consisting of 30 closed questions and three open questions.

The results of the annual surveys conducted among Crédit Agricole S.A. employees make it possible to identify the main concerns of employees, by business line, and to measure the effects of the managerial, organisational and human transformation, in particular through the analysis of verbatim accounts. For 2024, the participation rate in the annual Accountability Index survey was 85%. This high level, which has been rising steadily since 2017, is proof of our ongoing commitment to work every day in the interest of our customers and society.

The year 2023 was marked by the accelerated steering of sessions to adopt the Human-centric Project as part of its development, the creation of the community of Human-centric Project pilots and the continued implementation of co-development workshops in all entities.

2024 was the year in which the Group ramped up its managerial and cultural transformation internationally. In total, 65,498 employees, representing 81% of employees worldwide, took part in the Group's organisational, managerial and cultural transformation.

2. Professional assessment

Crédit Agricole S.A. employees worldwide benefit from an "Evaluation and Development" campaign designed to enhance individual and overall performance, in compliance with local regulations. This campaign takes place on an annual basis, but its frequency can be adjusted to suit local regulatory requirements. It allows everyone to play an active role in their own development and performance, and helps build employee loyalty.

Metrics relating to performance evaluations are available in Section 3.1.3.5 "Training and skills development metrics" of this report.

Accountable appraisal

This appraisal is based on a self-assessment, an appraisal by the employee's direct manager, ongoing communication and feedback.

It also provides an opportunity for managers and employees to discuss hard and soft skills, performance evaluation and workload. Managerial skills are also assessed where appropriate.

Business and soft skills training are discussed as part of these appraisals, in order to meet the needs and expectations of employees in terms of progress, job retention and career development.

Career review

In France, the aim of this mandatory review is to share ideas about employees' career development and their training needs. This is a dedicated, formalised and constructive meeting centered on employees' prospects for advancement, their skills, training needs and wishes for professional advancement and mobility.

At Crédit Agricole S.A., a career review is held every year for employees in France (the legal requirement is every two years). In compliance with French social standards, an interview recapping the employee's career path takes place every six years.

A new approach to the employee appraisal was adopted in 2022, in conjunction with the Human-centric Project, with the aim of updating and simplifying the annual appraisal process. Employees are responsible for their own appraisal and propose their own targets for the following year. The manager is responsible for supporting the employee in formalising a qualitative and contextualised assessment and in defining future targets. Targets can evolve throughout the year to adapt to changes in operations.

In addition to these one-on-one appraisals, there is also the possibility of receiving cross-functional feedback for development purposes. This strengthens situational intelligence by enabling other players to impact the perception of the employee and the manager.

3. Career management

Crédit Agricole S.A. takes a holistic approach to employee skills development, creating a virtuous circle of constant learning. This starts with defining a personalised career path, which then leads to concrete mobility through a training programme designed to ensure success in assuming new responsibilities.

To make mobility a key priority, the Crédit Agricole Group's Mobility Charter was launched on 12 November 2024. The aim of the Charter is to facilitate professional mobility through a shared and structured framework. In line with the Group's organisational procedures, this charter standardises the conditions for mobility, highlighting the opportunity for cross-functional career paths between the Group's different business lines.

Mobility guarantees professional growth, the development of each employee's skills and the diversity of their experience, thereby creating a genuine career dynamic.

At the heart of the Human-centric Project, the Talent Factory helps make each employee accountable in building their own career path. Crédit Agricole S.A. values internal mobility as an essential lever to support employees in their development throughout their professional career.

Metrics relating to mobility and promotions are available in Section 3.1.3.5 "Training and skills development metrics" of this report.

Personalised career paths

Working closely with the Human Resources teams and management, each employee can build their career, prepare for mobility, receive training and develop their potential through innovative programmes. In this way, all Crédit Agricole S.A. employees have a responsibility to improve themselves and help others improve.

Crédit Agricole S.A. is committed to accelerating mobility and encourages personalised career paths by filling two-thirds of positions through internal mobility. In 2024, the Group's mobility policy was stepped up, with a resolutely forward-looking approach, particularly in relation to the launch of the LinkedIn partnership. The 2024 Mobilijobs event was a continuation of previous years' initiatives.

Executive succession planning

The purpose of the Crédit Agricole Director, Deputy General Manager and Chief Executive Officer Courses is to:

- identify and select the executives who will ensure the transformation of Crédit Agricole S.A. by embodying its values (succession planning);
- ensure a diversity of executive profiles that will drive performance and collective wealth;
- encourage the emergence of Crédit Agricole S.A. executives to help strengthen synergies;
- reinforce a common intelligence based on an updated leadership model.

These executive courses ("Parcours Dirigeants") are a tool for assessing and helping define an individual development plan in order to be effective as an executive. They give everyone a chance to get to know themselves better, develop their open-mindedness and expand their knowledge of Crédit Agricole S.A.

During these courses, Crédit Agricole Group executives are involved at every stage of the evaluation process.

The programme is inclusive, involving all the Regional Banks, all Crédit Agricole S.A. entities around the world, and future executives.

The Crédit Agricole courses are universal and help develop a sense of Group identity among executives through regular mobility between employment pools (Crédit Agricole S.A./Regional Banks) in the service of a shared collective.

In 2024, Crédit Agricole S.A. held 21 assessment sessions to assess the development potential of candidates.

Crédit Agricole S.A. also supports prospective female and male talent by offering a one-year mentoring programme. Male and female employees registered in this programme meet their mentors (executives) and receive targeted coaching, particularly in soft skills. Mixing employment pools (e.g. mentor from a Regional Bank and mentee from a Crédit Agricole S.A. entity, or vice versa) strengthens cross-functionality within the Group.

Managed at Group level, this Mentoring programme promotes a smoother flow between all employment pools and prepares future executives to take on broader responsibilities. Since its creation in 2017, this programme has supported 99 women and 13 men.

Mentoring programmes are also available for specialised professions. At CACEIS, a mentoring plan is part of its dedicated programme for female talent, consisting of six months' training (seminars and individual coaching) and six months' mentoring. Depending on the experience of the women joining the programme, they are mentored by women with at least 15 years' experience or by the entity's Directors. In 2024, around 55 women were mentored through this programme.

For the Specialised Professions Division, two six- to nine-month programmes coexist: Young Rising Talents and Leader for Good (respectively for employees of less than and over 10 years' experience). These programmes aim to promote cross-functionality, personal development, experience-sharing and cohesion. In 2024, 40 people were mentored in cross-entity, cross-generational and cross-country pairs.

At Crédit Agricole S.A. Parent Company, the three cohorts of the Boost'Her Mentoring programme have supported 33 female talents, 65% of whom have gone on to other functions or management positions. The programme receives a 100% satisfaction rate and recommendation.

3.1.2.2 SOCIAL DIALOGUE

GOVERNANCE

Crédit Agricole S.A.'s Social Dialogue policy is monitored by its decision-making bodies, the Executive Committee and the Crédit Agricole S.A. HR Directors' Committee. These bodies determine and approve, where necessary, the aspects of the Social Dialogue policy.

The Social Dialogue policy is conducted and coordinated by employee representative bodies such as:

- the Consultation Committee, whose role is to inform and discuss strategic projects, monitor Crédit Agricole S.A.'s results and the employment situation. It holds two meetings per year. The Crédit Agricole S.A. Group's trade union correspondents come from this committee and aim to strengthen local social dialogue by sharing information of a social nature in an informal and constructive manner. They meet eleven times per year;
- the Strategic Workforce Planning Committee (SWPC) (informative), in charge of monitoring the strategy and its foreseeable consequences on employment, meets three times a year;
- the *Observatoire des métiers* (Job Trends Watch Unit) (informative), carries out forward-looking analyses of changes in professions and skills. It meets twice per year.

In addition, monitoring committees bring together representatives of the Group's Social Policies/Social Relations department with representatives of the trade unions that have signed the Group's agreements, in particular the Global Agreement and the agreement relating to employee representatives.

MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

As a reminder, the material IROs identified and addressed through the social dialogue theme, as part of the double materiality analysis prior to the drafting of this report, are:

Description of IROs	Positioning in the value chain
Positive impact	
- Positive impact of sound practices on employees' rights to freedom of association and collective bargaining	N/A
Risk	
- Risk to the Group's image or overall performance due to a deteriorated social climate/dialogue	N/A
Opportunities	
- Improving attractiveness through ambitious and innovative ESG practices*	N/A

* For further information about this opportunity, please refer to the IRO table in Part 3.1.2.1 "Human Capital Development policy".

The impacts, risks and opportunities associated with the social dialogue policy are examined by Crédit Agricole S.A.'s Human Resources department and overseen annually by the HR Directors' Committee.

SOCIAL DIALOGUE POLICY

CONTEXT/AMBITIONS

In the Global Agreements signed in July 2019 and October 2023, Crédit Agricole S.A. stated that social dialogue was one of the cornerstones of its social pact. Trade union rights, employee representation and collective bargaining are fundamental rights that Crédit Agricole S.A. respects and encourages. Crédit Agricole S.A. firmly believes that transparent and responsible social dialogue helps to strengthen mutual trust between stakeholders, support transformations and adapt to changes in the environment, particularly legal and regulatory changes.

To complement the conventional framework, Crédit Agricole S.A. has drafted a "Social Dialogue" HR policy, updated in 2024, available on its website.

Lastly, Crédit Agricole S.A.'s Human Resources department meets two or three times a year with the Group's five main trade unions at bilateral meetings.

FRAMEWORKS AND REFERENCES

Crédit Agricole S.A. complies with the International Labour Organization (ILO) Declaration on Fundamental Principles and Rights at Work adopted on 18 June 1998 and amended in 2022, as well as the Tripartite Declaration on Multinational Enterprises and Social Policies (ILO). It also applies the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises.

Crédit Agricole S.A. and its subsidiaries comply with all legal, regulatory and contractual provisions relating to labour relations.

These commitments are included in the Global Agreement signed with UNI Global Union in July 2019 and renewed in October 2023, which reiterates, among other things, the commitment to respecting human rights, freedom of association and trade union rights. A seventh Disability Agreement (2023-2025), a still-active Strategic Workforce Planning Agreement signed in 2012 and an Agreement relating to Employee Representatives complete the contractual framework for social dialogue at Crédit Agricole S.A. and its subsidiaries.

All these documents are available on the website ⁽¹⁾

SCOPE OF APPLICATION

This policy applies to all employees of Crédit Agricole S.A. and its subsidiaries worldwide.

CONTENT AND ACTION PLANS

1. Collective bargaining coverage and social dialogue

Crédit Agricole S.A. is aware that the quality of social dialogue depends on the smooth functioning of relations (negotiation, consultation or simple exchange of information) between Crédit Agricole S.A.'s subsidiaries and their employee representatives. As a result, Crédit Agricole S.A.'s entities conduct local social dialogue in line with their own environments, operations, challenges and cultures, and organise it through their own bodies and social calendar.

⁽¹⁾ <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer#tab194116>

Outside the operations of these bodies, Crédit Agricole S.A., having identified that a deteriorated climate and social dialogue could create a risk to its image or a reduction in its overall performance, attaches great importance to the commitment of all its employees to social dialogue.

In this way, social dialogue is seen as a factor in the balance of social relations and the development of the entities' performance. To encourage this, the Group signed an open-ended agreement in 2019 on the career paths of employee representatives, ensuring sound practices have a positive impact on employees' rights to freedom of association and collective bargaining. This Group-level agreement provides for several types of actions to promote commitment to employee representation, notably in terms of career management and interviews, and special compensation monitoring.

The momentum of social dialogue in Crédit Agricole S.A. entities was illustrated in 2024 by the signing of a number of agreements, including the following:

- Crédit Agricole CIB and Crédit Agricole Personal Finance & Mobility on gender equality at work, in line with the gender equality at work and non-discrimination approach set out in the Global Agreement;
- Crédit Agricole CIB and Crédit Agricole Immobilier are currently working on the renewal of their agreement on quality of life and working conditions;
- Pacifica on skills development;
- A number of entities on leave day donations, caregivers and their internal social dialogue;
- Crédit Agricole Italia on the evolution of their career path system, which provides for:
 - the harmonisation of career paths for all employees of the Crédit Agricole Italia banking group, in particular by implementing the "Banca unica" project;
 - the introduction of new career paths both in the branch network and at corporate level (central functions);
 - greater flexibility and breakdown for transfers between different roles in the retail banking network;
 - lengthening the total duration of career paths, in line with the longer duration of professional careers.

In addition, in November 2024 Crédit Agricole Italia signed three agreements concerning the company bonus, the renewal of the corporate health insurance agreement and preferential banking conditions for its employees.

Lastly, staff representative elections were held at the end of 2023 and beginning of 2024 within the various entities, with participation rates ranging from 53% to 73%. Training sessions were held for the managers of the elected representatives, to help them understand the role and privileges of employee representative bodies, and to provide them with the best possible support in managing these employees.

Metrics relating to collective bargaining coverage and social dialogue are available in Section 3.1.3.1 "Collective bargaining coverage and social dialogue" of this report.

2. Managing reorganisations

Supporting employees in the event of a reorganisation is a major challenge for social dialogue. Crédit Agricole S.A. firmly believes that transparent and responsible social dialogue at corporate level is the best way to support change and strengthen mutual trust between Management and employees.

As part of the Global Agreement, Crédit Agricole S.A. undertakes to ensure that any entity that is considering a restructuring plan with a significant impact on employment announces the plan in good time so that a dialogue with employee representatives and management can be initiated to find socially responsible solutions to limit the consequences of these reorganisations for employees.

Crédit Agricole S.A. encourages its subsidiaries to take measures to manage reorganisations smoothly. In this regard, Pacifica is pursuing its projects as part of its Vision 2030 transformation plan.

3. Stakeholder involvement

One of the key elements of the social dialogue policy of Crédit Agricole S.A. and its subsidiaries is the involvement of stakeholders, with the aim of nourishing discussions and enhancing the Group's social policy.

This goes beyond complying with legal obligations to inform and/or consult employee representatives, both in the countries where they operate and at European level.

In addition to the extensive social dialogue that has given rise to a rich body of conventions, this attention to stakeholders is also illustrated by the organisation of workshops bringing together all the trade unions and human resources representatives (several dozen people) on an equal footing during four day-long events held on 11 December 2023, 31 January, 4 April and 15 May 2024.

3.1.2.3 DIVERSITY

GOVERNANCE

Crédit Agricole S.A.'s diversity is defined, managed and promoted through the following decision-making bodies, in order:

- the Executive Committee;
- the HR Directors' Committee, which brings together the HR Directors of the various entities of Crédit Agricole S.A., on a monthly basis to define and share the roadmap for the Human Resources strategy and diversity policy within each specialised entity;
- Crédit Agricole S.A.'s Diversity Committee meets quarterly to discuss the direction of the Group's diversity policy, and to adapt to social and societal developments;
- the central disability team coordinates the monitoring of commitments under the Group disability agreement as well as reporting to the relevant bodies. Members of the monitoring committee and joint working group are appointed by the representative labour organisations.

These bodies are responsible for monitoring and evaluating the effectiveness of this policy and related actions (notably quantitative metrics).

The Community of Diversity representatives (non-decision-making body) meets monthly to implement actions at the Crédit Agricole S.A. and local levels, and to exchange best practices within the entities, thus reinforcing our inclusive culture.

FRAMEWORKS AND REFERENCES

Crédit Agricole S.A.'s commitments to diversity are based on:

- the Diversity Policy (see section "Diversity policy", "Context/Ambitions" below);
- the *Charte Potentielles* (Potentielles Diversity Charter), signed by all Crédit Agricole S.A.'s gender diversity networks, which aims to boost gender diversity through awareness-raising initiatives;
- the UNI Global Union Agreement, in force for the period 2023-2027;

- the seventh Group Disability Agreement, signed unanimously by Crédit Agricole S.A.'s representative trade unions for the period 2023-2025, pursuant to Article 67 of the Law of 5 September 2018 "for the freedom to choose one's professional future" applicable from 1 January 2024. The Disability Agreement is overseen by the central disability team, in conjunction with HR

representatives in the subsidiaries. Successive agreements have led to changes in the professional practices of all players involved, as well as in everyone's view of the importance of diverse profiles and skills as a factor for cohesion, progress, and social and managerial innovation.

All these documents are available on the website ⁽¹⁾.

MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

As a reminder, the material IROs identified and addressed through the diversity theme, as part of the double materiality analysis prior to the drafting of this report, are:

Description of IROs	Positioning in the value chain
Risk	
- Internal and external image and reputational risk due to inadequate diversity and inclusion policies or discriminatory practices	N/A
- Risk associated with not knowing employee characteristics	N/A
Opportunities	
- Improving attractiveness through ambitious and innovative ESG practices*	N/A

* For further information about this opportunity, please refer to the IRO table in Part 3.1.2.1 "Human Capital Development policy".

The impacts, risks and opportunities associated with the diversity policy are examined by Crédit Agricole S.A.'s Human Resources department and overseen annually by the HR Directors' Committee.

Crédit Agricole S.A. needs to know the characteristics of its employees; in particular, it monitors its workforce, gender breakdown, types of contracts and staff turnover in order to offer all its employees the same development and career opportunities in the interests of equal opportunities. This information is published in Part 3.1.4 "Workforce" and in all the tables in Part 3.1.3. "Quantitative data for 2024 and targets".

DIVERSITY POLICY

CONTEXT/AMBITIONS

As part of its "Ambitions 2025" Medium-Term Plan, Crédit Agricole S.A. rolled out an ambitious diversity policy. At the heart of the Human-centric Project, it amplifies the Societal Project and bolsters Crédit Agricole S.A.'s *Raison d'Être*. It is a driver for attracting and retaining employees, meeting challenges and preparing the company for the future. Its roll-out limits the risk to Crédit Agricole S.A.'s image and reputation due to inadequate diversity and inclusion policies or discriminatory practices.

Crédit Agricole S.A. is amplifying gender equality at work by giving all employees the same opportunities to access positions, promotions and benefits on the basis of their skills and performance. Through this policy, the culture of value and meritocracy is encouraged by promoting gender diversity in all business lines and at all levels of the organisation. For example, it places the inclusion of people with disabilities at the heart of Crédit Agricole S.A.'s social and societal responsibility.

Crédit Agricole S.A.'s Diversity policy addresses all forms of diversity through initiatives at both Crédit Agricole S.A. and business-line levels.

It is based on five commitments:

- equal opportunities: giving all employees the same opportunities to access positions, promotions and benefits on the basis of their skills and performance;
- openness and curiosity: taking an interest in others, being open to differences, raising awareness and understanding of the diversity policy and highlighting its benefits to ramp up and reinforce an inclusive corporate culture;
- representativeness: reflecting our customers and our ever-changing society, taking into account a number of criteria (age, disability, gender equality), in all business lines and at all levels of the organisation;

- solidarity: placing mutual aid and collaboration at the heart of our policies, through internal actions and external initiatives;
- responsibility: making the promotion of diversity everyone's business.

To complement this framework, Crédit Agricole S.A. has drafted a Diversity policy in-house and published it on its website.

SCOPE OF APPLICATION

This policy applies to Crédit Agricole S.A. and its subsidiaries worldwide.

Supported by the members of Crédit Agricole S.A.'s Executive Committee, the Diversity Policy is implemented at all levels of the organisation. In this way, all the company's players - executives, managers and employees - are involved in promoting and implementing the company's commitments to diversity and inclusion.

CONTENT AND ACTION PLANS

1. Gender equality at work

Gender equality at work and diversity are key to the efficiency of our organisations, and are supported by the Human-centric Project.

For Crédit Agricole S.A., the diversity of teams in a fast-changing environment is a driver of performance, commitment and attractiveness.

Crédit Agricole S.A. strives for gender equality at work, regardless of differences: equity in recruitment, training, promotion, compensation and work-life balance.

Particular attention is also paid to respecting equal pay between men and women ⁽²⁾.

In 2024, Crédit Agricole S.A. and its subsidiaries continued in their approach to advancing equal opportunities and, in particular, gender equality at work.

(1) <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer#tab194116>
 (2) For further details on equal pay for women and men, see Part 3.1.2.5 "Performance and Compensation" and Chapter 3, Part 4 "Reward policy" of the Universal Registration Document.

Since 2022, the Diversity policy has been shared and rolled out within all entities of Crédit Agricole S.A., which have all made its main principles and approach their own. Diversity week in March and Diversity month in November are both used as major opportunities to raise the awareness of and engage all employees on these matters.

In 2024, this "Diversity Month" ran from 4 November to 6 December. Each week was dedicated to the fundamentals of the Policy: Openness and curiosity, Equal opportunities, Solidarity, Representativeness and Responsibility. All the events on offer, including around 20 conferences, were accessible remotely in English and French. A number of internal communications were regularly sent out to invite employees to take part in all or some of these events, generating almost 50% of international connections to remote conferences and round tables. Lastly, around ten Crédit Agricole S.A. executives took part in the events held for this occasion.

Crédit Agricole S.A. also organises training initiatives to reinforce an inclusive culture and raise awareness of biases and stereotypes through various programmes (and in particular through the programme dedicated to executives).

With regard to everyday sexism and non-discrimination in recruitment, targeted programmes were rolled out in 2024 (e.g. at Crédit Agricole Assurances, Crédit Agricole CIB etc.).

In addition, Crédit Agricole S.A. Parent Company and Crédit Agricole CIB organised the *Fresque des Diversités* workshop to raise awareness and questions about the issues of diversity, inclusion and discrimination.

Lastly, Crédit Agricole CIB has signed a fourth agreement on gender equality at work (2024-2026) to ensure balanced recruitment of women and men in its business lines, to provide training on and raise awareness of these principles among the Bank's employees, to support employees in their career development and women's access to positions of responsibility, to significantly increase the annual budget devoted to addressing pay gaps, and to strengthen actions in favour of balancing work and parenthood.

Metrics relating to gender diversity are available in parts 3.1.1.4 "Workforce" and 3.1.3.2 "Diversity" of this report.

2. Intergenerational commitment

In line with its historic approach to inclusion and equal opportunities, Crédit Agricole S.A. stepped up its commitment to young people with the launch of its Youth Plan in 2022.

A vehicle for integration, this plan helps the younger generations find their place in a sustainable society by welcoming high school students on their mandatory work experience week, interns, work-study students, international work experience volunteers and other contracts dedicated to young people.

Discovering Crédit Agricole S.A.'s business lines helps them to acquire skills and fine-tune their career plans so that they can enter the professional world. At Crédit Agricole S.A., it is also an opportunity for each of the Group's areas of expertise to develop their knowledge and practices in the face of constantly changing uses, thanks to the diversity of these young profiles and backgrounds.

In 2024, for the second year running, Crédit Agricole S.A. exceeded its commitment by offering opportunities (internships, work study, international volunteers) to around 13,200 young people (target: 12,000 young people per year).

On 18 October 2024, the first onboarding event for Crédit Agricole Group work-study students, interns and international work experience volunteers was held at the Evergreen site.

The young people were able to participate in this event either in-person or virtually, which was sponsored by *Fédération nationale du Crédit Agricole*, Crédit Agricole S.A. and IFCAM, and was attended by François-Xavier Heulle, Deputy General Manager of *Fédération nationale du Crédit Agricole* in charge of Human Resources; Bénédicte Chrétien, Director of Human Resources at Crédit Agricole S.A.; and Guillaume Lefebvre, Chief Executive Officer of IFCAM.

Launched following a survey conducted among work-study students from previous years, this event enhances knowledge of the Group, raises awareness of the diversity of its business lines and strengthens the team, with employees discussing their career paths and mobility within the Group, as well as work-study students sharing their experiences. The event also featured testimonials from executives who began their careers with the Group in this way.

This event was an opportunity to reaffirm our Youth Plan, which is at the heart of our Human-centric Project and our societal commitments, as well as the key role of work-study students in preparing the company of tomorrow and ramping up the Group's managerial transformation. This event complements the actions implemented within the entities and Regional Banks to encourage the integration of work-study students, and to continue to support and train 50,000 young people by 2025.

Since 2019, the Crédit Agricole Group has also been taking part in the national *Mon stage de troisième* (My Year-10 work experience week) initiative, which aims to offer high-quality observation work experience placements to students from priority education networks.

The Group's ambition is to welcome 750 high school students each year, i.e. 5% of the national target assigned to private-sector companies, including 300 for the Crédit Agricole S.A. scope.

A team has been established within Group Human Resources to coordinate the HR teams in the various subsidiaries and propose a programme for hosting students with the support of associations approved by the national steering group: *Viens voir mon taf, Tous en stage, Un stage et après*.

For the year 2024, 301 high school students were thus welcomed at Crédit Agricole S.A. for their week-long work experience placement.

At the same time, through the *J'Agis* skills sponsorship platform, employees of the pilot entities (Crédit Agricole S.A., Crédit Agricole Assurances and Crédit Agricole Personal Finance & Mobility) were able to get involved with charities working to promote social inclusion and cohesion, in particular through mentoring activities to support the professional integration of young people. The aim of these missions with charities is to promote equal opportunities and reduce the gap between young people from rural areas and those from major cities. It is vital for our employees to enhance the experience and structure the future plans of young people aged 16 to 30, and to support high school girls from working-class neighbourhoods and rural areas in order to boost their confidence. They also help them make the right training and career choices. The platform's roll-out to all other Group entities in France is planned for 2025.

Crédit Agricole S.A. intends to remain a model for the inclusion of all generations in value creation. To this end, in its 2012 agreement on Strategic Workforce Planning, it encourages the employment of seniors. It highlights measures for general application such as retirement and health assessments for employees aged 55 and over.

Metrics on the age breakdown of employees are available in Section 3.1.3.2 "Diversity" of this report.

3. International dimension

Crédit Agricole S.A. pays close attention to the internationalisation of its employee pools.

This vigilance is underpinned by the career committees that take place each year in all Group entities, including international entities. In this way, Crédit Agricole S.A. encourages the emergence and visibility of international profiles, particularly in succession plans, with a target of 30% by 2025, and helps to identify future candidates for executive careers in order to form the next generation of international executives. To this end, every year, a series of executive pathway tests is conducted for international candidates. in 2024, 16% of candidates had international profiles.

In line with the Group's internationalisation programme, mentoring programmes for each business line have been rolled out, including at Indosuez (in 2024: 15 participants, 73% of them outside France), and Amundi (103 participants, 37% of them outside France). Crédit Agricole CIB supports all employees in their career development and pays particular attention to women's access to positions of responsibility. For example, Crédit Agricole CIB Hong Kong has established the "APAC Women Leadership Program", a mentoring programme designed to support female employees in their career development. The International Banking Development Division launched an inter-entity mentoring programme in April 2024 for employees from international entities. This programme is a response to the challenge of internationalising the Group's employee pools.

For CACEIS, which is present in 17 countries, cultural codes are the key to working better together. It is essential to shed light on the local culture and on working culture, and to adapt communication and working methods in order to foster good relations and productive exchanges. To meet these challenges, the company has launched a series of conferences dedicated to cultural codes in the workplace.

Metrics on the international presence of our employees are available in Section 3.1.3.2 "Diversity" of this report.

4. Disability

Crédit Agricole S.A. pursues a proactive policy in favour of equal rights and opportunities, and places the inclusion of people with disabilities at the heart of its corporate social responsibility.

Crédit Agricole S.A.'s Disability policy is designed to recognise the skills of each individual, whatever their uniqueness. It aims to create a working environment that brings out the best in everyone, and defines diversity and inclusion as essential drivers of Crédit Agricole S.A.'s performance and growth. This ambition has led to the implementation of actions to combat discrimination and stereotypes, which have been rolled out during previous Disability agreements and concern all levels of responsibility within Crédit Agricole S.A.

Crédit Agricole S.A. is also reiterating its commitment to those with disabilities on an international scale. Accordingly, as part of its Global Agreement, Crédit Agricole S.A. undertakes to combat all forms of discrimination, whether direct or indirect, and to promote the integration of employees with disabilities in all its subsidiaries.

In collaboration with IFCAM, Crédit Agricole S.A. has created training modules on combating discrimination and implicit decision-making bias, produced by volunteer employees. They are aimed at all Crédit Agricole S.A. employees. The programme, which also includes disability awareness comic strips and videos from the *Handicap, j'agis pour l'inclusion* ("Disabilities: I'm taking action for inclusion") in-house Group training course, aims to make it easier to adopt inclusive practices (management, recruitment, or welcoming and guiding people with disabilities).

To mark the European Disability Employment Week and the 2024 Olympic and Paralympic Games, Crédit Agricole S.A. offered all its employees conferences, events and introductions to paraports (blind football, wheelchair basketball etc.) in a fun and educational way in order to gain an understanding of various disabilities.

Following the Paralympic Games, a dedicated conference, "Throwback to the Games", was held at the Evergreen site in Montrouge, with para athletes sharing their experiences of preparing for and participating in the Games and its impact from a sociological point of view. A quiz on the Group's disability policy and the Paralympic Games was also held.

A *Café Joyeux* Inside cafe was inaugurated on the Montrouge campus in the presence of the founders of the *Café Joyeux* concept, Yann and Lydwine Bucaille, as well as Philippe Brassac, Chief Executive Officer of Crédit Agricole S.A., members of the Executive Committee and the Group's Human Resources Directors. *Café Joyeux* is the first brand of coffee shops to employ people with intellectual disabilities, with all profits reinvested in the association's work. Since its inauguration, six waiters with cognitive and intellectual disabilities have been welcoming Group employees every day.

Disability metrics are available in Section 3.1.3.4 "Disabilities" of this report.

3.1.2.4 WORKING ENVIRONMENT POLICY

GOVERNANCE

Crédit Agricole S.A.'s work environment is defined, managed and promoted through various decision-making bodies listed below, by order of importance.

It is supported by two umbrella committees whose aim is to establish and oversee the implementation of a common strategy within the Group, aimed at the convergence of technological choices and major projects, broken down according to the constraints specific to each site: the Group Security Committee and the Group Physical Security and Safety Committee.

The purpose of Crédit Agricole S.A.'s Physical Security and Safety business line is to establish and oversee the implementation of a common strategy for Crédit Agricole S.A.

The business line is managed by the Physical Security and Safety department, which is responsible for four areas:

- designing the Physical security and safety policy for the Crédit Agricole Group;
- managing the Crédit Agricole Group's physical security system;
- providing advice and support (protection of people and property) within the Crédit Agricole Group;
- coordinating and leading the Crédit Agricole Group's physical security and safety business line.

These bodies are responsible for monitoring and evaluating the effectiveness of this policy and related actions.

The topics of health, safety and working conditions fall within the scope of the organisational methods specific to each entity. In France, the Health, Safety and Working Conditions Committee (HSWCC), which is part of the works council (Economic and Social Committee), is responsible for dealing with issues relating to these topics in each undertaking. This Committee oversees the protection of employee health, contributes to the prevention of workplace risks and helps to improve working conditions.

For their part, health and work-life balance policy guidelines are defined at the level of Crédit Agricole S.A. and implemented and enhanced by each entity through its own social dialogue.

FRAMEWORKS AND REFERENCES

Crédit Agricole S.A.'s Work Environment policy is regulated by several reference documents:

- the UNI Global Union Agreement, in force for the period 2023-2027;

- Charter on new ways of working, updated in 2018;
- Code of Ethics, last updated in 2017.

These documents are available on the website⁽¹⁾.

MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

As a reminder, the material IROs identified and addressed through the working environment theme, as part of the double materiality analysis prior to the drafting of this report, are:

Description of IROs	Positioning in the value chain
Positive impacts	
- Improving employee health and safety through proactive work/life well-being policies	N/A
- Positive impact on employees in the event of social protection practices that are better than statutory practices	N/A
Risk	
- Image and reputational risk in the event the health and safety of employees are endangered or human rights are not respected	N/A
Opportunities	
- Improving attractiveness through ambitious and innovative ESG practices*	N/A

* For further information about this opportunity, please refer to the IRO table in Part 3.1.2.1 "Human Capital Development policy".

The impacts, risks and opportunities associated with the working environment policy are examined by Crédit Agricole S.A.'s Human Resources department and overseen annually by the HR Directors' Committee.

WORKING ENVIRONMENT POLICY

CONTEXT/AMBITIONS

As a responsible employer, Crédit Agricole S.A.'s commitments to health, safety and security for all its employees are as follows:

- protecting the health, safety and security of employees working on its various sites;
- complying with local regulations and legislation regarding health and safety;
- adapting to new ways of working;
- making it easier to achieve work/life balance.

To complement this framework, Crédit Agricole S.A. has drafted a Health, Safety and Quality of Life at Work HR policy, updated in 2024 and available on its website⁽²⁾.

SCOPE OF APPLICATION

This policy applies to all employees of Crédit Agricole S.A. and its subsidiaries worldwide.

CONTENT AND ACTION PLANS

1. Health in the workplace

Work-related risks can have an impact on employee health, resulting in illnesses or accidents. It is the employer's responsibility to eliminate or reduce these risks in order to ensure employee safety and protect their physical and mental health.

Crédit Agricole S.A. and its subsidiaries are committed to ensuring good working and employment conditions and to protecting their employees against any form of violence, abuse, work-related harassment or discrimination, and have implemented procedures to prevent, detect such behaviour and resolve these situations, while respecting the rights of individuals. These commitments are reiterated in the Global Agreement. Crédit Agricole S.A. gives employees the possibility of using an internal whistleblowing mechanism if they witness or are victims of serious events or events contrary to the internal Code of Conduct and if they have not been able to use normal hierarchical channels for reporting problems (fear of retaliation, pressure from superiors, superiors involved etc.). For more information on the Group's whistleblowing platform, see Part 4.1.4.4 "Protection of whistleblowers".

To preserve employees' physical and mental health:

- Crédit Agricole S.A. conducts awareness-raising initiatives (screenings, harassment, ethics, bias);
- Crédit Agricole S.A. entities are equipped with procedures, tools, charters and training relating to harassment, discrimination and mediation.

Throughout the world, Crédit Agricole S.A. and its subsidiaries comply with local health and safety regulations and legislation, in order to develop and maintain a working environment and conditions that guarantee the physical and mental health and safety of employees at work, including in a digital and/or remote working environment.

These principles are implemented and supplemented by the entities according to their own environment, operations, challenges and culture. In France, Crédit Agricole S.A. and its subsidiaries have a Single Occupational Risk Assessment Document (*Document Unique d'Évaluation des Risques Professionnelles* - DUERP), which is updated annually in consultation with their HSWCC. Based on this document, they define their Annual Programme for the Prevention of Occupational Risks and Improvement of Working Conditions (*Programme Annuel de Prévention des Risques Professionnels et d'Amélioration des Conditions de Travail* - PAPRIPACT) to reduce the physical and mental risks to which their employees may be exposed.

Some entities have opted for the services of an occupational health and safety adviser to create and roll out an action plan for the management and prevention of psychosocial risks.

Crédit Agricole S.A. cares about the well-being of its employees by providing ergonomic premises and workstations, and by implementing a number of initiatives to support its employees in their professional activities:

- awareness-raising initiatives and conferences on health-related topics (prevention of musculoskeletal disorders, on-site osteopathy sessions, videoconference on responsible drinking, discovering sophrology etc.);
- arrangements for the prevention of psychosocial risks (hotlines, counselling service, social workers, on-site psychologist);
- a range of sports activities to help reduce stress and enhance well-being for all;

(1) <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer#tab194116>

(2) <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer>

- access to on-site or external occupational medical practitioners, who monitor hygiene conditions in the workplace, prevent risks, monitor employee health and advise employers and employees;
- annual cancer screening, prevention and awareness campaigns (skin, breast etc.); vaccination campaigns; advice on ergonomics, nutrition, stress management, breathing; personalised support for employee caregivers; mental health awareness and mediation are also rolled out within Crédit Agricole S.A. subsidiaries.

In France:

- several entities have rolled out training courses for HR teams, elected representatives, managers or employees on the subject of psychosocial risks, and have renewed their dedicated survey. Crédit Agricole Payment Services continued its actions in connection with the mediation system during 2024, and Pacifica is continuing to roll out its cross-functional HR action plan on psychosocial risks, co-developed with employee representatives;
- with the help of an external service provider, a number of entities assist employees in returning to work following a long-term illness;
- Amundi offered a health programme consisting of 21 awareness-raising workshops;
- Crédit Agricole Leasing & Factoring drew up a health prevention plan for 2024;
- as it does every year, Crédit Agricole Group Infrastructure Platform organised its "Heart Month": a series of events designed to raise awareness of organ and tissue donation among Group employees and the general public;
- CACEIS drew up a self-assessment grid for signs of stress and communicated on its occupational health system; CACEIS Italy launched a psychosocial risks survey and hosted a conference on "how to prevent and calmly manage conflicts in the workplace".

Occupational health and absenteeism metrics are available in Section 3.1.3.6 "Health and safety metrics" of this report.

2. Safety and security at work

Safety

Safety covers all the systems and resources rolled out to deal with unintentional technical, physical, chemical and environmental risks to people and property (accidental fire, weather hazards, workplace accidents).

The Crédit Agricole S.A. strategy regarding physical safety is based on risk prevention, particularly by training employees to enable them to adopt appropriate behaviour and acquire suitable safety practices.

Keeping employees informed is also a major objective.

Physical security

Security covers all the systems and resources used to combat intentional risks associated with acts intended to harm or damage people and tangible and intangible assets (intrusion, theft, damage).

Crédit Agricole S.A.'s physical security strategy is based on three pillars: anticipate, prevent, train/inform:

- anticipate, through security monitoring (assessing the state of threats likely to impact the Group's activities and the safety of its people and infrastructures in France and abroad) and relations with government departments responsible for territorial intelligence, the fight against terrorism and maintaining public order;
- prevent, through site access control systems compliant with the recommendations of the French National Information Systems Security Agency (*Agence nationale de la sécurité des systèmes d'information* – ANSSI), and technical security systems adapted to the issues at stake;

- train/inform, through a Special Security Plan (*Plan particulier de mise en sûreté* – PPMS), which aims to help employees react by informing them of the attitudes to adopt, in e-learning training and continuous information via Group channels.

A support system for international employees and expatriates is also in place: the Physical Security and Safety department carries out a country risk assessment, which is regularly updated based on information provided by its risk analysis providers, the Ministry for Europe and Foreign Affairs and its local contacts.

In 2024, the Security and Safety department organised health and safety days in conjunction with campus entities and medical services. These days were also held in certain Group entities located in different campuses, such as Crédit Agricole Personal Finance & Mobility and Crédit Agricole Payment Services. The workshops included:

- life-saving techniques, led by nurses;
- regulatory evacuation drills in the presence of firefighters, and fire prevention activities;
- a fire fighting training;
- an "Escape Game" covering fire, road, slip-and-fall and noise risks;
- quizzes modelled after game shows like "Going for Gold";
- car rollover simulator demonstrations;
- soft mobility courses (bicycles and kick-scooters);
- road risks, with presentations by local fire and police departments.

Lastly, on the occasion of the World Day for Safety and Health at Work, "Safety Days" were run jointly by Group entities from 3 to 14 June 2024.

Crédit Agricole S.A. also offers its employees training in the form of e-learning modules.

3. Work/life balance

Parenthood

Crédit Agricole S.A. has made a strong commitment to parenthood since it committed in the Global Agreement to granting new fathers, anywhere in the world, a paternity leave of 28 calendar days at the end of 2025, paid at 100%. These days include days granted for the birth of a child.

This commitment is a factor of professional equality and is the counterpart to the introduction of introduction, by the International Framework Agreement signed in 2019, of a fully paid six-week maternity leave in all Crédit Agricole S.A. entities worldwide.

These measures reflect Crédit Agricole S.A.'s commitment to gender equality and work-life balance. In most of the countries where Crédit Agricole S.A. operates, these maternity and paternity leave periods go beyond current local requirements.

Crédit Agricole S.A. attaches great importance to flexibility in the duration and organisation of work (part-time/reduced-time), teleworking, the right to disconnect, sabbatical leave or days off for family events (days off for sick children, death, marriage, back-to-school etc.).

In addition to this leave, entities are encouraged to put in place measures such as adoption leave in order to foster consideration of the diversity of (co-)parenting situations. As a factor of gender equality at work, these periods of extended leave mark Crédit Agricole S.A.'s strong commitment to equality between women and men.

Crédit Agricole S.A. offers a range of services to eligible employees, including spots in day-care facilities and access to the leisure centre for their children.

Some entities in France and abroad (e.g. CACEIS) organise annual conferences on parenthood.

As part of its gender equality at work agreement signed in May 2024, Crédit Agricole Personal Finance & Mobility allows employees – whether women or men – who are responsible for a single-parent family to work part-time at 80% while maintaining 95% of their wage, under certain conditions.

For the past year, Amundi in France has been offering a part-time "short holiday" or "Parent Wednesday" schedule.

Crédit Agricole Italia has launched a new "Respect Charter" aimed at protecting its employees' work-life balance. The charter brings together a number of best practices and tips, the principles of individual responsibility, different leadership styles etc. The charter also introduced "Time Care", a new Outlook function that lets you tailor the availability of your work schedule to maintain a good balance with your personal life.

Telework

All Crédit Agricole S.A. entities in France are covered by a teleworking agreement.

Provided that the activities are eligible for teleworking, employees can telework for up to 40% of their annual working time, with flexibility offered on the scheduling of teleworking days. The risks related to isolation and the feeling of exclusion in the context of teleworking have been studied and are taken into account in each entity's Single Occupational Risk Assessment Document (DUERP).

As regards international operations, each entity adjusts its policy in accordance with local standards and within the limits defined at Crédit Agricole S.A. level.

Campuses

Crédit Agricole S.A. firmly believes that Quality of Life and Working Conditions are a major driver of economic performance and employee engagement. Thus, aware that a pleasant working environment contributes to the well-being of employees, Crédit Agricole S.A. actively integrates nature and biodiversity at its sites.

The Montrouge (Evergreen) and Saint-Quentin (SQY Park) sites have different certifications related to biodiversity and implement concrete actions for the sustainable maintenance of green spaces, combined with a programme of activities offered to employees.

Social offer

Crédit Agricole S.A. offers the employees of subscribing entities (France scope) a wide range of services designed to promote work-life balance as much as possible, in line with the ambitions of the Group's Human-centric Project and Societal Project. Employees can take advantage of the banking benefits offered by the Group, a corporate day-care, or day-care facilities with a service provider, sports offers run by CA Sports through 19 sports associations, a childcare centre close to the SQY Park campus for children aged between 3 and 12 years old every Wednesday and during the school holidays, the services offered by Action Logement Services (social housing, services and financial aid for employees, whether they are young workers, employees on secondment or employees in difficulty).

As such, by 2024:

- around 400 parent-employees benefited from a day-care place;
- more than 2,000 employees signed up for the Group's sports activities;
- on average, the Manet childcare centre welcomed 86.3 children per day, i.e. around 9,670 days of childcare provided in total over the year;
- the Group's banking offer targets nearly 37,000 eligible individuals for 18,000 beneficiaries through 10 distribution networks;
- lastly, nearly 190 employees benefited from social housing through Action Logement.

Social protection

Crédit Agricole S.A. is actively involved in the social protection of its employees as regards health, death, disability and invalidity, having implemented proactive benefits policies that have had a positive impact on improving the health and social protection of its employees.

The Global Agreement of 9 October 2023 contains a strong commitment to supporting parenthood and ensuring access to benefits (disability, invalidity, death and healthcare). It plans to regularly update the status of all employee benefits plans in force in its entities, in order to benchmark the practices of Crédit Agricole S.A. entities with their national and professional peers.

Crédit Agricole S.A.'s entities analyse existing employee benefit plans and identify areas where adjustments are necessary or relevant. As part of their local social dialogue and their internal and external national context, the entities are encouraged to exchange views on benefits plans in order to bring them into line with market practices.

In France, a system for pooling collective benefit plans (death, invalidity and temporary disability cover) is implemented as part of a common social responsibility approach. The benefits of this pooling are that employees can be offered additional benefits, such as improved cover, assistance services and support for the management of psychosocial risks. As a result, 100% of employees in France are covered by benefit plans with partial or total coverage of premiums, depending on the entity.

Since 2017, Crédit Agricole S.A. employees in France have benefited from supplementary hospitalisation coverage.

3.1.2.5 PERFORMANCE AND COMPENSATION

GOVERNANCE

Crédit Agricole S.A. applies a rigorous process to establish its compensation policy. This process, and the functions involved in drawing up this policy, are detailed in Chapter 3, Part 4 "Reward policy" of this Universal Registration Document.

The bodies described therein are responsible for monitoring and evaluating the effectiveness of this policy and related actions.

FRAMEWORKS AND REFERENCES

Chapter 3, Part 4 "Reward policy" of this Universal Registration Document, which is updated annually, details the frameworks and references applicable to Crédit Agricole S.A.'s compensation policy.

MANAGEMENT OF IMPACTS, RISKS AND OPPORTUNITIES

With reference to the Performance and Compensation theme, the following risks and opportunities were deemed material by Crédit Agricole S.A. as part of the double materiality analysis prior to drafting this report:

Description of IROs	Positioning in the value chain
Risk	
- Risks to employee attractiveness, retention and engagement due to the compensation policy and employee benefits	N/A
Opportunities	
- Improving attractiveness through ambitious and innovative ESG practices*	N/A

* For further information about this opportunity, please refer to the IRO table in Part 3.1.2.1 "Human Capital Development policy".

Crédit Agricole S.A.'s Performance and Compensation policy addresses the opportunities and risks identified above.

The impacts, risks and opportunities associated with the performance and compensation policy are examined by Crédit Agricole S.A.'s Human Resources department and overseen annually by the HR Directors' Committee.

PERFORMANCE AND COMPENSATION POLICY

CONTEXT/AMBITIONS

Crédit Agricole S.A. promotes a reward policy based on fairness and common rules for all employees in compliance with the applicable regulatory framework. This policy ensures internal consistency as well as external competitiveness of compensation through benchmarks with peers. In particular, it aims to have a positive impact on the Group's attractiveness and on employee retention, loyalty and engagement.

Thus, in addition to the targets of Crédit Agricole S.A.'s Compensation Policy, the Group's ambitions in terms of performance and compensation in all of its locations worldwide are as follows:

- to build loyalty, allow Crédit Agricole S.A. employees to grow and help them to give their best;
- to recognise individual and collective performance over the long term;
- to align the interests of employees with those of Crédit Agricole S.A. and its shareholders;
- to apply a gender-neutral compensation policy;
- to apply a responsible compensation policy that provides a framework for risk-taking and complies with the national, European and international legal and regulatory environment in force.

These components of compensation are presented in Chapter 3, Part 4 "Reward policy" of the Universal Registration Document. Information concerning identified employees is also published annually in the "Report on Compensation Practices and Policies".

SCOPE OF APPLICATION

This policy applies to Crédit Agricole S.A. and its subsidiaries worldwide. As such, it applies to all permanent and fixed-term employees of Crédit Agricole S.A. and its subsidiaries, whatever their activity or function. In addition, each subsidiary may apply other compensation principles detailed in its own performance and compensation policy.

CONTENT AND ACTION PLANS

1. Compensation

Crédit Agricole S.A. has defined a responsible reward policy in line with the mutualist values of the Group, based on fairness and rules common to all employees. The reward policy is one of the three founding principles of the Human-centric Project: empowering employees, strengthening customer relations and fostering an atmosphere of trust. It should be noted that this policy includes provisions on gender neutrality and processes aimed at reducing

any compensation gaps. The reward policy for Crédit Agricole S.A. employees is composed of fixed, variable and peripheral elements, corresponding to various targets. Each employee receives all or part of these elements based on their level of responsibility, skills and performance.

In addition, Crédit Agricole S.A.'s compensation policy aims to align the interests of executive managers with those of shareholders over the long term through the use of long-term economic, stock market, environmental and societal performance criteria (for more information, see Part 1.2.4 "Integration of sustainability-related results in incentive schemes" above).

In terms of collective variable compensation, incentive and profit-sharing agreements combined with employer matching systems allow employees to be directly involved in the Group's annual results. This is one of the pillars of the Group's social pact.

For more information on these compensation aspects, please refer to Chapter 3, Part 4 "Reward policy" of this Universal Registration Document.

Compensation metrics are available in Section 3.1.3.7 "Compensation metrics" of this report.

2. Gender equality at work in terms of compensation

Crédit Agricole S.A.'s compensation policy is gender-neutral, with particular attention paid to ensuring equal pay for women and men. To measure these gaps, in France the Group uses the gender equality at work index, established by the French government, by calculating and tracking:

- the gender pay gap;
- the gap in the breakdown of individual raises by gender;
- the gender gap in promotions;
- the number of female employees receiving a raise after returning from maternity leave;
- the number of people of the under-represented gender in the top 10 highest earners.

This index is supported by a proactive approach: depending on the results and any gaps identified, the Group allocates a dedicated budget in France to work towards reducing these gaps. As such, since 2020, a total of €14 million has been dedicated by Crédit Agricole S.A. specifically to occupational pay equity between women and men. The effectiveness of these actions is shown in the gender equality index. In 2024, Crédit Agricole S.A. achieved a score of 98/100 (+1 point compared to 2023 and +7 points compared to 2022). The Group is also committed to reducing the pay gap between women and men in all of its locations, and complies with local requirements in this area.

Crédit Agricole S.A. is also pursuing its commitment to advancing gender equality at work by means other than just compensation. This commitment is reflected in the signing of agreements covering fairness in recruitment, training, promotion and compensation, as well as work-life balance. For more information, see in Part 3.1.2.3 "Diversity" the section dedicated to "Diversity policy", "Content and action plans", "Gender equality at work" and in Part 3.1.2.4. "Working environment policy" the section dedicated to "Working environment policy", "Content and action plans", "Work/life balance" and the table "Agreements signed by topic" in Part 3.1.3.1. "Collective bargaining coverage and social dialogue".

Gender pay gap metrics are available in Section 3.1.3.7 "Compensation metrics" of this report.

3. Ratio between highest and median earnings of employees

The equity ratio, as defined by France's Law on Business Growth and Transformation (Plan d'action pour la croissance et la transformation des entreprises – the PACTE legislation), can be consulted in Chapter 3, Section 4.4.3.4 "Comparative approach to compensation" of this Universal Registration Document.

The ratio of the highest to median earnings is available in section 3.1.3.7 "Compensation metrics" of this report.

4. Adequate wages

Crédit Agricole S.A.'s aim is to offer its employees attractive, motivating compensation packages that enable it to retain the talent it needs while being aligned with its Medium-term plan and the interests of its various stakeholders. Through its Human-centric Project, Crédit Agricole S.A. promotes a reward policy based on

fairness and common rules for all employees in compliance with the applicable regulatory framework. This policy ensures internal consistency as well as external competitiveness of compensation through comparative analyses carried out with peers. The Global Agreement⁽¹⁾ signed in 2023 reflects these ambitions by reaffirming the principle of pay equity. This translates, among other things, into compensation and benefits that ensure an appropriate standard of living for the individuals concerned and their families under equitable conditions and that are consistent with risk management objectives.

In 2022, the Group's Human Resources department set up a working group with a view to initiating an adequate wage approach within Crédit Agricole S.A. and all its subsidiaries worldwide. The Group adopted the definition of the Fair Wage Network, an internationally recognised external body, for the concept of an adequate wage. It corresponds to the wage that allows workers and their families, depending on their geographical location, to have an acceptable standard of living while participating in social and cultural life. It aims to cover the basic needs of a family, including all necessary areas of expenditure, and in particular: housing (according to UN-Habitat criteria), food (enough to ensure 2,200-3,000 kilo-calories/adult/day), child care, education, healthcare, transport, communication, and a percentage left over for leisure and/or for precautionary savings in order to meet any unforeseen expenses. The internal analysis conducted on the basis of the data as at 31 December 2024 was based on the methodology and data of the Fair Wage Network (updated for one year from 1 September 2024).

Adequate wage metrics are available in Section 3.1.3.3 "Adequate wages" of this report.

3.1.3 QUANTITATIVE DATA FOR 2024 AND TARGETS

3.1.3.1 COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE

COLLECTIVE BARGAINING COVERAGE AND SOCIAL DIALOGUE

Coverage Rate	Collective Bargaining Coverage		Social dialogue Workplace representation (EEA only)	
	Employees – EEA			
	(For countries with >50 empl. representing >10% total empl.)	(Estimate for regions with >50 empl. representing >10% total empl.)		
0-19%	Bulgaria, Denmark, Finland, Greece, Hungary, Ireland, Poland, Romania, Slovakia		Bulgaria, Denmark, Finland, Greece, Hungary, Ireland, Portugal, Romania, Slovakia	
20-39%	Czech Republic		Belgium	
40-59%			Spain	
60-79%	Belgium, the Netherlands, Portugal	North America, Asia - Oceania, Western Europe		
80-100%	Austria, France, Germany, Italy, Luxembourg, Norway, Spain, Sweden	Central and South America, Eastern Europe, Near and Middle East	Austria, Czech Republic, France, Germany, Italy, Luxembourg, the Netherlands, Norway, Poland, Sweden	

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024.

All employees of Crédit Agricole S.A. and its subsidiaries are covered by the Global Agreement signed on 9 October 2023. The level of collective

bargaining coverage at the country level is closely linked to the national legal provisions in force. The same applies to workplace representation, which depends in particular on the number of employees and their willingness to get involved. In any event, Crédit Agricole S.A. promotes social dialogue in all its entities, as stated in Article 2 of the above-mentioned Global Agreement.

(1) Available on the website of Crédit Agricole S.A.: <https://www.credit-agricole.com/en/responsible-and-committed/a-responsible-employer>.

The European Economic Area (EEA) comprises 30 countries: the 27 members of the European Union, plus Iceland, Norway and Liechtenstein. A collective bargaining agreement is defined as any written agreement relating to working conditions concluded between an employer, a group of employers or one or more employers' organisations on the one hand, and one or more organisations representing the employees on the other, or, in the absence of such organisations, the representatives of the employees concerned, duly elected and mandated by the latter in accordance with national legislation. This agreement or convention may be concluded at the establishment level, company level, branch level or any other level chosen by the signatories, for example: sector-specific, national, branch or company collective bargaining agreements etc.

AGREEMENTS SIGNED BY TOPIC

	2024	
	France	Other countries
Compensation and benefits	34	37
Training	1	12
Employee representative bodies	7	5
Employment	4	5
Working time	4	14
Diversity and gender equality at work	4	2
Health and safety	5	8
Other	21	32
TOTAL NUMBER OF AGREEMENTS SIGNED	80	115

This table lists, by theme, the number of corporate agreements or amendments signed by Crédit Agricole S.A. during 2024, testifying to the momentum of its social dialogue.

3.1.3.2 DIVERSITY

BREAKDOWN OF TOP MANAGEMENT BY GENDER

	2024	
	In number of individuals	As a %
Breakdown of Executive Committee*	17	100%
Women	5	29.4%
Men	12	70.6%
Other**	-	-
Not reported	-	-
Breakdown of Top management	368	100 %
Women	95	25.82%
Men	273	74.18%
Other**	-	-
Not reported	-	-
Breakdown of managers by gender	16,576	100%
Women	6,660	40.2%
Men	9,916	59.8%
Other**	-	-
Not reported	-	-

* Metrics monitored as part of the Medium term plan 2022-2025

** Gender as specified by the employees themselves

For Crédit Agricole S.A., Top management includes the CEOs, Deputy General Managers and Directors approved through internal processes.

According to the applicable national legislation, an employee representative and/or trade union representative is defined as a company employee, appointed or elected to represent and defend the interests of employees in dealings with the employer. The employee representative may also be appointed or elected by a trade union organisation or its members, in accordance with the applicable national provisions. They may have special rights (e.g. information and consultation rights) and may conclude collective agreements. Exercise of these representative functions is guaranteed by the applicable national legislation, for example: works councils, staff delegate, trade union delegate, staff delegation.

BREAKDOWN OF EMPLOYEES BY AGE (IN FTE)

	2024
Under 30, of which:	10,646.58
<25	1,965.73
25-29	8,680.85
Between 30 and 50, of which:	44,251.72
30-34	9,541.09
35-39	10,496.00
40-44	12,660.77
45-49	11,553.86
Over 50, of which:	25,543.76
50-54	10,804.13
55-59	9,487.66
60-65	4,769.72
≥ 65	482.25
Not reported:	802.00
TOTAL	81,244.06
AVERAGE AGE	43.90

For each age range, this table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in Full Time Equivalent (FTE) at 31 December 2024. The "not reported" line indicates countries where the collection of age-related data is prohibited (notably the United States). For average age, calculations are based on natural persons.

For Age, the calculation formula used is: (Reference date - Date of birth) / 365.25 (the reference date being the last day of the month).

For Average Age, the calculation formula used is: (Age on the last day of the month X Number of people of that age) / Total workforce.

INTERNATIONAL METRICS

	2024
Employees by geographic area	80,752.02
Western Europe	65,132.09
Eastern Europe	7,326.66
Asia - Oceania	4,311.10
Africa	2,369.00
North America	1,349.07
Near and Middle East	146.00
Central and South America	118.00
Number of nationalities	134.00
INTERNATIONAL PROFILES IN SUCCESSION PLANS	25%

For each geographic area, this table covers all active employees on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in Full Time Equivalent (FTE) at 31 December 2024. The number of nationalities is based on active employees with permanent contracts (including executive corporate officers, excluding directors and Crédit Agricole Group Infrastructure Platform and BforBank entities), expressed in individuals at 31 December 2024. For these two calculations,

inactive employees (those who receive pay but are no longer working, or those who no longer receive pay and are no longer working, but who are still linked to the entity through an employment contract) have been excluded from the scope.

International profiles have been identified in the various geographic areas for inclusion in executive succession plans. They are expressed in number of Natural Persons.

YOUTH PLAN METRIC

2024	
Total number of young people welcomed	13,276

This metric is monitored as part of the Medium-Term Plan 2022-2025, and records the number of young people under the age of 30 within Crédit Agricole S.A. at 31 December 2024 (date of birth after 1 January 1995) who are on contracts other than permanent contracts (work-study students, interns, Industrial Agreements for Training through Research, international volunteers, seasonal employees and fixed-term contracts). The figure is expressed in natural persons.

The calculation formula used is: young employees at end-January 2024 + new hires between February and end-December 2024.

3.1.3.3 ADEQUATE WAGES

EMPLOYEES EARNING ABOVE THE ADEQUATE WAGE IN EACH COUNTRY

2024	
Percentage of active employees earning above the adequate wage in each country	100%
Percentage of active and inactive employees earning above the adequate wage in each country	99.93%

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024.

Definitions:

- **Wage:** the theoretical gross annual wage paid over the year. For part-time employees or those joining the entity during the year, the gross annual wage paid over the year has been adjusted to 100% (full-time equivalent). For Egypt (fixed term contracts on probationary period excluded), given the context of hyperinflation in the country, employees benefit from a cost of living allowance and the annualisation of a part of their collective variable pay, which are taken into account to calculate the adequate wage.
- **Adequate wage:** in the absence of a legal definition, Crédit Agricole S.A. has adopted the definition of the Fair Wage Network, an internationally recognised external organisation (for more information on the adequate wage, see in Part 3.1.2.5 "Performance and Compensation" the section dedicated to "Content and action plans", "Adequate wages"). The adequate wage used by Crédit Agricole S.A. corresponds to the adequate wage for a family of two adults and a number of children corresponding to the country's fertility rate, adjusted for the number of workers in the household.

EMPLOYEES NOT EARNING AN ADEQUATE WAGE IN ACCORDANCE WITH THE APPLICABLE BENCHMARK INDICES

	2024	
	In individuals	As a % of the country's workforce
Ukraine	59	2.58%

The employees included in the above table are all inactive employees as at 31 December 2024.

3.1.3.4 DISABILITIES

EMPLOYEES WITH DISABILITIES

2024	
Employees with disabilities*	4.10%

* Scope: France

This metric covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors) in France, expressed in natural persons at 31 December 2024.

3.1.3.5 TRAINING AND SKILLS DEVELOPMENT METRICS

PERFORMANCE AND CAREER DEVELOPMENT REVIEWS

2024	
Percentage of active employees participating in regular performance and career development reviews (in %)	
Women	86.9%
Men	87.1%
Other *	-
Not reported	-
Percentage of employees participating in regular performance and career development reviews (in %)	
Women	85.3%
Men	86.6%
Other *	-
Not reported	-

* Gender as specified by the employees themselves.

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024.

Appraisal campaigns are largely rolled out within Crédit Agricole S.A., which pays particular attention to the skills development of its employees and to feedback. It is a key moment of the year between employees and their manager.

Metrics are calculated from 1 January to 31 December, it being understood that:

- Annual appraisal campaigns run from November of year N-1 and end at the latest in March of year N for Crédit Agricole S.A.;
- Inactive employees at 31/12/2024 represent 2.5% of the workforce, and some of them did not take part in an appraisal in 2024;
- New entries (less than three months' seniority) do not have an appraisal; they represent 3% of the workforce
- Fixed-term contract holders (CDD) represent 4% of the workforce and are not included in the annual appraisal campaigns dedicated to long-term contract holders (CDI);
- In addition, some active employees in particular situations have not undergone their annual appraisal for reasons such as sick leave, maternity leave, end-of-career departure during the appraisal campaign.

TRAINING TIME

	2024
Average number of training hours per employee, of which:	31.02
Women	31.48
Men	30.51
Other *	-
Not reported	-
TOTAL NUMBER OF TRAINING HOURS	2,577,668,00

* Gender as specified by the employees themselves.

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024. The total number of training hours is monitored as part of the

2022-2025 Medium-term plan. Training includes in-person, e-learning and regulatory training. As soon as an action meets the following two criteria, it is counted as a training action: a clearly identified skills target, and minimum traceability (actual or fixed).

TRAINING TOPICS

	2024			
	Total hours	%	o/w France	o/w other countries
Hard skills training	1,437,133	54.4%	577,583	859,550
Soft skills training	593,264	22.5%	203,586	389,678
Regulatory training	526,199	19.9%	205,810	320,389
CSR & sustainable development training	83,517	3.2%	37,420	46,097

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024. The CSR & Sustainable Development training metric is monitored as part of the 2022-2025 Medium-term plan.

Hard Skills training covers all business-related training; Soft Skills training covers training in efficiency and personal development; Regulatory training covers all mandatory business-related training, as well as training in ethics, anti-money laundering, combating the financing of terrorism etc. Lastly, CSR & Sustainable Development training covers all training courses in these fields taken by the business lines as part of the medium-term plan.

PROMOTIONS IN FRANCE

	2024	
	Total	%
Total promotions in France*	2,968	100%
Women	1,715	57.78%
Men	1,253	42.22%

* The number of promotions concerns 8% of the workforce in France.

This table covers active employees on permanent contracts (including executive corporate officers, excluding directors) in France, expressed in natural persons at 31 December 2024. It should be noted that employees who left the company during the year but were promoted are included: this is a count of the number of promotions, not the number of people promoted, as an employee may be promoted several times during the year.

Promotions of active employees on permanent contracts during the year are defined as promotions resulting in a change of classification (managers/non-managers) and/or a change of classification level within one of these two classifications, for Crédit Agricole S.A.'s collective bargaining agreements.

HIRING & MOBILITY

	2024					
	Women	Men	Other*	Not reported	Total (NP)	Total (%)
Permanent hires	3,477	3,439	-	-	6,916	100%
Of which external hires	2,572	2,697	-	-	5,269	76.19%
Of which hired following a previous contract with the Group (fixed-term contract, work-study, internship etc.)	905	742	-	-	1,647	23.81%
Of which under 30	1,529	1,528	-	-	3,057	44.20%
Of which between 30 and 50	1,699	1,569	-	-	3,268	47.25%
Of which over 50	200	258	-	-	458	6.62%
Of which age not reported	49	84	-	-	133	1.92%
Of which hired in France	1,666	1,632	-	-	3,298	47.69%
Of which hired outside France	1,811	1,807	-	-	3,618	52.31%
Internal mobility on permanent contracts (between and within entities)	5,861	5,142	-	-	11,003	100%

* Gender as specified by the employees themselves.

This table covers active employees on permanent contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024. The internal mobility rate of 14.1% is calculated as follows: (Internal mobilities of permanent employees/average annual staff of 77,947) X 100

Definitions:

• **Permanent hires:** these include direct external hires on permanent contracts and consolidations of interns, work-study students, seasonal employees, international volunteers, employees under industrial agreements for training through research, and fixed-term employees into permanent contracts, i.e. interns, work-study students, seasonal employees, international volunteers, employees under industrial agreements for training through research, and fixed-term employees contracts whose contracts were converted into permanent contracts during the year. This conversion must take place within three months of the end of their internship, work-study, seasonal, international volunteer, industrial agreement for training through research, or fixed-term contract if it concerns the same entity as their previous contract.

- **Permanent-contract mobility:** this covers both intra- and inter-entity mobility:
 - intra-entity mobility: change of job and/or assignment within the same entity (excluding reorganisation, administrative modification, change of job reference framework, relocation etc.);
 - inter-entity mobility within the Crédit Agricole Group.

3.1.3.6 HEALTH AND SAFETY METRICS

HEALTH AND SAFETY MANAGEMENT SYSTEM COVERAGE, WORKPLACE ACCIDENT INCIDENTS AND STAFF HEALTH PROBLEMS

Percentage of workforce covered by the health and safety management system (%)	2024
Number of deaths due to work-related accidents or illnesses	1.00
Number of workplace accidents	592.00
Frequency rate: number of accidents per 1,000,000 hours worked	4.35
Number of cases of work-related illness	11.00
Number of days of absence due to work-related accidents and illnesses	13,330.00
Severity rate: number of days lost due to work-related accidents and illnesses per 1,000 hours worked	0.10

In this table, the indicators relating to the "percentage of workforce covered by the health and safety management system", the "frequency rate" and the "severity rate" cover all employees (active and inactive) on permanent contracts and fixed-term contracts (including corporate officers, excluding directors), expressed in terms of natural persons as at 31 December 2024. The other indicators (number of deaths, number of workplace accidents and number of cases of work-related illness) are expressed in number of cases recorded in 2024.

Definitions:

• **Days of absence:** in working days. The number of days lost is calculated by including the first and last full days of absence. Only calendar days should be taken into account: days on which the person concerned is not expected to work (e.g. weekends, public holidays) are therefore not counted as lost days.

- **Work-related accidents rejected by the MSA/Social Security (France):** if the work-related accident has been rejected by the MSA/Social Security and there is no appeal, it is not included in the statistics. On the other hand, if the MSA/Social Security has not yet made a decision or if the MSA/Social Security's decision to reject the claim is contested, the work-related accident is included in the statistics because it has in fact been declared.

ABSENTEEISM

	2024
Absenteeism rate - Illness (other than occupational disease)	2.25%
Absenteeism rate - Accident	0.09%
Absenteeism rate - Maternity, paternity, breast-feeding	1.16%
Absenteeism rate - Authorised leave	0.42%
Absenteeism rate - Other reasons	0.10%
OVERALL ABSENTEEISM RATE	4.02%
ABSENTEEISM RATE EXCLUDING MATERNITY, PATERNITY, BREAST-FEEDING*	2.86%

* Metric monitored as part of the Medium-term plan.

This table covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024. The formula used to calculate the overall absenteeism rate is: average number of days absent per item/365.25 days.

3.1.3.7 COMPENSATION METRICS

GENDER PAY GAP

	Employee categories	Pay gap	% of women	% of men
Total Crédit Agricole S.A.		32.50%	52.90%	47.10%
	Total	13.80%	60.90%	39.10%
Retail Banking in France	O/w managers:	9.90%		
	O/w non-managers:	0.80%		
International Retail Banking	Total	27.70%	54.70%	45.30%
Asset Gathering	Total	27.90%	46.60%	53.40%
Large Customers	Total	32.90%	45.20%	54.80%
Specialised Financial Services	Total	22.90%	56.20%	43.80%

This metric covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), excluding entities in the process of being sold, as at 31 December 2024. The metric is expressed as a gap percentage. The compensation taken into account in this calculation includes fixed annual compensation (FAC), individual variable compensation (IVC) and collective variable compensation (CVC), as well as recurring bonuses. For part-time employees, the gross annual wage paid over the year has been adjusted to 100% (full-time equivalent).

The calculation formula used is: (Average gross annual compensation level for male employees – average gross annual compensation level for female employees)/Average gross annual compensation level for male employees x 100.

The gender pay gap within Crédit Agricole S.A. is 32.5%. This gap is mainly due to the difference in gender distribution in the main business lines. We find a higher proportion of women in the Retail Banking and Specialised Financial Services business lines, where absolute pay levels are generally lower than in other business lines in the financial industry. By contrast, we find a higher proportion of men in the banking business lines dedicated to Large Customers and to Asset Gathering, where absolute pay levels are higher than in the previously mentioned business lines.

In Crédit Agricole S.A.'s French Retail Banking division, the pay gap is 13.8%.

Definitions:

- Fixed annual compensation (FAC):** corresponds to the theoretical gross annual wage paid over the year.
- Individual variable compensation (IVC):** corresponds to compensation linked to the employee's individual performance, such as bonuses, sales commissions or other variable target-based elements.
- Collective variable compensation (CVC):** corresponds to collective variable compensation (profit-sharing, incentives, matching contributions) paid during the year in respect of the previous year to employees present at the end of the period.

PAY GAP BETWEEN HIGHEST AND MEDIAN EARNINGS OF EMPLOYEES

	2024
Ratio of the remuneration of the highest-paid person to the median remuneration of employees	48.60

This metric covers all employees (active and inactive) on permanent and fixed-term contracts (including executive corporate officers, excluding directors), excluding entities in the process of being sold, as at 31 December 2024. The metric is expressed as a gap ratio. The compensation taken into account in this calculation includes fixed annual compensation (FAC), individual variable compensation (IVC) and collective variable compensation (CVC). For part-time employees, the gross annual wage paid over the year has been adjusted to 100% (full-time equivalent). The median annual total remuneration of all employees excludes the highest-paid person

The calculation formula used is: (gross fixed wage + individual variable + collective variable of the highest-paid person) / median annual total remuneration (FAC+IVC+CVC) of all employees (permanent and fixed-term contracts, excluding executive corporate officers and the highest-paid person).

The ratio between the highest and median compensation of employees at Crédit Agricole S.A. is 48.6 to one. Crédit Agricole S.A. is the listed entity, the parent company for all the Group's business line subsidiaries and the corporate centre of Crédit Agricole Group. This ratio reflects a moderate compensation policy. Details of the equity ratios for Crédit Agricole S.A.'s executive corporate officers are presented in Chapter 3 Part 4 "Reward policy" of the Universal Registration Document.

AVERAGE MONTHLY WAGE (FRANCE)

	2024
Average monthly wage (in euros)	4,765
Managers	5,386
Women	4,882
Men	5,878
Non-managers	2,836
Women	2,839
Men	2,828

The average monthly wage is the sum of monthly wages divided by the number of employees on permanent contracts present at the end of the year. This table covers active employees on permanent contracts (including executive corporate officers, excluding directors), expressed in natural persons, in France at 31 December 2024. It distinguishes between manager and non-manager wages.

ADDITIONAL INFORMATION ON COMPENSATION

	2024
Percentage of women among the top 10% of highest-earning employees in each subsidiary (fixed compensation) (%)	29.40%
Collective variable compensation: profit-sharing	
Overall amount (<i>in thousands of euros</i>)	73,034
Average amount (<i>in euros</i>)	2,370
Number of beneficiaries	30,821
Collective variable compensation: incentives	
Overall amount (<i>in thousands of euros</i>)	221,339
Average amount (<i>in euros</i>)	5,039
Number of beneficiaries	43,924
Employer's additional contribution	
Overall amount (<i>in thousands of euros</i>)	61,301
Average amount (<i>in euros</i>)	1,742
Number of beneficiaries	35,197

This table presents various metrics relating to compensation. It covers active and inactive employees on permanent contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024.

With regard to the percentage of women among the top 10% of highest-earning employees, this metric covers active employees on permanent contracts (including executive corporate officers, excluding directors), expressed in natural persons at 31 December 2024.

3.1.3.8 INCIDENTS, COMPLAINTS AND SEVERE HUMAN RIGHTS IMPACTS

WORK-RELATED HUMAN RIGHTS INCIDENTS AND SANCTIONS WITHIN THE WORKFORCE

	2024
Total number of reported incidents of discrimination and harassment	118
Number of complaints and claims filed concerning working conditions, equal treatment and opportunities for all, and other work-related rights, excluding incidents of discrimination and harassment	74
Through channels that allow the undertaking's workforce to raise concerns/complaints:	74
Through National Contact Points for the OECD Guidelines for Multinational Enterprises:	0
Total amount of fines, penalties and compensation paid for damages resulting from the complaints and claims described above	770,251
Of which the amount relates to incidents occurring in 2024	0
Reconciliation with the most relevant amount presented in the financial statements (Employee expenses included in the "Operating expenses" and detailed in the "Notes to the financial statements" of Chapter 6 of the URD pertaining to the consolidated financial statements)	9,657,000,000
Number of serious human rights incidents affecting the undertaking's workforce	0
Of which, number of cases of non-compliance with the UN Guiding Principles on Business and Human Rights, the ILO Declaration on Fundamental Principles and Rights at Work, or the OECD Guidelines for Multinational Enterprises	0
Total fines, penalties and compensation paid for serious human rights issues and incidents	0
Of which the amount relates to incidents occurring in 2024	0
Reconciliation with the most relevant amount presented in the financial statements (Employee expenses included in the "Operating expenses" and detailed in the "Notes to the financial statements" of Chapter 6 of the URD pertaining to the consolidated financial statements)	9,657,000,000

Only incidents and complaints that have been investigated are included in this table, via multiple sources (dedicated tool, litigation, dedicated contact persons, HR department etc.).

With regard to amounts, only the amounts for definitively completed projects are shown here.

Definition of “serious incidents recorded”: incidents of discrimination, harassment or human rights violations (e.g. forced labour, human trafficking or child labour). These incidents are the result of legal

proceedings, formal complaints or serious allegations concerning the company's workforce (permanent employees, fixed-term employees and interns, excluding contractors/purchasers), the circumstances of which the company does not contest by any means whatsoever (press release, litigation etc.). These incidents must have a strong impact in terms of image/reputational risk for the entity and come from an external source (e.g. public reports, press articles, TV broadcasts, a complaint filed against the entity by an advocacy association etc.).

3.2. CONSUMERS AND END-USERS

3.2.1 STRATEGY

At the heart of Group Crédit Agricole's business model since it was founded, utility and universality are now essential values in an environment of profound societal changes that generate uncertainty and require support and inclusion for all.

Crédit Agricole S.A. customers include notably individuals, SMEs, entrepreneurs, corporates, associations and local authorities. They fall into various categories, including the more vulnerable, such as the financially vulnerable, the young and the elderly. The products and services we offer meet the diverse needs of this varied *clientèle*.

This section addresses two main themes: the accessibility of offers to all customers, and the protection of customers and their data.

The societal benefits that underpinned Crédit Agricole's emergence as a major financial institution have been particularly obvious in recent years. Whether it is by supporting all customers during the health crisis or in the unsettled context of inflation, Crédit Agricole stands by its customers and supports them at every stage of their lives.

At the same time, the universality of Crédit Agricole, based on its cooperative and mutualist values, means that it serves everyone, in every region, and responds to all the financial concerns of its customers through all channels.

As a result, Crédit Agricole S.A., through all of its subsidiaries, offers its full range of products and services to all its customer segments so that all players in the economy and the regions are assisted and supported in current and future transformations.

This combination of social utility and universality is reflected in the social strategy that Crédit Agricole S.A. has adopted with regard to its customers:

- 1. offering a range of products that does not exclude any customer** in order to promote social inclusion, through products that are accessible to everyone no matter their financial situation, a renewed commitment to young people and vulnerable populations as well as a prevention policy for insured persons;
- 2. reducing social inequalities** through the arrangement of social bonds and investment in social housing, the support of actors

with an impact from the social and solidarity economy and the promotion of initiatives with a societal stake.

The accessibility of products is an integral part of the Group's strategy and is in line with commitment number 4 of the Societal Project: "Offer a range of products and services that do not exclude any customer, in order to foster social and digital inclusion and adapt to economic and societal trends".

At the same time, Crédit Agricole S.A. strives to protect its customers and their legitimate interests through a transparent and fair relationship and advice focused on customer needs and satisfaction. The Group Compliance department is implementing these ambitions through the "Smart Compliance for Society" approach and its three pillars: the Societal Project, the Customer Project and the Human-centric Project. In particular, the customer project contributes to the protection of customers and their data.

Crédit Agricole S.A.'s customer protection and personal data protection policies are described in parts 3.2.2.3. "Customer protection" and 3.2.2.4 "Personal data protection".

3.2.1.1 INTERESTS AND VIEWS OF STAKEHOLDERS

Crédit Agricole S.A. takes into account the interests and views of its customers through several mechanisms:

- Net Promoter Score (NPS): an annual satisfaction survey designed to reinforce relational excellence by identifying and dealing with the main reasons for customer complaints or inconveniences;
- "Voix du Client" (Voice of the Customer) system at Predica, a subsidiary of Crédit Agricole Assurances, designed to manage the resolution plan for all customer inconveniences identified;
- a comprehensive customer feedback system with national and regional surveys;
- proactivity and frequency of regular contact in order to maintain a close, human relationship with customers.

These mechanisms are applied to a sample of customers that represent all markets (individual, wealth, professional, agricultural and corporate).

These mechanisms help assess business efficiency and effectiveness of customer relation, and thus improve integration of stakeholders perspective.

3.2.1.2 MATERIAL IMPACTS, RISKS AND OPPORTUNITIES AND THEIR INTERACTION WITH THE STRATEGY AND BUSINESS MODEL

SIGNIFICANT ACTUAL AND POTENTIAL IMPACTS, RISKS AND OPPORTUNITIES FOR CONSUMERS AND END-USERS

Description of IROs	Positioning in the value chain
ACCESSIBILITY OF PRODUCTS AND SERVICES	
Positive impacts	
- Positive impact on the economically disadvantaged and people with disabilities thanks to accessible and inclusive offerings	Downstream
Risks	
- Reputational risk in the event of misleading communication on environmental and social issues	Downstream
Opportunities	
- Enhancing image and reputation through strong commitment and positioning on ESG issues	Downstream
CYBERSECURITY AND COMBATING CYBERCRIME	
Negative impact	
- Negative impact on customer well-being in the event of a cyber attack	Downstream
Risk	
- Financial risk following an inability to provide essential services and the associated operational cost to remedy the situation	Downstream
CUSTOMER PROTECTION	
Positive impact	
- Positive impact on society related to products and services that are adapted to customer needs and circumstances (banking inclusion, product governance), contributing to social cohesion	Downstream
Risk	
- Regulatory risk related to products and services that are insufficiently adapted to customer needs and circumstances (banking inclusion, product governance)	Downstream
PERSONAL DATA PROTECTION	
Risks	
- Reputational risk in the event of leaks, theft or inappropriate use of personal data	Downstream
- Regulatory risk related to non-compliance with personal data protection regulations	Downstream

These impacts, risks and opportunities are linked to the Group's business model, in particular through:

- the need for Crédit Agricole S.A. to fully assume its mutual-interest role by making its products and services accessible to the most vulnerable people;
- the competitive advantage that improving the image of Crédit Agricole S.A. represents in social issues;
- the legal obligation to protect customers and their personal data.

Reliances vis-à-vis customers affected by the negative impact:

- As a stakeholder in a mutual and cooperative group, Crédit Agricole S.A. places great importance on taking into account the risk that vulnerable customers will be excluded from its range of products and services due to a lack of clarity or because they are unsuitable. With tens of thousands of customers potentially affected, particular attention is therefore paid to entry-level products and services in line with the Group strategy and existing regulations.

The entire business of offering services to consumers can have a material positive impact, as in the case of the "Serenipay" offering, a payment solution for the visually impaired, for example. The negative impact of cybersecurity potentially concerns all corporates in the sector.

SCOPES OF APPLICATION

For Part 3.2.2.1 "Accessibility of products and services":

Entities concerned	<ul style="list-style-type: none"> - Crédit Agricole Assurances - Crédit Agricole Italia - LCL - Crédit Agricole Personal Finance & Mobility - Amundi
Stakeholders affected	<ul style="list-style-type: none"> - Individual customers - SMEs - Corporate customers - Farming customers
Geographical scope	<ul style="list-style-type: none"> - France - Italy
Exclusion	N/A
Additional details	<ul style="list-style-type: none"> - To assess the negative impact, the company relied on the reports of the <i>Observatoire de l'inclusion bancaire</i> (French Banking Inclusion Observatory – OIB) on the risk of financial exclusion of people in a vulnerable situation, and on the <i>Charte d'inclusion bancaire et de prévention du surendettement</i> (Charter for banking inclusion and preventing overindebtedness). - Customers experiencing financial difficulties receive special attention when it comes to access to essential banking services (see in Part 3.2.2.1. "Accessibility of products and services" the section dedicated to "Offer a range of products and services that do not exclude any customer and strengthen social cohesion" and more particularly "Support for vulnerable populations and prevention of overindebtedness").

For Part 3.2.2.2 "Cybersecurity and combating cybercrime", information on the scope of application can be found in the dedicated sub-section.

For Parts 3.2.2.3 "Customer protection" and 3.2.2.4 "Personal data protection":

Entities concerned	<ul style="list-style-type: none"> - Crédit Agricole S.A.
Stakeholders affected	<ul style="list-style-type: none"> - Employees of Crédit Agricole S.A. - Customers
Geographical scope	<ul style="list-style-type: none"> - International
Exclusion	N/A
Additional details	<ul style="list-style-type: none"> - The regulatory framework for the protection of customers and personal data is implemented by the Group through policies that apply to all subsidiaries of Crédit Agricole S.A. - The customer protection policy applies to the "Financing", "Investment" and "Insurance" elements of the value chain, on the downstream side it concerns customers. - The personal data protection policy applies to the entire value chain and downstream to customers, employees and suppliers. - Employees of Crédit Agricole S.A. are directly concerned by the system. Indirectly, the downstream chain is affected, as well as civil society.

FRAMEWORKS AND REFERENCES

Crédit Agricole S.A.'s social strategy contributes to compliance with the following regulatory frameworks:

- UN Guiding Principles on Business and Human Rights;
- ILO Declaration on Fundamental Principles and Rights at Work;
- OECD Guidelines.

Through its products and services for vulnerable customers and by making entry-level products and services available, Crédit Agricole S.A. responds to several fundamental rights discussed in the above-mentioned documents such as the right to health and the right to an adequate standard of living.

To protect its customers, the Group complies with various regulatory and internal frameworks:

- **Regulatory framework:** legislative, regulatory and professional obligations on the protection of customers are divided into four pillars (Quality of products and services, Transparency, Loyalty and Listening to customers). They stem from international regulations (e.g. the Dodd-Frank Act), European regulations (e.g. directives such as MiFID II, IDD, PSD2) and national regulations (e.g. the right to banking services), as well as market commitments (e.g. customers experiencing financial difficulties).

- **Customer protection standards:** To respect its obligations on customer protection, the Group has adopted a dedicated body of standards. These standards apply to Crédit Agricole Group as a whole on issues such as access to a bank account or the right to banking services, the processing of payment transactions disputed by customers, financial savings, insurance and the complaints system. They go hand in hand with core controls associated with each theme, which apply to the entire Crédit Agricole Group.
- **Code of Ethics:** The Code of Ethics expresses Crédit Agricole Group's commitments to a behavioural approach driven by its values and principles for action vis-à-vis its customers. It expresses the Group's determination to do even more to provide the best possible service to its customers. In practical terms, this means promoting respect and support for customers and showing them loyalty; helping them to make decisions by proposing solutions tailored to their profile and interests, while informing them of the associated risks.
- **Roles and responsibilities:** Customer protection is everyone's responsibility, as specified in the Group's Code of Ethics. This involves compliance by all employees and executives with the rules and principles on customer protection and vigilance in their decision-making and daily actions.

In terms of **personal data protection**, Crédit Agricole S.A. complies with various regulatory and internal frameworks:

- **Regulatory framework:** Crédit Agricole S.A. applies the European Regulation on the protection of personal data (GDPR), and its national versions in each European country where it is present.
- **Personal data protection system:** To ensure respect for the rights and freedoms of individuals whose personal data is

processed, Crédit Agricole S.A. has set up a system based on the **following four pillars**: "Governance", "Standards", "Training" and "Control" (see Part 3.2.2.4 "Personal data protection").

- **Roles and responsibilities:** This **system is overseen** by the **Data Protection Officers** appointed within each entity ⁽¹⁾. They present an annual report on their activities to the most senior manager in their department, and then send it to the Group Compliance department.

3.2.2 POLICIES AND ACTION PLANS

3.2.2.1 ACCESSIBILITY OF PRODUCTS AND SERVICES

Through the Group's Societal Project, Crédit Agricole S.A. has put in place a social strategy aimed primarily at (1) offering a range of products and services that do not exclude any customer. In addition, the Customer Project contributes to (2) the protection of customers and personal data.

Specific policies are applied to manage the impacts, risks and opportunities linked to these two aspects:

Dialogue with customers is facilitated thanks to the mechanisms in place. Customer satisfaction is monitored via the Net Promoter Score (NPS) and expectations and concerns are taken into account through the CSR barometer.



The action plans implemented on themes related to the accessibility of products and services and the protection of customers and personal data are ongoing and do not therefore have any time-bound milestones marking an end to the actions undertaken. These themes are monitored at the level of the Group's Governance.

OFFER A RANGE OF PRODUCTS AND SERVICES THAT DO NOT EXCLUDE ANY CUSTOMER AND STRENGTHEN SOCIAL COHESION

ACCESS FOR ALL TO OFFERS AND SERVICES

To avoid certain customers finding themselves in a vulnerable situation and to protect them, LCL offers simple, clear and transparent products and services specifically for:

- individual customers (LCL Essentiel ⁽²⁾, inclusive insurance offer with EKO offer in its new range of auto and multi-risk home insurance ⁽³⁾, a multi-risk rental insurance product for young tenants);
- SMEs customers (LCL Essentiel Pro ⁽⁴⁾);
- customers with disabilities (Serinipay offering, accessibility of customer contact numbers and digital journeys);
- insured persons (comprehensive approach to understanding risks and supporting individual customers, professionals, farmers and corporates to preserve their personal assets or their business assets/activity).

SUPPORT FOR VULNERABLE POPULATIONS AND PREVENTION OF OVERINDEBTEDNESS

Crédit Agricole S.A.'s customer support involves preventing overindebtedness and supporting vulnerable populations through:

- mechanisms designed to support customers experiencing financial difficulties (Customer Support Agency ⁽⁵⁾, LCL Initial ⁽⁶⁾);
- mechanisms for early detection of a potential financial difficulty;
- the overhaul and extension of criteria for detection of financial difficulties by raising the monthly credit flow threshold to €1,664 on 1 July 2024 ⁽⁷⁾ to allow a much larger proportion of its customers to benefit from the cap on bank charges.

(1) When the conditions set out in Article 37 of the GDPR are met.

(2) 85,208 customers as at 31 December 2024. For more information: <https://www.lcl.fr/compte-bancaire/lcl-essentiel>.

(3) 722,006 customers as at 31 December 2024. For more information: https://www.credit-agricole.fr/offre/assurance/devise-assuranceauto.html?P_LNAPPO=EDEGGGLTmetat_medium=seaetat_campaign=EDE_PC_ASS_A4_marqueca_FRetat_presta=Googleetat_livre=Marque_CA_Prix_Assurance_Autoetat_audience=etgclid=EA1alQobChM1oHYIPb0IAmVSjkGAB18jgkIEAAYASABEgJ4Z_D_BwEetgclsrc=aw.ds.

(4) 187 customers as at 31 December 2024. For more information: <https://www.lcl.fr/professionnel/compte-bancaire-professionnel/compte-essentiel-pro-en-ligne>.

(5) 25,957 clients at 31 December 2024. For more information: <https://www.sofinco.fr/a-propos/gerer-son-budget.htm>

(6) 33,388 clients at 30 November 2024. For more information: <https://www.lcl.fr/mag/budget/offre-fragilite-financiere>

(7) For more information: <https://www.credit-agricole.com/pdfPreview/186707>

The *Points Passerelle* scheme supports customers made vulnerable by a life event by identifying solutions to help them return to a stable and sustainable situation. Aware of the importance of maintaining car insurance, particularly for such vulnerable people, Crédit Agricole Assurances through its subsidiary Pacifica helps *Points Passerelle* applicants to receive a refund equivalent to six months of their car insurance contributions. In addition, since December 2021, this system has made provisions for the waiver of the deductible in the event of a claim. It has also been expanded to include motorcycles.

A RENEWED COMMITMENT TO YOUNG PEOPLE

LCL is committed to young people, offering them a range of products and services to help them achieve their projects according to their needs:

- everyday needs (LCL Flex, *Livret Jeunes* rate boosted to 4% until 31 January 2025, then 3.40% from 1st February 2025, €1 a day driving licence loan);
- housing (Entre2Loc, rental insurance specifically for young tenants);
- studies (association with the state-guaranteed student loan scheme with Bpifrance, LCL student loan x Interfimo).

IMPROVING ACCESS TO CARE AND HEALTHY AGEING

As a matter of major societal concern in France, the access to healthcare and helping people to age well is supported by the Crédit Agricole Group which invests in different areas to contribute to improve access to healthcare:

- supporting independent professionals and healthcare professionals (Prêt Interfimo Profession Libérale) with €2,932 million granted in 2024, a housing loan offer for interns and heads of health clinics, a

refinancing package of €400 million in 2024 in partnership with the European Investment Bank to promote business setup and an increase in the number of women in the health profession⁽¹⁾;

- home care ("housing adaptation" loan, "housing adaptation support advance" loan);
- retirement (Supplementary Professional Retirement Fund)⁽²⁾.

Crédit Agricole Santé & Territoires, a new entity created in 2022, structured solutions for easier access to healthcare and adjustment to ageing.

SUPPORTING HIGH-IMPACT PLAYERS AND INVESTMENT SOLUTIONS PROMOTING SOCIAL COHESION

Crédit Agricole S.A. supports high-impact players in different areas:

- social housing (partnership with Action Logement, building project development aimed at creating social and inclusive housing for vulnerable people);
- social and economic development (Amundi Finance et Solidarité, LCL Impact Social et Solidaire, LCL Better World).

At the same time, Crédit Agricole S.A. also offers targeted financing (social loans) for which the funds are allocated directly to an asset or project with a social benefit and issues social bonds as part of the Group's Social Bond Framework⁽³⁾.

THE SOCIAL BOND FRAMEWORK FROM CRÉDIT AGRICOLE GROUP

A framework was put in place in 2020 for Crédit Agricole S.A.'s inaugural social bond issue. It applies to the entire Crédit Agricole Group, including Crédit Agricole Home Loan SFH.

Crédit Agricole Group's social bonds are presented based on four structuring axes defined according to the Social Bond Principles and include six different categories of eligible social loans⁽³⁾. It received a second opinion from the rating agency Moody's Investor Services (ex-Vigeo-Eiris) in November 2020. The experts at Moody's Investor Services (ex-Vigeo-Eiris) approved the methodology for identifying and selecting social assets included in the social portfolio, as well as the relevance of the eligibility criteria used to define the categories of eligible social loans.

RELIANCE ON PARTNERS DEDICATED TO SUPPORTING CREATORS/BUYERS

For many years, Crédit Agricole S.A. has relied on dedicated partners to enable as many people as possible to develop and secure their entrepreneurial project before they start, using a range of mechanisms (collateral-free loans, advice, coaching). Every year, this collaboration results in the development of thousands of projects to stimulate the economic fabric of our regions and create jobs. Some of the major partners include:

- Initiative France* offers to support entrepreneurs, upon application, by means of two distinct levers: financing through a 0% interest collateral-free loan and a guarantee (financed by a guarantee fund).

- Réseau Entreprendre* is a network made up of business leaders who volunteer to support and finance entrepreneurs with job creation potential to help them successfully create, take over or grow their business via collateral-free loans and collective support in clubs.
- The purpose of France Active is to develop a more inclusive, sustainable economy and to promote access for project leaders to the creation (or rehabilitation) of companies with a societal impact.

(1) For more informations : <https://www.creditagricole.info/articles/le-credit-agricole-et-la-banque-europeenne-dinvestissement-sassocient-en-faveur-des-professionnels-de-sante/>

(2) Outstanding of €12.9 billion as at 31 December 2024. For more information: <https://www.ca-assurances.com/en/compagnie/credit-agricole-assurances-retraite/>.

(3) For more information: <https://www.credit-agricole.com/en/pdfPreview/186707>.

3.2.2.2 CYBERSECURITY AND COMBATING CYBERCRIME

STRATEGY

CONTEXT

The Crédit Agricole S.A. "Ambitions 2025" Medium-Term Plan includes an IT transformation plan that is outlined in detail in the "IT 2025" programme. With the implementation of this ambitious plan, Crédit Agricole Group has positioned itself as a trusted digital third party in the use of data and in the robustness of IT systems to guarantee data security.

MATERIAL IMPACTS, RISKS AND OPPORTUNITIES

Description of IROs	Positioning in the value chain
Negative impact	
- Negative impact on customer well-being in the event of a cyber attack	Downstream
Risk	
- Financial risk following an inability to provide essential services and the associated operational cost to remedy the situation	Downstream

FRAMEWORKS AND REFERENCES

The entire **Information Systems Security Regulatory Framework** consists of a set of documents structured around three levels:

- The **core policy** defines the principles of risk control related to an information systems security failure, and their implementation through security, organisational and operational measures. It is supplemented by several core procedures that outline the implementation of cross-cutting measures in the form of security rules. These documents constitute the core domain.
- Each **domain policy** defines the security requirements specific to the domain's theme.
- The **standards** outline the implementation of the domain policy, at operational or technical level.

GOVERNANCE

The Group's Risk Appetite Statement, which is submitted each year to the Crédit Agricole S.A. Board of Directors for approval, includes key metrics relating to IT risk.

The **Group Security Committee (CSG)**, which reports to the Executive Committee, is the umbrella body for security governance within the Group. This decision-making committee defines the security strategy and assesses the Group's level of control in the field of information systems security. The cybersecurity strategy and the level of threat protection it provides are reviewed regularly by the Crédit Agricole S.A. Board of Directors.

The internal control system, structured in three lines of defence, oversees the management of cyber-risk. The first line of defence, comprising the operational teams, includes a decentralised network of Chief Information Security Officers (CISOs). This line is responsible for identifying the Group's level of exposure to IT security risks and ensuring that it is kept within the set limits, taking into account the Group's risk appetite and the information systems security policy (ISSP) measures.

The Group Risk department (DRG) provides the second line of defence; it conducts continuous and independent monitoring at its own level by relying on a network of IT Systems Risk Managers, who report to the Head of risk management function of each Group company.

As a third line of defence, the Audit & Inspection business line, as part of its audit missions, checks the compliance of the information system with the security policy (ISSP), as well as the level of IT risk

For several years, along with other major players in the banking and financial sectors, Crédit Agricole Group has been confronted with cybercrime targeting its IT system and that of its subcontractors. Aware of the challenges associated with digital security, Crédit Agricole Group deploys a cybersecurity strategy to protect itself against cyberthreats, which it has placed at the heart of its operational risk management priorities.

control, and assesses the measures put in place by the first and second lines of defence. In addition, Crédit Agricole Group has a cyber insurance policy that covers the financial impact of any attack on the information system and the loss of confidential data.

Moreover, Crédit Agricole has established an organisational structure and an Information Security business line consisting of specialised experts. A cybersecurity department relies on three operational entities:

The CERT (Computer Emergency Response Team) is an outward-looking unit responsible for anticipating and responding to security incidents. Crédit Agricole Group's CERT is accredited by the TF-CSIRT and a member of FIRST.

The CyberDefence Operational Centre designs and operates security, prevention, surveillance, backup and remediation systems. The SOC (Security Operation Centre) operates internal surveillance on the data centre and IT networks hosted entirely in France.

TARGETS

Crédit Agricole Group applies a range of IT security rules to protect its data and that of its customers, and to ensure the availability of IT systems.

The Information System Security Policy (PSSI) establishes a common framework for all stakeholders to meet the Group's security targets.

SCOPES OF APPLICATION

The ISSP applies to all the companies included in the consolidated base surveillance scope (CSS) of Crédit Agricole Group.

ACTION PLANS/SYSTEM

CONTROL AND MANAGEMENT

Security reviews, audits and tests are conducted periodically by the three lines of defence and external auditors to monitor the compliance and security of the information system.

The information system security control and management system relies on tools to assess and report on the Group's level of control of IT risks including IT security risks (dashboard, control plan, including Radar IT).

Lastly, Crédit Agricole Group has modeled its major cyberrisk scenarios to provide a risk-based view of the effectiveness of the security measures taken.

CYBER RISK AWARENESS AND CULTURE

Crédit Agricole Group actively raises its employees' awareness of cyber threats to remind them of the issues associated with individual habits and to ensure they maintain key reflexive responses. Awareness-raising is based on various communication channels (guides, training, targeted actions and themed exercises). Awareness-raising activities aimed at customers are also carried out regularly.

INFORMATION SYSTEM SECURITY POLICY (ISSP)

The ISSP is part of the overall policy framework established by the General Information System Risk Management Policy and the Crédit Agricole Group's Business Continuity Plan Policy, which are issued by the Group Risk department. The ISSP is revised annually and incorporates the issues of availability, integrity and confidentiality of the Group's information systems and the main provisions of the Digital Operational Resilience Act (DORA). It defines the major principles of risk control, and their implementation through security, organisational and operational measures. It is supplemented by procedures and standards aimed at facilitating operational application. The regulatory framework is published on the Crédit Agricole Group intranet.

PROTECTION OF INFORMATION SYSTEM AND DATA

Access to the IT system is restricted to authorised users who have been authenticated (strong or multi-factor authentication) and with secure equipment (hardening of configurations). Information system partitioning is in place to protect our assets and data against cyber threats (isolation of administration environments, partitioning following the criticality of systems in particular). Data is classified and protected according to its sensitivity, including by encryption.

The security of IT outsourcing is analysed before contractualisation, governed by contractual clauses and supervised throughout the duration of the service. Rights to audit security are exercised.

OPERATION AND DEVELOPMENT

The IT project methodologies in place identify the risks and means of managing the security of systems and data upstream of their development in house or their purchase.

The operation of the IT system is regulated by procedures. IT System vulnerabilities are corrected in timely manner proportional to their level of risk.

CYBER INCIDENTS AND BUSINESS CONTINUITY PLAN

Detection and response measures are in place to identify all security risks, including attempts to extract data, and take appropriate action.

The IT system is designed to meet the resilience targets required by the business lines and documented in their Business Continuity Plans (BCP). Solutions are implemented and tested against various scenarios involving IT system unavailability, whether the cause is logical or physical (including workstations).

3.2.2.3 CUSTOMER PROTECTION

Customer protection is an affirmed priority of Crédit Agricole Group. It is an integral part of the "Excellence in customer relations" and "Societal commitment" aspects of the Group Project which has three pillars: Customer Project, Human-centric Project and Societal Project.

In terms of customer protection, the Compliance department leads work groups aimed at strengthening loyalty vis-à-vis customers (product governance).

Crédit Agricole S.A.'s aim is to protect customers and their legitimate interests through an approach based on the following systems:

- a **monitoring system** to identify future regulations and anticipate operational applications within the Group;
- the **operational application** of legislative, regulatory and professional obligations. For example:
 - taking the customer's situation into account in the marketing of savings products,
 - supporting customers in financial difficulty with tailored solutions (e.g. capping of fees, specific offer based on continuous pricing, financial education, guidance towards specialised structures etc.);
- a **Product Governance system** governed by a body of procedures and controls defined by the Compliance department, with responsibility for implementation held by the entities. Product governance is aimed at ensuring the quality of the products and services offered to all customers through the marketing of tailored solutions while establishing an exchange of information between the producers and distributors of these products and services. The relevance of the offering is assessed through the identification of target customers and non-compatible customers, the clarity of documentation, the transparency of pricing and issues addressed (e.g. fight against money laundering and terrorist financing, ethics, ESG, taxation). The NAP (New Products, New Services and New Activities) Committee studies files of new offerings and services before they are released onto the market. This committee's analysis of ESG issues ensures that ESG risk and customer protection are taken into account in the design of products;
- a **coordination and training system** for employees to promote the culture of customer protection;
- a **control system** overseeing the proper implementation of the standards;
- reports are submitted regularly to Crédit Agricole S.A.'s regulators (e.g. questionnaires on customer protection and commercial practices are sent to the APCR and the annual control report of Investment Service Providers in France is sent to the AMF).

3.2.2.4 PERSONAL DATA PROTECTION

The Crédit Agricole S.A. entities process the personal data of many stakeholders: customers, prospective customers, employees, candidates, administrators, providers, internet users etc.

To ensure that the rights and freedoms of individuals whose data is processed are respected, the Crédit Agricole S.A. entities have set up a system based on the following four pillars: "Governance", "Standards", "Training" and "Control" which are supervised by the Data Protection Officers appointed within each entity. In addition, the specific policies of each entity are published on their respective websites.

The "Governance" pillar involves integrating the issue of personal data protection into the Group committees with respect to the roll-out of new products, new services and new activities ("NAP Committees"), the use of cloud-based IT services, or simply new data uses.

The "Standards" pillar includes a section on personal data protection, updated at the beginning of 2023, which applies to all Crédit Agricole S.A. entities subject to the GDPR. The Group Compliance Department monitors the implementation of this policy within the entities.

The “Training” pillar helps Crédit Agricole Group employees to process personal data in compliance with the Standards. A comprehensive and multi-faceted training programme. This programme includes mandatory training for all employees who are regularly exposed to the processing of personal data, special training to enhance the skills of DPOs, and awareness-raising sessions for specific business lines.

The “Control” pillar: compliance with the rules set out in the Crédit Agricole S.A. standards is subject to integrated controls. The results of these checks are reported to the Group Compliance department every six months.

REQUESTS FOR THE EXERCISE OF RIGHTS RECEIVED BY GROUP ENTITIES

The Group Compliance department conducts an inventory every six months for Crédit Agricole Group of the number of requests for the exercise of rights received by the entities. These rights are understood to be those specified in the GDPR framework: access, rectification, deletion, limitation, opposition and portability.

The data reported by the entities undergoes consolidation, control and validation by the Group Compliance department.

2024

Number of requests for the exercise of rights received by Group entities	81,680
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3.2.3 METRICS AND TARGETS

Crédit Agricole S.A. has in place metrics to monitor its social impact. The metrics are calculated for the scope of the entity indicated in the right-hand column.

Topic	Metrics	Unit	2024	Target value by 2030	Entity concerned
Offer a range of products and services that do not exclude any customer	Labelled unit-linked assets	€bn	17.2		CAA
	Number of customers in vulnerable situations supported	Number	99,934	60,000	CAPFM
	Number of customers supported through a subscription to the entry-level offers	Number	183,569	300,000	LCL
	% of indexed loans (with ESG criteria)	%	14.43		LCL

INDICATORS RELATED TO FINANCING OF TRANSITIONS

The table shows outstanding loans dedicated to **social inclusion** according to the Group's internal sustainable asset framework as at 30 September 2024.

Financing of social inclusion (million euros)	2024
O/w access to home ownership (home loans for low-income households, interest-free loans)	855
O/w health for everyone	5,950
O/w professionals and SMEs in fragile and rural areas to be revitalized	3,381
O/w others	1,754

At 31 December 2024, social bond issued by entities of the Group amounted to the following :

Issuer	Outstandings (in millions of euros)	Number of issuances
Crédit Agricole S.A.		
Social bonds	5,378	19
Crédit Agricole Home Loan SFH Social Covered Bonds	2,250	2
Crédit Agricole CIB		
Social Notes	312	24
TOTAL	7,940	45

At 30 June 2024, Crédit Agricole S.A.'s social portfolio was concentrated in the Regional Banks (75%) and LCL (25%). Almost all the social portfolio is located in France. SMEs in disadvantaged areas are the most represented eligible category in the social portfolio (45%), followed by SMEs in the healthcare sector (30%), social housing (10%), public hospitals (10%), and finally cultural, sports and solidarity associations (4%) and public housing institutions for elderly or dependent persons (1%). Crédit Agricole CIB's social portfolio consists of telecommunications projects in rural areas (78%), infrastructure projects in developing countries (3%) and investments in public hospitals (19%).

4. RESPONSIBILITY FOR BUSINESS CONDUCT

Business conduct within Crédit Agricole Group involves two major challenges: compliance with the regulatory and professional obligations coordinated by the Group Compliance department, and healthy management of business relations with suppliers, led by the Group Purchasing department.

4.1. ENSURING COMPLIANCE WITH REGULATORY AND PROFESSIONAL OBLIGATIONS

4.1.1 GOVERNANCE

Business conduct is a matter overseen by the highest bodies within Crédit Agricole S.A.: the Board of Directors and its specialised committees (Appointments and Governance Committee, Risk Committee, Executive Committee and Group Compliance Management Committee). These committees (and in particular the Group Compliance Management Committee⁽¹⁾) are involved in defining, validating and monitoring the application of Compliance policies (Promoting an ethical culture, Avoidance of conflicts of interest, Combating corruption, Protection of whistle-blowers, Combating financial crime, Prevention of market abuse). They are kept regularly informed of the effectiveness of these policies and of incidents detected.

There is regular awareness-raising for members of the Board of Directors on Compliance with regulatory and professional obligations (e.g. conduct, ethics) in the form of dedicated training, as described in detail below.

4.1.2 COMPLIANCE STRATEGY

The role of the Group Compliance department is to ensure compliance, by the Crédit Agricole S.A. entities, executives and all employees, with the regulations and conduct applicable to banking and financial activities. The Group Compliance department also contributes to the implementation of Crédit Agricole S.A.'s voluntary commitments. More specifically, Compliance oversees that non-compliance risk situations within all entities are prevented.

Through its medium-term "Smart Compliance for Society" project, the Compliance business line has reaffirmed its commitment to implement the regulations on an operational basis and to promote an ethical culture within the Group. It is expressed and implemented through its three pillars: the Societal Project, the Customer Project and the Human-centric Project which are fully in line with the Group's Raison d'Etre and Project.

Since 2019, Crédit Agricole S.A. has also promoted an ethical conduct with the adoption of its Raison d'être: "Act every day in the interests of our customers and society". In particular, this involves:

- supporting everyone in the long term, on a daily basis and through long-term projects; and making loyalty, transparency and teaching the cornerstones of the advice we offer;
- placing empowered teams with human accountability at the heart of our model;
- guaranteeing our customers and teams access to the most secure technological best practices;
- being a trusted partner to all customers, from the most financially modest to the most affluent, from Very Small Businesses (VSBs) to the largest international groups.

4.1.3 REGULATORY FRAMEWORK

In terms of business conduct, Crédit Agricole S.A.'s obligations stem from various regulations in relation to conflicts of interest and financial market protection (e.g. MiFID, IDD, MAR, MAD), combating financial crime (e.g. AML/CFT programme of international sanctions and regulations), anti-corruption and protection of whistle-blowers (e.g. Sapin II law, duty of care, Waserman law, transposition in France of Directive (EU) 2019/1937, recommendations of the French Anti-corruption Agency).

4.1.4 POLICIES, TARGETS AND AMBITIONS, IMPACTS, RISKS AND OPPORTUNITIES AND THEIR SCOPE OF APPLICATION

The table below presents the targets, positive impacts, negative impacts and risks, and the scopes of the Compliance policies of Crédit Agricole S.A. and its entities.

These policies, which take into account stakeholders, are developed as part of procedures issued by Crédit Agricole S.A. and rolled out by the entities. These procedures are available on the dedicated intranets.

(1) Compliance Management Committee, chaired by the Deputy Chief Executive Officer in charge of Steering and Control Functions and belonging to the Executive Committee, responsible in particular for validating and examining compliance-related policies, procedures or problems.

Description of IROs	Positioning in the value chain
Positive impacts	
<ul style="list-style-type: none"> - Positive impact on society in the case of implementation of a system for whistleblowers to report unethical internal practices - Positive impacts on society of the Group's actions to combat financial crime 	<ul style="list-style-type: none"> - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily employees (including former employees) - Downstream: individual customers - Entire value chain, upstream and downstream including customers, employees and suppliers
Negative impacts	
<ul style="list-style-type: none"> - Negative impacts on the living conditions of customers or stakeholders in the event of unethical practices (e.g. corruption) - Negative impacts on the living conditions of customers or stakeholders in the event of unethical practices (e.g. corruption) 	<ul style="list-style-type: none"> - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily employees and executives, suppliers, partners and partner companies, mutual shareholders, shareholders and investors. - Downstream: customers - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily investment in financial markets, relations with suppliers and partners, and employees - Downstream: customers
Risks	
<ul style="list-style-type: none"> - Regulatory risk in the event of non-compliance with the regulations and the expectations of the supervisory authorities in terms of business ethics and combating corruption - Regulatory risk in the event of insufficient detection of conflicts of interest and market abuse (market integrity) - Regulatory risk in the event of non-compliance with the regulations and the expectations of the supervisory authorities in terms of business ethics and combating corruption - Regulatory risk in the event of failure to comply with the obligations in terms of combating financial crime 	<ul style="list-style-type: none"> - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily employees and executives, suppliers, partners and partner companies, mutual shareholders, shareholders and investors. - Downstream: customers - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily mutual shareholders, shareholders and investors, rating agencies, suppliers, employees, partners and partner companies - Downstream: customers - Entire value chain <ul style="list-style-type: none"> - Upstream: primarily investment in financial markets, relations with suppliers and partners, and employees - Downstream: customers - Entire value chain, upstream and downstream including customers, employees and suppliers.

4.1.4.1 PROMOTING AN ETHICAL CULTURE

ACTION PLAN

The ethical culture roadmap is reviewed annually by the Appointments and Governance Committee of Crédit Agricole S.A.'s Board of Directors. It is based on the following pillars:

- **Group executives and directors:** they are trained in compliance matters. In addition, the promotion of ethics is taken into account when assessing the performance and compensation of Crédit Agricole S.A.'s corporate officers;
- **Group employees:** they have in place ethical standards (Group Code of Ethics and Codes of Conduct) and are kept regularly informed (announcements, newsletter etc.). Newcomers are made aware of the Code of Ethics and Code of Conduct when they take up their position;
- **the conduct risk control assessment system:** this is defined and coordinated by Crédit Agricole S.A., and is rolled out in the entities. Action and remediation plans are implemented where required.

In 2024, Crédit Agricole S.A. commissioned an external audit of its ethical standards framework.

Each of the entities of Crédit Agricole S.A. is responsible for promoting and implementing the ethical culture. The Group Compliance department supports the entities in their implementation and coordination of this ethical culture.

METRICS AND TARGETS (INCLUDING STEERING)

GENERAL TRAINING ON COMBATING CORRUPTION AND PROFESSIONAL ETHICS AND CONDUCT

Crédit Agricole S.A. has in place a business conduct training system including modules dedicated to combating corruption and professional ethics and conduct. Some of these training modules are dispensed to all employees of Crédit Agricole S.A. and its entities, while others target employees depending on the nature of their activity (e.g. real estate) or their position (e.g. employees exposed to corruption risk). These employees are identified by the entities taking into account their corruption risk mapping.

The members of the Boards of Directors also receive training on these Compliance matters which include combating corruption and professional ethics and conduct.

Name of training	Type of training	Format	Duration	Target audience	Mandatory	Final quiz/mini success rate	Completion time from start date in the position	Renewal
Combating corruption	Newcomers (when taking up the position)	E-learning	30 mins	All employees on permanent and fixed-term contracts of Crédit Agricole S.A. and its entities	Yes	Yes (80%)	Within three months	Every three years via Scan'Up or by completing the e-learning
	Refresher on Scan Up knowledge	E-learning	10 mins	All employees on permanent and fixed-term contracts needing to update their knowledge	Yes	Yes (80%)	-	Every three years
	Square Habitat, Angle Neuf and similar	E-learning	30 mins	All employees on permanent and fixed-term contracts in the Group's real estate networks. Retail banking employees in France authorised as real estate employees may take this training as part of the ALUR law 42 hours rule.	Yes	Yes (80%)	Within three months	Every three years
	Further training for Correspondents	In-person	1 day	Current or recently appointed "Compliance/Anti-corruption" and/or "Compliance/Whistleblower" correspondents. Employees from other departments contributing to the anti-corruption system: Purchasing, Audit, Risk, Human Resources.	No	No	-	No
	Further training for Exposed employees	E-learning	20 mins	Employees most exposed to corruption risks due to their business line.	Yes	Yes	Within three months	Every three years
Professional ethics and conduct	Newcomers (when taking up the position)	E-learning	45 mins	All employees on permanent and fixed-term contracts	Yes	Yes (80%)	Within three months	Every three years via Scan'Up or by completing the e-learning
	Refresher on Scan Up knowledge	E-learning	10 mins	All employees on permanent and fixed-term contracts needing to update their knowledge. ALUR law 42-hour compatible.	Yes	Yes (80%)	-	Every three years
Compliance matters	New directors	In-person or remotely	2h30	New Board members	Yes	No	Within the year	No
	Regulatory changes	In-person	1h30	Board members	Yes	No	-	Every year

AWARENESS-RAISING AND TRAINING ON ETHICS

Every six months, the Group Compliance department calculates for Crédit Agricole S.A. the ratio between the number of employees who have completed the "Professional ethics and conduct" training and the number of employees who should complete the training over its reference period, as defined in the texts of the Group's governance.

The data required for this calculation is reported by the entities (via an internal tool) to the Group Compliance department, which validates the metric after carrying out a consistency check.

Each year, the Group Compliance department calculates for Crédit Agricole S.A. the ratio between the number of employees who have completed the ethics quiz and the number of employees who should complete the quiz, as defined in the Group's communications. The data required for this calculation is reported by the entities to the Group Compliance department, which validates the metric after carrying out a consistency check.

The "Ethics & You" quiz is a multiple-choice questionnaire, reviewed annually, with each question dealing with a specific ethical theme: employees are reminded of the main principles associated with ethics and the best practices to adopt through scenarios inspired by their day-to-day lives.

Training title	2024 completion rate
"Professional ethics and conduct" training	96.69%
Ethics quiz	83.75%

4.1.4.2 AVOIDANCE OF CONFLICTS OF INTEREST

ACTION PLAN

Ongoing action plans in the area of conflict of interest prevention are based on the following pillars:

- **employee training and awareness-raising:** training programmes are rolled out across all entities of Crédit Agricole S.A. They improve understanding of regulatory matters, responsibilities and risks associated with conflicts of interest. These consist of a specific e-learning and regular awareness-raising campaigns targeting executives and employees;
- **the conflict of interest prevention and management system is governed by a procedural framework** covering regulatory (including MiFID II and IDD) and personal conflicts of interest (including private mandates, personal links);
- **the control system:** defined by Crédit Agricole S.A., its aim is to ensure proper implementation of the standards in the entities according to their activities.
- management of the **conflict of interest detection and management system:** a tool is made available and administered by Crédit Agricole S.A. Conflicts of interest are handled locally at entity level, and at Crédit Agricole S.A. level for conflicts of interest between entities;
- the **management of conflicts of interest** is carried out using the Group tool. An annual report is presented to the decision-making bodies, and the Investment Services Compliance Report (ISCR) is sent to the AMF.

METRICS AND TARGETS

Metrics for the implementation and effectiveness of the systems for avoiding conflicts of interest are specific to each entity. Crédit Agricole S.A. and its entities are awaiting additional details on the sector-specific standards to settle on the selection of metrics to disclose.

4.1.4.3 COMBATING CORRUPTION

ACTION PLAN

Ongoing action plans in the area of combating corruption are based on the following pillars:

- **Employee training and awareness-raising:** training programmes are rolled out within the Crédit Agricole S.A. entities. They improve understanding of the legal framework and help to identify each entity's challenges and responsibilities. Corruption plans and the related risks, due diligence to reduce these risks, recommended behaviour in response to solicitations, procedures for handling reports of inappropriate behaviour, and personal sanctions at both the disciplinary and penal levels in the event of violation are presented and illustrated.

Anti-corruption representatives are also appointed by the governing body within each of the entities.

- **System framework based on:**

- **the procedural note** on combating corruption and **control plans** associated with this note. In addition, accounting control procedures provide assurance that the books, registers and accounts are not used to mask corruption or influence peddling;
- **the anti-corruption code of conduct.** In addition, a disciplinary regime provides for the sanctioning of employees in the event of violation of the company's code of conduct.

At the same time, third-party assessment procedures and systems also contribute to the framework for combating corruption. For example, a supplier risk profile analysis is carried out upstream of the business relationship, and due diligence is conducted throughout the relationship. Moreover, awareness is

also raised about combating corruption among suppliers, through the sharing of the Crédit Agricole ethical approach and the formalisation of contractual clauses.

- **Corruption risk management** is carried out on the basis of risk mapping implemented by the entities according to a methodology defined by Crédit Agricole S.A. This approach may result in reinforcement or remediation actions.
- The entire anti-corruption system, together with the risk mapping and associated action plan is the subject of an **annual review** by the departments of each entity. In addition, the **management and implementation of the systems for combating corruption** within the entities of Crédit Agricole S.A. is carried out annually by the Group Compliance department, and followed up with an action plan for reinforcement or remediation where necessary.
- **Handling of corruption incidents:** all corruption incidents are the subject of an investigation by the compliance services of the entity concerned, relying as needed on other expertise (audit, risk, human resources etc.). The incidents and measures taken are presented at the entities' Internal Control Committees. Remediation measures include reinforcement of the procedures and controls for the process concerned, and potential disciplinary and legal sanctions. This ensures separation of the investigators (compliance service) and the chain of management involved in the corruption incident.
- **Certification of the anti-corruption management system:** in 2017 Crédit Agricole Group was the first French bank to receive ISO 37001 certification, obtained through audits conducted by an independent body. This certification was renewed in 2019 and 2022 (three-year renewal format), demonstrating the Group's commitment to sustainably uphold high international standards in the fight against corruption.

METRICS AND TARGETS (INCLUDING STEERING)

“COMBATING CORRUPTION” TRAINING

Every six months, the Crédit Agricole S.A. Compliance department calculates the ratio between the number of employees of its entities who have completed the “Combating corruption” training (general module for all employees and module for the employees concerned in the most exposed business lines) and the number of employees who should complete the training in the reference period, as defined in the texts of the Group governance.

The data is collected from the entities through an internal tool and undergoes a consistency check by the Crédit Agricole S.A. Compliance department before validation.

Employees from so-called “exposed” entities are identified by the entities on the basis of corruption risk mapping (specific to each entity).

For Crédit Agricole Group and in relation to its main activities, the target population concerned by this training approach includes functions with decision-making power and commitment, and managers and collaborators involved in financing, financial management, procurement, sponsorship and patronage activities, real estate or human resources.

Through this system, all employees are covered by a training programme the completion rate of which is indicated below:

Name of training	2024 completion rate
Combating corruption – General module	96.93%
Combating corruption – Most exposed business lines	94.21%

SENTENCES AND FINES FOR VIOLATION OF ANTI-CORRUPTION AND ANTI-BRIBERY LAWS

The Crédit Agricole S.A. Compliance department conducts an inventory each year, for all its entities, of the number of sentences for violation of anti-corruption and anti-bribery laws. For this, it relies on the Operational Risk process and the Anti-corruption process.

The Crédit Agricole S.A. Compliance department can therefore confirm the number of sentences and the amount of the associated fines.

2024	
Number of sentences for violation of anti-corruption and anti-bribery laws	0
Amount of associated fines (in thousands of euros)	0

4.1.4.4 PROTECTION OF WHISTLEBLOWERS

ACTION PLAN

Ongoing action plans in the area of the protection of whistleblowers are based on the following pillars:

- **Director and employee awareness-raising:** Regular communications are sent to employees of the entities (including videos, files on the website, a newsletter etc.) with an emphasis on the concept of good faith, to inform, reassure and instil confidence. In addition, the Code of Ethics and the codes of conduct of the entities include the key aspects of communication of the internal whistleblowing mechanism.
- **The framework for the Whistleblower mechanism** is defined by the Group Compliance department in the form of procedures and an associated control plan, which are implemented by the entities of Crédit Agricole S.A.
- **The Anti-corruption representative** is responsible for overseeing the anti-corruption programme, receiving reports through the "whistleblowing" mechanism and the annual review by management.
- The whistleblowing mechanism comprises **two reporting channels:**
 - **Whistleblowing platform:** the Crédit Agricole S.A. platform is secure and accessible 24/7 from a work or personal computer, available in nine languages, and is open to all individuals. It guarantees total confidentiality of the information contained in the report and of the whistleblower's identity through data encryption. After the case has been handled, the data relating to the report is archived after anonymisation. The function is classified as "critical and important" according to the definition of the EBA and is the subject of special governance. The contract which governs this function sets out obligations in terms of results (e.g. handling time frames, times taken to implement an alternative solution) and reporting obligations (e.g. summary statement of incidents, steering committees etc.).
 - For Group employees, reporting an incident to their line manager, Human Resources department or Compliance department. In the event that reporting through the hierarchy is deemed inappropriate in a given situation (fear of retaliation, pressure from the hierarchy, hierarchy involved etc.), the employee may use the whistleblowing platform.

- **Maintenance of the whistleblowing mechanism:**

- The mechanism meets the legal and regulatory requirements, guaranteeing for example anonymity where this option is selected by the whistleblower, confidentiality in its processing, handling of the report within seven working days, the management of access rights.
- Each report is therefore investigated impartially and rigorously by the authorised employees in the entities and/ or by Crédit Agricole S.A. (Human Resources or Compliance business line). These employees receive dedicated training, the modules for which are created and maintained by the Compliance department. Employees handling whistleblowing reports sign a confidentiality agreement.
- During the report examination phase, communication between the whistleblower and the person in charge of the case is possible via the secure dialogue box on the Group tool. Following examination, the whistleblower is informed of the case's closure.
- Employees in charge of handling reports may, depending on the type of report, seek cross-functional, independent expertise for analysis and decision-making on the action that should be taken. This independent expertise takes the form of an ad hoc "internal whistleblowing management committee", consisting of Compliance, Human Resources, Legal, Risk, Internal Audit and other managers, as required.

- **Management of the whistleblowing mechanism:**

- Implementation of the "whistleblowing" mechanism is managed through the implementation of the Anti-corruption mechanism. The annual anti-corruption questionnaire allows the Compliance department to identify if any aspects of the Whistleblowing mechanism are not in place in the entities. If this is the case, the entities are requested to provide action plans which are monitored by the Group Compliance department.
- The handling of reports is the subject of regular reporting by the Internal Whistleblowing Representative to the Executive Management, on whistleblowing report volumes and their breakdown (categories, entities, criticality, whistleblower profile, admissibility etc.)

METRICS AND TARGETS (INCLUDING STEERING)

In line with the aim of facilitating feedback on whistleblowing, the Group monitors the number of reports over time on the dedicated platform.

WHISTLEBLOWING REPORTS RECORDED IN THE GROUP INTERNAL WHISTLEBLOWING TOOL

Each year, the Group Compliance department extracts the number of reports received in the internal tool for the entities of Crédit Agricole S.A. and Crédit Agricole parent company, i.e. the number of reports before handling. This provides an understanding of the reports that prove not to be relevant, following investigation.

The metric is validated internally by the Group Compliance department.

2024

Number of whistleblowing reports recorded in the Group internal whistleblowing tool (before handling)	158
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4.1.4.5 COMBATING FINANCIAL CRIME

ACTION PLAN

Ongoing action plans in the area of combating financial crime are based on the following pillars:

- the **Know Your Customer** mechanism which includes:
 - Group standards** including Know Your Customer obligations, which are regularly updated,
 - a body of controls** (particularly regarding entry into a relationship and periodic review),
 - steering metrics** which concern all customers of the entities while also paying particular attention to customers presenting the highest risk with regard to anti-money laundering and combating the financing of terrorism,
 - tools contributing to improving the reliability of data through native consistency checks** and through the “Selfcare” initiative (Know Your Customer data is entered directly by the customer in the tool);
- the **Anti-money laundering and combating the financing of terrorism (“AML/CFT”) system** is based on:
 - employee training in AML/CFT matters,
 - the classification of AML/CFT risks,
 - getting to know customers of the entities through the risk profile assessment,
 - the detection of atypical transactions and, where applicable, their reporting to financial intelligence units,
 - the intra-group exchange of AML/CFT information,
 - regular controls and audits;
- the **mechanism for compliance with international sanctions** is based on:
 - employee training in international sanctions,
 - getting to know the customers of the entities and their transactions,
 - assessment of the entities' exposure to international sanctions,
 - data screening and financial message filtering,
 - regular controls and audits.

Crédit Agricole S.A. has the ultimate authority for compliance with International Sanctions and for supervising control of the risks incurred. The Group entities are responsible for compliance with local sanction programmes.

COMBATING FRAUD

To protect customers and preserve the Group's interests, a structured system for combating fraud is implemented across all entities of Crédit Agricole S.A.

The governance of this system is also rolled out in all entities of Crédit Agricole S.A. It is governed by a procedural note and dedicated comitology. The Anti-fraud Steering Committee and the Fraud Prevention Community Committee meet quarterly with representatives from the Group subsidiaries and special functions.

In addition, IT tools have been strengthened at Group level to ensure better detection. In this regard, the fraud screening launched in March 2023 allows for more effective cross-functional detection of fraudsters, and ultimately better immunisation of the Group against this type of risk.

METRICS AND TARGETS (INCLUDING STEERING)

“COMBATING FINANCIAL CRIME” TRAINING

Every six months, the Group Compliance department calculates for Crédit Agricole S.A. the ratio between the number of employees who have completed and the number of employees who should complete the “International Sanctions” and “Anti-money Laundering and Combating the Financing of Terrorism” training over its reference period, as defined in the texts of the Group's governance.

The data is collected from the Crédit Agricole S.A. entities via an internal tool. This data is controlled and validated by the Group Compliance department.

Name of training	2024 completion rate
International Sanctions – General Module	97.54%
Anti-money laundering and combating the financing of terrorism (AML/CFT) – General Module	96.13%

4.1.4.6 PREVENTING MARKET ABUSE

ACTION PLAN

Ongoing action plans in the area of market abuse prevention and management are based on the following pillars:

- Training and awareness-raising:** specific training programmes are rolled out across all Crédit Agricole S.A. entities concerned and provide an understanding of regulatory issues and responsibilities, as well as the associated risks. These programmes involve mandatory and non-mandatory training delivered to employees, and are targeted according to the position held. They are reviewed and adapted on a regular basis;
- Framework of the Market Abuse system based on a body of procedures and controls:** procedures and controls form the framework for the risks of undermining the integrity of the financial markets and market abuse. This framework is regularly updated in response to regulatory changes;
- Management of the Market Abuse detection and management system:** each entity is equipped with a market abuse detection tool which includes scenarios on price manipulation and insider trading. Each model is the subject of a frequent review to ensure the continued effectiveness of the systems with a view to detecting and reporting suspect orders and transactions;
- Market Abuse management:** control metrics have been put in place at Crédit Agricole S.A. level. These relate to employees' personal transactions and the number of reports handled in relation to the volume generated. In addition, the theme of “Market Abuse” is the subject of annual reporting in the compliance report and the ISCR sent to the AMF.

Crédit Agricole S.A., as a corporate centre, assumes responsibility for the steering and governance of the Group market abuse monitoring and detection system. Steering committees with the entities concerned are held regularly, primarily with a view to ensuring ongoing improvement of the Group system.

METRICS AND TARGETS (INCLUDING STEERING)

Metrics for the implementation and effectiveness of the market abuse prevention systems are specific to each entity. Crédit Agricole S.A. and its entities are awaiting additional details on the sector-specific standards to settle on the selection of metrics to disclose.

4.2. SUPPLIER RELATIONS AND PAYMENT TERM PRACTICES

4.2.1 STRATEGY

4.2.1.1 EXTERNAL FRAMEWORKS AND REFERENCES

On 14 December 2010, Crédit Agricole S.A. signed the **Responsible Supplier Relations and Purchasing Charter** encouraging companies to adopt responsible practices towards their suppliers. The **“Responsible Supplier Relations and Purchasing” label** was granted to Crédit Agricole S.A. for the first time in 2014 for the parent company scope, then in 2017 for the scope of Crédit Agricole S.A. and its subsidiaries. It was renewed for three years in 2024 for the same scope. As part of this, the organisation and actions of Crédit Agricole S.A. were certified to be at a “conclusive” level (third level out of four) compared to the **ISO 20400** normative framework.

This label is assessed on the basis of 15 criteria distributed across the following five areas:

- responsible supplier's commitments and their consistency with the Group CSR policy and strategy;
- the professional development of buyers and mediation development;
- the supplier relationship (respect of the contractual right and balance, mediation, supplier reviews);
- the integration of CSR into purchasing processes via responsible sourcing;
- the impacts of purchases on the economic competitiveness of ecosystem, via the assessment of all costs in the life cycle and the contribution to regional development.

4.2.1.2 INTERNAL CONTEXT

Through a comprehensive double materiality analysis two material themes were established: “Management of relationships with suppliers” and “Payment practices”. These are the subject of two policies forming an integral part of the Group’s Responsible Purchasing policy.

In response to these issues and to contribute to the company's overall performance, in 2018 Crédit Agricole Group introduced a **Group Responsible Purchasing Policy**, aimed at establishing long-term, balanced relationships with suppliers. A low-carbon transition component was added to this policy in 2023. It is now based on six major pillars:

1. adopting a responsible behaviour with suppliers, and particularly in terms of payment terms;
2. contributing to the economic competitiveness of ecosystem;
3. constantly monitoring the quality of relationships with suppliers;
4. integrating environmental and societal aspects into our purchasing;
5. taking action for transition to a low-carbon economy;
6. including this Responsible Purchasing Policy in existing governance arrangements.

4.2.1.3 IMPACTS, RISKS AND OPPORTUNITIES

The IROs identified in the double materiality analysis are the following and are formulated in the form of a negative impact and two risks:

Description of IROs	Positioning in the value chain
Negative impact	
- Negative impact on suppliers in the case of non-responsible purchasing practices by the Group, particularly as regards payment terms	Upstream
Risks	
- Reputational risk and regulatory risk in the case of accountability of the Group following an environmental, social or ethical breach – particularly in terms of corruption – by its suppliers	Upstream
- Reputational risk and regulatory risk in the case of non-responsible purchasing practices by the Group towards its suppliers, particularly as regards payment terms	Upstream

These IROs were identified using the AFNOR risk map, based on the ISO 31000 “Risk management”, ISO 20400 “Sustainable procurement” and ISO 26000 “Social responsibility” standards, and the internal operational risk management tool, in close collaboration with internal stakeholders.

4.2.2 GOVERNANCE

The missions of the Group Purchasing department are based on four main pillars:

1. amplifying the Group's performance through the competitiveness of purchases;
2. containing and anticipating risks;
3. transforming purchasing into a responsible act;
4. excelling relationally and operationally.

The Group Purchasing department is composed of the following divisions:

- a division in charge of risks, compliance, permanent controls and outsourcing;
- a division in charge of the digitalisation of purchases;
- two Purchasing divisions made up of specialised buyers by category;
- a division dedicated to CSR;
- a corporate secretary in charge of communication, human resources and training.

All buyers of Crédit Agricole Group and their managers, purchasing assistants, purchasing support teams including those in charge of its information system and the analysis of Supplier risks form part of the Purchasing business line.

This business line has the role of designing and overseeing the daily operation of the Group Purchasing system.

The strategy and decisions affecting the Responsible Purchasing Policy are the responsibility of the Strategic Purchasing Committee, a cross-functional body at Group level. This body is composed of a Regional Bank Chairman, Chief Executive Officers of the subsidiaries of Crédit Agricole S.A. and Regional Banks, and representatives of the *Fédération nationale du Crédit Agricole* (FNCA), and of Crédit Agricole S.A.

4.2.3 TARGETS

The aim of the **Group Responsible Purchasing Policy** is to respond to major challenges in the regions where the Group operates, to contribute to the overall performance of its companies and to act for the climate and transition to a low carbon economy. It is fully in line with the **Group's Code of Ethics and Societal Project**.

It aims to favour the purchase of a good or service taking into consideration both the **justified need** and **economic, societal and environmental aspects**, while ensuring a **balance in relations between the company and its suppliers**, in respect of their reciprocal rights.

This policy is part of a **committed and responsible approach**, and is intended to be a mutual vector for progress and innovation. It is addressed at all **employees and players** in the **purchasing process** and their **suppliers**.

4.2.4 SCOPE OF APPLICATION

The Group Responsible Purchasing Policy applies to the scope of Crédit Agricole Group worldwide.

4.2.5 ACTION PLANS

Crédit Agricole Group adopts responsible behaviour in its relationship with suppliers and constantly monitors the quality of interactions it engages in with them. To this end, it applies a Group Responsible Purchasing Policy, broken down into principles, and based on operational actions.

4.2.5.1 ADOPTING RESPONSIBLE BEHAVIOUR IN THE RELATIONSHIP WITH SUPPLIERS

REMINDER OF THE PRINCIPLES OF THE GROUP POLICY

- Monitor the balance of business relationships by adopting respectful practices and behaviours;
- Favour reciprocal commitments, respecting the rights of each party;
- Provide visibility in planning of purchases.

ACTION PLAN

MONITOR PAYMENT TERMS

Crédit Agricole S.A. actively monitors its supplier payment terms and assigns as much importance to SMEs as to other corporates. Payment terms are monitored quarterly at entity level and the consolidated reporting is presented to the Monitoring Committee consisting of representatives of the entities and the Group Purchasing department. This consolidated reporting is also shared each quarter at a Group level Supplier Risks Monitoring Committee.

By introducing this monitoring a structured steering framework has been established and has contributed to reducing Crédit Agricole S.A.'s average payment terms which, as at 31 December 2024, stood at 26.86 days (see Part 4.2.6.2. "Payment practices").

In 2024, the reporting covered the following 14 entities: Crédit Agricole S.A. Parent Company, Crédit Agricole CIB, Amundi, Crédit Agricole Assurances, LCL, CACEIS, Crédit Agricole Leasing & Factoring, Crédit Agricole Personal Finance & Mobility, Indosuez Wealth Management, Crédit Agricole Payment Services, Unimédias, for the France scope.

IMPLEMENT A PLAN TO IMPROVE AVERAGE PAYMENT TERMS, PARTICULARLY BY REDUCING PAYMENT DELAYS

To reduce the late payment of invoices, various entities have brought in payment term improvement plans. These action plans are monitored and involve the sharing of best practices at quarterly meetings dedicated to monitoring the above-mentioned payment terms.

In addition, a portion of the variable compensation of buyers and purchasing managers is indexed to their contribution to improving average payment terms and reducing the late payment of invoices.

4.2.5.2 CONTRIBUTING TO THE ECONOMIC COMPETITIVENESS OF THE ECOSYSTEM

REMINDER OF THE PRINCIPLES OF THE GROUP POLICY

- Encourage the diversity of regional corporates and strengthen social cohesion and inclusion;
- Promote discussions with local players and thereby contribute to regional development;
- Stimulate innovation with our suppliers to create value;
- Assess the overall cost of the life cycle.

ACTION PLAN

INCREASE INCLUSIVE PURCHASES (SHELTERED AND DISABILITY-FRIENDLY SECTOR)

In line with the ambitions of the Group Societal Project, the Purchasing business line promotes all of the inclusive purchases in order to strengthen social cohesion and inclusion through:

- purchasing as a driver for the employment of vulnerable groups (sheltered and disability-friendly working structures, workforce integration structures);
- the use of undertakings in the sheltered and disability-friendly sector is an integral part of the Crédit Agricole S.A. Group disability agreement ⁽¹⁾;
- purchasing to develop employment in the regions in which the Group operates;
- purchasing from companies located in rural revitalisation areas (ZRR), in priority urban neighbourhoods (QPV);
- purchasing from companies in the social and solidarity economy.

Training about how to implement an inclusive purchasing approach were delivered by the Group Purchasing department and resources are available for buyers to identify the suppliers concerned above. The metrics are described in detail in Part 4.2.6.1 "Management of the relationship with suppliers".

4.2.5.3 CONSTANTLY MONITORING THE QUALITY OF RELATIONSHIPS WITH SUPPLIERS

REMINDER OF THE PRINCIPLES OF THE GROUP POLICY

- Involve buyers from the moment the need is expressed.
- Enhance the purchasing skills of internal players (buyers/decision-makers).
- Develop reciprocal company/supplier knowledge;
- Establish a mediation mechanism.

ACTION PLAN

COMMUNICATE REGULARLY WITH SUPPLIERS

To maintain a relationship based on trust with suppliers, promote communication, share strategic guidelines and messages, and to take into account their concerns, Crédit Agricole Group has implemented a system for active stakeholder engagement (buyers/suppliers/decision-makers) including the following actions:

- a dedicated page on the website ⁽²⁾ for information purposes, allowing suppliers to contact the Purchasing Department;
- annual satisfaction surveys to gather feedback from suppliers and in-house decision-makers;
- an annual meeting named "*les Rencontres Fournisseurs*" (Suppliers' Meeting), organised both in person and remotely with more than 700 participants, the theme of which in 2024 was "Work better together";
- regular reviews with the main suppliers;
- a dedicated newsletter sent to them every six months, supplemented by a specific publication on decarbonisation since 2023.

(1) <https://www.credit-agricole.com/pdfPreview/189198>.

(2) <https://www.credit-agricole.com/en/group/you-are-a-supplier-or-would-like-to-become-a-supplier>

The results and information gathered through these channels of dialogue contribute to the approach of ensuring ongoing improvement of Crédit Agricole Group's Responsible Purchasing and its action plans.

TRAIN BUYERS IN CSR ISSUES

As part of its Group Responsible Purchasing Policy, the Purchasing business line monitors the training of buyers, particularly on environmental, societal and governance (ESG) aspects and their professional development in a constantly changing environment.

To this end, a global training programme dedicated to CSR and supplier risks is offered to all buyers, and more specifically:

- an e-learning which provides good CSR habits as part of the purchasing process;
- a purchasing CSR training module designed for newcomers within the Purchasing business line;
- specific training modules on the decarbonisation of purchases;
- a training module on awareness of supplier risks (KYS).

Aligned with the challenges of the Group Societal Project in terms of CSR and integration, new sessions on responsible purchasing and inclusive purchasing were rolled out in 2024.

On a more general basis, a Purchasing intranet is made available to all players in the Purchasing business line. It lists a vast range of resources and documents related to the Purchasing business line, including the CSR Purchasing component.

IMPLEMENT A MEDIATION SYSTEM AND INFORM STAKEHOLDERS

Crédit Agricole Group has a strong commitment to responsible purchasing, at the foundation of which is a healthy and balanced relationship with its suppliers and subcontractors. In this regard, an in-house mediator is appointed within the Group.

The Chief Sustainability and Impact Officer, a member of the Executive Committee of Crédit Agricole S.A., is in position since 2018 for the Crédit Agricole S.A. scope. It has been extended to all entities of Crédit Agricole Group in France and internationally since 2020.

The assistance of the mediator may be sought as part of a voluntary mediation approach, either by a supplier or by an in-house service, when difficulties arise to make their positions understood. The officer's role is to restore dialogue between the parties and overcome differences.

The "mediation" clause is generally included in most specifications and contracts.

The Purchasing business line regularly reminds its stakeholders of the role of the in-house mediator, particularly at Supplier Meetings and in the newsletters that are sent to them. Information on the system was provided to all employees in 2024.

Externally, the process of seeking the mediator's assistance is visible in the Supplier area of the Group website ⁽¹⁾ along with the generic contact email address and a video of the mediator presenting their role.

The assistance of the mediator was sought 5 times in 2024.

4.2.5.4 INTEGRATING ENVIRONMENTAL AND SOCIETAL ASPECTS INTO PURCHASING

REMINDER OF THE PRINCIPLES OF THE GROUP POLICY

- Identify and map risks and opportunities;
- Take CSR criteria into account when choosing a good or service, and when selecting suppliers.

ACTION PLAN

INTEGRATE THE CSR RATING OF SUPPLIERS INTO PURCHASING PROCESSES

Crédit Agricole Group places great importance on the quality of its sourcing and the prevention of CSR risks. To this end, the Purchasing business line has extended integration of the CSR dimension to all purchasing processes. This is to assess both the ESG performance of suppliers and that of the goods and services purchased.

The CSR performance of suppliers is assessed periodically, including when entering into a relationship, during the call for tenders phase and to coincide with dedicated assessment campaigns. It is entrusted to EcoVadis, a trusted third party. If a supplier's rating is below a minimum threshold, the supplier is invited to initiate a progress plan aimed at improving their rating.

The CSR assessment of goods and services purchased takes the form of CSR criteria representing 15% of the overall assessment score during a Purchasing project, or 20% minimum for the categories presenting high risks in environmental, social and ethical issues.

The CSR criteria, common to all purchasing projects, are divided into four categories:

- assessment of the supplier by an independent third party;
- assessment criteria on the supplier's approach in terms of inclusion;
- assessment criteria on the supplier's approach in relation to decarbonisation;
- specific criteria according to the purchasing category (see details in section "CSR risks" below).

See Part 4.2.6.1 "Management of the relationship with suppliers".

This supplier CSR assessment system may be supplemented by on-site audits initiated in partnership with other banks and carried out by an external auditor. The on-site audit process covers the following components: Human rights, Health, Safety and Environment, particularly for the purchasing sectors and suppliers common to the banking sector. For instance, audits were carried out on cash transport, ATMs and document shuttle services for branches.

MANAGE RISKS, AND SPECIFICALLY CSR RISKS

The Group Purchasing department has a Purchasing Risks division dedicated to risks, compliance and permanent controls. This division's role is to prevent and manage the various risks to which purchases are exposed, both by avoiding the generation of potential negative impacts on suppliers, and ensuring that working methods are in line with regulatory requirements.

The Purchasing business line has general Know Your Supplier (KYS) standards aimed at presenting the data and processes in place to manage supplier-related risks in the Group.

This approach includes:

- a KYS "umbrella" procedural note that includes the scope and key elements to use from the data and the expected processes both in the entities and centrally in the Group Purchasing department;
- three functional notes, which are more operational and detailed, on supplier identification (definition of identifiers, responsibilities and handling), supplier scoring (definition of three risk levels - low, medium and high - and operational consequences) and supplier screening (in terms of international sanctions, Sapin II and fraud/corruption-oriented negative information and duty of care).

⁽¹⁾ <https://www.credit-agricole.com/notre-groupe/vous-etes-fournisseur-ou-vous-souhaitez-le-devenir>.

The entire risk management process is summarised in the diagram below:

OVERVIEW OF RISK AND COMPLIANCE MANAGEMENT ACTIONS IN PURCHASING



The Group Purchasing department organises and contributes to the completeness of supplier data, and to its enhancement, including for related parties (beneficial owners, main shareholders and senior executives). It also assumes responsibility for the control and monitoring of financial risks, in line with the entities, including for aspects related to financial health, economic dependence and concentration, and also oversees the gathering of legal documents on behalf of and in association with the entities.

This supplier knowledge plays a key role in applying the stipulations issued as part of the Sapin II law and Duty of Care law as regards the "Knowledge of third parties" component, and in particular suppliers, and to comply with the regulatory provisions in place as regards international sanctions.

It thus enables:

- improved reliability in the screening of supplier data;
- establishment of a supplier risk profile and a standardised compliance score within the Group;
- implementation of constant vigilance measures, adapted to the degree of criticality of identified risks.

The Purchasing business line has a specific body for managing risks including CSR aspects and composed of representatives of various internal stakeholders of the Group. It meets quarterly to assess risks in financial, ethical, environmental and social aspects. Its decisions apply to all Crédit Agricole S.A. entities.

CSR RISKS

The approach to managing CSR risks steered by the Group Purchasing department incorporates risk identification and assessment elements into the purchasing process.

1. It is based primarily on a mapping of CSR risks by purchasing category. This mapping established in partnership with various banks and supported by AFNOR is used to identify and prioritise the purchasing categories presenting salient risks with regard to the areas of ethics, social and environmental issues. In this regard, categories with a risk level deemed high (Construction work, Advertising material, Equipment and IT servers) have been identified and are the subject of enhanced monitoring in which assessment by a trusted third party is mandatory.
2. Upon signing the contract, suppliers are invited to commit to the principles set out in the "Responsible Purchasing Charter", an initiative common to many banking and insurance providers in the market and also through a specific clause on respecting social and human rights.
3. In terms of corruption, the Group Purchasing department shares a supplier risk assessment system with the bank BPCE on a shared platform. This system meets the obligations of the SAPIN II law and the recommendations of the AFA (French Anti-Corruption Agency). In 2024, the system was extended to the detection of risks related to the environment and social and human rights.

4. Finally, Crédit Agricole Group gives the employees of its suppliers and partners the possibility of using a whistleblowing ⁽¹⁾ mechanism if they witness or are victims of serious events ⁽²⁾ or events contrary to the Code of Conduct and if they have not been able to use normal hierarchical channels for reporting problems. This whistleblowing mechanism, under the responsibility of the Group Compliance department, guarantees the strictest confidentiality of the data contained in the report and of the whistleblower's identity. After making a report, the whistleblower receives an acknowledgement of receipt and is then informed of its admissibility as soon as possible. Following examination, the whistleblower is advised of the case's closure and the action that can be taken. For more information on the procedure to handle whistleblowing reports, please refer to the Practical user guide for whistleblowers ⁽³⁾.

4.2.5.5 TAKING ACTION FOR TRANSITION TO A LOW-CARBON ECONOMY

REMINDER OF THE PRINCIPLES OF THE GROUP POLICY

- Mobilise all our business lines to transform how they operate as part of a low-carbon initiative;
- Engage and encourage our suppliers to measure their carbon footprint and reduce their emissions;
- Consider the carbon weight criterion in the assessment, listing and monitoring of our suppliers.

ACTION PLAN

IMPLEMENT A LOW-CARBON PURCHASING PATHWAY

The low-carbon purchasing pathway project contributes to the Group's aim of "acting for the climate and the transition to a low-carbon economy" and forms an integral part of the environmental aspect of the Group Responsible Purchasing Policy. Scoping work led to an initial measurement of the carbon footprint of purchases of goods and services (scope 3.1) based on external expenditure mainly associated with monetary emission factors (from ADEME) for the entire Crédit Agricole Group. This initial measurement identified the most emissions-intensive purchasing categories.

On the basis of this work and within the scope of Crédit Agricole S.A., the Group Purchasing department defined a target as part of a trajectory submission to the SBTi. This target is based on the SBTi requirements specific to financial institutions for scope 3 categories 1-14 (non-financial footprint). Crédit Agricole S.A. is

committed to making 40% of its external expenditure with suppliers who have adopted science-based reduction targets by 2027. In parallel, a roadmap is being developed, based on three projects:

1. framing and implementing emissions reduction by supporting all the players in the purchasing ecosystem in an adapted and harmonised system;
2. measuring and reporting emissions reductions taking into account reporting requirements;
3. defining and managing a governance system with the stakeholders and partners in the project.

In order to meet these challenges, new training modules have been added to the business line's professional development programme:

- a series entitled "La Casa des Achats Responsables" was created and distributed to all employees of the business line. This awareness-raising tool, consisting of several seasons and episodes, is designed to address the main themes of the Societal Project: season 1 entitled "CSR", season 2 entitled "Decarbonisation" etc.;
- most employees from the Purchasing business line also attended the *La Fresque du climat* training. This was an opportunity for them to understand the causes and consequences of climate change;
- in addition, two two-hour training modules were offered to all buyers on the decarbonisation of purchasing ("Raising awareness of the standards and regulatory framework" and "Role as buyer").

4.2.6 METRICS AND TARGETS

The data collection scope considered for the metrics "Management of the relationship with suppliers" and "Payment practices" is France. This will be gradually extended **over the next three years**, to obtain all data in the global scope. It should be noted however that France accounts for around three quarters of expenses worldwide.

4.2.6.1 MANAGEMENT OF THE RELATIONSHIP WITH SUPPLIERS

To measure the effectiveness of its responsible approach to relationships with its suppliers, Crédit Agricole Group uses the following metrics:

Metric	Calculation method	Outcome
Share of expenses by entities registered in France from suppliers registered in France	Sum of external expenses from companies registered in France (<i>in euros</i>)/Total external expenses in France and abroad (<i>in euros</i>)	80%
Share of expenses by entities registered in France from SMEs registered in France	Sum of external expenses from SMEs registered in France (<i>in euros</i>)/Total external expenses in France (<i>in euros</i>)	29.25%
Amount of "Inclusive Purchasing" expenses in France by entities registered in France (from the Sheltered and Disability-friendly Sector)	Sum of expenses from "EA/ESAT" (adapted companies and vocational rehabilitation centres) registered in France (<i>in euros</i>)	3,843,204
Share of expenses with suppliers registered in France who have been CSR-assessed by an independent third party.	Sum of expenses from suppliers registered in France and with a CSR rating from an independent third party (EcoVadis) (<i>in euros</i>)/Total expenses incurred externally in France (<i>in euros</i>)	41.59%

(1) Reference to the existence of this mechanism is made on the page dedicated to the whistleblowing system on the Crédit Agricole website: <https://www.credit-agricole.com/en/group/ethics-compliance/whistleblowing-system>.

(2) A crime, an offence, a threat or harm to the general interest, a violation or an attempt to conceal a violation of an international agreement duly ratified or approved by France, of unilateral action of an international organisation taken on the basis of such an agreement, of the law of the European Union, of the law or of the regulations.

(3) <https://www.credit-agricole.com/pdfPreview/179780>.

4.2.6.2 PAYMENT PRACTICES

To implement a responsible approach to relations with its suppliers, Crédit Agricole Group uses three metrics as described below. The criteria used for these metrics are as follows:

- the categories of suppliers used by the Group are “Total” and “SME” (including very small businesses). The scope covered includes entities in France;
- Crédit Agricole Group's standard payment term is 60 calendar days from the date the invoice is issued.

AVERAGE PAYMENT TERMS IN CALENDAR DAYS

Average payment terms (in days)	2024
Total	26.86
Of which SMEs	26.59

The consolidated average payment term corresponds to the average weighted by all amounts, between the invoice payment date and the invoice issuance date in calendar days.

Group level target: Remain below 40 days.

INVOICES PAID WITHIN THE STANDARD TERMS

Payments made within the standard Group terms	2024
Total	93.90%
In amount (as a %)	
Of which SMEs	91.43%
Total	92.39%
In number (as a %)	
Of which SMEs	90.26%

The categories of suppliers used by the Group are “Total” and “SME”.

Metric	Calculation method
Share of invoices paid within the standard Group terms, in amount (All suppliers)	(Total amount of invoices – amount of invoices paid late more than 60 days after the invoicing date)/total amount of invoices
Share of invoices paid within the standard Group terms, in amount (SME suppliers)	(Total amount of SME invoices – amount of invoices paid late, more than 60 days after the invoicing date to SMEs)/total amount of SME invoices
Share of invoices paid within the standard Group terms, in number (All suppliers)	(Total number of invoices – number of invoices paid late more than 60 days after the invoicing date)/total number of invoices
Share of invoices paid within the standard Group terms, in number (SME suppliers)	(Total number of SME invoices – number of invoices paid late, more than 60 days after the invoicing date to SMEs)/total number of SME invoices

Group level target: 100% over the next three years (at 31 December 2027).

NUMBER OF LEGAL PROCEEDINGS RELATED TO LATE PAYMENT OF INVOICES DURING THE REFERENCE PERIOD (CALENDAR YEAR FROM 1 JANUARY TO 31 DECEMBER).**ONGOING LEGAL PROCEEDINGS CONCERNING LATE PAYMENTS**

Number of legal proceedings	2024
Total	0

Metric	Calculation method
Number of ongoing legal proceedings during the reference period	Sum of legal proceedings related to late payment of invoices during the reference period

Target: Zero over the next two years (at 31 December 2026).

REPORT ON THE CERTIFICATION OF SUSTAINABILITY INFORMATION AND VERIFICATION OF THE DISCLOSURE REQUIREMENTS UNDER ARTICLE 8 OF REGULATION (EU) 2020/852

(Year ended 31 December 2024)

This is a translation into English of the Statutory Auditors report on the certification of sustainability information and verification of the disclosure requirements under Article 8 of Regulation (EU) 2020/852 of the Company issued in French and it is provided solely for the convenience of English-speaking users.

This report should be read in conjunction with, and construed in accordance with, French law and the H2A guidelines on "Limited assurance engagement - Certification of sustainability reporting and verification of disclosure requirements set out in Article 8 of Regulation (EU) 2020/852".

To the General Meeting of Shareholders

CRÉDIT AGRICOLE S.A.

12, place des États-Unis

92127 Montrouge Cedex

This report is issued in our capacity as Statutory Auditor of Crédit Agricole S.A. It covers the sustainability information and the information required by Article 8 of Regulation (EU) 2020/852, relating to the year ended 31 December 2024 and included in section "Sustainability report" of the Group management report, hereinafter the "Sustainability report".

Pursuant to Article L. 233-28-4 of the French Commercial Code, Crédit Agricole S.A. is required to include the above mentioned information in a separate section of the Group management report. This information has been prepared in the context of the first time application of the aforementioned articles, a context characterized by uncertainties regarding the interpretation of the laws and regulations, the use of significant estimates, the absence of established practices and frameworks in particular for the double-materiality assessment, and an evolving internal control system. It enables an understanding of the impact of the activity of the Group on sustainability matters, as well as the way in which these matters influence the development of the business of the Group, its performance and position. Sustainability matters include environmental, social and corporate governance matters.

Pursuant to Article L. 821-54 paragraph II of the aforementioned Code, our responsibility is to carry out the procedures necessary to issue a conclusion, expressing limited assurance, on:

- compliance with the sustainability reporting standards adopted pursuant to Article 29 b of Directive (EU) 2013/34 of the European Parliament and of the Council of 14 December 2022 (hereinafter ESRS for "European Sustainability Reporting Standards") of the process implemented by Crédit Agricole S.A. to determine the information reported, and compliance with the requirement to consult the Social and Economic Committee provided for in the sixth paragraph of Article L. 2312-17 of the French Labour Code;
- compliance of the sustainability information included in the Sustainability report with the requirements of L. 233-28-4 of the French Commercial Code, including ESRS; and
- compliance with the reporting requirements set out in Article 8 of Regulation (EU) 2020/852.

This engagement is carried out in compliance with the ethical rules, including independence, and quality control rules prescribed by the French Commercial Code.

It is also governed by the H2A guidelines on "Limited assurance engagement - Certification of sustainability reporting and verification of disclosure requirements set out in Article 8 of Regulation (EU) 2020/852".

In the three separate sections of the report that follow, we present, for each of the sections of our engagement, the nature of the procedures that we carried out, the conclusions that we drew from these procedures and, in support of these conclusions, the elements to which we paid particular attention and the procedures that we carried out with regard to these elements. We draw your attention to the fact that we do not express a conclusion on any of these elements taken individually and that the procedures described should be considered in the overall context of the formation of the conclusions issued in respect of each of the three sections of our engagement.

Finally, where deemed necessary to draw your attention to one or more disclosures of sustainability information provided by Crédit Agricole S.A. in the Group management report, we have included an emphasis of matter paragraph hereafter.

LIMITS OF OUR ENGAGEMENT

As the purpose of our engagement is to express limited assurance, the nature (choice of techniques), extent (scope) and timing of the procedures are less than those required to obtain reasonable assurance.

Furthermore, this engagement does not provide guarantee regarding the viability or the quality of the management of Crédit Agricole S.A., in particular it does not provide an assessment, of the relevance of the choices made by Crédit Agricole S.A. in terms of action plans, targets, policies, scenario analyses and transition plans, which would go beyond compliance with the ESRS reporting requirements.

It does, however, allow us to express conclusions regarding the Group's process for determining the sustainability information to be reported, the sustainability information itself, and the information reported pursuant to Article 8 of Regulation (EU) 2020/852, as to the absence of identification or, on the contrary, the identification of errors, omissions or inconsistencies of such importance that they would be likely to influence the decisions that readers of the information subject to this engagement might make.

Any comparative information that would be included in the Sustainability report are not covered by our engagement.

COMPLIANCE WITH THE ESRS OF THE PROCESS IMPLEMENTED BY CRÉDIT AGRICOLE S.A. TO DETERMINE THE INFORMATION REPORTED, AND COMPLIANCE WITH THE REQUIREMENT TO CONSULT THE SOCIAL AND ECONOMIC COMMITTEE PROVIDED FOR IN THE SIXTH PARAGRAPH OF ARTICLE L. 2312-17 OF THE FRENCH LABOUR CODE

NATURE OF PROCEDURES CARRIED OUT

Our procedures consisted in verifying that:

- the process defined and implemented by Crédit Agricole S.A. has enabled it, in accordance with the ESRS, to identify and assess its impacts, risks and opportunities related to sustainability matters, and to identify the material impacts, risks and opportunities, that lead to the publication of information disclosed in the Sustainability report; and
- the information provided on this process also complies with the ESRS.

We also checked the compliance with the requirement to consult the Social and Economic Committee.

CONCLUSION OF THE PROCEDURES CARRIED OUT

On the basis of the procedures we have carried out, we have not identified any material errors, omissions or inconsistencies regarding the compliance of the process implemented by Crédit Agricole S.A. with the ESRS.

Concerning the consultation of the Social and Economic Committee provided for in the sixth paragraph of Article L. 2312-17 of the French Labour Code we inform you that as of the date of this report, this consultation has not yet been held.

EMPHASIS OF MATTERS

Without qualifying the conclusion expressed above, we draw your attention to the information provided in paragraph 1.4.1.3 which describes uncertainties and methodological limits explaining why Crédit Agricole S.A. considers itself not able, at this stage, to conclude on the materiality of themes E2, E3, E4 and E5 (pollution, water and marine resources, biodiversity and ecosystems, resource use and circular economy).

ELEMENTS THAT RECEIVED PARTICULAR ATTENTION

CONCERNING THE IDENTIFICATION OF STAKEHOLDERS

Information on the identification of stakeholders is set out in section 1.3.2 "Interests and views of stakeholders" of the Sustainability report.

We interviewed management and inspected available documentation.

We also assessed the consistency of the primary stakeholders identified by the Group in view of the nature of its activities, taking into account its business relationships and value chain.

CONCERNING THE IDENTIFICATION OF IMPACTS, RISKS AND OPPORTUNITIES

Information on the identification of impacts, risks and opportunities is provided in section 1.4.1 "Description of the processes to identify and assess material impacts, risks and opportunities" of the Sustainability report.

We obtained an understanding of the process implemented by the Group to identify actual or potential impacts – both negative and positive – risks and opportunities (IROs), in relation to the sustainability matters mentioned in paragraph AR16 of ESRS 1, "Application requirements", and those specific to the Group.

We obtained an understanding of the Group's mapping of identified IROs, including a description of their distribution within the Group's own operations and its value chain, as well as their time horizon (short, medium or long term), and assessed the consistency of this mapping with our knowledge of the Group and with the risk analyses conducted by the Group.

CONCERNING THE ASSESSMENT OF IMPACT MATERIALITY AND FINANCIAL MATERIALITY

Information on the assessment of impact materiality and financial materiality is provided in section 1.4.1 "Description of the processes to identify and assess material impacts, risks and opportunities" of the Sustainability report.

Through interviews with management and inspection of the available documentation, we obtained an understanding of the process implemented by the Group to assess impact materiality and financial materiality, and assessed its compliance with the criteria defined by ESRS 1.

In particular, we assessed the way in which the Group established and applied the materiality criteria defined in ESRS 1, including those relating to the setting of thresholds, in order to determine the metrics relating to material IROs identified in accordance with the relevant ESRS standards and the Group specific disclosures.

COMPLIANCE OF THE SUSTAINABILITY INFORMATION INCLUDED IN THE SUSTAINABILITY REPORT WITH THE REQUIREMENTS OF ARTICLE L. 233-28-4 OF THE FRENCH COMMERCIAL CODE, INCLUDING THE ESRS

NATURE OF PROCEDURES CARRIED OUT

Our procedures consisted in verifying that, in accordance with legal and regulatory requirements, including the ESRS:

- the disclosures provided enable an understanding of the general basis for the preparation and governance of the sustainability information included in the Sustainability report, including the basis for determining the information relating to the value chain and the exemptions from disclosures used;
- the presentation of this information ensures its readability and understandability;
- the scope chosen by Crédit Agricole S.A. for providing this information is appropriate; and
- on the basis of a selection, based on our analysis of the risks of non-compliance of the information provided and the expectations of users, that this information does not contain any material errors, omissions or inconsistencies, i.e. that are likely to influence the judgement or decisions of users of this information.

CONCLUSION OF THE PROCEDURES CARRIED OUT

Based on the procedures we have carried out, we have not identified material errors, omissions or inconsistencies regarding the compliance of the sustainability information included in the Sustainability report, with the requirements of Article L. 233-28-4 of the French Commercial Code, including the ESRS.

EMPHASIS OF MATTERS

Without qualifying the conclusion expressed above, we draw your attention to the paragraphs of the Sustainability report, which detail the scope of the emissions considered, as well as the limitations related to data availability, the underlying assumptions used, and the methodologies applied to establish the related estimates:

- for transition plan, in paragraphs 2.2.1 “Transition plan for climate change mitigation and adaptation” and 2.4.1 “Climate change mitigation and adaptation targets”; and
- for the calculation of financed emissions related to value chain (category 15 of scope 3 according to GHG Protocol), in paragraph 2.4.2 “Gross scopes 1, 2, 3 GHG emissions and total GHG emissions”.

ELEMENTS THAT RECEIVED PARTICULAR ATTENTION

INFORMATION REPORTED IN RELATION TO CLIMATE CHANGE (ESRS E1)

With regard to the information provided on total GHG emissions (ESRS E1-6), as mentioned in section 2.4.2 “Gross scopes 1, 2, 3 GHG emissions and total GHG emissions” of the Sustainability report

Our work consisted primarily of:

- obtaining an understanding of the processes, methodologies, frameworks, data, and estimates used by the Group to establish the information, including operational integration and associated internal control; and
- additionally, with regard to scope 1, scope 2 and scope 3 emissions (categories 1, 2 and 6) related to the Group's own operations:
 - assessing the appropriateness of the emission factors used and the calculation of the related conversions, as well as the calculation and extrapolation assumptions, taking into account the uncertainty inherent in the state of scientific or economic knowledge and the quality of the external data,
 - verifying, on a sample basis, the underlying data used to draw up the greenhouse gas emissions assessment and traced to supporting documents, as well as the accuracy of the calculations used to establish the estimated emissions;
- in addition, with regard to financed emissions (Scope 3, category 15 of the GHG Protocol):
 - understanding the scope of assets covered as described in the aforementioned note and assess its justification with regard to the applied framework,
 - verifying that the basis used for the calculation of financed emissions corresponds to the scope of assets covered as described and reconcile it with the consolidated balance sheet,
 - examining the method for determining the estimates, including the sectoral proxies used by the Group,
 - verifying, on a sample basis, the accuracy of the calculations of financed emissions.

Regarding the definition and information provided on the Transition Plan for climate change mitigation and adaption (ESRS E1-1), as mentioned in paragraph 2.2.1 “Transition plan for climate change mitigation and adaptation” of the Sustainability report

Our work consisted primarily to:

- assessing the information related to the scope retained for the Transition Plan (transition plan for own operations and sectoral transition plans on the value chain) as well as the processes, methodologies, frameworks, data, and estimates used by the Group to establish the published information;
- assessing the compliance with the criteria set by ESRS E1, in particular the description of the main assumptions and reference climate scenarios underlying this plan, specified that we are not required to express a conclusion on the appropriateness or the level of ambition of the transition plan's objectives;
- assessing the consistency of this transition plan with the commitments made by the Group as transcribed in the governance minutes or other communications made by the Group;
- assessing whether the transition plan is in line with the framework of the strategic plan as approved by the management and the Group's financial planning.

COMPLIANCE WITH THE REPORTING REQUIREMENTS SET OUT IN ARTICLE 8 OF REGULATION (EU) 2020/852

NATURE OF PROCEDURES CARRIED OUT

Our procedures consisted in verifying the process implemented by Crédit Agricole S.A. to determine the eligible and aligned nature of the activities of the entities included in the consolidation.

They also involved verifying the information reported pursuant to Article 8 of Regulation (EU) 2020/852, which involves checking:

- the compliance with the rules applicable to the presentation of this information to ensure that it is readable and understandable;
- on the basis of a selection, the absence of material errors, omissions or inconsistencies in the information provided, i.e. information likely to influence the judgement or decisions of users of this information.

CONCLUSION OF THE PROCEDURES CARRIED OUT

Based on the procedures we have carried out, we have not identified any material errors, omissions or inconsistencies relating to compliance with the requirements of Article 8 of Regulation (EU) 2020/852.

EMPHASIS OF MATTERS

Without qualifying the conclusion expressed above, we draw your attention to the information provided in the paragraph "Methodology for determining aligned assets" of section 2.4.5 "Information published on activities related to the EU taxonomy" of the Sustainability report, which presents the main methodological assumptions used to assess the alignment of households loans.

ELEMENTS THAT RECEIVED PARTICULAR ATTENTION

We determined that there were no specific items to communicate in our report.

Neuilly-sur-Seine and Paris-La Défense, 24 March 2025

The Statutory Auditors

PricewaterhouseCoopers Audit

Agnès Hussherr

Bara Naija

Forvis Mazars S.A.

Jean Latorzeff

IMPLEMENTATION OF PRINCIPLES FOR RESPONSIBLE BANKING

The complete report on the implementation of the Principles for Responsible Banking (PRB) is available on the credit-agricole.com website.

Reporting and self-assessment point	Relevant reference(s)/Illustrative link(s) to the answer
PRINCIPLE 1: ALIGNMENT	
1.1. Crédit Agricole S.A. business model.	See Universal Registration Document, chapter "Presentation of Crédit Agricole S.A."
1.2. Alignment of the strategy with the Sustainable Development Goals (SDGs), the Paris Climate Agreement and successful national and regional frameworks	See: https://www.credit-agricole.com/en/group/group-project-and-ambitions-2022/2025-mtp/credit-agricole-s.a.-s-ambitions-for-2025 See Universal Registration Document, "Sustainability report" chapter, Part 1.4
PRINCIPLE 2: DEFINITION OF IMPACT AND TARGET	
2.1. Crédit Agricole S.A. impact analysis	See Universal Registration Document, "Sustainability report" chapter, Part 1.4
Conclusion on impact analysis: This entire analysis of non-financial risks/issues and their materiality has enabled Crédit Agricole S.A. to define the corresponding impact and risk management policies.	
2.2. Definition of Crédit Agricole S.A. target	See Universal Registration Document, "Sustainability report" chapter, parts 2.4, 3.1 and 3.2
Conclusion on the definition of the target: as part of its Societal Project and Ambitions 2025 Medium-Term Plan, Crédit Agricole S.A. has set itself ambitious targets in line with its <i>Raison d'Être</i> (Please refer to the glossary for the definition of <i>Raison d'Être</i>).	
2.3. Plans for implementation and monitoring of targets	See Universal Registration Document, "Sustainability report" chapter, parts 2.3, 2.4, 3.1 and 3.2
Conclusion on the monitoring of targets: Following the publication of its "Ambitions 2025" Medium-Term Plan and its Societal Project, Crédit Agricole S.A. has updated the list of metrics it uses to align with its new targets (Part 2.4 of the Sustainability report).	
2.4. Progress in implementing targets	See Universal Registration Document, "Sustainability report" chapter, parts 2.4, 3.1 and 3.2
Conclusion on progress achieved: Significant progress was made in 2024 in implementing the environmental and social strategy of Crédit Agricole S.A.	
PRINCIPLE 3: CUSTOMERS	
3.1. Overview of the policies and practices currently implemented or to be implemented by Crédit Agricole S.A. to promote responsible relationships with its customers	See Universal Registration Document, "Sustainability report" chapter, parts 2.3 and 3.2
3.2. Description of the work performed or planned by Crédit Agricole S.A. with its customers to encourage sustainable practices and enable sustainable economic activities.	See Universal Registration Document, "Sustainability report" chapter, Part 2.3
PRINCIPLE 4: STAKEHOLDERS	
4.1. Description of the stakeholders (or groups/types of stakeholders) with whom Crédit Agricole S.A. has consulted, engaged, collaborated or partnered to implement these principles and enhance its impact	See Universal Registration Document, "Sustainability report" chapter, part 1.3 https://www.b4ig.org/ https://www.at-entreprise-pauvreté.org/toutes-nos-publications/lancement-du-collectif-dentreprises-pour-une-economie-plus-inclusive/
PRINCIPLE 5: GOVERNANCE AND CULTURE	
5.1. Description of the governance structures, policies and procedures put in place or expected to be put in place by Crédit Agricole S.A. to manage significant positive and negative (potential) impacts and to support the effective implementation of the Principles	See Universal Registration Document, "Sustainability report" chapter, parts 1.2, 2.1 and 4.1
5.2. Description of the initiatives and measures implemented or expected to be implemented by Crédit Agricole S.A. to foster a responsible banking culture among its employees	See Universal Registration Document, "Sustainability report" chapter, parts 1.2, 2.1 and 3.1
5.3. Governance structure for the implementation of the principles.	See Universal Registration Document, "Sustainability report" chapter, parts 1.2, 2.1 and 3.1
Conclusion: Oversight of the implementation of the PRB is an integral part of Crédit Agricole S.A. ESG governance.	
PRINCIPLE 6: TRANSPARENCY AND ACCOUNTABILITY	
Progress in the implementation of the principles of banking responsibility	See Universal Registration Document, "Sustainability report" chapter
Conclusion: Crédit Agricole S.A. has made major advances during the 2024 financial year, which are reflected in the Sustainability report.	

CROSS-REFERENCE TABLE

2024 Sustainability report	Global Compact	PRB	GRI G4
GENERAL INFORMATION			
1.1. Basis for preparing statements			
1.2. Sustainability governance	All principles	5	G4-LA12
1.3. Sustainability strategy	All principles	All principles	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; G4-LA13; G4-LA15; G4-LA15; G4-SO4; G4-PR5; G4-PR8
1.4. Management of impacts, risks and opportunities	All principles	All principles	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN27; G4-LA1; G4-LA2; G4-LA9; G4-LA10; G4-LA11; G4-LA13; G4-LA15; G4-SO4; G4-PR8
RESPONSIBILITY FOR CLIMATE CHANGE			
2.1. Governance	All principles	5	G4-LA12
2.2. Strategy	7; 8; 9	All principles	G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-EC2
2.3. Actions and resources in relation to climate change policies	7; 8; 9	All principles	G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-EC2
2.4. Performance targets and measures	All principles	All principles	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; G4-LA13; G4-LA15; G4-SO4; G4-PR8
SOCIAL RESPONSIBILITY			
3.1. Corporate workforce	All principles	All principles	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN10; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; G4-LA13; G4-LA15; G4-SO4
3.2. Consumers and end-users	All principles	All principles	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN10; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; G4-LA13; G4-LA15; G4-SO4
GOVERNANCE OF SUSTAINABILITY MATTERS			
4.1. Ensuring compliance with regulatory and professional obligations	All principles	5	G4-LA12
4.2. Supplier relations and payment term practices	All principles	5	G4-LA12

The Global Compact is a UN initiative that encourages undertakings to adopt socially responsible behaviour based on 10 principles.

The Principles for Responsible Banking are a UN framework for a more sustainable and inclusive banking system.

The GRI G4 is the fourth edition of the Global Reporting Initiative that aims to provide metrics for measuring the development of sustainable development programmes.