



Social and Mutualist Responsibility

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3.1 PREAMBLE

Under Article L.225-102-1 of the French Commercial Code, Crédit Mutuel Alliance Fédérale is responsible for preparing, for the 2023 fiscal year, a consolidated non-financial performance statement in accordance with the legal and regulatory requirements, including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies applied in respect of these risks and the results of these policies.

This statement incorporates information required by Articles L.225-102-1, R.225-105-1 and R.225-105, Articles 70 and 173 of the law pertaining to energy transition for green growth of August 17, 2015, Article 14 of the law pertaining to combating food waste of February 11, 2016, Sapin 2 Law No. 2016-1691 of December 9, 2016, Article L.225-102-4 of the law of March 27, 2017, pertaining to the duty of vigilance by parent companies and sourcing companies, Article 8 of the Taxonomy Regulation 2020/852 (NFRD), SFDR regulation (known as Disclosure) of December 9, 2019, Article 29 of the French energy and climate law.

3.2 PRESENTATION

3.2.1 Crédit Mutuel Alliance Fédérale scope

Grouped under the name Crédit Mutuel Alliance Fédérale, the mutual banking division (or regulatory perimeter) and the Banque Fédérative du Crédit Mutuel (BFCM) and its subsidiaries are complementary and linked. BFCM is the group's holding company. Its capital is held by the local banks and Caisse Fédérale de Crédit Mutuel (CFCM). It manages Crédit Mutuel Alliance Fédérale's cash and operates on the financial markets. It works with companies and local authorities in the processing of flows, credit and specialized financing transactions and deals with relations with international partners. It manages the equity investments held in all the specialized subsidiaries that support the banks' operations.

In view of this organization, the information required in the non-financial performance statement is given below in the name of CFCM on behalf of Crédit Mutuel Alliance Fédérale. CFCM holds the collective accreditation (banking code 10 278) for all the affiliated local banks and is the head of the group comprising BFCM and its subsidiaries as defined in Articles L.233-3 and L.233-16 of the French Commercial Code.

Crédit Mutuel Alliance Fédérale includes companies that are not individually obliged to publish a specific report:

- for the regional banks of CIC and CIC, a specific report is published in their annual financial report;
- for the technology division:
 - Euro-Information Services,
 - Euro-Information Développements,
 - Euro-Information Production,
 - Euro-Information,
 - Euro-Protection Surveillance;
- for the press division, mainly:
 - *Le Dauphiné Libéré,*
 - *Groupe Progrès,*
 - *L'Est Républicain,*
 - *Les Dernières Nouvelles d'Alsace,*
 - *Est Bourgogne Médias,*
 - *L'Alsace,*
 - *Le Républicain Lorrain,*
 - *Liberté de l'Est.*

In line with Crédit Mutuel Alliance Fédérale's organization, the companies in the technology division and the press division are the subject of a separate declaration, available in this document.

The complete list of Crédit Mutuel Alliance Fédérale entities, press and technology divisions taken into account for the NFPS is provided at the end of the report.

The scope used for the collection and consolidation of this report represents 98% of the consolidated scope in terms of workforce on the payroll at December 31, 2023. In general, entities that are excluded from the scope are those which do not consume energy and have no employees as well as CIC's foreign subsidiaries other than Banque de Luxembourg and Banque de Luxembourg Investments SA.

The federations, Caisse Fédérale de Crédit Mutuel and the subsidiaries

The local banks belong to a federation. Depending on where the local banks are located, the federation is either an association governed by the law of July 1, 1901, or, for those located in the French departments of Haut-Rhin, Bas-Rhin and Moselle, an association subject to the locally applicable Civil Code.

As a strategic planning and control body, the federation represents Crédit Mutuel in its region.

Regarding regulatory, technical and financial aspects, CFCM holds the collective banking accreditation that benefits all affiliated local banks, in accordance with the French Monetary and Financial Code, and which are members of the federation.

CFCM is responsible for the group's solvency and liquidity, as well as its compliance with banking and financial regulations.

On behalf of the local banks, CFCM therefore performs financial functions such as liquidity management and also provides technical, legal and IT services either directly or through insurance, IT or leasing subsidiaries.

Pursuant to the French Monetary and Financial Code, each Crédit Mutuel regional group is organized around a federation, a regional bank and all the local banks that are affiliated to the federation and use the same banking code (CIB) as CFCM.

The regulatory scope comprises 14 Crédit Mutuel federations that have forged partnerships authorized by the *Autorité de contrôle prudentiel et de résolution* (ACPR – French Prudential Supervisory and Resolution Authority) and grouped within CFCM:

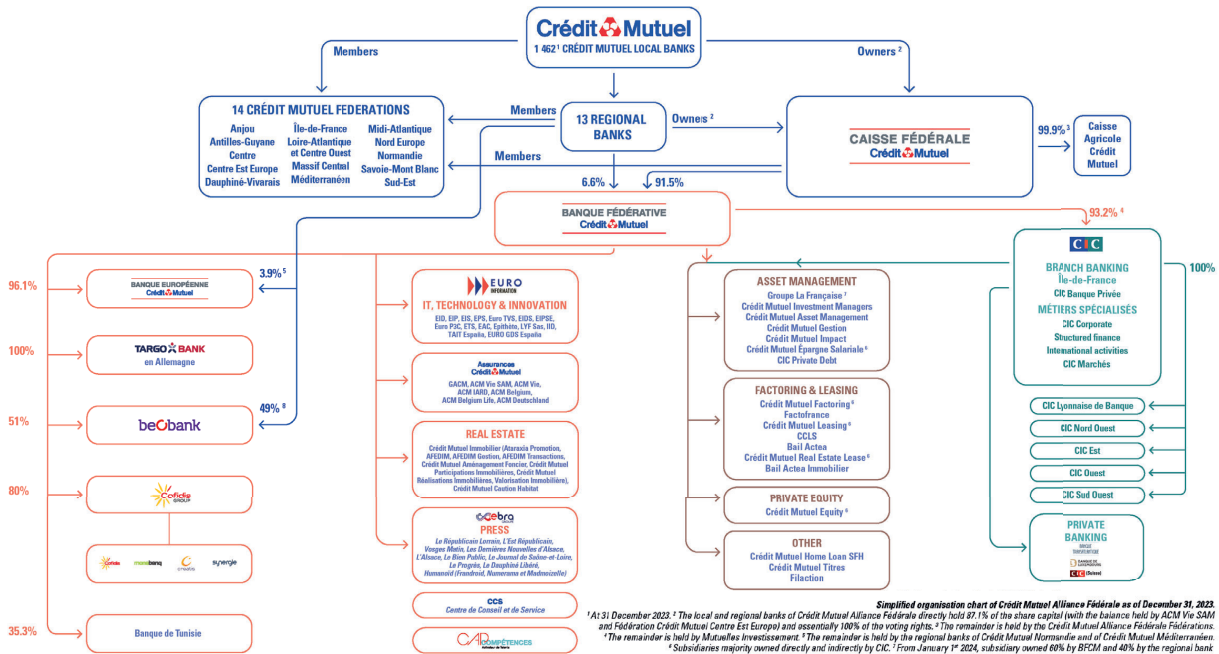
- Crédit Mutuel Centre Est Europe – CMCEE – (Strasbourg);
- Crédit Mutuel Île-de-France – CMIDF – (Paris);
- Crédit Mutuel Midi-Atlantique – CMMA – (Toulouse);
- Crédit Mutuel Savoie-Mont Blanc – CMSMB – (Annecy);
- Crédit Mutuel Sud-Est – CMSE – (Lyon);
- Crédit Mutuel Loire-Atlantique et Centre-Ouest – CMLACO – (Nantes);

- Crédit Mutuel Normandie – CMN – (Caen);
- Crédit Mutuel Méditerranéen – CMM – (Marseille);
- Crédit Mutuel Dauphiné-Vivarois – CMDV – (Valence);
- Crédit Mutuel Centre – CMC – (Orléans);
- Crédit Mutuel Anjou – CMA – (Angers);
- Crédit Mutuel Antilles-Guyane – CMAG – (Fort-de-France);
- Crédit Mutuel Massif Central – CMMC – (Clermont-Ferrand);
- Crédit Mutuel Nord Europe – CMNE – (Lille).

Each local bank is a member of the federation of its geographic region and each federation is autonomous within its territory.

3

SIMPLIFIED ORGANIZATION CHART OF CRÉDIT MUTUEL ALLIANCE FÉDÉRALE



Simplified organization chart of Crédit Mutuel Alliance Fédérale as of December 31, 2023
 *At 31 December 2023. * The local and regional banks of Crédit Mutuel Alliance Fédérale directly hold 87.1% of the share capital (with the balance held by ACM Via SAM and Fédération Crédit Mutuel Centre Est Europe) and essentially 100% of the voting rights. * The remainder is held by the Crédit Mutuel Alliance Fédérale Federations. * The remainder is held by Mutualis Investment. * The remainder is held by the regional banks of Crédit Mutuel Normandie and of Crédit Mutuel Méditerranéen. * Subsidiaries majority owned directly and indirectly by CIC. * From January 1st 2024, subsidiary owned 60% by BFCM and 40% by the regional bank of Crédit Mutuel Nord Europe. * 49% held directly by the regional bank of Crédit Mutuel Nord Europe.

3.2.2 Crédit Mutuel Alliance Fédérale's business model

As a cooperative and mutualist bank, Crédit Mutuel Alliance Fédérale is committed to responsibility, proximity and solidarity and demonstrates its ability to build collectively for the common good. Capitalizing on the proven power of technology, Crédit Mutuel Alliance Fédérale's business

model is decentralized, relationship-driven and integrated across the regions.

Crédit Mutuel Alliance Fédérale's business model and strategic priorities are described in the introduction of this universal registration document.

3.2.3 Crédit Mutuel Alliance Fédérale: the first benefit corporation bank

In 2020, Crédit Mutuel Alliance Fédérale adopted a *raison d'être* in line with its values: *Ensemble, écouter et agir* (Listening and acting together).

Pursuant to a collaborative initiative launched with its mutualist elected members and employees, it is the first benefit corporation bank, with five long-term commitments that aim to assert its identity and its values, and to mobilize expertise and energy around a shared momentum:

- as a cooperative and mutualist organization, we support our customers and members in their best interests;
- as a bank for all, members and customers, employees and elected members, we act for everyone and refuse any discrimination;
- respectful of everyone's privacy, we place technology and innovation at the service of people;
- as a solidarity-based company, we contribute to regional development;
- as a responsible company, we actively work for a fairer and more sustainable society.

These five missions are based on 15 concrete commitments to be achieved.

The monitoring of the execution of these commitments is entrusted to a Mission Committee which will ensure that the company implements the resources, governance and ambition necessary to advance in its missions. It draws on the expertise of its members in order to formulate recommendations on areas for work and possible medium-term initiatives.

The Mission Committee presents an annual report attached to the management report to the Shareholders' Meeting. The implementation of social and environmental objectives is verified by an independent third party, which issues an opinion attached to the Mission Committee's report.

These commitments enhance those of Crédit Mutuel Alliance Fédérale's SMR (Social and Mutualist Responsibility) approach and, more specifically, commitments #12 and #13 related to the group's climate strategy and its environmental ambition to align its activities with the trajectory of the Paris Agreement. ^[1]

[1] A cross-reference table between the commitments of the benefit corporation, the objectives of the 2019-2023 strategic plan and those of the SMR policy can be found at the end of Section 3.3 of this chapter.

THE 15 COMMITMENTS



MISSION 1

As a cooperative and mutualist organization, we support our customers and members in their best interests.

- # 1 Bring democracy to life in the bank by **doubling the number of members voting at Shareholders' Meetings**
- # 2 Guarantee to each customer a **dedicated, non-commissioned advisor**
- # 3 Give more place to young people and get closer to parity on boards of directors from 2022

MISSION 2

A bank for all, members and customers, employees and elected representatives, we act for everyone and refuse any discrimination.

- # 4 Train all our employees and elected members in **the fight against discrimination**
- # 5 **Recruit 25% work-study students** in priority neighborhoods and rural areas
- # 6 **Defend gender equality** at all levels of the bank

MISSION 3

Respectful of everyone's privacy, we place technology and innovation at the service of people.

- # 7 Guarantee the privacy of our customers' data by **processing 99.9% of their information in our infrastructures and systems located in France**
- # 8 **Invest productivity gains** from artificial intelligence in employment and development

MISSION 4

As a solidarity-based company, we contribute to regional development.

- # 9 Anchor decision-making centers in the regions **with more than 90% of our lending decisions taken at branches**
- # 10 **Offer the PayAsso digital payment solution to our associations and civil liability coverage** to their managers
- # 11 **Invest 5% of our equity mainly in innovative French companies**

MISSION 5

As a responsible company, we actively work for a more fair and sustainable society.

- # 12 **Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12%** by the end of 2022
- # 13 **Immediately stop funding for new oil and gas projects**
- # 14 **Insure the real estate loans of our loyal customers without any medical formalities**
- # 15 **Commit to customers in financial difficulty with an account at €1 net per month without any incident fees**

Societal Dividend

In 2023, Crédit Mutuel Alliance Fédérale created the societal dividend to work even harder for a more sustainable and united world. Each year, the group will mobilize 15% of its net income.

The societal dividend is dedicated to three types of action:

- investment through the Fonds de Révolution Environnementale et Solidaire. This fund invests in production facilities and infrastructures designed to protect the environment and promote solidarity;
- the deployment of inclusive banking and insurance services;

- support for major environmental and social causes at local, regional and national level, notably through the Crédit Mutuel Alliance Fédérale Foundation.

In 2023, the societal dividend amounted to €439 million.

In 2023, Crédit Mutuel Alliance Fédérale was awarded the Grand Prix de la Good Economie and the gold prize in the "Contributing to a socially responsible, mutually supportive and local impact" category for its implementation of the societal dividend. The group was also awarded a prix d'or for the €1 net per month solidarity account in the "Promoting social impact - Products & Services" category.

3.2.4 Governance and strategic orientation of Crédit Mutuel Alliance Fédérale

Crédit Mutuel Alliance Fédérale is a group of strong values. Its CSR policy, deliberately renamed Social and Mutualist Responsibility (SMR) in 2016, is in line with its identity, which consists of democracy, proximity, economic and social development, mutual assistance and solidarity. Crédit Mutuel has been a member of the United Nations Global Compact since 2003.

Crédit Mutuel Alliance Fédérale's SMR policy is focused on five goals including 15 commitments. This strategy supplements the group's development goals by incorporating social, societal and environmental issues into the activities of the group's entities.

In order to consolidate the group's SMR strategy, work was undertaken to draw a parallel between these five ambitions and the UN's Sustainable Development Goals (SDGs) adopted in 2015. This work led to the selection of the SDGs which correspond to the strategic objectives of Crédit Mutuel Alliance Fédérale and those where significant leverage is possible. All of Crédit Mutuel Alliance Fédérale's entities (France perimeter) were asked to participate in this project on a voluntary basis.

The methodology involved creating a questionnaire to correlate the categories of the 17 SDGs with the SMR actions in order to evaluate the contribution made to each SDG.

The results enabled to select six SDGs (numbers 3, 4, 5, 8, 9 and 13), whose challenges correspond to the group's SMR commitments.



Since 2019, Crédit Mutuel has also been a signatory of the Principles for Responsible Banking (PRB) of the UNEP FI (Financial Initiative of the United Nations Environment Program). It then joined two thematic initiatives carried out as part of the PRB: the Net-Zero Banking Alliance (NZBA) on climate and universal financial inclusion.

3.2.4.1 Crédit Mutuel Alliance Fédérale's SMR governance

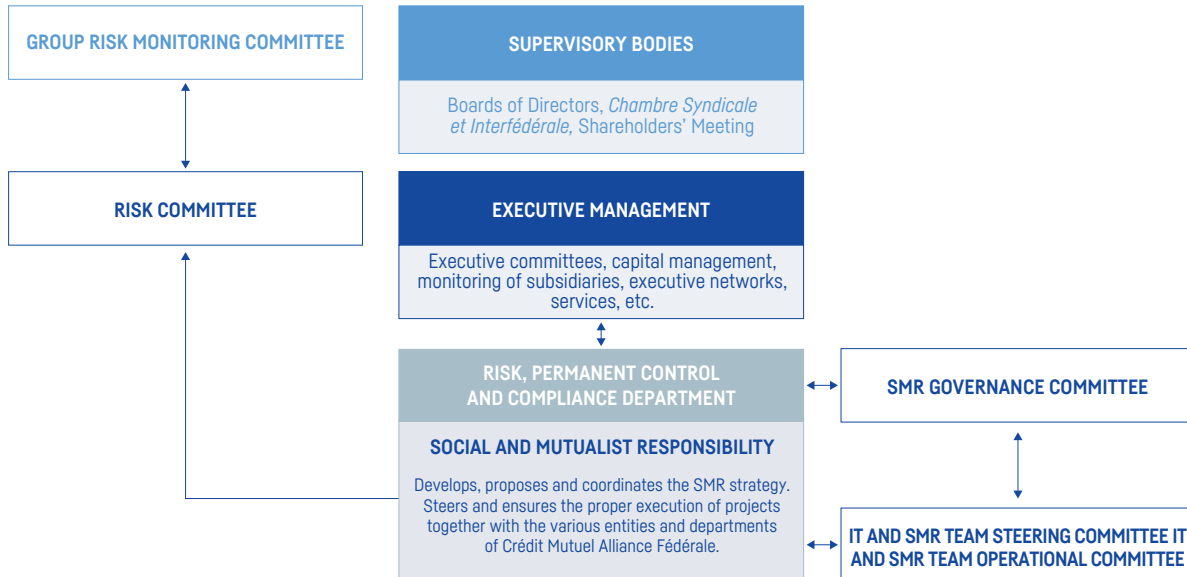
Crédit Mutuel Alliance Fédérale's corporate governance system in terms of CSR brings together all group functions and relies on the SMR department, which reports to the risk, permanent control and compliance department. This strategic positioning reflects the desire of Crédit Mutuel Alliance Fédérale's governance to identify social, societal and environmental issues as risk factors whose treatment will ensure the proper execution of the SMR strategy.

Crédit Mutuel Alliance Fédérale's SMR policy is based on responsible and committed governance. Its volunteer directors actively contribute to the life of the group in accordance with the rules of independence, ethics and integrity. The SMR action plan is validated by a dedicated working group of the *Chambre syndicale et interfédérale*, a decision-making body that brings together the elected chairpersons of the local and regional banks and federations, and the managing directors at least twice a year. This working group is presided over by the Chairman of Crédit Mutuel Alliance Fédérale.

Since 2021, due to the increasing number of SMR issues, an SMR Governance Committee has been set up. It is coordinated by the risk department and is made up of the group's main effective managers and business managers. It is presided over by the Chief Executive Officer of Crédit Mutuel Alliance Fédérale and the Chairman of Crédit Mutuel Alliance Fédérale participates as a guest.

This committee recommends strategic orientations, approves the roadmap and ensures its proper execution.

GOVERNANCE STRUCTURE



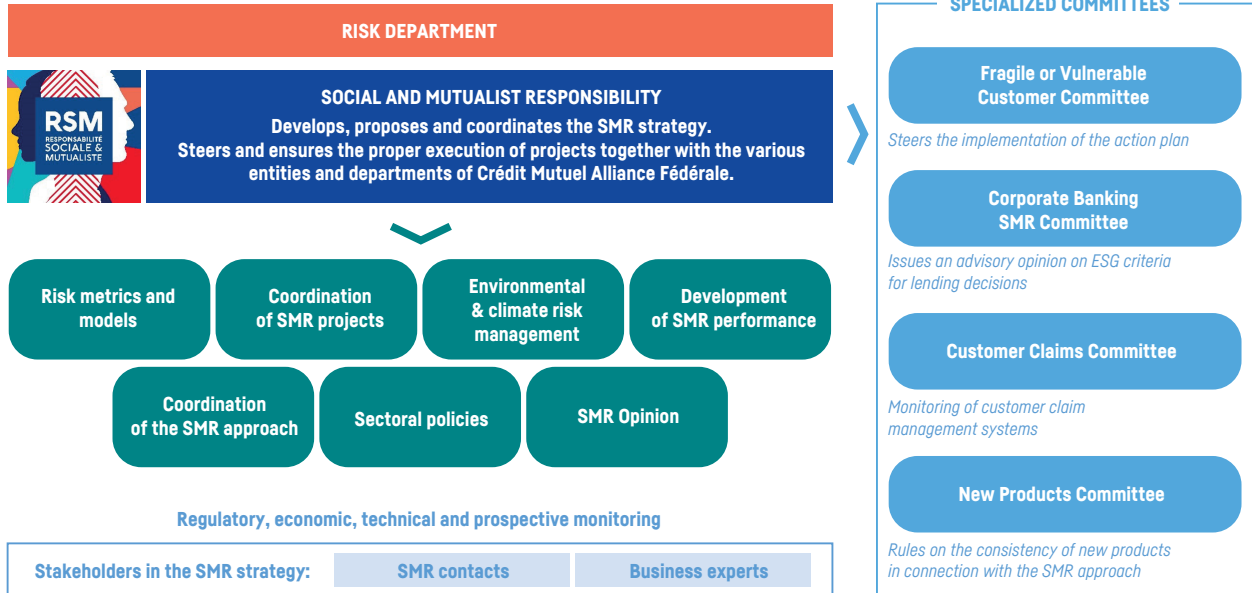
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Role and responsibilities of the SMR division

The main missions and objectives of the SMR division are to:

- define and implement Crédit Mutuel Alliance Fédérale's SMR policy for all Crédit Mutuel Alliance Fédérale entities and business lines;
- steer Crédit Mutuel Alliance Fédérale's environmental, social and governance (ESG) risk management system together with CNCM's risk department, in order to meet the prudential regulations and requirements in force, in particular by implementing appropriate procedures for the decision-making and reporting tools and reporting used by group entities (sectoral policies in particular);
- coordinate and ensure the proper execution of SMR projects alongside of business line experts (HR, logistics, IT, sales, compliance, etc.);
- report on the actions carried out to the SMR Governance Committee and to the executive (group Risk Committee) and supervisory (group Risk Monitoring Committee) bodies of Crédit Mutuel Alliance Fédérale;
- attend various specialized committees: Fragile or Vulnerable Customer Committee, Customer Claims Committee, New Products Committee, corporate banking SMR Committee, Operations and Steering Committees with Euro-Information;
- monitor and ensure relations with non-financial rating agencies and other stakeholders;
- coordinate the network of SMR contacts responsible, within the various Crédit Mutuel Alliance Fédérale entities and structures, for disseminating the group's SMR policy among employees and elected members;
- communicate and train group employees to improve the appropriation of policies and action plans related to ESG issues.

Schéma de gouvernance RSM



Following the creation of the *Institut Mutualiste pour l'Environnement et la Solidarité*, the group's future center of expertise in environmental, social and governance issues, the governance structure changed in 2024.

3.2.4.2 Structured SMR policy based on five ambitions

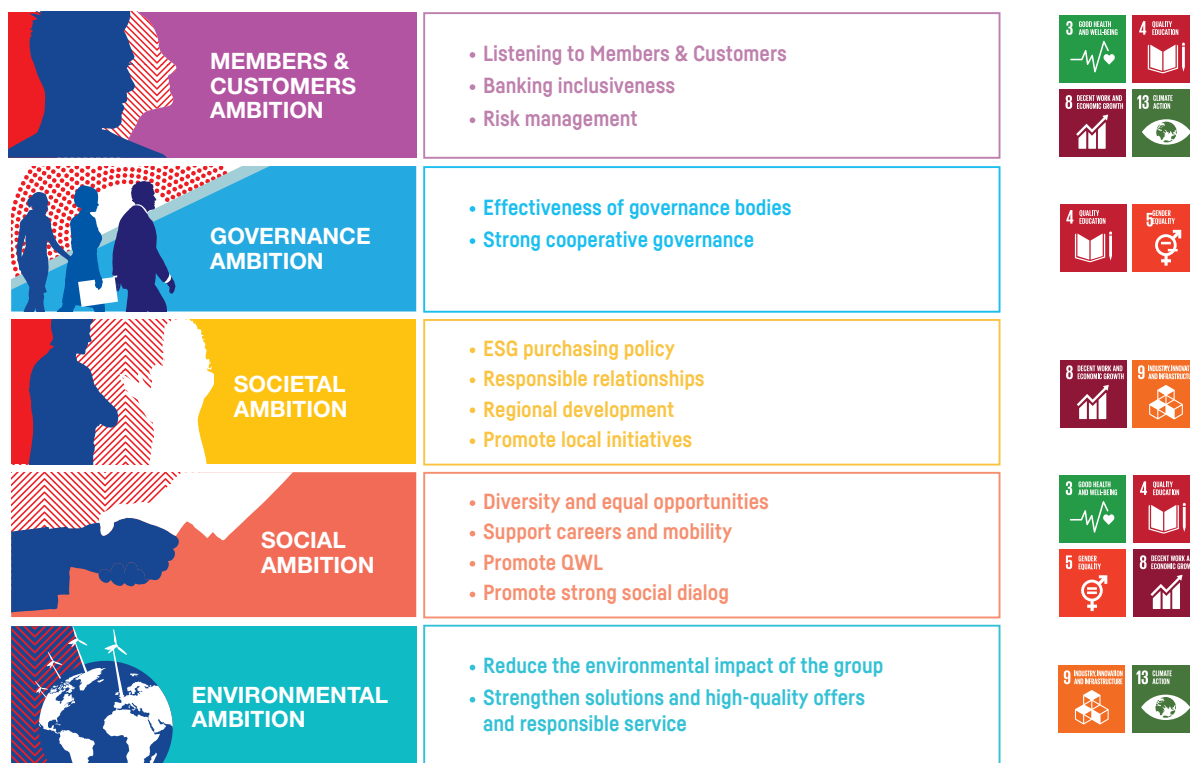


- Members and customers ambition;
- Governance ambition;
- Societal ambition;
- Social ambition;
- Environmental ambition.

The SMR policy, which is based on five ambitions comprising 15 commitments, reflects Crédit Mutuel Alliance Fédérale's values and highlights its environmental, social and societal priorities. Each entity deploys these SMR commitments and adapts them to its business lines. By drawing on this collective mobilization based on responsibility and autonomy, the development of the SMR strategy guarantees the coherence of group actions at the regional level.



THE SMR POLICY



With regard to the fight against climate change, Crédit Mutuel Alliance Fédérale's aim is to join the trajectory of the Paris Climate Agreement, which aims to limit temperature rises to between 1.5 and 2°C by 2100.

In addition, Crédit Mutuel Alliance Fédérale endorses the commitment signed by CNCM to join the Net Zero banking alliance organized by the United Nations^[1] to support the global transition of the real economy towards net zero emissions.

In 2023, Crédit Mutuel Alliance Fédérale strengthened its commitments to the preservation of biodiversity and joined Act4Nature International.

The SMR policy integrated in the strategic plans, is a vehicle for performance and sustainable solidity. It takes the form of quantified ambitions, namely in the 2019-2023 strategic plan *ensemble#nouveau monde, plus vite, plus loin!* (together#today's world, faster, further!):

- 100% of employees trained in transformation^[2];
- gender equality in management and governance positions;
- membership rate in excess of 90%;

- reduction of more than 30%^[3] in the group's carbon footprint^[4];
- increase in funding for projects with a high climate impact (renewable energies) of 30%;
- 15% reduction in the carbon footprint of customer portfolios^[5].

At December 31, 2023, the results were as follows:

- 97.5% of employees are trained in digital transformation;
- the rate of representation of women in management and governance positions is 44.5% for managers^[6] and 36% for Management Committees;
- the membership rate was 82.3%;
- the direct carbon footprint (without offsetting) decreased by 30.4% between 2018 and 2022;
- the corporate portfolio's carbon footprint decreased by 57.6% between 2018 and 2023;
- financing for projects with a high climate impact (renewable energies) rose by 79.6%.

[1] <https://presse.creditmutuel.com/credit-mutuel-devient-la-premiere-banque-mutualiste-francaise-a-rejoindre-lalliance-bancaire-net-zero-organisee-par-les-nations-unies/>

[2] Scope of Cap Compétences including the Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. In the denominator: employees on open-ended contracts as of October 31, 2023 of the group's entities under the common social base. Apprentices, work-study students and professional training contracts are excluded, as are employees who were absent (long-term absences, maternity leave, end-of-career leave, unpaid leave) as of December 31, 2023. In the numerator: employees identified as trained who were able to follow these training courses until December 31, 2023, with the exception of employees who joined the group after October 31, 2023 and therefore not registered for the training.

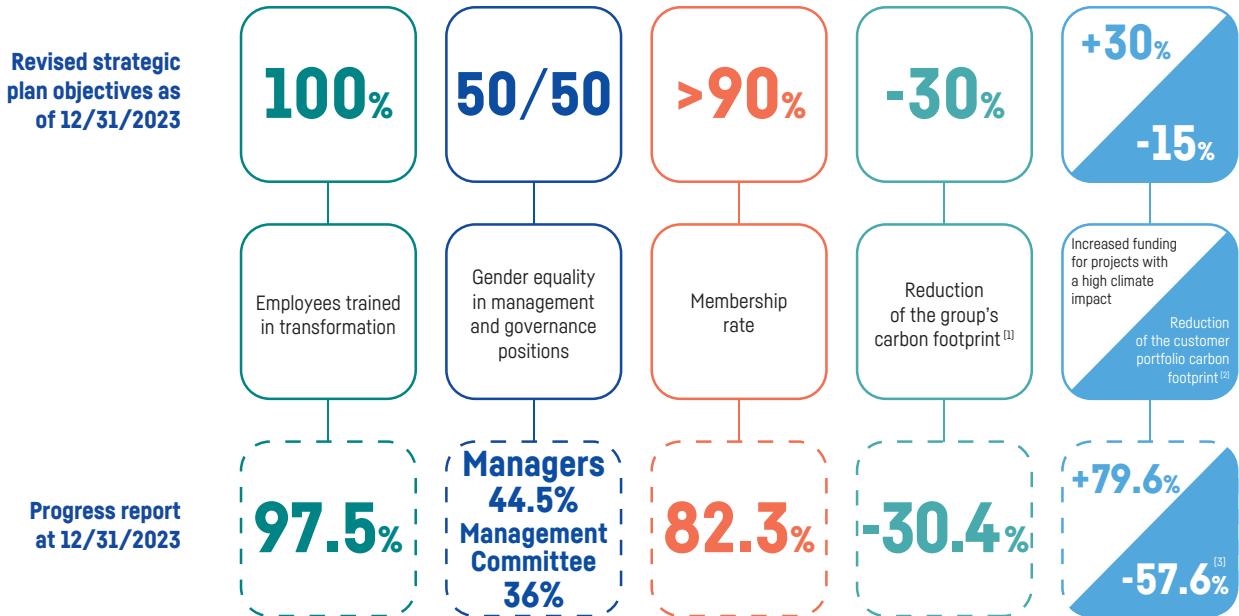
[3] Calculation methodology: ISO 14 064 standard, excluding certification part.

[4] France scopes 1, 2 & 3 energy consumption, refrigerants, motor fleet and business travel.

[5] Corporate loans and investment portfolios in asset management and insurance.

[6] Permanent contracts present under the single status as of 12/31/2023.

The 2019-2023 strategic plan



[1] France scope, emissions related to energy consumption, refrigerant gas leaks, business travel and the car fleet at 12/31/2022.

[2] Corporate customer portfolio, asset management and insurance.

[3] The decrease indicated concerns the carbon footprint of the corporate customer portfolio.

For employees trained in transformation, this is the scope of Cap Compétences including the Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. In the denominator: employees on open-ended contracts as of October 31, 2023 of the group's entities under the common social base. Apprentices, work-study students and professional training contracts are excluded, as are employees who were absent (long-term absences, maternity leave, end-of-career leave, unpaid leave) as of December 31, 2023. In the numerator: employees identified as trained who were able to follow these training courses until December 31, 2023, with the exception of employees who joined the group after October 31, 2023 and therefore not registered for the training. For gender equality in management positions, these are permanent contracts with single status as of December 31, 2023.

In the new 2024-2027 strategic plan TOGETHERNESS PERFORMANCE SOLIDARITY, published in December 2023, certain ambitions reflect Crédit Mutuel Alliance Fédérale's determination to lead the environmental and societal revolution together:

- more than 75% of employees and elected members proud of their company;
- 50% of women managers;
- 50% women in the group's governance^[1];
- more than 30% of work-study students recruited from priority neighborhoods and rural areas;
- 15% of the group's net income invested each year in the societal dividend;
- 20% reduction in the carbon footprint of the balance sheet^[2];
- 100% of employees and elected representatives committed to the ecological transformation.

[1] Group Management Committees, Boards of Directors and Supervisory Boards of Crédit Mutuel Alliance Fédérale's umbrella organizations. Ambition expressed as an average for the group. Each entity's individual objectives take into account the realities of the job market in which they operate.

[2] Scope: all loan and investment portfolios.

Change in non-financial rating

Each year, Crédit Mutuel Alliance Fédérale responds to questionnaires from non-financial rating agencies to assess its environmental and social actions and its governance model following a continuous improvement approach. Since 2020, the group has obtained a C rating from ISS ESG and has been awarded the Prime status reserved for the best-rated companies in their industry. In addition, with a score of 64/100, Moody's ESG assessment confirms Crédit Mutuel Alliance Fédérale's ranking as one of Europe's best-rated banks. Lastly, Sustainalytics consolidated the group's position with a low ESG risk score of 19.7.

	MOODY'S ESG	SUSTAINALYTICS	MSCI	ISS ESG
Scale	Assessment of ESG criteria 0 100	Assessment of ESG risk ⁽¹⁾ 0 40	Assessment of ESG criteria CCC AAA	Assessment of ESG criteria D- A+
Note	64	19,7	AA	C
Date of last revision	2023	2023	2023	2021

(1) Non-financial rating agencies rate the BFCM entity taking into account the full scope of Crédit Mutuel Alliance Fédérale.

(2) The rating scale of the Sustainalytics agency has been modified in favor of a risk analysis methodology [0 to 10: negligible; 10 to 20: low; 20 to 30: medium; 30 to 40: high; > 40: severe].

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3.3 NON-FINANCIAL RISKS AND OPPORTUNITIES OF CRÉDIT MUTUEL ALLIANCE FÉDÉRALE

Methodology applied to create a mapping of environmental, social and governance risks (ESG)

The risk department has a mapping of group risks that makes it possible to apprehend all of the factors that might affect activities and their performance. This mapping is the starting point for work led by a dedicated team to identify, assess and prioritize the ESG implications for the group. The approach implemented in 2018, inspired by the CSR reporting methodological guide published by MEDEF, is based on the collaborative work of the risk and SMR teams. It consisted in identifying, on the basis of expert opinion, the risk factors for each ESG area.

In 2020, the expert risk rating procedure was reviewed based on quantitative indicators common to all Crédit Mutuel Alliance Fédérale entities. This procedure is designed to grade risks based on the probability of their occurrence, their level of impact and the possibility of not detecting them.

The rating scale ranges from 1 (very significant risk) to 5 (very low risk). The score achieved may be adjusted upwards or downwards by one notch only and based on expert advice. This quantified methodology was also used to review the ratings of the ESG risk mapping. The results had not led to any changes to the classification of significant ESG risks previously identified.

The mapping of significant ESG risks also features risk prevention and mitigation measures as well as the main performance indicators. It is approved by Crédit Mutuel Alliance Fédérale's Risk Committee (executive body) and the Risk Monitoring Committee (deliberative body).

In addition, climate risks are included in the mapping of significant ESG risks, in line with those carried out at Confédération Nationale du Crédit Mutuel level. They include physical and transition risks, which may also lead to further losses arising, directly or indirectly, from legal claims ("liability risk") and reputational losses resulting from the fact that the public, counterparties and/or the bank's investors associate the bank with negative environmental impacts ("reputation risk").

Note that, reputational risk (like legal risk) is non-quantifiable given that a negative perception of the group may result in a breach of trust that could modify the behavior of its various partners (customers, investors, suppliers, employees, regulators, etc.) and be seen as the consequence of other risks (financial, operational, credit and commercial in particular). Crédit Mutuel Alliance Fédérale manages reputational risk through other risks. However, the threat of damage to reputation may have significant consequences. That is why Crédit Mutuel Alliance Fédérale carefully evaluates the possible consequences of various risks (preventive measures) and ensures proper functioning of a crisis unit when a proven risk to reputation arises.

MAPPING OF SIGNIFICANT ESG RISKS

Non-financial information category	Significant non-financial risks	Prevention measures
GOVERNANCE		
Lack of training of elected members	<ul style="list-style-type: none"> Risk of decisions incoherent with the strategy of the group 	<ul style="list-style-type: none"> Training plan designed for each profile of elected members
Lack of attractiveness of membership	<ul style="list-style-type: none"> Risk of compromise of the mutualist model 	<ul style="list-style-type: none"> Coordination of cooperative life Encouraging the involvement of elected officials in local life
Lack of advice for customers Unsuitable goods and services sold	<ul style="list-style-type: none"> Risk of losing customers 	<ul style="list-style-type: none"> Regular quality measurements Satisfaction survey Adaptation of offerings
SOCIAL		
Transformation of skills Lack of employee training	<ul style="list-style-type: none"> Risk of non-compliance of banking and insurance operations 	<ul style="list-style-type: none"> Significant training budget (> 6% of payroll expense) Specific training related to insurance products Support for all employees in the digital transformation
Demotivation of staff (management, professional recognition, QLW, etc.)	<ul style="list-style-type: none"> Risk of non-respect of procedures Risk of failure to advise customers/prospects – Loss of net revenue 	<ul style="list-style-type: none"> Internal employee support system (regular interviews, group charters and agreements, measures to improve QLW, etc.)
SOCIETAL		
Lack of awareness of the ESG issues in the group purchasing policy	<ul style="list-style-type: none"> Risk of non-respect of the vigilance plan 	<ul style="list-style-type: none"> Compliance with the purchasing policy Signing of the supplier charter
Malice in the handling of customer/prospect banking operations	<ul style="list-style-type: none"> Risk of internal and/or external fraud Risk of conflicts of interest Risk of information theft 	<ul style="list-style-type: none"> Strengthening of control procedures for banking and insurance transactions
Breakdown in IT security	<ul style="list-style-type: none"> Risk of downtime in bank IT systems Risk of cybercrime Risk of non-respect of General Regulation on the protection of customer data 	<ul style="list-style-type: none"> IT Security Committee ISO 27001 certification Employee training on GDPR
FIGHT AGAINST CORRUPTION		
Non-respect of procedures	<ul style="list-style-type: none"> Risk of corruption 	<ul style="list-style-type: none"> Regular employee training Internal control
HUMAN RIGHTS		
Controversies over the non-respect of human rights	<ul style="list-style-type: none"> Risk of exposure through banking and insurance activities Risk of non-respect of the vigilance plan 	<ul style="list-style-type: none"> Contractual clauses Crisis management system Monitoring assisted by a scoring tool Monthly reporting and establishment of a list of excluded securities for asset management Communication of the vigilance plan
ENVIRONMENTAL		
Absence of dedicated SMR governance	<ul style="list-style-type: none"> Regulatory risk (poor application of regulatory texts) 	<ul style="list-style-type: none"> CSR commitments of Crédit Mutuel Alliance Fédérale Approval of decisions by the Boards of Directors of the umbrella bodies Dedicated organization with correspondents in each entity
Lack of consideration for the carbon footprint of the group's entities in the exercise of their activities	<ul style="list-style-type: none"> Reputation risk Regulatory risk 	<ul style="list-style-type: none"> Carbon footprint offsetting mechanism ISO 50001 certification process (energy management)
Failure to take into account specific rules governing high greenhouse gas-emitting sectors in lending and investment management	<ul style="list-style-type: none"> Risk of losing customers and attractiveness (impact on net revenue) 	<ul style="list-style-type: none"> Sectoral policies & inclusion of ESG criteria when granting loans and in investment operations
Absence of prevention measures to reduce the carbon footprint of banking and investment transactions	<ul style="list-style-type: none"> Financial risk (depreciation of controversial securities in the portfolio) 	<ul style="list-style-type: none"> Deployment of the Climate strategy for coal and unconventional hydrocarbon activities
Lack of consideration for risks associated with climate change	<ul style="list-style-type: none"> Transition risk Physical risk Responsibility for climate and environmental issues 	<ul style="list-style-type: none"> Exploratory approach to climate risk assessment: Implementation of limits by country including climate and ESG risks

[1] Posternak Ifop barometer: <https://www.creditmutuel.com/actualites/prix-et-recompenses/barometre-posternak-ifop/credit-mutuel-banque-preferee-francais-novembre-2023.html>

[2] The claims recorded are only those of Crédit Mutuel Alliance Fédérale's scope in France, which are the only ones subject to ACPR requirements.

Non-financial information	Performance indicators
GOVERNANCE	
<ul style="list-style-type: none"> Training rate of elected members (Chapter 3.5.2) 	<ul style="list-style-type: none"> Training rate of local elected members: 80.8%
<ul style="list-style-type: none"> Membership rate (Chapter 3.5.2 – GOUV62; GOUV63; GOUV65) 	<ul style="list-style-type: none"> Membership rate: 82.32%
<ul style="list-style-type: none"> Posternak Ifop (1) barometer (Chapter 3.4.1) Complaints monitoring indicator (Chapter 3.4.1) 	<ul style="list-style-type: none"> Claims monitoring indicator: 40,255 claims recorded in 2023 for the 14 federations belonging to Caisse Fédérale de Crédit Mutuel and CIC banks
SOCIAL	
<ul style="list-style-type: none"> Training indicators (Chapter 3.7 – SOC46; SOC47; SOC48; SOC50) Percentage of employees who have validated training courses for insurance products Transformation training rate (Chapter 3.7.2) 	<ul style="list-style-type: none"> Training indicators (i) SOC46: amount of payroll expense invested in training: €204.4 million; (ii) SOC47: percentage of payroll expense dedicated to training: 5.6%; (iii) SOC50: number of hours devoted to training: 2.7 MH Rate of employees having completed insurance product training: 97% of registered employees⁽³⁾ completed their insurance training in 2023 Transformation training rate: 97.5% of employees trained in digital transformation⁽⁴⁾
<ul style="list-style-type: none"> Rate of job rotation (Chapter 3.7) Absenteeism indicator – number of days of absence (Chapter 3.7 – 3.9.1 – 3.10.1 SOC38; SOC39; SOC40; SOC41) 	<ul style="list-style-type: none"> Rate of job rotation: 4.4%, excluding foreign entities and group mobility Absenteeism indicator - number of days of absence: 843,342 excluding foreign entities of the La Française Group
SOCIÉTAL	
<ul style="list-style-type: none"> Number of supplier charters signed (Chapter 3.6.1) 	<ul style="list-style-type: none"> Number of supplier charters signed: nearly 4,800 charters were signed by CCS and Euro-Information suppliers
<ul style="list-style-type: none"> Percentage of total claims for the year related to external fraud or internal fraud (Chapter 3.4.3) 	<ul style="list-style-type: none"> Percentage of total claims for the year related to external or internal fraud: internal fraud and external fraud totaled €42.3m and accounted for 33.2% of total claims At ACM level: 1,369 fraudulent files in France and abroad
<ul style="list-style-type: none"> Availability rate of primary TP applications⁽³⁾ Impact of claims > €1,000 (Chapter 3.11.3.3 – 3.9.2) Rate of training in GDPR (Chapter 3.11.3.3) 	<ul style="list-style-type: none"> Availability rate of primary TP applications⁽⁵⁾: 99.82% Impact of claims > €1,000: 331 claims (324 in 2022) Rate of training in GDPR: 63% of employees have completed an e-learning course on the GDPR and CNIL in its entirety
FIGHT AGAINST CORRUPTION	
<ul style="list-style-type: none"> Percentage of employees trained in the fight against corruption (Chapter 3.11.3.5) 	<ul style="list-style-type: none"> Percentage of employees trained in the fight against corruption: 71% of training was performed by the employees in question in 2023
HUMAN RIGHTS	
<ul style="list-style-type: none"> Number of alerts from the “Option to report” tool (Chapter 3.11.3.4 – Audited but unpublished data) 	<ul style="list-style-type: none"> Number of alerts from the “Option to report” monitoring tool: monitored but unpublished data
ENVIRONMENTAL	
<ul style="list-style-type: none"> Three SMR indicators included in the 2019-2023 <i>ensemble#nouveau monde</i> (together#today's world) strategic plan: Human and Mutualist indicators (Chapter 3.2.4.2): 	
<ul style="list-style-type: none"> GHG emissions: five-year goal of 30% reduction in the group's carbon footprint (Chapter 3.2.4.2 and 3.8.1) 	<ul style="list-style-type: none"> Percentage change in the group's office life scope carbon footprint in France concerning energy, refrigerant gas leaks, business travel and vehicle fleets: decrease of 30.4% between 2018 and 2022
<ul style="list-style-type: none"> Growth rate of renewable energy project financing commitments (Chapter 3.8.3) 	<ul style="list-style-type: none"> Percentage change in renewable energy project financing commitments: overall increase of 79.6% between 2018 and 2023
<ul style="list-style-type: none"> GHG emissions of the corporate asset management and insurance portfolios: five-year target of a 15% reduction in the carbon footprint of customer portfolios (Chapter 3.2.4.2 and 3.8.1) 	<ul style="list-style-type: none"> Percentage change in the corporate portfolio's carbon footprint: 57.6% decrease between 2018 and 2023
<ul style="list-style-type: none"> Monitoring of exposures eligible for sectoral policies Quarterly monitoring of limits by country 	

(3) Scope of Federations, French banks and subsidiaries, some foreign subsidiaries.

(4) Scope of Cap Compétences including Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. In the denominator: employees on open-ended contracts as of October 31, 2023 of the group's entities under the common social base. Apprentices, work-study students and professional training contracts are excluded, as are employees who were absent (long-term absences, maternity leave, end-of-career leave, unpaid leave) as of December 31, 2023. In the numerator: employees identified as trained who were able to follow these training courses until December 31, 2023, with the exception of employees who joined the group after October 31, 2023 and therefore not registered for the training.

(5) TP: Transaction Processing – Major applications used by the banking network and customers.

Integration of climate risks

Definitions

Climate and environmental risks are commonly considered to include two main risk factors: physical risk and transition risk ^[1](source ECB):

- physical risk refers to direct losses caused by climate change (including the increase in extreme weather events and gradual changes in climate) and environmental deterioration (such as air, water and soil pollution, water stress, biodiversity loss and deforestation);
 - physical risk can be described as acute when it results from extreme events, such as drought, floods and storms, and as chronic when it results from gradual changes, such as rising temperatures, sea level rise, water stress, biodiversity loss and resource scarcity,
 - it may have direct consequences, such as damage to property or reduced productivity, or indirect consequences, such as disruption of supply chains;
- transition risk refers to the financial losses that an institution may incur, directly or indirectly, as a result of the process of adapting to a low-carbon economy and more sustainable from an environmental point of view. It may arise, for example, from the relatively sudden adoption of climate and environmental policies, technological progress or changes in market behavior and preferences.

During the first half of 2021, climate risks were included in Crédit Mutuel Alliance Fédérale's general risk mapping:

- physical risk: this risk has been classified as level 4 (low risk), because the exposures are generally located in areas deemed to be of low vulnerability with regard to currently available climate change scenarios, mainly in France where there is an effective risk-taking system taking into account natural disasters. Insurance coverage also limits the risk for the bank;
- transition risk: this risk was classified as level 4 (low risk), in view of an estimate of limited losses over the next 2-3 years (forward-looking aspect of the mapping, in line with the ICAAP). ^[2]

The update of the risk map for 2023 saw the inclusion of liability risk linked to climate and environmental issues, with the same rating level as physical and transition risks, rated at 4.

The assessment of the impacts of climate risks is reviewed annually to ensure that the level selected is consistent with the various updated exposure analyses of these risks in the portfolio. The 2023 risk mapping update exercise saw the confirmation of climate and environmental risk ratings.

[1] ECB Guide to climate and environmental risks: Prudential risk management and reporting requirements: <https://www.bankingsupervision.europa.eu/ecb/pub/pdf/ssm.202011finalguideonclimate-relatedandenvironmentalrisks-58213f6564.en.pdf>

[2] ICAAP: Internal Capital Adequacy Assessment Process.

Projection of climate risks included in Crédit Mutuel Alliance Fédérale’s mapping of significant ESG risks

Crédit Mutuel Alliance Fédérale continued to participate in the materiality matrix update undertaken by the Crédit Mutuel group. The work carried out in 2023 aimed in particular to strengthen the integration of sectoral axes in the analysis and to enrich the transmission channels between climate risks and different risk categories of the national risk map. Crédit Mutuel Alliance Fédérale then applied it to its own scope.

This materiality matrix aims to propose an appropriate detection and measurement process to assess the materiality of the climate-related and environmental risks that weigh on its business. The study of the significance of climate risks is carried out in light of Crédit Mutuel Alliance Fédérale’s risk appetite and the relative nature of its risk exposures.



Thus, an assessment of the impact of physical and transition risks was established on:

- three time horizons (short-term, medium-term, long-term);
- all risk categories in the overall risk mapping;
- a three-tiered scale (tier 1: low risk; tier 2: medium risk; tier 3: high risk).

3

WORK TO IDENTIFY THE IMPACTS OF CLIMATE RISKS: PHYSICAL RISK 1/2						
RISK FACTORS	RISK QUALIFICATION	RISK CATEGORY	MEASUREMENT OF THE RISK IMPACT AND TIMEFRAME			RISK MITIGATION MEASURE
			SHORT TERM < 3 YEARS	MEDIUM TERM 3-10 YEARS	LONG TERM > 10 YEARS	
<ul style="list-style-type: none"> ■ High exposure to sectors or companies highly exposed to physical risk ■ Lack of anticipation or inadequate response by the authorities and the group to take this risk into account 	<ul style="list-style-type: none"> ■ Payment default ■ Deterioration of the financial situation of certain customers ■ Decline in value of real estate property collateral ■ Deterioration in the quality of the portfolio, resulting in a drop in the price of the portfolio 	CREDIT RISKS				<ul style="list-style-type: none"> ■ Identification of the impact of physical risks by business line and geographic area, through quantitative and prospective studies, and identification of risk transmission channels. ■ ICAAP process and stress tests
<ul style="list-style-type: none"> ■ High physical exposure of the group due to the frequency and intensity of climatic events (natural disasters) ■ Lack of anticipation or inadequate response to customer needs and stakeholder expectations 	<ul style="list-style-type: none"> ■ Supply chain disruptions, unavailability of tools and the production process due to the occurrence of a natural disaster ■ Physical damage to production and processing assets ■ Risk of losing customers if they consider that the company is not doing enough for the environment – failure to advise, unintentional failure ■ Risk of fines/lawsuits for climate inaction 	OPERATIONAL RISKS				<ul style="list-style-type: none"> ■ Group internal procedure for business continuity ■ Monitoring of claims related to natural disasters ■ Monitoring the exposure of the group’s buildings to climatic hazards ■ Group decarbonization commitments ■ Sectoral policies ■ Integration of climate risk in the risk appetite framework

Scale - impact measurement: Low Average Substantial

WORK TO IDENTIFY THE IMPACTS OF CLIMATE RISKS: PHYSICAL RISK 2/2						
RISK FACTORS 	RISK QUALIFICATION 	RISK CATEGORY 	MEASUREMENT OF THE RISK IMPACT AND TIMEFRAME			RISK MITIGATION MEASURE 
			SHORT TERM < 3 YEARS	MEDIUM TERM 3-10 YEARS	LONG TERM > 10 YEARS	
<ul style="list-style-type: none"> Lack of anticipation or inadequate response to take this risk into account in relation to the markets 	<ul style="list-style-type: none"> Devaluation of portfolios (equities, bonds, government bonds) 	MARKET RISKS				<ul style="list-style-type: none"> Strict market risk limit system Regulatory watch Introduction of indicators to break down assets by ESG rating
<ul style="list-style-type: none"> High exposure to sectors or companies highly exposed to physical risk 	<ul style="list-style-type: none"> ECB intervention in the markets 	INTEREST RATE RISK				<ul style="list-style-type: none"> Steering by the BFCM central treasury
<ul style="list-style-type: none"> High exposure to sectors or companies highly exposed to physical risk 	<ul style="list-style-type: none"> Withdrawal of deposits and savings by customers following a claim, increase in balance sheet imbalance, decrease in liquidity buffers 	LIQUIDITY RISK				<ul style="list-style-type: none"> Risk limitation policy for liquidity and refinancing management based on risk aversion through indicators, some with limits and thresholds specified in the ILAAP
<ul style="list-style-type: none"> High exposure to sectors or companies highly exposed to physical risk 	<ul style="list-style-type: none"> Increase in the number of claims and the type of claims in connection with climate change Inaccurate pricing of insurance policies 	CONGLOMERATE INSURANCE RISKS				<ul style="list-style-type: none"> Activity diversified between life and non-life insurance business Identification in the portfolio of securities, bonds held in companies most exposed to physical risk Monitoring of the expected evolution of losses related to natural disasters Work to identify the impact of physical risks on the real estate portfolio
<ul style="list-style-type: none"> Lack of anticipation or inadequate response by the authorities to take this risk into account 	<ul style="list-style-type: none"> Devaluation of the group's portfolio 	EQUITY AND INVESTMENT RISKS				<ul style="list-style-type: none"> Work to identify the impact of physical risks by geographic area
<ul style="list-style-type: none"> Lack of anticipation or inadequate response by the authorities to take this risk into account 	<ul style="list-style-type: none"> Decrease in net revenue, financial income and increase in accounting provisions Financial impact following changes in regulations 	STRATEGIC AND BUSINESS RISK				<ul style="list-style-type: none"> Adapting to regulatory developments Work to identify the impact of physical risks by business lines and geographic area ICAAP process














Scale - impact measurement:  Low  Average  Substantial




WORK TO IDENTIFY THE IMPACTS OF CLIMATE RISKS: TRANSITION RISK 1/3

RISK FACTORS	RISK QUALIFICATION	RISK CATEGORY	MEASUREMENT OF THE RISK IMPACT AND TIMEFRAME			RISK MITIGATION MEASURE
			SHORT TERM < 3 YEARS	MEDIUM TERM 3-10 YEARS	LONG TERM > 10 YEARS	
<ul style="list-style-type: none"> Inadequacy of customers' business models and technology to address emerging climate issues Financing on a controversial counterparty 	<ul style="list-style-type: none"> Risk of payment default Risk of impairment of existing assets Risk of deterioration in the value of collateral Deterioration in the quality of the portfolio, resulting in a drop in the price of the portfolio 	CREDIT RISKS				<ul style="list-style-type: none"> Identification of sectors with exposures sensitive to climate risks Integration of ESG criteria in lending decisions and identification of energy performance diagnostics (DPE) on real estate assets Climate risk optimization process within the risk appetite framework Credit policy with alert thresholds and/or limits Process of integrating climate risk into risk mapping Coal phase-out plan Stop funding any new oil and gas exploration, production and infrastructure projects Target to reduce the carbon footprint of the corporate, asset management and insurance portfolios by 15% between 2019 and 2023 Application of sectoral policies Development of ICAAP and stress test processes to take account of climate and environmental risks

3

Scale - impact measurement: Low Average Substantial

WORK TO IDENTIFY THE IMPACTS OF CLIMATE RISKS: TRANSITION RISK 2/3						
RISK FACTORS 	RISK QUALIFICATION 	RISK CATEGORY 	MEASUREMENT OF THE RISK IMPACT AND TIMEFRAME			RISK MITIGATION MEASURE RIDER 6 
			SHORT TERM < 3 YEARS	MEDIUM TERM 3-10 YEARS	LONG TERM > 10 YEARS	
<ul style="list-style-type: none"> ■ Lack of environmental products and services offers due to lack of knowledge/skills to structure offers ■ Financing or investment on a controversial counterparty ■ Non-inclusion of climate criteria in lending/investment decisions ■ Non-compliance with environmental and climate commitments 	<ul style="list-style-type: none"> ■ Risk of losing customers ■ Lack of external attractiveness ■ Legal risks ■ Damage to trust that modifies the behavior of the various partners (customers, investors, suppliers, employees, regulators, etc.) towards the bank ■ Failure to meet the environmental objectives of the strategic plan 	OPERATIONAL RISKS				<ul style="list-style-type: none"> ■ Creation of a range of loans to promote eco-mobility and the energy transition of professionals, companies, farmers and individuals ■ Development of impact loans ■ Strengthening employee skills ■ Coal phase-out plan ■ Stop funding any new oil and gas exploration, production and infrastructure projects ■ Target to reduce the carbon footprint of the corporate, asset management and insurance portfolios by 15% between 2019 and 2023 ■ Application of sectoral policies ■ Climate strategy objectives: alignment of activities with the climate trajectory
<ul style="list-style-type: none"> ■ Financing on a controversial counterparty ■ Inadequacy of customers' business models and technology to address emerging climate issues 	<ul style="list-style-type: none"> ■ Risk of impairment of existing assets for non-compliance with environmental regulations ■ Devaluation of portfolio value (equities, bonds, etc.) 	MARKET RISKS				<ul style="list-style-type: none"> ■ Exclusion policy ■ Application of sectoral policies ■ Strict market risk limit system
<ul style="list-style-type: none"> ■ Accentuation over time of regulatory requirements and investor requirements with regard to issuers and the selection of assets eligible for issuance 	<ul style="list-style-type: none"> ■ Issue success uncertain 	INTEREST RATE RISK				<ul style="list-style-type: none"> ■ Regulatory watch ■ Incentive commercial policy in favor of the energy transition of customers

Scale - impact measurement:  Low  Average  Substantial

WORK TO IDENTIFY THE IMPACTS OF CLIMATE RISKS: TRANSITION RISK 3/3

RISK FACTORS	RISK QUALIFICATION	RISK CATEGORY	MEASUREMENT OF THE RISK IMPACT AND TIMEFRAME			RISK MITIGATION MEASURE
			SHORT TERM < 3 YEARS	MEDIUM TERM 3-10 YEARS	LONG TERM > 10 YEARS	
<ul style="list-style-type: none"> Financing or investment on a controversial counterparty Inadequacy of customers' business models and technology to address emerging climate issues 	<ul style="list-style-type: none"> Risk of asset impairment Devaluation of portfolio value (equities, bonds, etc.) 	LIQUIDITY RISK				<ul style="list-style-type: none"> Exclusion policy Application of sectoral policies ILAAP process Monitoring of the portfolio's ESG ratings, with the introduction of a materiality threshold for ratings below D
<ul style="list-style-type: none"> Financing on a controversial counterparty Increasingly restrictive regulatory impact on the real estate sector 	<ul style="list-style-type: none"> Devaluation of portfolio value (equities, bonds, etc.) Weakening of mortgage repayment capacity (potential claims) 	CONGLOMERATE INSURANCE RISK				<ul style="list-style-type: none"> ESG policy and sustainability policy Monitoring the weight of investments in emissive sectors Diversification of the activity between life insurance, savings products, protection insurance, borrower insurance
<ul style="list-style-type: none"> Inadequacy of business models and technology to address emerging climate issues for portfolio companies Financing on a controversial counterparty 	<ul style="list-style-type: none"> Devaluation of the group's portfolio 	EQUITY AND INVESTMENT RISKS				<ul style="list-style-type: none"> Group ESG policy
<ul style="list-style-type: none"> Lack of environmental products and services offers due to lack of knowledge/skills to structure offers Lack of definition of the climate trajectory: non-inclusion of climate criteria in the granting of loans/investment decisions Rapid changes in standards and regulations Disruption of the competitive environment and strategic disruption Non-application of regulatory and supervision systems due to regulatory pressure 	<ul style="list-style-type: none"> Loss of customers: strategic and financial risk Impact on shareholders' equity and consequently on the solvency ratio Strengthening of teams, use of service providers, development of tools to comply with new regulatory requirements and new standards Changes in the business model that may affect profitability standards Regulatory default that could pose a threat to the environment and populations 	STRATEGIC AND BUSINESS RISK				<ul style="list-style-type: none"> Development of an offer meeting customer support needs Process for integrating climate risk into the risk mapping and risk appetite framework ISO 50001 certification Search for appropriate technical skills in the group's various business lines

3

Scale - impact measurement: Low Average Substantial

Biodiversity materiality matrix

With the aim of assessing and understanding the impact of risks linked to the erosion of biodiversity on "traditional" banking risks, Crédit Mutuel Alliance Fédérale has contributed to a project led by the Confédération Nationale de Crédit Mutuel (CNCM). The work undertaken has resulted in a materiality matrix assessing the impact, over several time horizons, of biodiversity-related risks on certain "classic" risks in Crédit Mutuel Alliance Fédérale's risk mapping.

Definition: ecosystem services, physical risk, transition risk

Ecosystem services are the benefits that human activities derive from their interactions with ecosystems. They are generally classified into three categories: provisioning services (drinking water, various resources such as wood or agricultural crops, etc.), regulating services (soil erosion prevention, natural carbon sequestration, soil fertility, etc.) and cultural services (recreation, symbolic value, etc.). The quality or quantity of the services provided by ecosystems depends in particular on their biodiversity. The notion of ecosystem services thus makes it possible to understand the dependence of economic activities on biodiversity.

Physical risk refers to the financial losses caused by a decline in biodiversity. It results from the degradation of nature and the partial or total loss of the ecosystem services on which a given economic activity depends. It can be acute (zoonosis, localized leakage of pollutants, etc.) or chronic (progressive decline of pollinators, etc.).

A business player's transition risk describes the risk of a misalignment between its practices - in this case, on biodiversity issues - and the expectations or positioning of its stakeholders (regulatory authorities, investors, public opinion, customers, technological innovation, etc.).

Scenarios: projecting the state of biodiversity

Nature - *i.e.*, ecosystems and their biodiversity - is experiencing a downward trend on an unprecedented scale, as a result of human activities. Understanding this erosion requires characterizing its current and future impacts on the activities of Crédit Mutuel Alliance Fédérale.

The TNFD scenarios ^[1] provide a reference framework for understanding the long-term state of nature and the reactions of human societies to its

degradation. For the purposes of the biodiversity risk materiality matrix, Crédit Mutuel Alliance Fédérale used this reference framework and selected two scenarios:

- Scenario no. 3 Sand in the gears for the analysis of physical risk. In this scenario, the degradation of ecosystem services is severe, and society's stakeholders have no orderly response to this erosion;
- Scenario no. 1 Ahead of the game for transition risk analysis. In this scenario, society's stakeholders deploy coordinated measures to ensure a moderate decline in biodiversity.

Characterizing the links between biodiversity and financial institutions

The analysis of the impact of biodiversity erosion on Crédit Mutuel Alliance Fédérale's activities required the identification of transmission channels - which make it possible to establish the links of dependence between economic activities (of Crédit Mutuel Alliance Fédérale and/or its customers) and ecosystems - and then an assessment of the impact of the degradation - or even disappearance - of ecosystem services on the "classic" risk factors of Crédit Mutuel Alliance Fédérale's risk mapping.

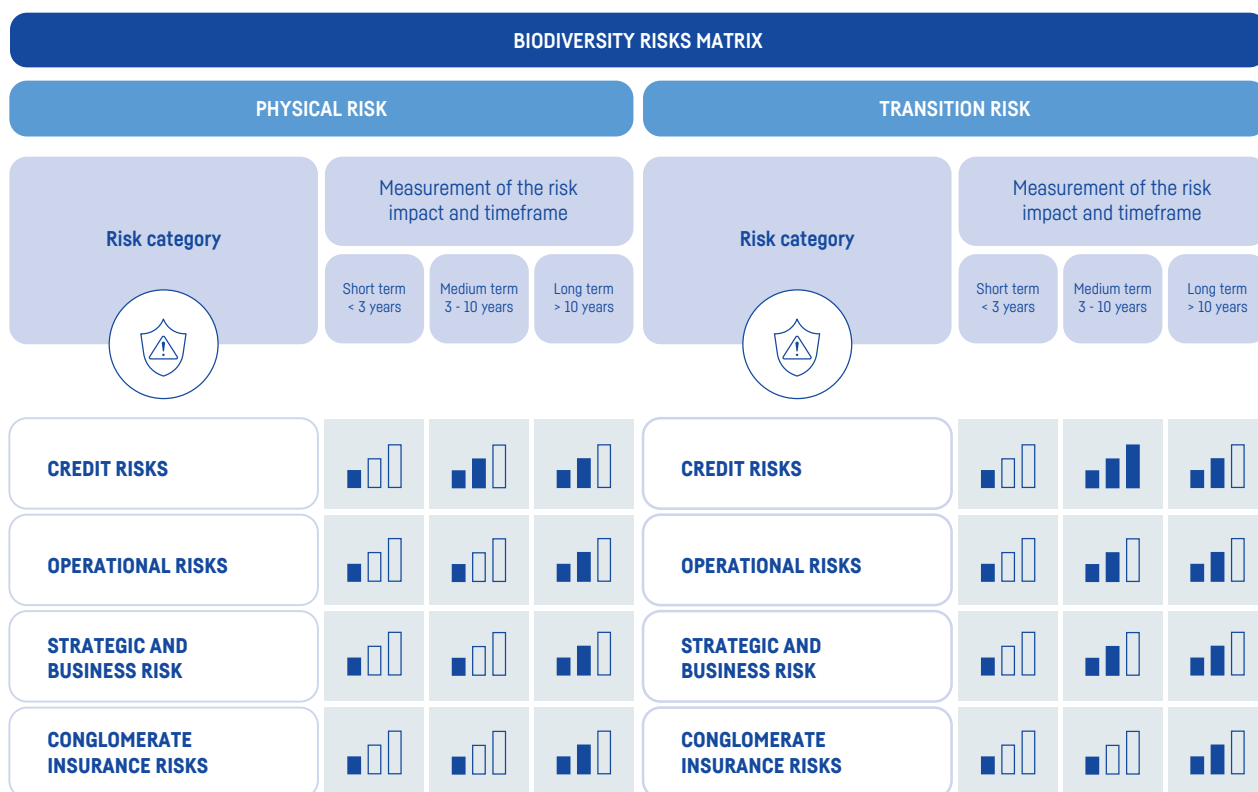
For this first exercise, Crédit Mutuel Alliance Fédérale set out to assess the impact of biodiversity erosion on credit risk, operational risk, conglomerate insurance risk, and strategic and business risk.

Risk factors and impact on national risk mapping risks

The assessment of additional risk factors resulting from biodiversity erosion is based on the production of qualitative indicators, the identification and evaluation of transmission channels, and the biodiversity scenarios mentioned above. A significant proportion of the qualitative indicators used are based on data from the ENCORE database (Exploring Natural Capital Opportunities, Risks and Exposure, <https://www.encorenature.org/en>).

In Crédit Mutuel Alliance Fédérale's biodiversity materiality matrix, the impact of biodiversity erosion on "classic" risks is assessed on a three-tier rating scale from low to high impact.

[1] Taskforce on Nature-related Financial Disclosures.



The biodiversity risk materiality matrix will be reviewed annually.

Commitments of the benefit corporation/mapping of significant ESG risks/ objectives of the 2019-2023 strategic plan – Cross-reference table



ANALYSIS GRID






ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS	COMMITMENTS OF THE SMR APPROACH	SIGNIFICANT ESG RISKS	SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES	PERFORMANCE INDICATORS
 Name of the mission	 Identification of the SMR commitment in connection with the mission	 Identification of ESG risks in connection with the benefit corporation mission	 Benefit corporation mission/ SMR ambition/ESG risks	 Measurement of indicators Benefit corporation mission/ SMR ambition/ESG risks

Measurement of performance indicators:

Strategic plan: Annual measurement. Achievement of the target by 2023.

Benefit corporation: Annual measurement. Achievement of the target by 2022.




MISSION 1: As a cooperative and mutualist organization, support customers and members in their best interests.	 MEMBERS & CUSTOMERS AMBITION Listening to customers	<ul style="list-style-type: none"> ■ Risk of losing customers (lack of customer advice, unsuitable goods and services sold) ■ Risk of internal and external fraud (malice in the handling of customer/prospect banking operations) ■ Risk of downtime in bank IT system (failure of information systems security) 	<ul style="list-style-type: none"> ■ Guarantee to each customer a dedicated, non-commissioned advisor (Commitment #2 – mission 1) ■ Process and analyze complaints/satisfaction questionnaires ■ Secure banking transactions ■ Provide quality service 	<ul style="list-style-type: none"> ■ Monitoring of the networks' customer portfolios to meet the objective ■ No commissions paid to advisors ■ Number of claims ■ Total internal and external claims for the year ■ Percentage compared to the total amount of claims ■ Rate of availability of primary TP applications
	 GOVERNANCE AMBITION Strong cooperative governance	<ul style="list-style-type: none"> ■ Risk of unattractive membership ■ Risk of compromise of the mutualist model 	<ul style="list-style-type: none"> ■ Bring democracy to life in the bank by doubling the number of members voting at Shareholders' Meetings (Commitment #1 – mission 1) ■ Mobilize members ■ Give more room to young people and move closer to parity on the Boards of Directors from 2022 (Commitment #3 – mission 1) 	<ul style="list-style-type: none"> ■ Change in the number of members voting at the Shareholders' Meetings of the local banks: x2 compared to 2020 ■ Membership rate Objective: rate of 90% ■ Number of connections to AGORA ■ Number of young people elected during the year ■ Change in the number of members voting at the Shareholders' Meetings of the local banks → Objective: increase the number of young people X 2 compared to 2020

<p>ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS</p> 	<p>COMMITMENTS OF THE SMR APPROACH</p> 	<p>SIGNIFICANT ESG RISKS</p> 	<p>SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES</p> 	<p>PERFORMANCE INDICATORS</p> 
<p>MISSION 2: As a bank for all, customers and employees, we act for everyone and refuse any discrimination.</p>	<p>SOCIAL AMBITION Diversity and equal opportunities</p>		<ul style="list-style-type: none"> ■ Recruit 25% work-study students in priority neighborhoods and rural areas. (Commitment #5 - mission 2) ■ Train all our employees and elected members in the fight against discrimination (Commitment #4 - mission 2) ■ Defend gender pay equality at all levels of the bank (Commitment #6 - mission 2) 	<ul style="list-style-type: none"> ■ % of work-study students recruited from neighborhoods and rural areas between 2019 and 2024 → Objective: 25% of work study students recruited from neighborhoods and rural areas ■ % of work-study students recruited on permanent contracts ■ % of employees trained in the fight against discrimination → Objective: 100% of employees trained in the fight against discrimination ■ Difference between the average compensation of men and women in France by classification level and by age group → Objective: equal pay for men and women by age group and classification level
	<p>SOCIAL AMBITION Support careers and mobility</p>	<ul style="list-style-type: none"> ■ Risks of non-compliance of banking and insurance operations (skills transformation, lack of employee training) 	<ul style="list-style-type: none"> ■ Develop the employability and skills of employees through training 	<ul style="list-style-type: none"> ■ % of payroll expense dedicated to training ■ Number of hours dedicated to training ■ % of employees who have taken insurance training ■ % of employees having followed the "digital passport" and/or the "relational visa" training course → Target 100% of employees








3

SOCIAL AND MUTUALIST RESPONSIBILITY

Non-financial risks and opportunities of Crédit Mutuel Alliance Fédérale

ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS	COMMITMENTS OF THE SMR APPROACH	SIGNIFICANT ESG RISKS	SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES	PERFORMANCE INDICATORS
	 <p>SOCIAL AMBITION Promote QWL</p>	<ul style="list-style-type: none"> ■ Risk of non-respect of procedures ■ Risk of failure to advise ■ Loss of net revenue (demobilization of employees) 	<ul style="list-style-type: none"> ■ Implement the framework agreement on quality of life at work and remote working in each entity concerned 	<ul style="list-style-type: none"> ■ Rate of job rotation ■ Number of days of absence ■ Number of entities that have set up remote work
	 <p>SOCIAL AMBITION Promoting social dialog</p>		<ul style="list-style-type: none"> ■ Maintain an ongoing dialog with trade unions 	<ul style="list-style-type: none"> ■ Number of group agreements signed during the year
	 <p>GOVERNANCE AMBITION Effectiveness of governance bodies</p>	<ul style="list-style-type: none"> ■ Risk of decisions inconsistent with the group's strategy (lack of training for elected members) 	<ul style="list-style-type: none"> ■ Train all our employees and elected members in the fight against discrimination [Commitment #4 – mission 2] 	<ul style="list-style-type: none"> ■ Number of mechanisms and training courses available for elected members by level of office (umbrella bodies, local banks, Board Chairs) ■ Number of training hours ■ Training rate of local elected members ■ % of elected members and employees trained in the fight against discrimination. → Target 100%

ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS	COMMITMENTS OF THE SMR APPROACH	SIGNIFICANT ESG RISKS	SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES	PERFORMANCE INDICATORS
<p>MISSION 3: Respectful of everyone's privacy, we place technology and innovation at the service of people.</p>	<p>MEMBERS & CUSTOMERS AMBITION Risk management</p>	<ul style="list-style-type: none"> ■ Risk of non-respect of General Regulation on the protection of customer data 	<ul style="list-style-type: none"> ■ Guarantee the privacy of our customers' data in processing 99% of their information in our infrastructures and systems located in France (Commitment #7 – mission 3) 	<ul style="list-style-type: none"> ■ % of employees trained in GDPR ■ % of information processed on infrastructures and systems located in France and operated by Euro-Information → Target: 99.9% of customer information processing on infrastructures and systems located in France
	<p>MEMBERS & CUSTOMERS AMBITION Listening to customers</p>		<ul style="list-style-type: none"> ■ Invest productivity gains from artificial intelligence in employment and development (Commitment #8 – mission 3) 	<ul style="list-style-type: none"> ■ Time savings achieved through the use of AI (in number of FTEs) and increase in headcount between 2019 and 2022
<p>MISSION 4: As a solidarity-based company, we contribute to regional development.</p>	<p>SOCIETAL AMBITION Regional development</p>		<ul style="list-style-type: none"> ■ Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at banks and branches (Commitment #9 – mission 4) 	<ul style="list-style-type: none"> ■ % of decisions taken at branch-level → Objective: more than 90% of credit decisions taken at banks and branches
			<ul style="list-style-type: none"> ■ Support the associative fabric ■ Offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers (Commitment #10 – mission 4) ■ Invest 5% of our equity mainly in French companies to promote innovation, growth and employment in our regions (Commitment #11 - mission 4) 	<ul style="list-style-type: none"> ■ Change in the number of NPO customers ■ Number of multi Asso insurance taken out during the year with legal protection insurance ■ Number of Pay Asso contracts subscribed ■ % of equity invested in innovative or growing SMEs and mid-sized companies → Objective: 5% equity invested in innovative or growing SMEs and mid-sized companies
	<p>SOCIETAL AMBITION Promoting local initiatives</p>		<ul style="list-style-type: none"> ■ Encourage microloans ■ Sign partnerships in favor of projects for education, sport, music, culture, and professional reintegration 	<ul style="list-style-type: none"> ■ Patronage and sponsorship budget

ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS 	COMMITMENTS OF THE SMR APPROACH 	SIGNIFICANT ESG RISKS 	SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES 	PERFORMANCE INDICATORS 
MISSION 5: As a responsible company, we actively work for a fairer and more sustainable society.	 ENVIRONMENTAL AMBITION Reduce the environmental impact of the group	<ul style="list-style-type: none"> Regulatory risk Reputation risk 	<ul style="list-style-type: none"> Reduce the group's carbon emissions⁽¹⁾ by 20% and the carbon footprint of our investment portfolios by 12% by the end of 2022 (Commitment #12 – mission 5) 	<ul style="list-style-type: none"> Internal carbon footprint → Objective: 20% reduction in the group's internal carbon footprint for the energy leakage of refrigerant gases, motor fleet, business travel scope
	 ENVIRONMENTAL AMBITION Strengthen solutions and high-quality offers and responsible service	<ul style="list-style-type: none"> Regulatory risk Reputation risk 	<ul style="list-style-type: none"> Reduction of the carbon footprint of corporate insurance and asset management portfolios 	<ul style="list-style-type: none"> Carbon footprint of the corporate insurance and asset management portfolios → Objective: 12% reduction in the carbon footprint of the corporate, insurance and asset management portfolios
		<ul style="list-style-type: none"> Financial/climate risk 	<ul style="list-style-type: none"> Promote the energy transition by no longer financing new oil and gas projects (Commitment #13 - mission 5) 	<ul style="list-style-type: none"> Monitoring of exposures eligible for sectoral policies → Objective: no new projects in oil and gas. Totally eliminate the financing of coal
		<ul style="list-style-type: none"> Climate risks 	<ul style="list-style-type: none"> Apply exposure limits by country that include climate risks 	<ul style="list-style-type: none"> Quarterly monitoring of limits by country
		<ul style="list-style-type: none"> Risk of losing customers 	<ul style="list-style-type: none"> Increase renewable energy financing between 2019 and 2023 	<ul style="list-style-type: none"> Change in outstanding amounts of cumulative renewable energy authorizations through project financing → Objective: 30% increase in renewable energy financing between 2019 and 2023

ENSEMBLE, ÉCOUTER ET AGIR (LISTENING AND ACTING TOGETHER): 5 MISSIONS	COMMITMENTS OF THE SMR APPROACH	SIGNIFICANT ESG RISKS	SMR AMBITIONS – BENEFIT CORPORATION OBJECTIVES	PERFORMANCE INDICATORS
<p>MISSION 5: As a responsible company, we actively work for a fairer and more sustainable society.</p>	<p>MEMBERS & CUSTOMERS AMBITION Banking inclusiveness</p>		<ul style="list-style-type: none"> Be the bank for all customers: supporting customers in vulnerable situations Insure the real estate loans of our loyal customers without any medical formalities⁽²⁾ (Commitment #14 – mission 5) Commit to all customers in financial difficulty with an account at €1 net per month with no incident fees (Commitment #15 – mission 5) 	<ul style="list-style-type: none"> Number of customers equipped with the Fragile Customer Offer (OCF) Number of employees trained to handle vulnerable customers Number of customers detected Number of customers benefiting from the elimination of the health questionnaire Number of customers in financial difficulty benefiting from the service
	<p>MEMBERS & CUSTOMERS AMBITION Listening to customers</p>	<ul style="list-style-type: none"> Risk of corruption (non-compliance with procedures) Risk of exposure through banking and insurance activities Risk of non-respect of the vigilance plan (controversies over the non-respect of human rights) 	<ul style="list-style-type: none"> Fight against corruption Respect human rights 	<ul style="list-style-type: none"> % of employees trained in the fight against corruption Number of alerts
	<p>SOCIETAL AMBITION ESG purchasing policy</p>	<ul style="list-style-type: none"> Risk of non-respect of the vigilance plan (lack of awareness of the ESG issues in the group purchasing policy) 	<ul style="list-style-type: none"> Applying the ESG purchasing policy Have suppliers sign the sustainable purchasing charter 	<ul style="list-style-type: none"> Number of supplier charters signed

(1) France scopes 1,2,3 energy consumption, refrigerant gas leaks, motor fleet and business travel.

(2) This scheme is reserved for customers whose main income has been with the group for seven years. The insured amount is up to €500,000 per borrower and the policyholder must be under the age of 62 at the time of underwriting.



3.4 MEMBER AND CUSTOMER AMBITIONS

3.4.1 Being attentive to members and customers

The group's objective is to create a lasting relationship with its customers and members. The objective is to ensure that members and customers receive the best advice so that they are always offered the products and services they need.

Ensuring the coherence of offers and control of all advertising messages, as well as providing contractual explanations, respecting members' customers' rights in all circumstances and during collection operations and the rules related to canvassing operations and processing complaints, are issues that concern all team members of the group's entities regardless of their profession.

To measure and enhance the quality of customer relations, the teams in the marketing and sales departments carry out analyses *via* a multi-channel, customer-oriented approach, where clients are asked to voice their opinions throughout their customer experience and encouraged to take part in product creation discussions.

A system including a series of customer satisfaction measures has been rolled out across all Crédit Mutuel Alliance Fédérale entities. This system, managed and coordinated by the sales department, is based primarily on two pillars:

- measuring customer satisfaction *via* multi-year surveys. In 2022, 30,000 individual and professional customers of the Crédit Mutuel and CIC networks took part in a relationship NPS survey. For the first time, customers were asked about a more general and lasting perception of their satisfaction and not as part of an offer or an action. The results provide a barometer of customer relations at all points of contact (local bank/branch, telephone platform, app, etc.) and in various markets (high net worth, professionals, young people, etc.). With extensive local coverage, each federation and each bank also has its own results in order to be able to situate itself and work on its own areas for improvement. Customer recommendation level (NPS score)^[1] was high, particularly in the banking sector, regardless of the contact channel;

- measurement of customer satisfaction through immediate surveys. After each appointment, customers are asked to answer a single question on the bank's recommendation rating. If the rating obtained is less than 6/10, a call is scheduled to understand the areas for improvement, correct the expected service and thus improve the customer experience. In addition, the network's branches have a dedicated reporting tool which enables to consult various quantitative indicators, identify problems in the relationship with their customers and implement corrective actions. An additional application is also made available to view customer feedback. These resources deployed in the network's branches serve a single purpose: make quality at top priority in customer relationships.

In addition, the Posternak-Ifop barometer^[2] quarterly ranking of companies' corporate image, confirmed Crédit Mutuel's leadership ranking in the banking sector with a score of 48/100 in the fourth quarter of 2023.

In addition, the Crédit Mutuel and CIC networks again won awards at the 2024 Bank Quality Awards^[3]. Of the six customer relations channels surveyed, Crédit Mutuel was on the podium six times, and twice received the highest satisfaction rating, for the quality of its advisors for everyday needs and the quality of its advisors for projects. CIC won six awards, including first place for its mobile application.

CIC won the Podium de la Relation Client 2023^[4] for the banking sector. This year's competition dealt with specific subjects related to inflation and responsible customer relations.

[1] The NPS or Net Promoter Score is a loyalty indicator measuring customer recommendation. It is calculated by taking the percentage of promoters (score from 9 to 10) and subtracting the percentage of detractors (score from 0 to 6). The NPS is thus expressed via a number between -100 and +100.

[2] The Posternak-Ifop barometer was created to help companies analyze citizen reactions and consumer behavior. <https://www.creditmutuel.com/fr/actualites/prix-et-recompenses/barometre-posternak-ifop-credit-mutuel-banque-preferee-francais-novembre-2023.html>

[3] OpinionWay survey for MoneyVox conducted from September 22 to October 16, 2023 among a sample of 5,028 French bankers recruited from a representative sample of the French adult population.

[4] Survey conducted by BearingPoint and Kantar, among a representative national sample of 4,000 French customers aged 18 and over, interviewed online on the quality of the relationship between them and companies in 11 business sectors. <https://www.podiumdelarelationclient.fr/podium-2023/>

Listening to members and customers of Assurances du Crédit Mutuel

Assurances du Crédit Mutuel carried out satisfaction surveys in 2022, aimed at policyholders, to identify their requests, measure the fulfillment of their expectations and implement appropriate actions. In addition, a "Customer Voice" function for digital services is available to customers in the online insurance space to gather their opinions on digital services. In 2023, it received more than 10,000 reviews with an overall rating of 4.6/5 (January to September): customers praised the access to e-services and the user experience, in particular the ease of navigation and use, the speed of declaring a claim and the simplicity of managing the documents to be provided. In addition, systems are in place to assess the service providers of Assurances du Crédit Mutuel, such as the approved garages, which have a 92% satisfaction rate. Finally, as part of a continuous improvement approach, their 360° customer feedback approach is relayed internally, enabling employees to report any issues they encounter at any time, and to find concrete solutions. This approach to listening to customers is designed to guarantee the excellence of insurance services.

3.4.2 Banking inclusion

Crédit Mutuel Alliance Fédérale is the bank for all customers and is attentive to supporting all those going through difficult life situations, be they structural, social or short-term. The diversity of situations of vulnerability can lead to financial precariousness requiring the implementation of a strategy that is attentive to the populations concerned.

As part of this approach, the entities of Crédit Mutuel Alliance Fédérale undertake, by way of a practical action plan, to respect mutualist values and the professional codes of ethics and compliance. Crédit Mutuel Alliance Fédérale has published a policy in favor of fragile or vulnerable customers.

This policy describes all of the specific commitments made by Crédit Mutuel Alliance Fédérale to promote banking inclusion for customers in a situation of fragility and supplements other customer protection measures designed to foster behavior that is respectful of the interests of customers and good business practices.

A Fragile or Vulnerable Customer Committee guarantees the effective implementation of regulatory obligations and best practices concerning the protection of fragile or vulnerable customers and promotes banking inclusion.

As in previous years, under the aegis of the Fragile or Vulnerable Customer Committee, the implementation of the recommendations of the OIB – Banque de France, the expectations of the public authorities and the recommendations of the ACPR resulting from the due diligence performed in 2019, 2020, 2021 and 2022 concerning vulnerable customers and the cap on bank fees continued.

The most significant developments deployed in 2023:

- predictive detection was refined and is now based on a statistical model interfaced with the debtor management application (SDBI) to encourage the network to support the customers concerned; the performance of the predictive model score is monitored on a quarterly basis to identify any changes that would require the algorithm to be reworked;

The quality of the products and services offered by Assurances du Crédit Mutuel was also recognized in the French market. In 2022 and 2023, *les Dossiers de l'Épargne* awarded "Labels of Excellence" to ten Crédit Mutuel insurance products: multi-risk property damage & liability, motor insurance, the Privilege and Advantage offers of the savings & retirement insurance, the *plan épargne retraite* (PER - retirement savings plan), the *plan épargne retraite entreprise* (PERE - company retirement savings plan), legal protection insurance, life accident, company health insurance and Multi Asso. In 2023, *Le Revenu* also awarded a Trophée d'Or to the plan épargne retraite (PER - retirement savings plan), and *Tout Sur Mes Finances* gave two Top D'Or awards to the Insurance Plan for Young People and to the savings & retirement insurance Privilege offer. Lastly, the new multi-risk property damage & liability insurance was redesigned in 2023 and obtained the Positive Insurance label from the *Institut de l'Économie Positive* (French Positive Economy Institute).

Processing of claims

For the 14 federations belonging to Caisse Fédérale de Crédit Mutuel and to CIC banks, the number of claims^[1] totaled 40,255 in 2023. Claims handled by level 2 represent 0.49 claims per 1,000 customers.

- proven detection was extended: the regulatory time limits for detecting customers registered in the Banque de France's FCC files were reduced to 2 months in accordance with the ACPR's requests;
- spontaneous detection is open regardless of any objective criterion of financial vulnerability;
- the exclusion of customer files detected on the basis of bank criteria was controlled: the COMPLY application interface records successive detections to raise awareness among network employees, and thus contributes to better traceability of exclusions;
- a network of vulnerable and fragile customer referents is in place to meet the expectations of the joint ACPR-AMF unit: the referent, who is the main contact for the branches, helps to disseminate and implement good practices with regard to vulnerable and fragile customers (in particular, isolated vulnerable seniors, protected third parties), particularly concerning the marketing of financial savings. It also ensures that commercial and equipment proposals are in line with the needs of the customers concerned. The network has met twice since its creation (including a dedicated training seminar in March 2023).

Action is also being taken to continually enhance the attractiveness of the Fragile Customer Offer - OCF (marketed at a price of €1 since August 1, 2022).

In 2023, as in previous years, Crédit Mutuel Alliance Fédérale entities concerned carried out regulatory reporting incorporating quantitative and qualitative data concerning fragile or vulnerable customers for the ACPR (under the questionnaire on commercial practices and customer protection) and the Observatory for Banking Inclusion.

[1] The claims recorded are only those of Crédit Mutuel Alliance Fédérale's scope in France, which are the only ones subject to ACPR requirements.

In addition, customers insured with ACM benefit from services that simplify their procedures:

- the Avance Santé card exempts ACM policyholders from having to advance their health expenses and thus facilitates access to care. Spouses and children over the age of 15, also covered by the contracts, can obtain this card at no additional cost. The functionalities are regularly enhanced and contactless payment is possible up to €50. In 2023, nearly one million cards were in circulation and over €500 million in health costs were advanced to policyholders. The Avance Santé card features a notch for the visually impaired. It is made of more than 85% recycled materials;
- the pure and simple elimination of medical formalities was put in place in borrower insurance for loyal customers, on real estate loans, as part of the purchase of the main residence in November 2021 (under conditions). At the same time, loyal customers already in the

portfolio saw any additional premiums or exclusions related to their health condition waived. Bank customers who have domiciled their main income with Crédit Mutuel Alliance Fédérale for at least seven years, or who already have borrower insurance with ACM for their main residence, for an amount of up to €500,000 per borrower and for a policyholder aged less than 62 years at the time of underwriting, are eligible for this solidarity-based scheme to eliminate medical formalities. This ACM scheme complements the one subsequently introduced by the so-called Lemoine law which, since 2022, has abolished the health questionnaire for loans of up to €200,000 per borrower for a total repayment scheduled before the policyholder's 60th birthday.

Finally, in order to support the associations in their commitment, ACM is mobilizing by offering directors' civil liability insurance to the managers of customer cultural and sports associations, under certain conditions.

FIGURES ON ACTIONS IN FAVOR OF FRAGILE AND VULNERABLE CUSTOMERS



3.4.3 Risk management

Crédit Mutuel Alliance Fédérale provides a high level of continuous training to its employees to ensure them an in-depth understanding of prevention measures related to the fight against money laundering and the financing of terrorism and develops technological solutions, in particular cognitive solutions, to make them even more efficient. Added to this is the willingness of the group to prevent the employees concerned from finding themselves in a situation of conflict of interest and/or corruption by knowing the active and/or passive practices of private players and public agents.

In addition to the measures already in place since 2019, Crédit Mutuel Alliance Fédérale has implemented a vigilance plan^[1] to prevent serious harm to human rights, health, personal safety and the environment in the course of its activities. Actions related to the proper application of the vigilance plan are identified in particular with regard to customers – project financing, sectoral policies, etc. – suppliers – group purchasing policy, supplier relations charter, etc. – and employees – internal procedures and preventive measures.

A whistleblowing system and procedure for reporting the existence or occurrence of risks is in place and a monitoring mechanism to analyze actions has been implemented. The monitoring indicator, overseen by the compliance department, is verified by an independent third party, but not published for reasons of confidentiality.

The group's code of conduct

Implemented by each entity in the group, this registration document, appended to the internal rules, contains the main provisions of applicable agreements, regulations and laws in terms of ethics. It is a reminder of the general principles that must be respected by all group employees in exercising their duties such as:

- the rules and regulations, procedures and internal standards;
- the protection of information (professional secrecy and confidentiality);
- the quality of service to customers (duty to provide advice and information);
- the duty of vigilance in the context of performing transaction for customers;
- integrity and probity;
- the prevention of conflicts of interest;
- the fight against corruption.

It refers to the obligations of employees who hold positions deemed sensitive, especially in Capital Markets, corporate and investment banking, portfolio management and financial analysis, exposing their holders to possible situations of conflict of interest or to possessing confidential and privileged information. To that extent, they are subject to the rules that regulate and limit their personal transactions on financial instruments.

The latest version of the code of conduct, updated in early 2023, was adopted at the end of the legal consultation process with the trade unions. Since 2018, the code includes a chapter dedicated to the fight against corruption, which constitutes the code of conduct in this area.

[1] Details of the vigilance plan are presented in section 3.11 of this chapter.

The management is asked to monitor the respect for these principles whose application is subject to regular verification by the control and compliance departments.

Regarding internal and external fraud at Crédit Mutuel Alliance Fédérale, the amount of claims totaled €42.3 million in 2023. The breakdown of claims compared to total claims is 0.6% for internal fraud and 32.6% for external fraud.

Focus on the anti-corruption system

Crédit Mutuel Alliance Fédérale has set up a system for detecting, preventing and combating corruption in accordance with the law No. 2016-1691 of December 9, 2016, on transparency, the fight against corruption and the modernization of economic life, the Sapin 2 Law, which draws on a number of internal procedures and specific actions:

- risk mappings for corruption and conflicts of interest;
- a code of conduct;
- personnel training on respecting good business practices and combating corruption and influence-peddling;
- the obligation to declare gifts and benefits received or given;
- taking into account the risk of corruption in the assessment of the customer's risk profile;
- an internal whistleblowing system for employees;
- a system for processing customer claims;
- an internal control and evaluation plan on the application of these measures.

This provision furthermore relies on a disciplinary system incorporated into internal rules and regulations, which allows for sanctioning company employees in the event of violating internal rules.

All employees, customers and business partners are informed of the commitment to combat all kinds of corruption in the group and of the zero tolerance for corrupt behavior. This is set out in the combating corruption policy which applies to all employees whether technicians or managers, all senior directors and to external staff seconded to the company.

In 2023, 71% of training courses on rules of conduct, including the fight against corruption and/or the fight against money laundering and the financing of terrorism were completed by Crédit Mutuel Alliance Fédérale employees. The compliance department is responsible in particular for deploying procedures to prevent and combat corruption, verifications to ensure compliance, organizing any investigations, together with the competent services, in the event of suspicion and responding to inquiries by employees about actual or potential situations of corruption. The compliance department which reports to Crédit Mutuel Alliance Fédérale's risk department has the independence and the resources required to carry out its task with complete impartiality.

Focus on the mechanism for fighting money laundering and terrorism financing

Crédit Mutuel Alliance Fédérale has also implemented a mechanism to combat money laundering and the financing of terrorism in accordance with legal and regulatory requirements adapted to the risks generated by the various activities exercised across the national territory and abroad. This mechanism, including a set of procedures and tools, is implemented by employees trained to detect suspect operations. It is itself subject to thorough internal controls and is subject to regular evaluation on the part of supervisory authorities.

Crédit Mutuel Alliance Fédérale therefore strives to respect the regulatory requirements in this context which involve:

- knowing customers and their operations better and assessing the risk of money laundering with the aim of avoiding any relationship whose character or activities could be unclear;
- exercising vigilance in proportion to the risks, based on the type of clientele, the installation, the products and distribution channels, on the origin of funds deposited and/or the flow of such funds in order to detect unusual or atypical operations;
- mobilizing all employees in the fight against money laundering and terrorist financing through regular training and awareness activities;
- applying asset freeze measures, as well as procedures and controls to implement and enforce international financial sanctions programs.

Crédit Mutuel Alliance Fédérale prohibits all direct or indirect relationships with offshore domiciliation companies or consulting firms offering offshore structures. It is also prohibited to advise such companies or firms.

Focus on the system to fight tax evasion

Crédit Mutuel Alliance Fédérale implements, both in France and in the foreign countries where it is established, all regulations aimed at improving compliance with tax obligations at the international level and allowing for tax transparency, including Directive 2011/16/EU of February 15, 2011 on administrative cooperation on tax matters (“DAC 1 Directive”) as amended, notably, by Directive 2014/107/EU of December 9, 2014 on the automatic exchange of information (AEI) on financial statements according to a common reporting standard (“DAC 2 Directive”) and by Directive 2018/822/EU of May 25, 2018 concerning the automatic and mandatory exchange of information on tax matters in relation with cross-border arrangements that must be declared (“DAC 6 Directive”).

Crédit Mutuel Alliance Fédérale also implements the American regulation known as FATCA Foreign Account Tax Compliance Act, under the terms of the Inter-Governmental Agreements – IGAs, signed by the United States with other countries, including the IGA between France and the United States signed on November 14, 2012 to improve compliance with tax obligations at the international level and to implement the law on compliance with tax obligations concerning foreign accounts.

Moreover, Crédit Mutuel Alliance Fédérale has several sectoral policies including a policy for private banking customers:

- i) which reiterates that operations involving structuring customers’ assets must not favor the concealment, fraud or evasion of tax and more broadly that cross-border activities, notably advice and commercialization, must be performed in strict compliance with the laws and standards in force in the customer’s country of residence; and
- ii) requires the respect of “Know Your Customer” (KYC) procedures which are reinforced for non-resident customers with a requirement for a tax compliance certificate in their country of residence.

Crédit Mutuel Alliance Fédérale also prohibits any dealings with a person who is domiciled in a state which does not implement the automatic exchange of information as stated above, apart from an exception which has been properly validated in accordance with a strictly controlled procedure. New relationships with politically exposed persons (PEP) residing in such a country are not authorized in any case.

No branches in non-cooperative States or territories for tax purposes

Crédit Mutuel Alliance Fédérale does not have an establishment or conduct business in a non-cooperative state or territory (NCCT) for tax purposes, belonging to the list drawn up by France pursuant to the provisions of Article 238-0 A of the French General Tax Code (CGI) or that drawn up by the European Union.

Respect of transfer pricing regulations

Crédit Mutuel Alliance Fédérale applies all the regulations both in France and in the countries where it is located in relation to transfer pricing, *i.e.* the obligation under the principle established by the OECD of applying a “fully competitive” price to transactions realized between the group’s entities in different countries:

- the establishment of the declaration country by country in accordance with OECD standards (see Article 223 *quinquies* C of the French General Tax Code), which the tax authorities can automatically exchange by applying the multilateral agreement signed by France on January 27, 2016;
- annual establishment of transfer pricing documentation in accordance with the OECD’s recommendations and the requirements of the tax legislation of the State of establishment (see Article L.13 AA of the French General Tax Code).

Criteria for beginning a new customer relationship

Crédit Mutuel Alliance Fédérale has an internal policy for entering into customer relationships which applies to all its entities in France and abroad. The group supports its customers in the realization of their projects by being attentive to the management of risks, particularly the risk of reputation. In view of this, it refuses on principle any relationship with third parties about which one may reasonably believe they carry out or promote, explicitly or implicitly, illegal practices or practices contrary to the group's values, such as:

- the advocacy or incitement to terrorism;
- the call to hatred, violence or attacks on the human person;
- discrimination, particularly of a racist or homophobic nature;
- pedophilia, pimping;
- active or passive corruption, money laundering;
- undeclared labor or fiscal fraud.

In addition, for the specific risks they create for the bank, relationships with natural or legal persons with ties to certain activities are not acceptable, such as prostitution or pornography, sects, fortune telling or astrology, arms trade, etc.

More generally, the bank does not pursue relationships with third parties when the economic or social interests and/or local or regional proximity does not seem obvious, but also when conditions of transparency or trust are not (or no longer) present.

New relationships and customers of so-called "sensitive" countries

The mechanism that exists in terms of managing operations and customers located in countries deemed sensitive has been strengthened since 2016. The compliance department is responsible for identifying, establishing and disseminating within the group lists of countries according to their degree of sensitivity: green (low risk), orange (standard risk), red (high risk and reinforced procedure) and black (very high risk). The purpose is to define progressive procedures or bans pertaining to new relationships with customers who reside in the concerned countries.

In addition to the regulatory criteria used under the classification system (countries listed by the FATF, Financial Action Task Force, high-risk third countries listed by the EU, etc.), countries that do not automatically exchange information according to OECD standards are classified in the red list. For these countries, new relationships are not authorized with the exception of those duly validated by a strictly controlled procedure. New relationships with politically exposed persons residing in a country on the red list are not authorized in any case.

Representatives of interests

The Sapin 2 Law of December 9, 2016 created a special regime for interest representatives, modified by the law of February 21, 2022 known as "3DS", supervised by the *Haute autorité pour la transparence de la vie publique* (HATVP - High Authority for Transparency in Public Life), providing for:

- the obligation to apply a strict code of conduct;
- the obligation to register on the HATVP digital directory, which provides information to citizens on relations between interest representatives and public authorities;
- the annual statement of activities within three months of the end of the fiscal year.

The Crédit Mutuel group's framework procedure, which applies the regulations in force on interest representatives and was drawn up under the aegis of the CNCM, is the registration document that applies uniformly to the various regional groups in the group. The General Secretariat of CNCM is responsible for registering entities that meet the required criteria in the HATVP digital directory as well as sending the respective annual reports to this authority.



3.5 GOVERNANCE AMBITIONS

3.5.1 Effectiveness of the governance bodies

The purpose of the data presented under governance ambitions is to reflect the operating model of Crédit Mutuel Alliance Fédérale. This data is taken from several sources:

- the mutualist reporting, entered from February 1 to March 7, 2024, by the local banks of Crédit Mutuel Alliance Fédérale. The local bank managers enter this information at a Board of Directors' meeting in conjunction with the elected members. The aim of this reporting is to analyze, for the previous year, the institutional issues of the local banks. For information entered in early 2024 corresponding to fiscal year 2023, 1,447 out of 1,464 local banks responded and approved the questionnaire, *i.e.* a response rate of 99%;
- the administrative data of elected members: offices, functions, age etc. This data is entered by the local bank managers throughout the year as necessary and notably when terms of office are renewed;
- training and skills development of elected members: a common application is used across the 14 federations. It provides data on the training courses taken, including length and attendance. The code of conduct applicable to all the group's elected members and employees stipulates that "elected members and employees must regularly update their knowledge in order to improve their skills and better fulfill their responsibilities." To this end, a range of training courses is offered to elected members, on a variety of topics, to enable them to exercise their mandate properly. A skills development plan for mutualist elected members is put in place for each strategic plan. This plan provides each elected member with an extensive and diversified range of training courses adapted to their role and responsibility within the mutualist organization;
- post-Shareholders' Meeting report: the local bank managers are invited to enter information about the organization of their Shareholders' Meeting after it has been held. Information is provided on the duration of Shareholders' Meetings, voting rates, costs, attendance rates, the issues raised, and so on;
- in addition, certain data is gathered from the management control IT system, notably information concerning the number of members.

Membership, a voluntary membership

As of December 31, 2023, the percentage of customer members of the 14 federations represents 82.32% of eligible customers^[1].

In 2023, Crédit Mutuel Alliance Fédérale's banks welcomed 474,709 new members and saw the departure of 216,207 members. These members elect the directors of the various local banks, at the Shareholders' Meeting.

Welcoming new members

When entering into relationships with new members, the mutualist model, a differentiating factor in its mode of operation is explained in 93.37% of cases. At the same time, employees are trained in mutualist governance and 83.48% of bank employees have completed this training.

To increase the number of customer members in the local banks, 38.49% of them carry out specific actions such as welcome meetings to present the role and responsibility of a member (9.05%) and/or send out specific information, such as invitations to the Shareholders' Meeting (87.42%).

Boards – Democratic control

In 2023, 1,104 newly elected members joined the boards of the local banks following the elections at the local banks' Shareholders' Meetings. The average term of office is eleven years and one month for members of the Boards of Directors and ten years and eleven months for Supervisory Boards.

This data is entered by the local bank managers throughout the year as necessary and notably when terms of office are renewed. The average age of directors is 58 (56 for women and 59 for men).

In addition, 33.96% of local banks carry out actions to feminize their Boards of Directors and/or Supervisory Boards.

[1] Definition of the membership rate: number of members / (number of adult individual customers + legal person customers).

SOCIOPROFESSIONAL CATEGORIES OF ELECTED MEMBERS IN 2023

	2023	2022
Farmers	766	772
Trades people – merchants – business owners	1,938	1,848
Senior executives	4,010	4,006
Intermediary professions	1,847	1,783
Employees	1,566	1,530
Workers	258	269
Retired individuals	4,474	4,938
Other persons not actively employed	371	369

Excluding Cautionnement Mutuel de l'Habitat. 2022 data reviewed.
2023: Data as of January 4, 2024.

3.5.2 Membership momentum

The smooth running of cooperative activities is underpinned by the wealth of opinions and expectations of the members.

A Cooperative and Mutualist Life department was set up in 2022 to bring together the training teams for elected members, Member Agora users and Crédit Mutuel Alliance Fédérale's elected representatives, who support the federations in leadership, co-construction and experience sharing.

The aim is to enhance the attractiveness of mutualist values, particularly among young employees, and to take advantage of the Shareholders' Meetings of local banks, which is the basis of the democratic mutual model, as real opportunities for dialog and discussion. In addition, the role of the Boards of Directors is to validate the strategic choices of the local banks and to represent the community of members.

The main actions to be taken are:

- to increase the attractiveness of the Shareholders' Meetings of the local banks, which are the basis of the democratic model, particularly among young working people, and turn them into genuine opportunities for dialog and discussion; to reinforce the role of the Boards of Directors in choosing the orientations of the local bank and in representing the community of members. To this end, Crédit Mutuel Alliance Fédérale has made a commitment as part of its status as a benefit corporation to give young people a greater place on Boards of Directors and to achieve parity by 2027;

- to promote diversity, in all its aspects, of members and their elected members on the Boards of Directors and Supervisory Boards;
- to develop the skills of elected members by offering differentiated and customizable training programs;
- to promote the involvement of the elected members alongside the manager and employees of the local bank in local events.

To boost mutualist life and facilitate interactions between members, in 2020 Crédit Mutuel Alliance Fédérale created Member Agora – a social network and collaborative exchange platform – whose main objectives are to:

- promote the operating model of the cooperative bank among customers through the commitment of elected representatives, members and employees;
- build relationships based on shared areas of interest and enable members to play an active role in their bank, to support and promote the local actions of their bank;
- inform members, and share and promote local initiatives carried out by the regions around different themes: health, music, good deals, etc.;
- allow each federation to create its own community and run a news feed that is commented on, relayed and shared by members. Likewise, the local banks can create their own communities to boost the role of members by directly involving them in these events.

Member Agora was rolled out in 2021 across all Crédit Mutuel Alliance Fédérale federations and since, over 412,000 users shared their opinions and comments on the platform around events or communities related to music, health, local life and sports activities. 1,293 local bank communities have already been created by elected members to promote their local bank's regional initiatives, partnerships and support for associations.

100 to 300 daily publications are included in the news feed offered to members.

In order to improve the user experience of elected members and members, the platform benefits from permanent ergonomic improvements based on member feedback.

In 2023, following a satisfaction survey of members, individuals, associations and elected members, new developments and functionalities were introduced:

- emphasis on the member's local bank community;
- personalized news feed;
- publication of photo carousels;
- creation of a "Member Agora" icon for direct access;
- display of the number of views.



Training and skills development for elected members

Crédit Mutuel Alliance Fédérale has set up a Mutualist University, within the cooperative and mutualist life department of Caisse Fédérale de Crédit Mutuel, to support its new Togetherness Performance Solidarity strategic plan.

The Mutualist University is designed to cover all the fundamental, regulatory, behavioral and mutualist skills required to:

- meet the legal and regulatory requirements for bank directors, and develop their ability to question and express themselves;
- commit to a benefit corporation in order to contribute to a fairer, more sustainable society;
- develop employability, and in particular the ability to integrate, evolve and retrain, and/or the ability to lead corporate, association or societal projects;
- flourish as a human being through continuous development of skills, self-confidence and inclusion among peers and in society.

To promote diversity in the workplace, the Mutualist University relies on a set of andragogical methods based on neuroscience and the needs of diverse adults to acquire and develop skills throughout their lives, at their own pace, according to their needs and appetites.

The main objective of the Mutualist University is to provide everyone with the opportunity to develop their skills, based on knowledge from:

- both theoretical, academic and scientific fields, as they might be taught in higher education, and to make them accessible to everyone;
- and from the expertise of Crédit Mutuel Alliance Fédérale's employees, managers, elected representatives, directors and members.

It is based on three offers:

- a main offer enabling everyone to learn and develop a skill in 30 minutes, using the method they prefer, locally or online, in groups or individually;

- an event offer, which is available to Crédit Mutuel Federations and entities, enabling them to organize a conference, workshop, seminar or round table at least once a year, with the support of the Mutualist University;
- a diploma- or certificate-granting offer designed to recognize current skills and those acquired through the Mutualist University, in particular by means of certified badges. This offer also includes a university diploma in partnership with the University of Strasbourg, already in its third year.

At the Mutualist University, curricula designed for each level of office enable elected representatives to develop their skills in a contextualized way, according to the key moments of their office and the events and missions that punctuate their year.

These actions are part of a mutualist ecosystem, which aims to build a community plan mobilizing all stakeholders in the training ecosystem for elected members: correspondents in each local bank, federal and inter-federal commissions, elected leaders and employees and implemented by each federation under the principle of subsidiarity.

In 2023, the percentage of local elected members trained was 81% (GOUV 56) with 12,304 local elected members having followed at least one training course (GOUV 55), with 49,101 training sessions delivered, up 14% compared to 2022. This increase is due to the effectiveness of the multi-channel strategy adopted for the Mutualist University, notably thanks to local training courses and a new website that enables people to learn about any subject at any time.

In addition, 2023 was marked by the ongoing commitment to train each elected member to fight against all discrimination as part of the status of a benefit corporation: all the local banks were mobilized in this effort, with more than 14,474 elected members trained, *i.e.* 95% of elected members. Elected members who were absent due to illness, maternity, or other reasons that prevented them from completing this training within the allotted time will be able to make up for it in 2024 when they resume their term of office.

Quantitative data

Code	Indicator description	Data at the end of 2023	Data at the end of 2022
GOUV63	Total number of members	6,298,729	6,039,460
GOUV62	Number of adult individual customers and legal person customers	7,651,690	7,542,840
GOUV65	Percentage of members among adult individual customers and legal person customers	82.32%	80.07%

Boards – Democratic control

COMPOSITION

	Data at the end of 2023	
	Women	Men
Number of elected members in local banks – Women/Men distinction	6,361	8,869
	Board of Directors	Supervisory Board
Number of elected members in local banks in 2023 – Board of Directors/Supervisory Board distinction	11,117	4,113

The Shareholders' Meeting (SM)

The Shareholders' Meetings of the local banks are the foundation of mutualist governance, and illustrate the strength of this model thanks to these key moments for exchange, information and expression of mutualist democracy.

The end of the health crisis (COVID) enabled each Crédit Mutuel Alliance Fédérale local bank to resume face-to-face general meetings with its members. Crédit Mutuel Alliance Fédérale also used the systems developed during the health crisis to enable members to vote remotely. Members were informed in advance of Shareholders' Meetings, by post and by means of newly-developed digital tools. Members were able to vote in advance at their local bank, or remotely from their online banking space on the www.creditmutuel.fr website, or on their mobile app. The 3rd voting option was to attend the Shareholders' Meeting in person, in the traditional way.

A total of 1,489 Crédit Mutuel Alliance Fédérale local banks held their Shareholders' Meeting in 2023.

5,196,317 members received a specific invitation by mail or in their online banking area.

All members were able to find all the information they needed in advance of the Shareholders' Meeting, enabling them to vote in an informed manner. During the Shareholders' Meetings, they were able to take part in a presentation by the local bank's Chairman and Director. They were also able to obtain answers to any questions they might have.

In line with the benefit corporation, Crédit Mutuel Alliance Fédérale has set itself a very ambitious target of doubling the number of voters compared with the 2019 Shareholders' meetings. This target was comfortably exceeded in 2023: 746,875 members voted, representing nearly 3 times the target set.

Allowing members to express themselves and vote easily in their online banking space has won over a large number of members: over 76% of voters cast their ballots *via* this innovative channel.

By combining traditional exchanges through meetings and technological innovation with innovative user paths, Crédit Mutuel strengthens the expression of the mutualist democracy of its members.

Education and training

MEMBERSHIP DEVELOPMENT

When initiating relationships with new customers, is the mutualist difference presented?	Yes for 1,351 local banks (93.37%)
Are documents provided?	Yes for 740 local banks (51.14%)
Have you organized a meeting for new members?	Yes for 131 local banks (9.05%)
Have you informed them that they will be invited to the SM?	Yes for 1,265 local banks (87.42%)

Intercooperation

ASSOCIATIONS

Association-customers of Crédit Mutuel local banks	Initiatives directed at associations: number of local banks that allocate a budget
303,514	1,294 local banks (89.80% of respondents)

OTHER GOVERNANCE INDICATORS

Indicator code	Indicator	2023	2022
GOUV14	Number of new elected directors of local banks	1,103	821
GOUV15	Number of newly elected women members in local banks	586	424
GOUV56	Number of director training hours – local banks	41,556	40,012



3.6 SOCIETAL AMBITION

3.6.1 ESG purchasing policy

Purchasing goods and/or services is an act of management and is part of the operational implementation of the strategy. Crédit Mutuel Alliance Fédérale's purchase policy, deployed with all entities, incorporates economic criteria of quality, respect of technical requirements and ESG factors.

3.6.2 Responsible relationships

Crédit Mutuel Alliance Fédérale has reinforced this initiative by requesting that all its suppliers sign a sustainable and responsible purchasing charter incorporating the internal commitments of the purchasing policy to ensure long-term commercial relations with partners committed to a process of compliance with the challenges of sustainable development.

By signing the charter, the supplier undertakes, in the context of activities carried out with Crédit Mutuel Alliance Fédérale entities, to respect the human rights and fundamental freedoms, health and safety of people and the environment, as well as the rights of employees. The supplier undertakes to respect the laws applicable to the protection of

3.6.3 Regional development

The group, which is a leading employer with a strong regional presence due to the stability of its network, bases its strategy on the demand for long-term investment to develop the economic and social ecosystem of each region. It pursues, either directly or in partnership, the distribution of personal and professional micro-loans to foster the development of activities in the regions.

Promote the distribution of personal and professional micro-loans

Crédit Mutuel Alliance Fédérale enables customers in financially fragile situations to benefit from financial support by developing partnerships with associations such as ADIE, Initiative France and France Active to promote the granting of micro-loans. The purpose of granting micro-loans is to create and consolidate jobs for those who are excluded from the job market (job seekers, recipients of the minimum welfare benefits, people with disabilities, etc.).

Thus, Crédit Mutuel Dauphiné-Vivarais (CMDV) supports Initiative Auvergne Rhône-Alpes (IARA), with eight associations located in its territory. For 18 years now, this partnership has given concrete expression to the CMDV's commitment to the regions, through a financial contribution of €60,000 to the honor loan funds, the involvement of mutualist elected members in the platforms' governing bodies, and the participation of employees in the loan committees.

Crédit Mutuel Alliance Fédérale favors relations with suppliers and/or service providers whose contracts include the specific clauses from the reference texts on human rights and principles of combating all forms of corruption. It fosters long-term, local relations.

personal data and to implement all measures necessary to ensure the security and confidentiality of the information provided by the entities of Crédit Mutuel Alliance Fédérale. The supplier undertakes to implement internal procedures to ensure its activity is in compliance with the laws and regulations relating to the fight against corruption. In addition, suppliers can report any infringements to Crédit Mutuel Alliance Fédérale by using the dedicated email address.

In 2023, nearly 4,800 charters were signed by CCS suppliers and Euro-Information suppliers (SOT100).

Work was undertaken in 2023 to further integrate environmental and biodiversity issues into the charter.

Promote job security and the return to employment

Promoting job security and the return to employment are key priorities for Crédit Mutuel Alliance Fédérale in its quest to support people in vulnerable situations. Regional conventions have been signed throughout the country with social integration association networks such as CCAS, Secours Catholique, UDAF, Secours Populaire, Restaurants du Cœur and county councils to support our customers and receive advice adapted to each situation.

This commitment to foster access to employment in the regions has translated into new partnerships at the national and/or local levels so as to supplement the mechanisms already in place within Crédit Mutuel Alliance Fédérale entities.

The 60 000 rebonds association was able to open a new branch in the Hauts-de-France region this year, thanks to support from the Crédit Mutuel Nord Europe Foundation. This branch is based in Amiens, in addition to those in Lille, Dunkerque, Arras and Valenciennes, and is designed to help entrepreneurs who have gone bankrupt find a new career path.

Solidarity commissions have also been set up by the Boards of Directors of the local banks to support member-customers in difficulty.

3.6.4 Promoting local initiatives

By drawing on its cooperative and mutualist model, the group notably supports customer-member associations by forging partnerships (financial or material) involving elected members and employees. It also participates in patronage and sponsorship operations for projects of all kinds: linked to education, sport, music, culture and professional reintegration, etc. In addition to the initiatives supported at local level by the local banks and branches and at regional level by each of the group's entities and subsidiaries, operations are carried out at national level, in particular by the Crédit Mutuel Alliance Fédérale Foundation. It operates in two areas: the environment and solidarity. Financed by the societal dividend, the Crédit Mutuel Alliance Fédérale Foundation implemented a €17.5 million food aid plan this year to cope with the emergency and enable structures to continue their support for the most disadvantaged.

For the second consecutive year, it received the Grand Prix de la Philanthropie 2023 award. Created in 2019 by the Ficade group, this award values the virtuous nature, relevance and positive impact of corporate philanthropic actions in society. The Crédit Mutuel Alliance Fédérale Foundation was honored this year in the "Equal Opportunities" category for its work to reduce inequalities in the regions.

Crédit Mutuel Alliance Fédérale also supports and encourages the practice of sport through numerous local and national partnerships. At the end of 2023, the group joined #SportGrandeCauseNationale2024, a government initiative to promote physical activity and sport on a daily basis.

The overall budget for patronage and sponsorship reached €82.8 million for the 2023 fiscal year (SOT 52), due to the strong development of patronage with the societal dividend.

The group aims to support associations in their development and their public interest mission. Local sports and cultural associations with a budget of less than €500,000 benefit from the Pay Asso solution free of charge. This service allows members to pay their membership fees and make donations by credit card to associations, even those that do not have a website.

Crédit Mutuel Alliance Fédérale also offers the Lyf Pro mobile app, a secure and dematerialized mobile payment and donation collection solution, which also allows associations to forge and develop relationships with their donors, using mobile phones as a new communication channel, to simplify the organization and management of their events thanks to a solution ranging from ticket sales to collection and payment.

In 2023, as part of the societal dividend, Crédit Mutuel Alliance Fédérale strengthened its support for local sports and cultural associations by offering them 100% reimbursement of their banking package (account, checkbook, card, online banking and dedicated advisor)^[1] until December 31, 2024.

Focus on some of the partnerships of Crédit Mutuel Alliance Fédérale's entities

Fédération du Crédit Mutuel Centre Est Europe (CMCEE)

A patronage agreement between the districts of the Fédération du Crédit Mutuel located in the Grand Est region, the *Entreprendre pour apprendre* association and the Académie de Strasbourg allows students from the fourth grade to BTS level, through the creation of mini-companies, to discover the economic and professional world, to develop their sense of commitment and initiative and to elaborate their school and professional orientation project. The students, accompanied by their teachers and a company advisor, carry out an economic activity to learn about the daily life of a company.

Fédération du Crédit Mutuel Nord Europe (CMNE)

In March 2023, CMNE organized its first "Job Tour", a grassroots event to reach out to candidates looking for work-study and internship opportunities. Seven cities hosted a stage of the event: Arras, Béthune, Calais, Dunkirk, Lille, Reims and Amiens. 27 employees were recruited at the start of the 2023 school year following their participation in the Job Tour by CMNE.

[1] For associations governed by the French law of July 1, 1901, or by Alsace-Moselle local law, with an exclusively sporting or cultural object and a non-profit-making purpose, employing up to two people. Contributions are reimbursed by the Bank for holders of a Eurocompte Asso Tranquillité with Crédit Mutuel or a Contrat Professionnel Association with CIC, or for any new subscription to one of these. Beyond that, see detailed conditions in the Crédit Mutuel local banks providing this offer or in CIC branches and on www.creditmutuel.fr or www.cic.fr.

Fédération du Crédit Mutuel Anjou (CMA)

The Crédit Mutuel Anjou association Créavenir Anjou has been supporting social and solidarity-based economy associations in Maine-et-Loire for ten years. Among the associations supported in 2023, Egoistes Ensemble aims to enable people with disabilities to take on major sporting challenges. Its Inclusiv'Challenge project is designed to:

- raise awareness of disability through actions with young people in schools, sports clubs or academies, but also with companies;
- set up a solidarity fund to finance sports sessions to facilitate access to sport for people with disabilities, and carry out major sporting challenges;
- organize a disabled/able-bodied marathon during which meetings with companies and handisport associations will be organized to raise awareness of disability and the opportunities it offers.

Fédération du Crédit Mutuel du Sud-Est

On March 30, 2023, Crédit Mutuel Sud-Est signed the charter of 1,000 companies committed to integration and employment. Crédit Mutuel Sud-Est's commitments in 2023 resulted in:

- the recruitment of 43 people through work-study programs;
- training interviews, in particular at a secondary school located in a priority zone, to help high-school students express themselves better during interviews for internships or work-study programs;
- the completion by two long-term jobseekers of a 12-day internship with Crédit Mutuel Sud-Est after having benefited from a three-month Operational Preparation for Individual Employment with the FAIR association.

Fédération du Crédit Mutuel Savoie-Mont Blanc

Four mentors, employees of Crédit Mutuel Savoie-Mont Blanc, support young people from the *Nos Quartiers ont du Talent* association (integration of young people from priority urban areas). The aim is to promote their integration into the world of work through meetings, videoconferences, matchmaking, coaching sessions and so on.

Fédération du Crédit Mutuel Dauphiné-Vivaraïis (CMDV)

The Federation supports the Crussol Festival, a music festival held in Saint-Péray, Ardèche. The festival aims to raise awareness and help build a more sustainable, supportive society through a festive event.

Cofidis

In 2023, Cofidis France supported the project of 40 students from La Cordée school in Roubaix, a school in the Espérance banlieues national network (network of schools for the underprivileged) located in the heart of Roubaix: to cycle over 200 km from Compiègne to Roubaix in a 2-day relay! The youths were able to discover cycling and share sporting values.

Assurances du Crédit Mutuel

Assurances du Crédit Mutuel is continuing its partnerships with innovative players in France to provide Crédit Mutuel Alliance Fédérale policyholders with the latest medical technologies. The partnership with NeuroCoach allows the screening of risk factors for stroke. The Visible Patient technology provides policyholders and their medical specialists with a 3D organ modeling tool that allows for more precise preparation of surgical procedures. To ensure that health care is accessible throughout the country, policyholders also have access to a medical teleconsultation service with MédecinDirect and psychological support with Stimulus.

Also in this approach to accessibility, in 2022, ACM took a financial stake in the health tech TokTokDoc. Thanks to a team of nurses and their mobile polyclinic kit, TokTokDoc brings medicine to dependent or handicapped people living in EHPAD. ACM has also been a sponsor of the "life-saving gestures awareness" operation for 4th graders in Alsace since 2018, and is also committed to the Ressource centers that support cancer sufferers and their families. All of these partnerships aim to support policyholders in risk prevention and to provide innovative solutions to improve the chances of recovery.

Lastly, in addition to health, ACM is also developing other prevention actions. They offer the J Prévention course to motor insurance policyholders aged under 28, to help them acquire the right driving reflexes in difficult situations. They are also involved in the work of the Mission Risques Naturels association, whose Drought Initiative, launched in 2023, aims to implement and analyze new prevention and protection solutions for individual homes.

Beobank

Beobank is a long-standing partner of United Fund For Belgium (UFB), a Belgian non-profit organization that has been supporting social inclusion by combating exclusion and poverty for more than 50 years. It helps people with disabilities and contributes to the well-being of each child. In particular, UFB supports charities involved in the well-being of children, poverty reduction, support for people with disabilities and social integration. Beobank participates in the fundraising by supporting UFB financially and also by giving employees the opportunity to spend a day volunteering in Belgium for a Belgian charity supported by UFB during working hours. In addition, every year, several employees take up a sporting and solidarity challenge by running the 20km of Brussels while supporting one or two organizations selected by UFB.

3.6.5 Actions to develop entrepreneurship across the regions and to support innovation

Working closely with the real economy and local communities, the Crédit Mutuel and CIC networks are committed to facilitating the development of innovative companies and start-ups. In order to honor this commitment, a specific dedicated function for start-ups and innovative businesses has been set up with account managers trained to support innovation and growth inside the Crédit Mutuel and CIC banking networks throughout France, including offers and specific measures.

At the national level, 30 corporate customer relationship managers for innovative companies and 60 specially trained innovation referents work daily to facilitate the development of customers and members with projects in liaison with the players in the innovation ecosystem. At the end of 2023, 4,500 start-ups in the portfolio were being supported by the innovative companies function, representing a 25% increase on 2022.

The Crédit Mutuel federations and CIC regional banks also support numerous incubators, grandes écoles and innovative clusters in the regions. Crédit Mutuel Sud-Est is a founding partner of H7, Lyon's main hub for start-ups and the French Tech ecosystem.

In addition, two calls for projects specific to CIC and Crédit Mutuel were deployed, to cultivate positive-impact ideas and reward the best initiatives for building tomorrow's world: Start Innovation Business Awards CIC and 4S *Semeur d'innovation* (Sower of innovation) for Crédit Mutuel.

Semeur d'innovation (Sower of innovation)

In 2023, all Crédit Mutuel Alliance Fédérale federations took part in the third edition of the 4S *Semeur d'innovation* (Sower of innovation) competition. Participants were invited to present a project in one of the following four areas: environment, culture, solidarity and territory. A total of 1,385 applications were received from entrepreneurs, community leaders and private individuals; 160 projects were shortlisted and accompanied by coaching sessions, and 64 winners were rewarded. Each winner received €4,000, i.e. for a total of €256,000 for this project.

A national Forum bringing together all the regional winners was organized for the 1st time in October 2023 with the aim of creating synergies between our winners and sharing inspiring content.

Start Innovation Business Awards

CIC also deployed the 4th national edition of the "Start Innovation Business Awards" which is a genuine business accelerator for these companies. More than 1,158 candidates applied to this call for projects, which ultimately rewarded 18 regional winners and three national winners for the year 2023, for a total prize fund of €200,000. Several partnerships were also signed or renewed, such as with BGE, which has been supporting business takeovers for 40 years, and ABF Décisions, which encourages companies to relocate to France.

3.6.6 BFCM's Social Bond issue

Faced with economic, social and climate challenges, Crédit Mutuel Alliance Fédérale has positioned itself as a player determined to support the urgent transformation of the economic system. This is why, after issuing green bonds in 2020 and 2021, *via* BFCM, Crédit Mutuel Alliance Fédérale issued its second social bond of €750 million in 2023^[1]. The assets financed for this issue are loans to Small and Medium Enterprises

(SME), professionals and farmers located in counties with unemployment rates higher than the national average and student loans and degree programs. This issue was a great success with bond investors.

The system for identifying and monitoring eligible assets is described in Section 3.8.3.

[1] <https://www.bfcm.creditmutuel.fr/fr/programmes/obligations-vertes-et-sociales.html>

QUANTITATIVE DATA

Indicator	Indicator code	Unit	2023	2022
SRI outstandings with SRI, FNG, Luxflag label	SOT28	€ billions	39.3	30.9
Total assets under management by the management company	SOT28BASE	€ billions	129.5	127.6
Assets under management in socially responsible employee savings plans	SOT37	€ millions	1,583	1,297
Amount from solidarity products paid to associations	SOT35	€	1,007,889	513,402
NPO customers (associations, labor organizations, works councils, etc.)	SOT40	No.	459,627	455,135
Total budget dedicated to patronage and sponsorship	SOT52	€ millions	82.8	55.3
Applications processed – ADIE	SOT16	No.	4,152	4,249
Amount of lines of credit made available – ADIE	SOT17	€ millions	15.1	13.7
New micro-loans financed – France Active	SOT19A	No.	775	1,391
Amount guaranteed – France Active	SOT20A	€ millions	22.8	34.9
Additional loans issued – Initiative France	SOT22	No.	3,265	3,730
Amount of additional bank loans granted – Initiative France	SOT23	€ millions	282.1	319.6

Indicator description	Publication code	Unit	2023	2022
Crédit Mutuel Alliance Fédérale sales outlets	SOT01	No.	4,367	4,488
Loans on preferential terms (< €3,000) granted	SOT27	No.	1,328,479	1,288,761
Amount of loans on preferential terms (< €3,000) granted	SOT26	€	1,236,087,174	1,205,692,345
Assets under management excl. capitalization of livrets d'épargne pour les autres (savings account that benefits humanitarian organizations)	SOT33	€	159,097,077	236,222,177
Amount of micro-loans granted	SOT13	€	816,082	746,741
Eco-loans: loans granted during the year	SOT63	No.	23,961	20,487
Total amount of interest-free loans granted during the year	SOT65	€	339,403,370	278,467,276
Amount of loans for renewable energy granted to business customers and farmers	SOT68	€ millions	254.3	269.9
Outstanding customer loans	SOT83	€ billions	522.00	502.1
Outstanding home loans	SOT84	€ billions	264.9	254.4
Outstanding consumer credit	SOT85	€ billions	54.6	51.0



3.7 SOCIAL AMBITION

The information and figures concern Crédit Mutuel Alliance Fédérale entities in France.

3.7.1 Diversity and equal opportunities

Crédit Mutuel Alliance Fédérale has a proactive and ambitious diversity and inclusion policy to combat discrimination and promote equal opportunities and treatment.

This approach is at the heart of Crédit Mutuel Alliance Fédérale's mutualist values and its *raison d'être*, *Ensemble, écouter et agir* (listening and acting together), and is embodied in the mission statement "As a bank for all, members and customers, employees and elected members, we act on behalf of everyone and refuse to discriminate".

Equal opportunities and youth employment

Crédit Mutuel Alliance Fédérale is positioned as a committed and active player in favor of young people, particularly those furthest from employment, by developing initiatives throughout the region to promote work-study programs and access for these young people to the world of business.

In 2023, more than 1,400 work-study students were recruited, including more than 30% from disadvantaged urban and rural areas.

As a founding member of the Business Collective for a more inclusive economy, Crédit Mutuel Alliance Fédérale, alongside 38 major companies, has been carrying out actions to promote the inclusion of young people in France's ten major employment areas since 2018: Seine-Saint-Denis, Strasbourg, Lyon, Marseille, Bordeaux, Rouen, Lille, Toulouse, Nantes and Grenoble. In each of them, Crédit Mutuel Alliance Fédérale representatives are present to actively participate in a number of initiatives, such as the Forum for the Future organized in Strasbourg in March 2023. This day enabled more than a hundred young people, between the ages of 16 and 30, from urban priority neighborhoods (QPV) or rural areas, to benefit from advice in their steps to access the professional world.

Committed to neighborhoods and regions, Crédit Mutuel Alliance Fédérale continues to support local players with associations such as *Nos Quartiers ont du Talent*, *Télémaque*, and *Sport dans la ville*. Initiatives have been set up within the group's companies to encourage employees to get involved as volunteers or mentors.

Equal opportunities and non-discrimination

Committed to equal opportunities, Crédit Mutuel Alliance Fédérale continues to provide training in non-discrimination to recruiters and, more broadly, has undertaken to train 100% of its employees in non-discrimination by 2022. A training module, Preventing discrimination and promoting diversity, was deployed in the last quarter of 2022, including a self-diagnosis and e-learning.

In January 2023, Crédit Mutuel Alliance Fédérale made a reporting tool available to all employees to report harassment and discrimination. This tool has strengthened the existing reporting system by making it easier and more visible for employees to report incidents. A small team within the group HR department is responsible for monitoring the reports received.

In addition, in January 2023, Crédit Mutuel Alliance Fédérale joined the #StOpE initiative to combat so-called ordinary sexism in the workplace.

Throughout 2023, orchestrated by the group human resources department, Crédit Mutuel carried out concrete actions to sustainably reduce so-called ordinary sexism in the workplace. Crédit Mutuel Alliance Fédérale took part in a survey on working relations between men and women. Over 20,000 employees responded to it. Training courses have been set up for human resources teams and harassment and sexist harassment referents (employer and SEC) to enable them to take action against sexism on a daily basis.

Strongly committed to workplace equality, a "Crédit Mutuel - Elles" community has been set up to work together to promote gender diversity and workplace equality. This community offers rich and diversified content (workshops, webinars, articles, shares, etc.). More than 1,100 employees are already part of this Community.

Equality of treatment

With respect to equality, measures have been taken to favor gender equality. Equal pay is one of the levers of gender parity, associated with a career development plan for women. For several years now, Crédit Mutuel Alliance Fédérale has attached great importance to the need for parity in appointments to senior management and executive positions. Where training is concerned, no session of the School for directors starts without parity.

The feminization of managerial positions is a major objective of Crédit Mutuel Alliance Fédérale which translates into one of the human and mutualist indicators of the revised strategic plan *ensemble#nouveau monde plus vite, plus loin!* (together#today's world faster, further!). The ambition is to achieve equality between men and women by 2023 in management positions (notably executives such as bank manager positions in the banks of the Crédit Mutuel network and/or the branches in CIC network) and governance positions (members of the Management Committees in group entities included the common social base).

In addition, as part of commitment No. 6 "defend gender equality at all levels of the bank" made by Crédit Mutuel Alliance Fédérale as a benefit corporation, a group agreement on equal pay was concluded on February 21, 2022. Under the terms of this agreement, Crédit Mutuel Alliance Fédérale undertook to ensure that, within the overall scope of the group agreement, the salaries of women and men would not present a difference between them of 3% or more for a same classification level and same age group as of December 31, 2022. To achieve the objective of equal pay between women and men and therefore eliminate collective pay gaps, this agreement provided in respect of 2022 for the implementation of a collective correction measure representing 0.5% of payroll expense.

This agreement also provided that beyond this mechanism planned for the year 2022, the objective for each company is to ensure that collective pay equality between women and men is maintained. This commitment is monitored every year as part of the benefit corporation.

In addition, more than three-quarters of the group's companies score over 85 points on the gender equality index.

Disability and caregivers

Crédit Mutuel Alliance Fédérale is fully committed to disability issues, and has set up the means to structure and implement its policy in favor of the employment of people with disabilities: signature of the first disability and caregivers group agreement on December 8, 2021, creation of a group disability mission and a network of local disability referents and SEC referent.

The first disability and caregivers group agreement signed on December 8, 2021 for the period 2022-2024 cements Crédit Mutuel Alliance Fédérale's commitment around four axes:

- recruitment, onboarding and inclusion of people with disabilities;
- information, awareness-raising and training for all our employees;
- developing and maintaining employment for our employees;
- expanding relations with the sheltered and adapted sectors.

This agreement also includes measures to help our employees whose close relations (children, spouses and ascendants) are disabled to better reconcile their professional lives with the constraints encountered in connection with their relative's disability.

A group disability committee coordinates and deploys the group disability agreement, notably through information, awareness-raising and training initiatives. It provides support and advice to all employees, whether or not they are recognized as disabled workers, as well as to human resources teams and managers. In particular, it assists the entities concerned in situations involving incapacity and the search for new employment.

In each of the group's companies, a local disability referent assists people with disabilities or their caregivers throughout their career with the company, in conjunction with human resources managers, managers and occupational health services. Each social and economic committee (SEC) has appointed a disability referent from among its members.

In 2023, all SEC disability referents were trained as part of their mission.

In addition, an online workshop open to all employees was offered by the "Crédit Mutuel Elles" community on the theme of caregivers: "Caregiver and worker, reconciling private and professional life without losing your footing!"

Lastly, as part of the 2023 European week for the employment of people with disabilities, actions were deployed to deconstruct preconceived ideas about disability:

- a series of videos to combat preconceived ideas about disability;
- virtual reality workshops to raise awareness and experience the lives of employees with disabilities at the Strasbourg, Lyon, Bordeaux, Paris, Lille and Nantes sites on November 21 and 22. Using virtual reality headsets, employees were confronted with situations of disability at work. Through seven modules, different situations were illustrated, providing a better understanding of the daily lives of people with visible or invisible disabilities. A total of 455 employees were educated in these workshops;
- on November 23, during DuoDay, Crédit Mutuel Alliance Fédérale opened its doors to people with disabilities so that they could discover the company and the group's different business lines. Across France, 112 duos were formed (including 70 for the November 23 event);
- the launch of the Handipoursuite game, a fun way to test your knowledge and dispel prejudices about disability. Over 4,000 games were played by group employees.

Employee sponsorship and commitment

Crédit Mutuel Alliance Fédérale's identity is built on the values of solidarity and commitment.

Since 2020, as part of the group agreement on the management of jobs and career paths, a skills sponsorship scheme dedicated to employees nearing retirement has been in place. This scheme, which is fully in line with the group's values, enabled 19 employees in 2023 to benefit from this innovative form of commitment to associations working for the environment and the regions, two areas supported by the Crédit Mutuel Alliance Fédérale Foundation.

In addition, and to reinforce the group's commitment to the common good and enable employees who so wish to commit themselves to the general interest, Crédit Mutuel Alliance Fédérale launched a civic engagement platform in October 2023. The aim of this platform is to match the needs of associations in terms of volunteering with the desire of each individual, according to the causes they care about and the personal time they have available.

Jointly supported by the human resources department and the Crédit Mutuel Alliance Fédérale Foundation, this program is being launched initially as a pilot scheme involving five entities (Caisse Fédérale de Crédit Mutuel, Crédit Mutuel Midi Atlantique, CIC Nord Ouest, Crédit Mutuel Leasing, Banque Transatlantique and La Française), before considering its general roll-out to all Crédit Mutuel Alliance Fédérale entities. As of December 31, 2023, just over 1,000 employees had registered on the platform, and some twenty assignments had been carried out.

3.7.2 Support career development and mobility

Negotiation of a new group agreement on Gestion des emplois et des parcours professionnels (GEPP – Management of Jobs and Career Paths) from June 30, 2023-2026

The main aim of the GEPP, which encompasses the *Gestion Prévisionnelle des Emplois et des Compétences* (GPEC - Forward-looking Management of Jobs and Skills), is to anticipate and adapt job trends to foreseeable economic, demographic and technological changes, in line with corporate strategy. This should enable companies to boost their dynamism and competitiveness, and provide employees with the information and tools they need to take charge of their career development.

The GEPP approach adopted by our companies must therefore be closely aligned with the strategic orientations defined by Crédit Mutuel Alliance Fédérale.

Crédit Mutuel Alliance Fédérale's latest agreement signed unanimously in June 2020 by the trade unions was in line with this objective. This agreement was based mainly on the following themes:

- forward-looking management of jobs and skills;
- professional training and career path advisory services;
- internal mobility conditions within the company;
- consideration of diversity in employment management;
- the career development of employees holding appointments or elected offices;
- skills-based sponsorship for employees at the end of their career.

With the June 30, 2020 agreement coming to an end, the social partners held several meetings in 2023 on the subject of GEPP.

Discussions between the representative trade unions and group management made it possible to build an agreement so that the actions and measures negotiated for the next three years will serve the strategic orientations of the Crédit Mutuel Alliance Fédérale companies, as defined in its future strategic plan 2024-2027, Togetherness Performance Solidarity, adopted in December 2023.

This agreement was signed on November 15, 2023 by the majority of representative trade unions and will apply for the next three years to the scope of companies covered by the Group Agreement.

In summary, the group agreement on the GEPP 2023-2026 is structured around the following seven axes:

- delivering Crédit Mutuel Alliance Fédérale's employer promise around the values of inclusion, equality and diversity to attract new employees;
- integrating, supporting and retaining employees throughout their careers;
- supporting employees at the end of their careers;

- anticipating the future skills and business needs of the activities and networks;
- supporting employees' professional projects throughout the group;
- professional training to enhance employees' employability and skills;
- identifying and supporting key talent.

The commitments made and the actions to be taken over the next three years under these headings should enable Crédit Mutuel Alliance Fédérale to fulfill the ambitions set out in its strategic orientations and thus consolidate its performance and operational efficiency.

They must also enable employees to take the lead in their career development, either within their own company or in another group entity as part of an intra-group mobility program. More than ever, our company must offer real mobility and career prospects for each employee.

The agreement also aims to promote the ongoing employability of each employee, through the continuous enhancement of their skills, in order to build the group of tomorrow.

Lastly, the actions and commitments set out in this agreement must serve the values of democracy and solidarity, as well as the social and environmental commitment of Crédit Mutuel Alliance Fédérale, which became a benefit corporation in 2020.

With this in mind, this agreement provides for:

- on the one hand, maintaining a certain number of existing schemes and promoting them so that they are better known by our employees;
- on the other hand, going further and reinforcing the commitments made within the framework of this agreement by putting in place new measures in favor of the GEPP. The creation of the joint business line observatory is a perfect illustration of this commitment.

Professional training

Crédit Mutuel Alliance Fédérale invests heavily in the training of its employees in order to develop their skills and enable them to evolve within the group. In 2023, 6.58% of payroll expense was invested in training^[1]. This investment represents more than 282,000 days, half of which are organized as face-to-face sessions.

Crédit Mutuel Alliance Fédérale has a structure that is entirely dedicated to employee training. Career paths are developed by systematically employing a progressive instructive approach to support employees as closely as possible. These customer-centric courses are mainly intended for salespeople. They include all the technical and commercial skills required for the banking and insurance business lines. They alternate situational exercises with periods of experimentation and consolidation. Each year, more than 5,000 Crédit Mutuel Alliance Fédérale employees receive career-path training, adapted to their future profession, which serves as a guarantee of their professional development within the company. In addition, all group employees have access to the e-learning platform, which offers a rich and varied range of training modules.

[1] Scope of Cap Compétences including the Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. Within the scope of the NFPS, the percentage of payroll expense invested in training is 5.6%.

Furthermore, a large number of managers from Crédit Mutuel local banks and CIC branches attended the School for Directors, which takes place over a period of four to five months. These aspiring directors are relieved of any activity other than their training. Through this program, nearly 1,500 employees have been trained as managers of local banks or branches.

One of the objectives of the group's revised 2019-2023 strategic plan, *ensemble#nouveau monde, plus vite, plus loin!* [together#today's world, faster, further!] was to support 100% of employees in the digital transformation by 2023. Crédit Mutuel Alliance Fédérale created the digital passport in 2019 to enable each employee to gauge his or her level of knowledge of office automation and digital tools. The assessment and role-playing exercises concerned knowledge of the digital environment, data and information processing, safety in a digital environment,

communication and collaboration tools (social networks, online conferencing, online discussions etc.). The aim is for employees to acquire new skills based on a diagnostic performed using a questionnaire and an in-situ case, and progress at their own pace. The passport includes digital certification, enabling employees to showcase their skills, and Cap Compétences teams to define appropriate measures to improve their proficiency of the subject.

Furthermore, a relational visa enables network employees to position their level of knowledge of sales tools such as the electronic signature, email analyzer, chatbots, online banking and video appointments. At December 31, 2023, 97.5% of those registered and present^[1] had benefited from digital transformation support, thanks to the digital passport and/or relationship visa systems on Crédit Mutuel Alliance Fédérale's common base scope.

3.7.3 Promote Quality of Life at Work (QLW)

Crédit Mutuel Alliance Fédérale is committed to a QLW approach fostered by its mutualist values. Reconcile the improvement both in employees' working conditions and the overall performance in a rapidly changing environment remains a priority. This commitment focuses on work-related factors: work content, professional development opportunities and quality of management, customer-member satisfaction and the smooth running of the company.

From the month of May 2020 Crédit Mutuel Alliance Fédérale sought to engage in new negotiations on QLW, including the introduction of remote working. Indeed, the management of Crédit Mutuel Alliance Fédérale considers that the use of remote working is a factor in the QLW for employees because it can reduce the complications related to the use of transport to get to work, improve work-life balance or acquire more autonomy in work.

Management proposed to the trade unions to negotiate a framework agreement constituting a common series of measures applicable to all the entities that fall under the group agreement, which must then implement it within their organization through a logic of proximity and responsibility. The framework agreement on quality of life at work and remote working was signed by the majority of trade unions on October 28, 2020. This framework agreement provides for a series of basic measures that may be supplemented by specific commitments for each group entity. The common measures of the QLW framework agreement are as follows:

- optimize the day-to-day organization of work: regular analysis of tasks, establishment of a constructive dialog with managers on the subject of QLW and, more specifically, the inclusion of workload as a specific topic of appraisal interviews;
- promote health at work: setting up a health platform to simplify and expand existing services, improve the layout of premises and workstations, fight against psycho-social risks and the prevention of depression and encourage sport activities at the workplace;

- improve employee mobility between home and work: adoption of a Sustainable Mobility package of €400, which has been increased to €700 for the years 2022 and 2023, launch of an internal carpooling platform and proposal to sign up for refresher days to make cycling safer. These measures are part of Crédit Mutuel Alliance Fédérale's eco-responsible approach;
- encourage the development of a responsible management model, encouraging employees to participate, in particular through the corporate social network and commitment surveys, and encouraging employee involvement in solidarity activities (blood donation) or civic activities (12 days granted to employee volunteer firefighters);
- facilitate the balance between professional and personal life: development of services for employees.

In addition to common measures, concrete actions are also implemented within the various group entities to improve the quality of life at work for employees. For example, CIC Ouest has set up the possibility for its employees to reserve places in daycare and in 2022 Crédit Mutuel Antilles-Guyane launched a sports commission to combat the sedentary lifestyle of its employees.

Remote work

In addition to the measures described above, the framework agreement provides for the introduction of regular and voluntary remote work according to two possible schemes: a maximum of 22 days of remote work per year and/or a minimum of one day of remote work per week.

Indeed, considering remote working as a factor of improvement of employees' QWL, this form of work organization has been set up by the said agreement, it is then up to the companies to ensure its local implementation.

[1] Scope of Cap Compétences including the Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. In the denominator: employees on open-ended contracts as of October 31, 2023 of the group's entities under the common social base. Apprentices, work-study students and professional training contracts are excluded, as are employees who were absent (long-term absences, maternity leave, end-of-career leave, unpaid leave) as of December 31, 2023. In the numerator: employees identified as trained who were able to follow these training courses until December 31, 2023, with the exception of employees who joined the group after October 31, 2023 and therefore not registered for the training.

All companies that fall under the group agreement, parties to the framework agreement of October 28, 2020, have therefore implemented remote working after negotiations and this, from 2021.

In May 2022, the second edition of the *#haveyoursay!* barometer was held, gathering the opinions of employees, particularly on their working conditions.

On this occasion, it emerged that the implementation of remote working was appreciated by the employees but was considered to be too formal in its access. Employees expressed the desire for greater flexibility and fluidity in the implementation of remote working.

In this context, Crédit Mutuel Alliance Fédérale wished to change the remote working system and therefore proposed to the representative

trade unions to enter into discussions in order to revise the current agreement with the main aim of easing access to remote working for employees. An amendment to the framework agreement was signed on November 24, 2022, which provides for the following changes:

- reducing the length of service within the group to be eligible for regular remote working;
- the removal of the length of service condition in the position in the event of employee mobility;
- a new, broader definition of the remote worker's home.

These changes illustrate the group's commitment to the quality of life at work and the work-life balance of its employees.

3.7.4 Promoting strong social dialog

The organization of social dialog, collective bargaining and the procedures for reporting, negotiating and consulting with staff respond to the desire to work in close collaboration with all the company's stakeholders and to ask the group's priority questions about the strategic topics.

This commitment is reiterated in the strategic plan, which clearly includes high-quality, local social dialog as a key driver to achieve our goals. A certain number of subjects give rise to group agreements but most of the dialog takes place locally, in a responsible manner and as close as possible to the field. Employee representatives are closely involved in decisions.

Within Crédit Mutuel Alliance Fédérale entities, local social dialog is built mainly with the following bodies and contacts:

- the Social and Economic Committee (SEC) and any commissions, including the CSSCT, dedicated to health, safety and working conditions. the main responsibilities of the SEC are:
 - to ensure that employees voices are heard, that their interests are taken into account at all times in decisions relating to the management and economic and financial development of the company, the organization of work, professional training and production techniques,
 - to promote health, safety and the improvement of working conditions in the company,
 - to present to the employer individual and collective complaints relating to wages, the application of the French Labor Code and other legal provisions concerning social protection in particular, as well as conventions and agreements applicable in the company.

In this respect, the SEC is informed and consulted on the following topics:

- the company's strategy;
- the company's economic and financial position;
- the company's social policy, working conditions and employment;
- from time to time, on topics falling within its remit, such as reorganization projects;
- local representatives set up in various geographies or multi-site entities to maintain proximity to the field. They support the SEC. In particular, they can convey the local concerns of employees and contribute to the resolution of local issues;
- the union representatives, who are the employer's preferred contacts for negotiating company agreements.

In addition to all these bodies, union representatives are also appointed within the scope of the entities covered by the group agreement. These are the group union representatives (DSGs), who are responsible for negotiating the agreements applicable within the companies covered by the group agreement. Their role is specified in the group agreement on trade union rights of December 5, 2018, amended by addendum on June 23, 2022.

In 2023, numerous agreements were signed with the DSGs, proof of a strong social dialog within Crédit Mutuel Alliance Fédérale. These agreements include *inter alia* the following:

- amendment No. 4 to the group agreement (relating to new job creation);
- the group agreement on GEPP;
- the wage agreement;
- the group agreement on a value-sharing premium paid in 2023.

3.7.5 Promotion and respect for provisions of the fundamental conventions of the International Labor Organization

- Respect for freedom of association and the right to collective bargaining: Crédit Mutuel Alliance Fédérale entities hold their professional elections at the required intervals (except in exceptional cases due to their size). They hold regular meetings of their employee representatives (Social and Economic Committee, Health, Safety and Working Conditions Committee) and other mandatory or optional SEC committees. The employers of the entities in the scope of the indicators have not been convicted of any obstruction offenses. Several agreements (group agreement on trade union rights, group and company agreements on the operation of SECs) set out the resources made available to employee representatives and union representatives and specify the rules for professional development of employee representatives.
- Elimination of discrimination in employment and occupation: in accordance with the law, Crédit Mutuel Alliance Fédérale's social policy focuses on promoting the elimination of such discrimination, in particular through the actions described in Section 3.6.1.
- Elimination of forced or compulsory labor and effective abolition of child labor: Crédit Mutuel Alliance Fédérale does not use forced or compulsory labor or child labor in its foreign branches and subsidiaries.

3.7.6 Employment

Total workforce

Crédit Mutuel Alliance Fédérale had 77,283 employees^[1] at the end of 2023, including over 62,300 working in France.

Hires

New hires on open-ended contracts mainly take place in the Crédit Mutuel and CIC networks as well as in the Euro-Information subsidiary. Two dedicated career websites highlighting job offers, professions, employee testimonials and the commitments of Crédit Mutuel Alliance Fédérale's human resources. In addition, employer brand communication campaigns support the recruitment process throughout the year.

A career space dedicated to employees also makes it possible to boost and simplify mobility within the group. In order to better support employees in the case of intra- and inter-company mobility, Crédit Mutuel Alliance Fédérale's human resources department has signed two framework agreements with *MUTER-LOGER* and CSE Executive Relocations. There is no obligation for both the employer and the employee to call on any of these companies, which, as professionals, have experience, recognized competence and know-how in job mobility assistance services.

Quantitative data

WORKFORCE

Indicator code	Indicator label (no.)	2023	2022
SOC01_bis	Workforce on the payroll	74,417	74,723
SOC01_F201	Workforce: Female managers on open-ended contracts – France	12,509	11,635
SOC01_F202	Workforce: Women non-managers on open-ended contracts – France	20,498	20,898
SOC01_F203	Workforce: Women managers on fixed-term contracts – France	74	48
SOC01_F204	Workforce: Women non-managers on fixed-term contracts – France	1,823	1,745
SOC01_H211	Workforce: Men managers on open-ended contracts – France	15,482	14,966
SOC01_H212	Workforce: Men non-managers on open-ended contracts – France	10,047	10,318
SOC01_H213	Workforce: Men managers on fixed-term contracts – France	94	72
SOC01_H214	Workforce: Men non-managers on fixed-term contracts – France	1,474	1,481
SOC01_F205	Workforce: Women abroad	6,816	7,507
SOC01_FM205	<i>of which: Women in managerial functions</i>	951	1,211
SOC01_FNM205	<i>of which: Women without managerial functions</i>	5,865	6,296
SOC01_H215	Workforce: Men abroad	5,600	6,053
SOC01_HM215	<i>of which: Men in managerial functions</i>	1,382	1,714
SOC01_HNM215	<i>of which: Men without managerial functions</i>	4,218	4,339

[1] Entities managed by the human resources department including the consolidated and non-consolidated entities of Crédit Mutuel Alliance Fédérale.

BREAKDOWN OF EMPLOYEES BY GENDER AND AGE

Indicator code	Indicator description	2023
SOC88	Workforce < 25 years old	5,221
	Men < 25 years old	2,369
SOC89	Women < 25 years old	2,852
SOC90	Workforce 25-29 years old	7,457
	Men 25-29 years old	3,277
SOC91	Women 25-29 years old	4,180
SOC92	Workforce 30-34 years old	9,165
	Men 30-34 years old	3,896
SOC93	Women 30-34 years old	5,269
SOC94	Workforce 35-39 years old	10,144
	Men 35-39 years old	4,109
SOC95	Women 35-39 years old	6,035
SOC96	Workforce 40-44 years old	11,152
	Men 40-44 years old	4,439
SOC97	Women 40-44 years old	6,713
SOC98	Workforce 45-49 years old	9,796
	Men 45-49 years old	4,220
SOC99	Women 45-49 years old	5,576
SOC100	Workforce 50-54 years old	8,737
	Men 50-54 years old	4,161
SOC101	Women 50-54 years old	4,576
SOC102	Workforce 55-59 years old	7,726
	Men 55-59 years old	3,525
SOC103	Women 55-59 years old	4,201
SOC104	Workforce 60 years old and older	5,019
	Men 60 years old and older	2,701
SOC105	Women 60 years old and older	2,318

HIRES

Code	Indicator description	2023	2022
SOC13	Recruitment: total number of hires	14,412	19,026
SOC15	Women hired	7,905	10,120
SOC16	Hires with open-ended contracts	6,466	9,164

DISMISSALS

Code	Indicator description	2023	2022
SOC19	Number of employees with open-ended contracts that left the organization (all French and foreign entities including group mobility)	5,820	6,385
SOC20	Of which number of employees with open-ended contracts that quit the organization (layoffs)	877	885

COMPENSATION AND CHANGES IN COMPENSATION ⁽¹⁾

Code	Indicator description	2023	2022
SOC73	Gross payroll expense excluding employers' contributions	€3,642m	€3,482m
SOC107	Total gross annual compensation of employees with open-ended contracts	€3,515m	€3,370m
SOC108	Total gross annual compensation of employees with open-ended contracts - non-managerial level	€1,410m	€1,373m
SOC109	Total gross annual compensation of employees with open-ended contracts - managerial level	€2,105m	€1,997m
SOC80	Total amount of social security contributions paid	€2,028m	€1,811m

(1) 2023: excluding foreign entities of La Française Group.

ORGANIZATION OF WORK TIME

Code	Indicator description	2023	2022
SOC29	Number of full-time employees with open-ended or fixed-term contracts (including full-time parental leave)	65,992	66,086
SOC30	Number of part-time employees with open-ended or fixed-term contracts and managers with reduced day package	8,425	8,637

ABSENTEEISM⁽¹⁾

Code	Indicator description	2023	2022
SOC38	Total number of days of absence	860,461	955,066
SOC39	Number of days of absence due to illness	843,342	935,816
SOC40	Number of days of absence due to workplace accidents	17,119	19,250
SOC44	Number of declared workplace accidents with medical leave	386	468

(1) 2023: Excluding La Française AM Finance Services branches.

TRAINING ⁽¹⁾

Code	Indicator description	2023	2022
SOC46	Total payroll expense invested in training (payroll expense for training) in € millions	204.4	175.8
SOC47	Percentage of payroll expense allocated to training	5.6%	5.0%
SOC48	Number of employees who received training	72,217	72,454
SOC49	Percentage of employees trained	97.1%	97.0%
SOC50	Total number of hours allocated to employee training	2,691,896	2,553,100

(1) 2023: Excluding La Française Group UK and branches of La Française AM Finance Services.

EQUAL TREATMENT

Code	Indicator description	2023	2022
SOC68	Number of disabled workers in the total workforce	2,574	2,291
SOC39	Percentage of workers with disabilities in the total workforce	3.5%	3.1%
SOC63	Percentage of women among managerial promotions or similar ⁽¹⁾	44.4%	40.5%

(1) Permanent contract, fixed term contract in France and abroad.



3.8 ENVIRONMENTAL AMBITION

3.8.1 Reduce the environmental impact of the group

Aware of its role in the service of the economy and development, Crédit Mutuel Alliance Fédérale is committed to conducting all of its activities in a responsible manner. Consideration of environmental issues in carrying out its business is one of the principle areas of focus of its sustainable development policy.

Internal carbon footprint (excluding financing)

Crédit Mutuel Alliance Fédérale is committed to reducing its carbon footprint^[1] in France by 30% by the revised 2019-2023 strategic plan *ensemble#nouveau monde, plus vite, plus loin!* (together#today's world, faster, further!)

In 2018, Crédit Mutuel Alliance Fédérale commissioned a specialist firm to support it and chose to apply the ISO 14064^[2] standard, which provides a framework for accounting and reporting greenhouse gas emissions on the office life scope. The internal carbon footprint is published for all Crédit Mutuel Alliance Fédérale entities located in France, with a one-year lag.

During the 2023 fiscal year, work continued on making data more reliable, and a survey was carried out among employees to refine the calculation of emissions linked to commuting.

[1] This target covers the following items: energy (gas, electricity), motor fleet, refrigerant gas leaks and business travel.

[2] The first two parts of the standard are applied: 14064-1 and 14064-2.

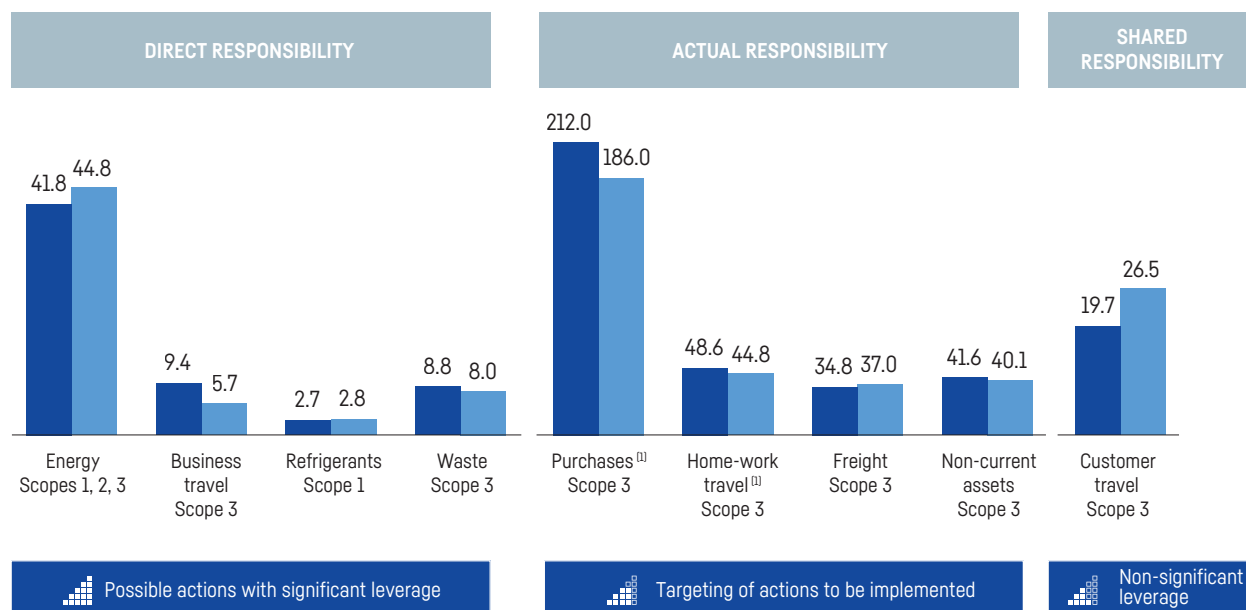
COMPARATIVE ANALYSIS OF FRANCE'S CARBON FOOTPRINT (IN KTCO2EQ), OFFICE LIFE SCOPE

The footprint for 2022 includes that of CMNE, unlike 2021.

Excluding restatement of scope



2022: 419.4 kTCO₂,eq
2021: 395 kTCO₂,eq



Possible actions with significant leverage

Targeting of actions to be implemented

Non-significant leverage

● 2022 ● 2021

in Ktco ₂	2022	2021
Scope 1	21.5	22.6
Scope 2	12.5	13.6
Scope 3*	385.4	359.5
TOTAL	419.4	395.7

* Excluding emissions linked to financing.

Scopes 1 and 2 emissions decreased by 5% and 8% respectively, while those of scope 3 increased by 7% between 2021 and 2022.

The main sources of emissions in 2023 are purchases (51%), home-work travel (12%) and non-current assets (10%).

The 6% increase in the total footprint between 2021 and 2022 is due to:

- an increase in purchases;
- an increase in business travel, particularly by plane and personal vehicle;
- an increase in home-work travel.

Concerning the strategic plan's objective of reducing the carbon footprint by 30% on a more reduced scope, it was achieved with a reduction rate of 30.4% between the reference footprint of 2018 and that of 2022 on a like-for-like basis.

Carbon contribution policy

Until 2023, a carbon footprint offsetting mechanism existed: a contribution was calculated for all entities according to their carbon footprint, based on emission items where improvement actions are possible. These voluntary contributions made it possible to endow the Crédit Mutuel Alliance Fédérale Foundation created at the beginning of 2021, whose aim was in particular to support the financing of projects with a high climate impact. In addition, there was a second level of contribution linked to the carbon footprint of the corporate customer, asset management and insurance portfolios. In 2023, Crédit Mutuel Alliance Fédérale has reinforced its status as a major player in corporate philanthropy and has mobilized the societal dividend to reinforce its philanthropy actions and multiply the resources allocated to the foundation.

Carbon footprint tool available to customers

With its service, My Carbon Footprint, Monabanq provides its customers with a real-time estimate of their carbon footprint and enables them to act in favor of the environment. Accessible from the Monabanq mobile application and from the customer area on the remote banking website, the My Carbon Footprint feature calculates the greenhouse gas (GHG) emissions associated with expenses recorded as deductions from the deposit account. Each expenditure is estimated in kg of CO₂. This calculation is defined according to lifestyles and spending sectors: housing (water, gas, electricity, etc.), transport (gasoline), daily services (telephone subscriptions, Internet, etc.) and daily expenses such as food. Once the results are in, users can improve their score by changing their consumption choices, for example.

Actions to reduce Crédit Mutuel Alliance Fédérale's carbon footprint

Implementation of an energy sobriety plan

Faced with climate change and the risk of an energy shortage, in October 2022 Crédit Mutuel Alliance Fédérale launched an energy sobriety plan based on four major actions:

- heating reduced to a strict minimum: as heating is the main factor in reducing energy consumption (33% of a branch's energy consumption), the temperature of the premises is limited to 19°C, both in the head offices and in the Crédit Mutuel and CIC branches. Strict measures to limit air conditioning have also been taken;
- extinction of illuminated signs and office lighting outside working hours: all illuminated signs at the head office, the Crédit Mutuel local banks and CIC branches are switched off, day and night. This measure was applied by November 1 for structures requiring technical adaptations. In addition, the lights of the premises are switched off at the end of the service. Overall lighting represents 15% of the energy consumption of a bank branch;
- collective organization of eco-friendly actions: as reducing energy consumption is everyone's business, the group's employees are trained in eco-friendly actions and waste management. Together, they can implement impactful actions. As an example, the Christmas decorations have been revised to continue to celebrate the holiday season without the use of electric lights;

- reduction and adaptation of travel.

The plan adopted extends the actions already undertaken by Crédit Mutuel Alliance Fédérale in favor of the energy transition and described below.

ISO 50001 certification

As part of the National Low-Carbon Strategy, the building sector must reduce its energy consumption by 60% by 2050. To help achieve this objective, Crédit Mutuel Alliance Fédérale has set up an energy management system.

This system, set up by the business line subsidiary CCS, certified ISO 50001 in December 2020, monitors the energy performance of all tertiary buildings (reference year 2018), its datacenters, as well as the motor fleet.

The certification was renewed in October 2023. The audit focused on the integration of the CMNE and CMMC entities into the scope. The result is that the system is still improving.

2023 was marked by the preparation of the new energy policy and the resulting objectives, in line with the 2024-2027 strategic plan. Significant work on the structuring and reliability of data continued and was strengthened with the arrival of a dedicated resource within the energy team. All performance targets were met in the areas covered by the certification. The energy sobriety measures of autumn 2022 were a major contributor.

Work in 2024 will focus on the renewal of ISO 50001 certification by continuing the approach initiated, in particular on:

- deploying a tool to monitor the energy performance of branches;
- recruiting, integrating and upgrading the skills of new employees in charge of energy performance (eco-energy referents);
- continued piloting of on-board telematics for the motor fleet.

Recommendations for temperatures and buildings

These recommendations are based on the energy code and the NF EN ISO 7730 standard and will enable more than 90% of employees to be in a comfort zone. For optimal comfort, the temperature range can be adjusted by ±2°C using a remote control.

The new set points allow a gain of 1°C on average over the year, including the possibility of a ±2°C variation. For ADEME, this translates into 7% energy savings.

INDOOR TEMPERATURE SETTING

	Winter		Summer	
	Day	Night	Day	Night
	7 a.m.-7 p.m.	7 p.m.-7 a.m. and weekend	7 a.m.-7 p.m.	7 p.m.-7 a.m. and weekend
Office and meeting rooms	19°C	16°C (gradual rise in temperature at the end of the period)	26°C	Temperature drift limited to 30°C
IT room, telephony, security, electricity (LITSE)	Room to be heated if temperature < 16°C		Room to be cooled if temperature > 30°C	

Tertiary decree

The tertiary sector decree resulting from the Elan law requires companies to make energy savings in tertiary sector buildings of over 1,000 m². It aims to ensure that owners and tenants act together to limit the energy consumption of buildings. Two paths are possible: reaching a threshold in absolute value set by order of the Ministry of Ecological Transition or reducing energy consumption by 40% by 2030, 50% by 2040 and 60% by 2050.

Crédit Mutuel Alliance Fédérale has organized itself to meet these commitments. Of the 4,712 buildings monitored in its energy management system, 810 are subject to the tertiary sector decree and their 2020 and 2021 energy consumption has been declared no later than December 31, 2022 on ADEME's Observatory of Energy Performance, Renovation and Tertiary Sector Actions.

Partnership with Voltalia

Crédit Mutuel Alliance Fédérale has signed a 25-year contract with Voltalia, a French producer and reseller of renewable energies for the supply of green energy. The agreement provides for the construction in France of a solar energy production plant whose projected production volume will represent approximately 5% of the group's total electricity consumption. Installed in the PACA region, on salty land unsuitable for agriculture, the park will be equipped with solar panels produced by Voltec Solar, an Alsatian company. Its commissioning is scheduled for the last quarter of 2024. This partnership illustrates Crédit Mutuel Alliance Fédérale's desire to reduce its carbon footprint and to be a responsible actor of change, from a social and environmental point of view.

Business travel policy

With regard to the vehicle fleet, the catalog is enriched each year with new models that emit less CO₂ and are more energy-efficient.

These decisions have been supported by an internal advertising campaign to encourage a reduction in the number of kilometers traveled notably by producing reports and recommendations to restrict business travel. In addition, eco-driving training, which teaches employees how to optimize energy consumption, is included in the training plan for all 2023 group entities.

The travel policy gives priority to public transport and carpooling, and encourages the use of bicycles through the introduction of company travel plans in certain group entities. It also encourages employees to reduce the environmental impact of their journeys by restricting air travel in favor of rail. On certain journeys that can be made by train, air travel is no longer offered in the travel booking tool.

These guidelines aimed at reducing the environmental impact of business travel by reducing the use of air transport were continued with the adaptation, in November 2022, of the group travel policy and travel reservation tools, such as:

- the use of air travel is subject to hierarchical agreement for journeys that can be completed in less than five hours by train;
- it is recommended that meeting/training locations be accessible by rail for the majority of participants.

The group's strategy was rewarded at the Grands Prix de l'Eco mobilité organized by TGV Inter cités, with the "Evolution" award for the company with the greatest increase in sustainable mobility between 2020 and 2021.

In addition, employees can benefit from the sustainable mobility package, which is part of the implementation of remote working set by the quality of life at work framework agreement signed in 2020. This system offers a wider choice of mobility solutions (personal bikes, light motorcycles, electric scooters for hire, carpooling) and promotes alternative modes to private cars, thus reducing the environmental impact of commuting. In 2023, the mobility package was paid to 11,986 people.

In addition, in 2022 Crédit Mutuel Alliance Fédérale launched its own inter-city carpooling platform.

Since 2019, the number of kilometers traveled on business trips using the motor fleet or other means of transport has fallen by 9%.

Upstream and downstream freight transport

The gradual switch from carriers managed by CCS to so-called clean vehicles has begun with the integration in the calls for tenders of network shuttles (transport between branches and head offices) of "greening" criteria for their fleet. 80% of the Île-de-France network shuttles within Paris have been electrified in order to reduce the carbon footprint of its members' transport.

The frequency of visits to branches is now reduced (5 days out of 7 instead of 6 days out of 7).

Management of resources

Selective and participative sorting for the recycling of the five main types of waste (paper, plastic, metal, wood and glass) has been introduced for all sites with more than 250 employees. This project, which makes it possible to meet the requirements of the decree of the August 17, 2015 law on energy transition for green growth, has been extended in 2022 to several head office sites with fewer than 250 occupants.

In 2023, selective and participative sorting was extended to new materials. Thus, the recovery of coffee capsules in the Ile-de-France networks enabled the collection of a 160-liter dumpster every two weeks.

A policy for managing emails, paper printing and videoconferencing has been in place since 2019 at all group entities. A procedure on the use of emails was drafted to encourage employees to reduce their number and limit the number of attachments. Software to enable a new method for managing shared peripheral printing equipment has been deployed. The goal is to measure the ecological footprint of prints, encourage users to be more responsible, and limit prints.

In 2023, Caisse Fédérale de Crédit Mutuel and Euro-Information organized the operation "Clean your desk" for all Crédit Mutuel Alliance Fédérale entities. This operation invites employees to optimize their digital carbon footprint by reducing and eliminating files and emails. It removed over 17 million digital files totaling some 16,000 Go.

The fight against food waste

Strict management of raw materials and waste from the meals served each day has been set up on the inter-company restaurant on the Wacken site. Bio waste is recovered through composting with a local company. The number of dishes served is also adapted according to various criteria such as seasonality, number of people potentially present, taking into account HR data, including training, holidays and various hazards such as weather or other events likely to reduce the number of visitors to the restaurant.

Raising employee awareness

A dedicated PIXIS universe, “Being an eco-citizen at work!” is deployed on all employee workstations to encourage Crédit Mutuel Alliance Fédérale’s staff members to take simple and effective actions to protect their environment and participate in reducing the energy footprint.

The tool also provides information on all initiatives: launch of gray recycled paper, use of certified envelopes, adoption of eco-friendly checkbooks on mixed FSC paper, calculation of the carbon footprint of printouts per employee, etc. The “Being an eco-citizen” universe is accessible to all elected members.

At the same time and in order to strengthen communication, a community, Being an Eco-citizen at work, was created on the company’s social network. This new medium aims to make exchanges around the SMR approach more dynamic. Each employee can post his or her own ideas, share best practices, publish an article etc. This fun tool facilitates interaction and the wider dissemination of the group’s communications and events.

A number of training courses were delivered to reinforce knowledge of ESG issues. Since 2022, specific training has been designed and delivered for future local bank managers. The School for directors includes a two-hour training module. The aim is to enable participants to:

- understand the challenges of CSR and sustainable development;

- be aware of the SMR approach so that they can raise awareness among their employees;
- mobilize employees around concrete actions and adopt eco-friendly actions in the office;
- communicate on Crédit Mutuel Alliance Fédérale’s environmental policy;
- support customers in their ecological transition.

In 2022, a schedule was put in place to provide a significant number of training sessions and promote better knowledge of sustainable development issues for employees of the bank’s various activities. To this end, all CIC and BECM corporate customer relationship managers impacted by this change were trained as part of the roll-out of ESG criteria.

An e-learning module was included in the compulsory employee training course to be completed in 2023. This training is a first awareness of the SMR approach in order to better understand the issues, the objectives of the sectoral policies and the ESG criteria.

In response to the importance of environmental policy in the bank’s business, all corporate customer relationship managers were invited to take part in a two-hour webinar to learn about climate risks, regulatory issues, ESG criteria and sectoral policies, and commercial offers to support corporate customers.

The changes indicated in the tables below are on a like-for-like basis.

Environmental Indicators

ENERGY CONSUMPTION

Code	Indicator description	2023	2022	Change 23/22
ENV05	Total energy consumption kWh ^[1]	348,780,450	385,924,070	-9.2%
ENV06	of which electricity kWh	280,922,208	308,098,346	-8.4%
ENV07	gas ^[1] kWh	49,478,001	53,292,829	-7.0%
ENV08	fuel oil ^[1] kWh	2,952,033	4,344,285	-32.0%
ENV05_01	district heating network kWh	13,246,021	17,298,354	-23.4%
ENV05_02	district cooling network kWh	2,162,747	2,812,496	-23.1%
ENV05_03	wood pellets kWh	19,440	77,760	ns

Excluding La Française Group entities abroad.

[1] 2022 data reviewed.

VISO CONFERENCES

Code	Indicator description	2023 *	2022 **	Change 23/22
ENV32	Number of videoconferences	2,268,240	2,582,182	-10.0%

*2023: excluding foreign entities of La Française Group.

**2022: excluding entities of La Française Group.

RECYCLED PAPER AND TONER CARTRIDGES

Code	Indicator description	2023	2022	Change 23/22
ENV15	Recycled used paper as output (waste) ^[1]	4,737	5,023	-5.0%
ENV16	Number of used toner cartridges recycled after use	42,525	59,688	-22.0%

Excluding La Française Group entities abroad.

[1] 2022 data reviewed.

WATER CONSUMPTION

Code	Indicator description	2023	2022	Change 23/22
ENV32	water consumption (m3)	515,815	468,512	12.4%

Excluding La Française Group entities abroad.

PAPER CONSUMPTION

Code	Indicator description	2023*	2022	Change 23/22
ENV09	Total paper consumption	5,469	6,227	-11.9%
ENV15R	Total recycled paper purchased	1,039	1,216	-14.6%

Excluding La Française Group entities abroad.

Actions to reduce Crédit Mutuel Alliance Fédérale's credit portfolios' carbon footprint

Most of the CO2 emissions produced by the activities of Crédit Mutuel Alliance Fédérale entities come from the products and/or services offered to customers. The purpose of calculating the carbon footprint of credit portfolios is to analyze the weight (CO2 impact) of each financing operation in determining the direction to take to decarbonize the economy, and to focus on the most virtuous companies in this area. Particular attention is paid to sectors with high stakes for the energy and climate transition, in order to define the strategies to be deployed.

As part of the revised strategic plan, Crédit Mutuel Alliance Fédérale is strengthening its environmental ambitions and committing to reduce the carbon footprint of its corporate and investment credit portfolio by 15% by 2023. The purpose is to integrate "carbon" challenges into investment policies and to measure those with high emissions in order to establish a constructive dialog with the businesses concerned.

Crédit Mutuel Alliance Fédérale selected La Française Asset Management (risk department) to measure the carbon footprint of its credit portfolios. The risk department has a team of ESG data analysts who have established a proprietary methodology to quantify carbon emissions.

Analysis methods:

- scope restricted to companies (excluding retail and SCIs);
- exclusions: central governments, local authorities, sovereigns and project financing from *ad hoc* companies;

- outstandings used in the corporate loan portfolio excluding off-balance sheet items;

- the company greenhouse gas data used in the calculations are, for the calculation carried out this year, one year out of date, as the data for year N were not yet available at the time the calculations were carried out. Previous years' calculations were based on N-2 greenhouse gas data.

The scope covered by carbon data, published or calculated by proxy, represents 67% of exposures, *i.e.* nearly 2,500 counterparties for which consolidated financial data were available. The results distinguish three types of carbon indexes expressed in metric tons of CO2 per million euros.

The first index, the carbon footprint, provides information on the amount of greenhouse gas that the company generates in proportion to the bank's contribution to the amount of loans granted to it by the bank. The second, carbon intensity, gives a relative indication of the quantity of greenhouse gases generated per million euros of revenue generated, and thus makes it possible to account for the degree of greenhouse gas emissions generated by the company, particularly in relation to its competitors in the sector or from one sector to another. The third, weighted average carbon intensity, shows the degree of greenhouse gas emissions of the portfolio as a function of the weight of the outstanding amounts per counterparty in the portfolio. This indicator allows for a detailed analysis of the financing choices to be made to support certain sectors to invest towards business models that respect the energy transition.

Results:

The target of reducing the carbon footprint of the corporate loan portfolio by 15% was exceeded: between 2018 and 2023, the footprint decreased by 57.6%.

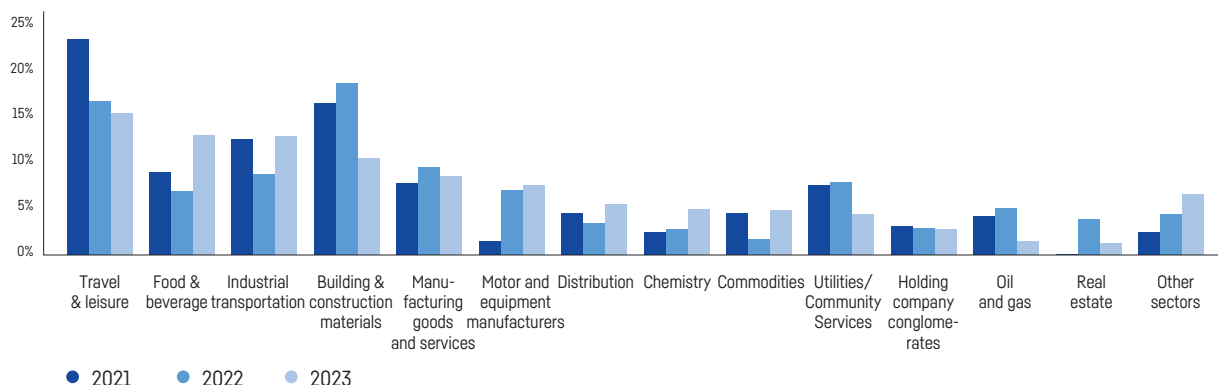
Between 2022 and 2023, the carbon footprint of financing fell by 6.5% on the basis of a broader scope [+21% of counterparties covered]. This decline is mainly due to a drop in outstandings in certain sectors that are more carbon-intensive than average (such as air transport and construction), but also to lower emissions by counterparties. A sharp

decrease in the carbon footprint of financing [-37%] was observed between 2021 and 2022. This was mainly explained by the decrease in activity of companies in 2020 due to the pandemic (the greenhouse gas data used correspond to the year 2020), but also by an improvement in the coverage of the portfolio by carbon data from low-emission French companies.

The geographic distribution matches the profile of Crédit Mutuel Alliance Fédérale's corporate customers which is focused on accompanying French companies: 71.3% of the carbon footprint is focused on French companies compared to 68.5% in 2022 and 56% in 2021.

	2023	2022	2021	2020	2019	2018
Carbon footprint (tCO ₂ /€m lent)	148.0	158.2	251.3	256.6	286.0	348.6
Carbon intensity of the portfolio (total emissions/total revenue)	88.5	124.3	175.5	209.3	288.0	351.0
Weighted average carbon intensity (Portfolio weight x Carbon intensity)	258.2	268	281.0	299.1	286.9	387.1

SECTOR BREAKDOWN OF THE CARBON FOOTPRINT



The most emissive sectors are travel and leisure - including airlines, industrial transportation, agri-food, and building and construction materials, which account for 52% of the portfolio's carbon footprint.

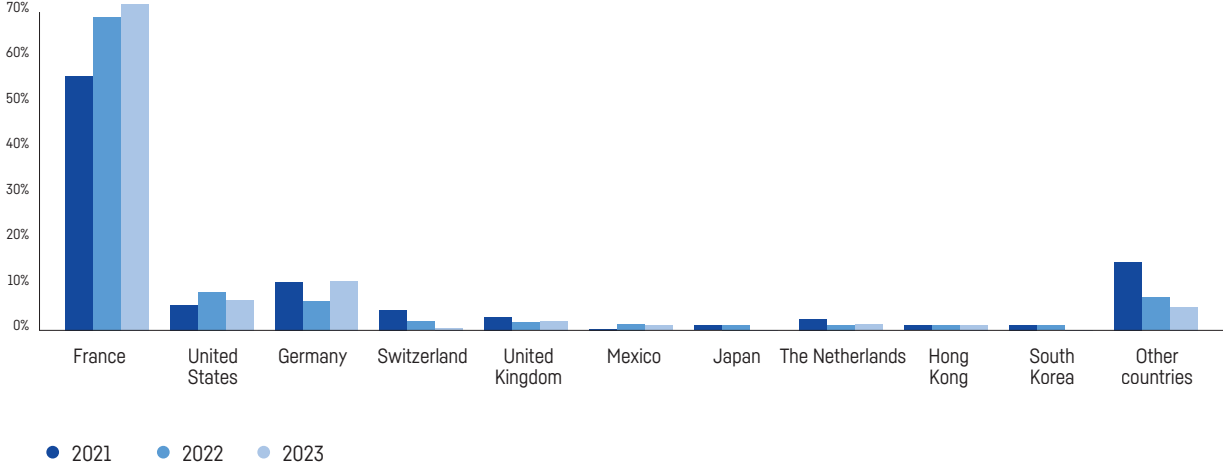
The breakdown of the portfolio's carbon footprint in 2023 compared to 2022 is mainly marked by a decrease in the share of the building & construction materials sector and an increase in the share of the

agri-food (linked, among other things, to the fact that more companies from this sector were included in the calculation this year) and industrial transportation sectors.

COMPARISON OF THE THREE SECTORS WITH THE HIGHEST EMISSIONS

Segment	% in the hedged portfolio	% in the carbon footprint
Travel & leisure	5.4%	15.5%
Agri-food & beverage	10.6%	13.0%
Industrial transportation	5.2%	12.9%

GEOGRAPHICAL BREAKDOWN OF THE CARBON FOOTPRINT



In 2023, the improvement in portfolio coverage mainly benefited French companies. The share of French companies increased to 71.3% of the carbon footprint of the analyzed portfolio in 2023 (vs. 68.5% in 2022 and 55.6% in 2021).

Commitment to decarbonizing the shipping portfolio

CIC, a subsidiary of Crédit Mutuel Alliance Fédérale, is a signatory, since 2019, to the "Poseidon Principles". These provide for the integration of climate assessment criteria in lending decisions in the shipping industry. They help measure their impact and nudge operators towards significantly decarbonizing the shipping industry.

They form part of the strategy to reduce greenhouse gas emissions adopted by the Member States of the IMO in April 2018. The aim of this strategy was to reduce total greenhouse gas emissions from shipping by at least 50% by 2050, based on 2008 levels. In the longer term, it aimed for zero emissions.

CIC set itself the target of being below the International Maritime Organization (IMO) curve by 2025, based on the initial trajectory presented in 2021, as part of its maritime transport policy, which excludes the financing of all vessels carrying oil and dedicated to the

transport of unconventional gas. As a signatory of the Poseidon Principles through CIC in 2019, Crédit Mutuel Alliance Fédérale set itself the objective of dipping below the IMO curve by 2025, as part of its maritime transport policy.

The alignment gap (%) between the CIC portfolio and the initial trajectory at December 31, 2022 was -4.00%.

In September 2023, the Poseidon Principles adopted the IMO's Revised 2023 Strategy, which proposed two new trajectories: a minimum trajectory and an ambitious trajectory.

The first trajectory corresponds to the minimum requirement of the revised strategy, with a 20% reduction by 2023 and a 70% reduction in well-to-wake GHG emissions by 2040 compared to 2008. The second trajectory corresponds to a reduction of 30% in 2023 and 80% in 2040 compared to 2008. This revised strategy has also led to two major changes in the calculation of climate alignment portfolios: the inclusion of all GHGs instead of just CO2, and the use of a well-to-wake basis instead of a tank-to-wake basis.

The alignment deviation (%) of the CIC portfolio from the trajectory corresponds to the minimum requirement of the revised strategy, at +22.76%.

3.8.2 Reinforce high quality and responsible service solutions and offers

Sustainable financing solutions to accelerate the ecological transition

The group provides specific offers and financing to support customer-members and businesses in their environmental approach. In addition to zero interest rate eco-loans, short-term and long-term energy saving loans, solidarity savings and the financing of renewable energy projects, Crédit Mutuel Alliance Fédérale offers subsidized loans to encourage growth and development of companies which have adopted a CSR approach or invested in practical measures to support sustainable finance and the energy transition.

Crédit Mutuel Alliance Fédérale therefore markets the Eco-Mobility offer for private individuals and professionals. The purpose is to accompany our customers and members in the ecological transition and to satisfy their needs for electrical or hybrid mobility and enable them to benefit from the subsidies for purchasing an electric vehicle (ecological bonus and/or conversion allowance). At December 31, 2023, Crédit Mutuel Leasing had financed almost €610 million worth of hybrid and electric vehicles. Crédit Mutuel Alliance Fédérale also launched a zero-interest bicycle loan. Loans granted amounted to €46.2 million at the end of December 2023.

The group wishes to underline its commitment to supporting innovative projects in the sustainable development field through its range of Transition loans for businesses by financing investment to help the company transform to a more “responsible” and more efficient economy. The new Transition range satisfies three objectives:

- accelerate the ecological transition of companies. The Energy Transition loan is designed for investments carrying energy savings, improved energy performance and reduced costs. Companies from all sectors are eligible for these investments (equipment, installation, devices, connected works, new products) which are sources of increased energy efficiency and a positive ecological effect;

- consolidate the CSR initiative of companies. The CSR Transition loan finances all the tangible and intangible investments inherent in a company's social responsibility. It is aimed at companies which have already undertaken a CSR approach (CSR audit required) to finance initiatives to improve employees' working conditions, save energy, transport and, beyond this, any action which is beneficial for the environment;

- help transform economic models. The Digital Transition loan assists customers with their digital transformation by financing investments to digitize the company's activities. Companies can modernize their tools and/or transform their economic model with digital technology including by creating new products or services using new technologies: connected objects, artificial intelligence, robotics, etc.

To strengthen this system, the Industrial Transition loan has been added to the range to finance companies wishing to invest in property, plant and equipment or intangible assets that meet the spirit of the recovery plan initiated by the State based on four areas of focus: (re)locate strategic activities, decarbonize industry, modernize the production system and innovate by supporting investments in research and development.













In summary, the total outstanding loans granted as part of the Transition range amounted to nearly €1.8 billion at December 31, 2023.

The group also encourages companies to improve their sustainability performance by implementing Sustainability-Linked Loans (SLL) whose financial characteristics change depending on whether the borrower achieves social, environmental or governance objectives.

Responsible investment management *via* the asset management business line

Responsible commitments by asset management companies

Crédit Mutuel Alliance Fédérale is asserting its responsible investment strategy through its management subsidiaries. This diagram shows the main commitments signed by the asset management companies. Crédit Mutuel Alliance Fédérale also signed the Act For Nature commitment, which involves all group entities, including the management companies.

	Forum for Responsible Investment (FIR) Promote and develop responsible investment and its best practices in France	2004	Crédit Mutuel Asset Management
		2007	LA FRANÇAISE INVESTING TOGETHER
	Principles for Responsible Investment Encourage the implementation of "Responsible Investment Practices" by asset management players, under the aegis of the United Nations	2010	Crédit Mutuel Asset Management
		2012	LA FRANÇAISE INVESTING TOGETHER
		2017	BLI BANQUE DE LUXEMBOURG INVESTMENTS
	CDP- Carbon Disclosure Project Encourage companies to be transparent about environmental matters in order to create a common database	2010	Crédit Mutuel Asset Management
		2013	LA FRANÇAISE INVESTING TOGETHER
	Sustainable Real Estate Observatory (OID) Independent forum for the real estate sector on sustainable development	2012	LA FRANÇAISE INVESTING TOGETHER
	Climate action 100+ Ensure that the world's largest emitters of greenhouse gases implement the necessary actions to combat climate change	2017	LA FRANÇAISE INVESTING TOGETHER
	Institut de la finance durable Federate and accelerate the actions undertaken by the financial institutions of the financial market and French companies to achieve the energy and environmental transition.	2019	Crédit Mutuel Asset Management
		2022	LA FRANÇAISE INVESTING TOGETHER
	Science Based Target initiative (SBTi) Support companies in reducing greenhouse gas (GHG) emissions by setting a "science-based" GHG reduction target and providing technical support	2019	LA FRANÇAISE INVESTING TOGETHER
	30% Club France Investor Group Promote gender parity in SBF 120 management bodies [at least 30% women on executive committees in 2025]	2020	Crédit Mutuel Asset Management
		2022	LA FRANÇAISE INVESTING TOGETHER
	Net Zero Asset Manager Alliance Support the target of net zero CO2 emissions by 2050 (or before) and support investments aligned with this target	2021	LA FRANÇAISE INVESTING TOGETHER
	Finance for Biodiversity Pledge Commit to integrating biodiversity into asset management	2021	Crédit Mutuel Asset Management
		2022	LA FRANÇAISE INVESTING TOGETHER
	Business for Nature's call to Action Calling on governments to adopt policies that protect nature	2021	Crédit Mutuel Asset Management
	Global Impact Investing Network Develop impact investing	2022	Crédit Mutuel Asset Management

Crédit Mutuel Asset Management, responsible savings solutions

Crédit Mutuel Asset Management deploys its responsible investment policy through an ESG integration system covering most of its funds. This approach is structured around several components: a proprietary non-financial analysis model based on ESG data providers, the application of sectoral policies, the monitoring of major controversies and regular dialog with issuers to help them improve their practices.

All of these measures are described in detail in the responsible investment policy published on the company's website:

- the responsible investment policy - Crédit Mutuel Asset Management.

The range of responsible and sustainable products extends across all asset classes and includes ESG-integrated funds (Art 8 or 9), labeled funds (SRI, Greenfin, CIES, Finansol) and solidarity funds. This offer is presented on the company's website:

- fund selection - Crédit Mutuel Asset Management.

ESG integration funds and SFDR classification

The majority of funds are managed using an ESG integration system and comply with the European criteria of the SFDR regulation Article 8 or 9. At December 31, 2023, 95% of the assets in open-ended funds were classified as Article 8 SFDR, compared with 66% for other funds (dedicated or employee savings funds).

CRÉDIT MUTUEL ASSET MANAGEMENT: SFDR CLASSIFICATION AT 12/31/2023

SFDR classification	OPEN-ENDED FUNDS				OTHER FUNDS: DEDICATED, EMPLOYEE SAVINGS, ETC.				TOTAL FUNDS			
	Art 6	Art 8	Art 9	TOTAL	Art 6	Art 8	Art 9	TOTAL	Art 6	Art 8	Art 9	TOTAL
in%	4%	95%	0.4%	100%	34%	66%	0%	100%	12%	88%	0%	100%
in € m				56,732				19,113				75,845

SRI funds

Socially Responsible Investment (SRI) is "an investment that aims to reconcile economic performance with social and environmental impact by financing companies and public entities that contribute to sustainable development, whatever their sector of activity" (source: AFG - FIR). This French government label indicates to investors which products meet demanding specifications in terms of transparency, ESG management quality and the selection of companies according to non-financial criteria.

At December 31, 2023, Crédit Mutuel Asset Management managed 53 SRI-labeled funds with total assets under management of €25.6 billion, representing one third of total assets under management. The list of SRI funds is available on the company's website :

- SRI funds - Crédit Mutuel Asset Management.

Greenfin funds

The management company offers two Greenfin-labeled funds:

- the CM-AM Green Bonds fund, launched in 2017 and aimed at retail and institutional customers, aims to help finance the energy transition by adopting an approach focused on projects with high environmental benefits. At least 85% of the fund is invested in green bonds.
- the CM-AM Global Climate Change fund, launched in June 2021, participates in financing the energy transition by investing in international companies that are leaders in the following green growth trends: sustainable mobility, renewable energy and energy efficiency, preservation of ecosystems and agents of change.

Solidarity investment

Crédit Mutuel Asset Management manages a range of ten so-called solidarity funds or "90-10" funds, as they are required to invest between 5 and 10% of their assets in organizations approved as "solidarity enterprises". This range of funds had outstandings of €1,583 million at December 31, 2023. In particular, the CM-AM Engagement solidaire fund was awarded the Finansol label in October 2022 and has benefited from ESUS accreditation since May 2022.

In addition, Crédit Mutuel Asset Management is gradually developing a range of shared profits units for non-profit organizations. This mechanism allows part of the financial performance linked to the share to be paid back in the form of donations. For example, in 2023, a shared profits unit was created for the SIEL BLEU association, which promotes health by encouraging physical activity among a primarily vulnerable population. In addition, the historical shared profits unit, in favor of the France Active association, has been consolidated in a fund, CM-AM Impact First Inclusion, making it possible to broaden the possibilities for raising funds.

Awareness-raising actions

As part of its educational role, the management company publishes regular information on its website aimed at raising investor awareness:

- a series of videos designed to raise awareness of sustainable and responsible finance;
- the Responsible Finance newsletter, a bi-monthly summary on a topical issue;
- white-papers: more detailed analyses of key issues (forests as ecosystems, biodiversity, CO2 capture, etc.).

Finally, a dedicated page on the company's website provides access to all documents relating to responsible finance:

- the world of responsible finance - Crédit Mutuel Asset Management.

La Française Group, an extensive range of SRI funds

La Française Group is a sustainable investor, taking into account the impact of its decisions and activities on society and the environment. The group offers SRI-labeled funds ranging from equities to real estate, including credit and government bonds.

La Française Group presents its policies and values on its website.

This presentation is completed by the Ethics & transparency code of Conduct, which presents the priorities, the ethical values applied and the commitments for the protection of customers and employees.

- in real estate, SRI-labeled funds represent 10% of La Française Real Estate Management's assets under management;
- in securities, SRI-labeled funds (or *FNG for Germany*) represent 42% of La Française Group's assets under management (LFAM, N2AM and LFSAM).

In total, labeled funds represent 21% of La Française Group's outstandings.

Assurances du Crédit Mutuel

The range of savings products offered by Assurances du Crédit Mutuel enables policyholders to invest in financial products that take into account the impact of the ecological transition on companies, but also on the environment and society. Assurances du Crédit Mutuel applies an ESG policy to the financial management of its euro funds in savings & retirement insurance. In terms of units of account, at the end of 2023, 92 funds promoting environmental and social characteristics, or integrating a sustainable investment objective – respectively within the meaning of Articles 8 or 9 of the European Disclosure Regulation – are offered to policyholders in savings & retirement insurance. More than 30 of these unit-linked products also have SRI, Greenfin or Finansol labels. All these funds have been rigorously selected for their environmental and/or social objectives.

In addition, savings & retirement insurance policyholders now have two delegated management solutions to help them achieve greater sustainability. Since 2020, the Pack Environnement 50 allows you to

invest 50% of your savings in the Assurances du Crédit Mutuel euro fund and 50% in a SRI-labeled unit-linked product, CM-AM Sustainable Planet. This labeled fund invests in European companies that incorporate social and environmental responsibility criteria, and are committed to themes such as environmental efficiency, alternative energies, the circular economy, sustainable cities and transport, and living better. Since 2023, the Sustainable Managed Services offer has enabled investors to choose an allocation in thematic funds, with access to around ten funds and a choice of three profiles. The majority of the funds offered are invested in ESG-compliant companies active in the climate change, sustainable energy and job creation sectors.

In addition to its savings offers, Assurances du Crédit Mutuel also encourages its customers to reduce their carbon footprint through other offers:

- the Assur Velo offer, which covers the breakage and theft of conventional or electrically-assisted bicycles as well as bodily injury to cyclists, in order to promote the development of soft mobility;
- the Urban Mobility offer, designed in particular for electric scooters, which covers damage to others and bodily injury to the driver, to support alternatives to the car;
- the Mobility benefit, which covers motor policyholders free of charge for their home-to-work trips, even if they use public ground transportation or bicycles;
- the Carpooling Taxi benefit, which promotes eco-sharing by covering the cab costs of motor policyholders in the event of their vehicle being immobilized, whether the policyholder is carpooling as a driver or passenger;
- the "Petit Rouleur" (occasional driver) option, which offers a reduced rate for policyholders who drive less than 6,000 km a year, as an incentive to limit car journeys;
- cover for renewable energy and environmentally-friendly installations (such as electric vehicle charging points), either as part of the basic package or as an option within multi-risk property insurance;
- the option to extend the warranty on the repair of household appliances for property policyholders, in order to avoid replacing these goods for an additional five years.

3.8.3 Renewable energy financing trends

In 2023, CIC's project finance department (including the regional banks)^[1] financed 26 renewable energy projects: five onshore wind farm projects, totaling almost 1,666 MW (located in France and the USA), two offshore wind farm projects in Europe representing almost 1,340 MW (Moray West wind farm in the UK and Saint-Nazaire wind farm in France), three biomass projects representing almost 138 MW (located in France), twelve solar projects totaling almost 1,142 MW (located in France), four energy storage projects totaling almost 1,307 MW (one in France, three in the USA).

The aggregate authorizations for renewable energy projects totaled €2.55 billion at the end of December 2023, an increase of 17% compared to the end of 2022. Excluding sub-participations, the aggregate authorizations for renewable energy projects amounted to €2.3 billion at the end of December 2023, up 16% compared to 2022.

The group's *ensemble#nouveau monde, plus vite, plus loin!* (together#today's world, faster, further!) 2019-2023 strategic plan sets a target of 30% for financing projects with a high climate impact. This objective initially concerns the corporate banking activity, notably through project financing. At the end of 2023, the growth rate was +79.6%. All projects financed strictly comply with the environmental standards of the host country. This financing is subject to an internal

[1] "Project funding" is understood here as a very specific category of corporate financing, called specialized financing (defined in particular by Article 147.8 of European Regulation No. 575/2013) and which meets very specific criteria. These criteria, as approved by the ACPR in October 2012, are used to set eligibility for deals in CIC Project Financing portfolio.

evaluation procedure that includes the ESG criteria described in the compliance plan (paragraph 3.11.3.3).

At the same time, outstanding renewable energy financing for customers of the Crédit Mutuel and CIC networks reached €1 billion at December 31, 2023.

Green Bond issue of BFCM

The group has a number of well-adapted issue programs, providing access to investors in the main regions at the international level through public and private issues. As part of Crédit Mutuel Alliance Fédérale's SMR strategy, backed by the goals of the strategic plan, the logical and voluntary decision to be part of a long-term Green Bond issuance program was taken to meet investors' expectations. After a first inaugural issue in 2020, a second issue was carried out in 2021, still focused on green assets (financing of renewable wind and solar projects and new

residential buildings under the RT2012 standard). The aggregate amount of these two issues totaled €1.5 billion.

In addition, the team set up for this purpose chose to propose a reference framework defining assets eligible for "green" and social issues, enabling BFCM to strengthen its active approach to financing these business segments. Both these issues, whose implementation methods comply with the best market standards and which have been recognized for the transparency of the methodologies applied (calculation of emissions avoided, selection of eligible assets, etc.) were a great success among bond investors. As the Green Bond issued in 2020 included in the Bloomberg Barclays MSCI Green Bond Index of December 2020, the one issued in 2021 was included in the Bloomberg Barclays MSCI Green Bond Index of December 2021.

All documents are available on the website dedicated to investors: <https://www.bfcm.creditmutuel.fr/fr/investisseurs/presentation.html>

GREEN, SOCIAL & SUSTAINABLE BOND



3.8.4 Transition funds

In 2023, Crédit Mutuel Impact (formerly Crédit Mutuel Capital Privé) created the Révolution Environnementale et Solidaire fund and continued to roll out the Siloé Infrastructures fund.

Funded each year by Crédit Mutuel Alliance Fédérale's societal dividend, the mission of the Révolution Environnementale et Solidaire fund is to amplify the transformation of production models and to intervene in key areas of the climate and environmental transition where financial needs are very great and other players are not yet sufficiently present.

With a target of €1.5 billion by 2027, the Révolution Environnementale et Solidaire fund promotes ecological and social added value and sustainability. Its high-risk profile enables it to provide long-term support for projects involving technological breakthroughs, scaling-up or societal transformation. It is involved in the key areas of ecological planning: mobility, housing, agriculture, consumption, industry and biodiversity.

In 2023, the fund acquired Groupement Forestier Vosges Nord with a view to perpetuating its management model, which creates environmental value both in terms of preserving biodiversity and its capacity to sequester carbon (around 23,000 metric tons of CO2 sequestered per year). Investments have also been made in housing renovation and adaptation, new energy sources (osmotic, syngas), fossilization of non-recyclable waste, etc.

Through the contribution of equity (or quasi-equity), the SILOE Infrastructures fund finances long-term projects contributing to the development of regions in France and primarily targets projects related to the energy transition. The transactions carried out between 2020 and 2022 mainly financed wind and photovoltaic projects (whose renewable energy production capacity is gradually being rolled out to reach a production target of almost 4 GWp^[1] by 2028/2029). Investments in 2023 were focused on the development of Electric Vehicle Charging Infrastructures (IRVE) in conjunction with local authorities or private players as well as the financing of the thermal decarbonization of buildings.

3

3.8.5 Climate risk management

In a world increasingly concerned with combating climate change and environmental degradation, Crédit Mutuel Alliance Fédérale is committed to taking into account climate imperatives in the conduct of all its activities in order to meet the trajectory of the Paris Climate Change Agreement aimed at limiting the increase in temperatures to between 1.5 and 2°C by 2100.

The governance of climate risk management is based on three pillars which are currently being rolled out:

Strategy	<ul style="list-style-type: none"> ▪ Governance at the highest level ▪ Inclusion in financial risk management ▪ Sectoral policies key to the strategy
Organization	<ul style="list-style-type: none"> ▪ Major risk management function in coordination with other departments (legal, sales, etc.) ▪ Dedicated tools and workforce ▪ Integration into risk monitoring in the same way as other critical risks
Tools	<ul style="list-style-type: none"> ▪ Climate strategy performance indicators (emissions, outstandings, etc.) ▪ Integration limits/alert thresholds in the RAF^[1] ▪ Comprehensive, reliable and granular carbon footprint data ▪ Projections via stress tests on the ICAAP^[2] ▪ Appropriate controls and audits

[1] Risk Appetite Framework.

[2] Internal Capital Adequacy Assessment Process.

The management of risks connected to climate change (physical risk and transition risk) is integrated into Crédit Mutuel Alliance Fédérale's financial risk management system. All projects developed are presented to the SMR Governance Committee, the Risk Committee (executive

body), and then to the Risk Monitoring Committee (deliberative body) of Crédit Mutuel Alliance Fédérale and are part of the strategic risk monitoring, in direct contact with the Chairman and Executive Management.

[1] GigaWatt peak.

The ambitious objectives of the demanding Social and Mutualist Responsibility (SMR) policy contribute to improving long-term collective performance and are based on:

1. financing projects with a significant impact on the climate;
2. assisting companies in transforming their business models;
3. adding more environmental requirements to the rules for providing financing;
4. aligning sectoral policies to combat the use of carbon and conventional and unconventional hydrocarbons by means of the climate strategy;
5. including direct and indirect impacts of climate risk of the group's activities in Crédit Mutuel Alliance Fédérale's risk mapping ^[1].

Qualitative integration of climate risk in the risk appetite framework

The risk appetite framework (RAF) is presented in Chapter 5 of this universal registration document. In the area of environmental and climate-related risks, Crédit Mutuel Alliance Fédérale ensures that these risks are fully integrated into the development of its activities, with a long-term vision. This translates into:

- the integration of the monitoring of environmental and climate risks, as well as their transmission mechanisms to other risks – particularly credit –, into the risk management system;
- the implementation of dedicated tools to identify, measure, manage and monitor all of these risks, both physical and transition;
- the deployment of measures to mitigate the impact of environmental risks and measures to adapt to climate change.

Environmental and climate-related risks are specifically monitored as part of Crédit Mutuel Alliance Fédérale's risk appetite.

In this context, four additional climate and environmental risk indicators have been included in Crédit Mutuel Alliance Fédérale's appetite framework for 2024.

It consists of:

- the change in the share of F and G DPEs in total residential real estate exposure.
- change in the proportion of exposures with high exposure to acute risks: risks are classified as acute when they arise from extreme risks (flooding, drought and storm/hail/snow).

- change in the proportion of exposures that are highly exposed to chronic risks: risks are described as chronic when they result from gradual changes (rising sea levels, rising temperatures and variations in precipitation).
- change in % of emissions financed in three sectors (agriculture, construction and manufacturing industry).

These indicators complement the two existing indicators in Crédit Mutuel Alliance Fédérale's risk appetite framework. These are indicators for monitoring exposure to the "coal" and "hydrocarbons" sectors, which are eligible under the sectoral policies in force within the group. The aim is to monitor the sectoral exposures of Crédit Mutuel Alliance Fédérale customers operating in these sectors. Alert thresholds and risk appetite limits are set according to Crédit Mutuel Alliance Fédérale's risk appetite, with corrective actions if these levels are exceeded.

As a reminder, Crédit Mutuel Alliance Fédérale's sectoral policies make it possible to define a scope of intervention and to set criteria for conducting business in areas where the social and environmental impacts (including climate risks) are the most significant.

Climate risks – country limit

In the context of the rise in risks related to climate change that could impact countries and their economies, research on the assessment of climate risks has made it possible to include an ESG component in the definition of these country limits. These limits consist of capping the exposure levels that the group authorizes to take on the counterparties with which it deals in each country. Thus, the calculation of the country limit takes the Notre Dame Global Adaptation Index – or ND-GAIN ^[2] – limit into account, which reflects:

- the vulnerability of the countries to climate change, based on 36 quantitative and qualitative criteria (principal themes: health, food, ecosystems, habitat, access to water and infrastructure);
- the readiness to adapt to these changes, based on nine economic, social and governance criteria.

The limit is affected by a penalty which differs depending on the level of the index. In fiscal year 2023, the calculation of country limits taking into account the ND-GAIN index was updated even though the country ratings of financial agencies are increasingly integrating the environmental aspect.

Stress tests

Crédit Mutuel Alliance Fédérale is participating in the exercise organized by the European Banking Authority (EBA) to assess the resilience of the financial sector in the face of the European "fit for 55" package, which aims to significantly reduce the European Union's CO2 emissions by 2030. The exercise also aims for the EBA to better understand the capacity of the financial system to support the transition to a low-CO2 economy under stressed conditions.

[1] The system is described in Chapter 3.3 "Non-financial risks and opportunities for Crédit Mutuel Alliance Fédérale".

[2] <https://gain.nd.edu/>.

Given its cross-sectoral and systemic nature, this exercise is being conducted with the cooperation and coordination of the other European Supervisory Authorities (ESA), the European Central Bank (ECB) and the European Systemic Risk Board (ESRB).

In addition, given the importance of climate change issues for the financial sector, the *Autorité de contrôle prudentiel et de résolution* (ACPR – French Prudential Supervisory and Resolution Authority) launched a climate change risk assessment exercise for insurers in 2023. The scenarios considered analyze the occurrence of extreme events in terms of physical risk (heatwaves and floods) as well as the risk of transition with adjustments in the financial markets, in the short and long term. They provide food for thought about strategic developments. GACM's teams were mobilized across the board for this exercise.

Taxonomy

Pursuant to European Commission Regulation [EU] 2020/852, *Crédit Mutuel Alliance Fédérale* publishes its balance sheet exposures to sectors eligible for the Taxonomy regulation.

The European Union taxonomy is a set of sustainability criteria for companies, investors and governments. It identifies economic activities that can be considered sustainable or eco-responsible. It thus enables financial players and companies to use a common language and facilitate sustainable investment and financing with the aim of promoting the ecological transition of the economy.

Methodological elements

Key concepts: portfolio eligibility and alignment

The European taxonomy is built on the key concepts of eligibility and alignment.

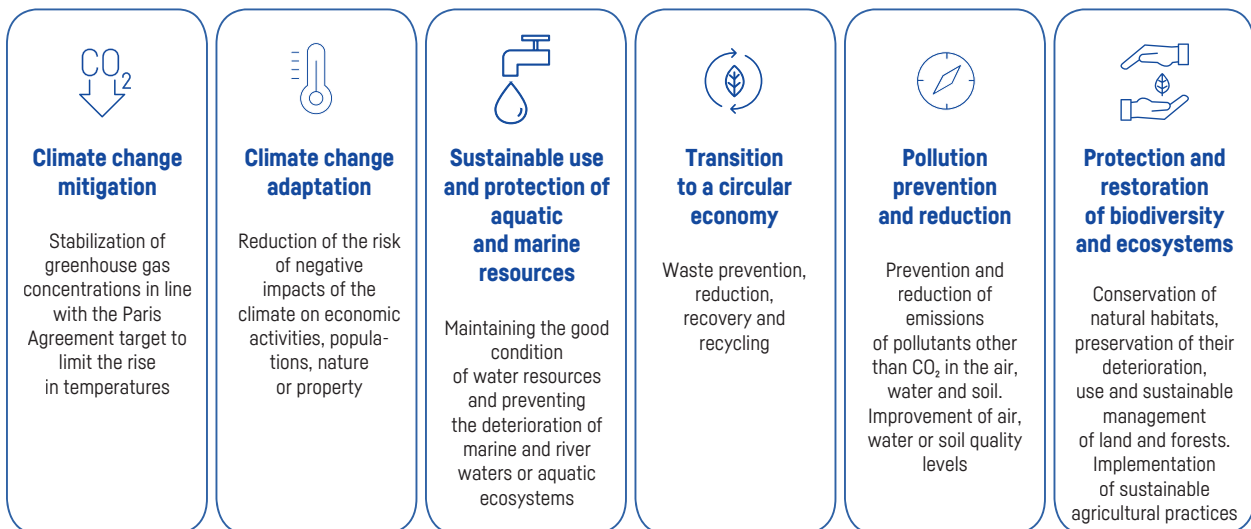
An economic activity is eligible for the taxonomy if it is included in the list published in the delegated acts of the Taxonomy regulation; this list includes 147 activities present in 15 macro-sectors. These are activities that are likely to contribute to one of the six environmental objectives of the taxonomy; these activities account for more than 90%^[1] of the European Union's greenhouse gas (GHG) emissions.

Among these eligible activities, the activity is considered "aligned" with the taxonomy or environmentally sustainable, only if it meets all of the following criteria:

- makes a substantial contribution to one of the six environmental objectives (see infographic below);
- complies with the technical examination criteria set out in the delegated acts;
- does not cause significant harm to other environmental objectives;
- respects certain minimum social guarantees.

3

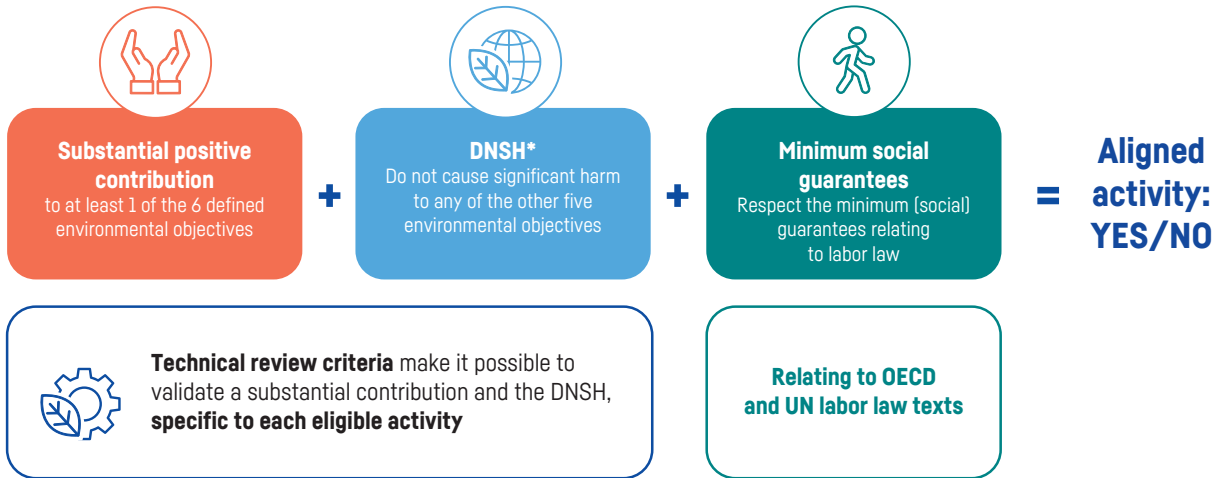
THE SIX ENVIRONMENTAL OBJECTIVES OF THE GREEN TAXONOMY



As of December 31, 2023, according to Delegated Regulation [EU] 2021/2178 and Delegated Regulation [EU] 2023/2486, the eligibility measure must cover all the environmental objectives of the taxonomy, while the alignment measure is restricted to the first two objectives relating to climate change mitigation and adaptation.

[1] *Green taxonomy: instructions for use!* - European Commission (europa.eu).

CRITERIA FOR ALIGNING ACTIVITIES WITH THE GREEN TAXONOMY

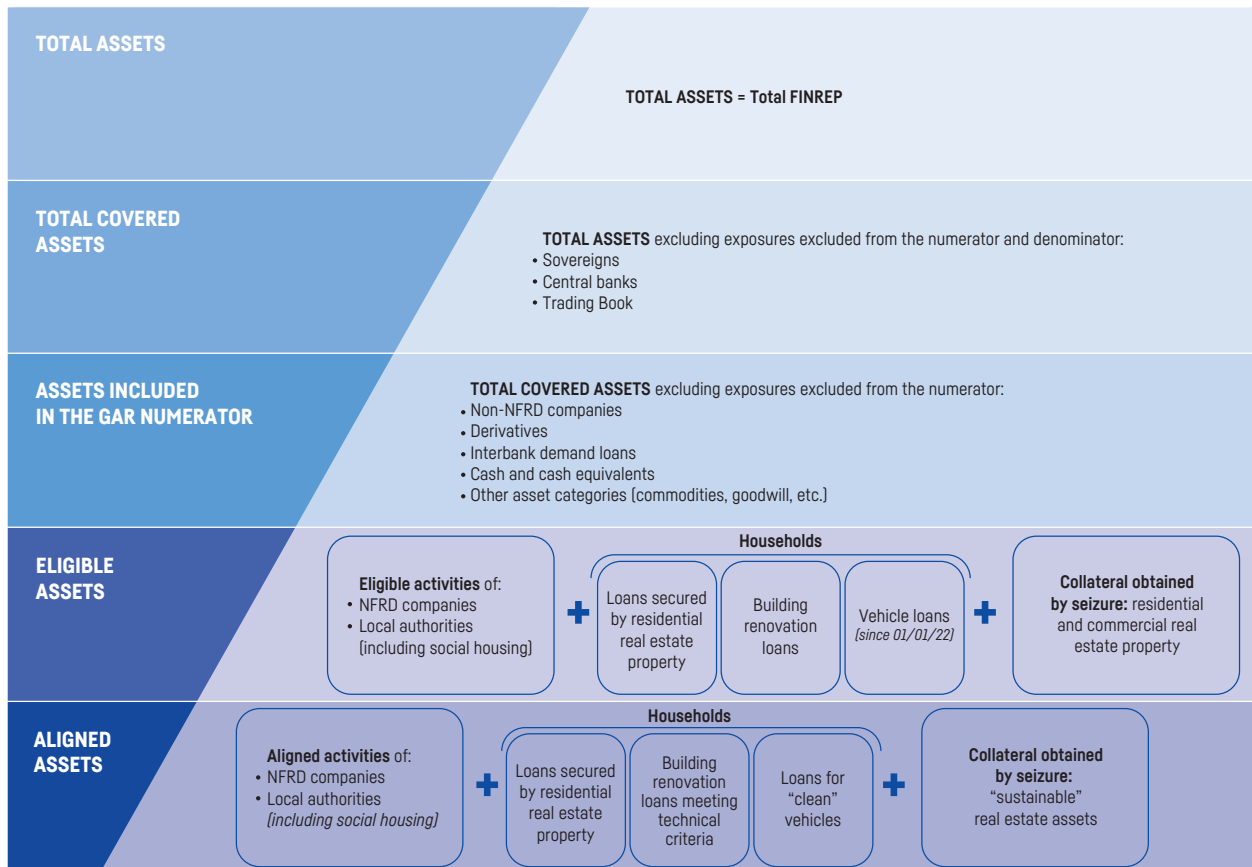


*DNSH: Do no significant harm. This principle requires that no harm be done to the six environmental objectives that determine the sustainability of an activity within the meaning of the Taxonomy regulation.

Methodology for calculating eligibility and alignment ratios

The calculation of eligibility and alignment ratios requires an assessment of the different types of assets considered within the meaning of the taxonomy, i.e. assets covered in the denominator, eligible assets or aligned assets in the numerator.

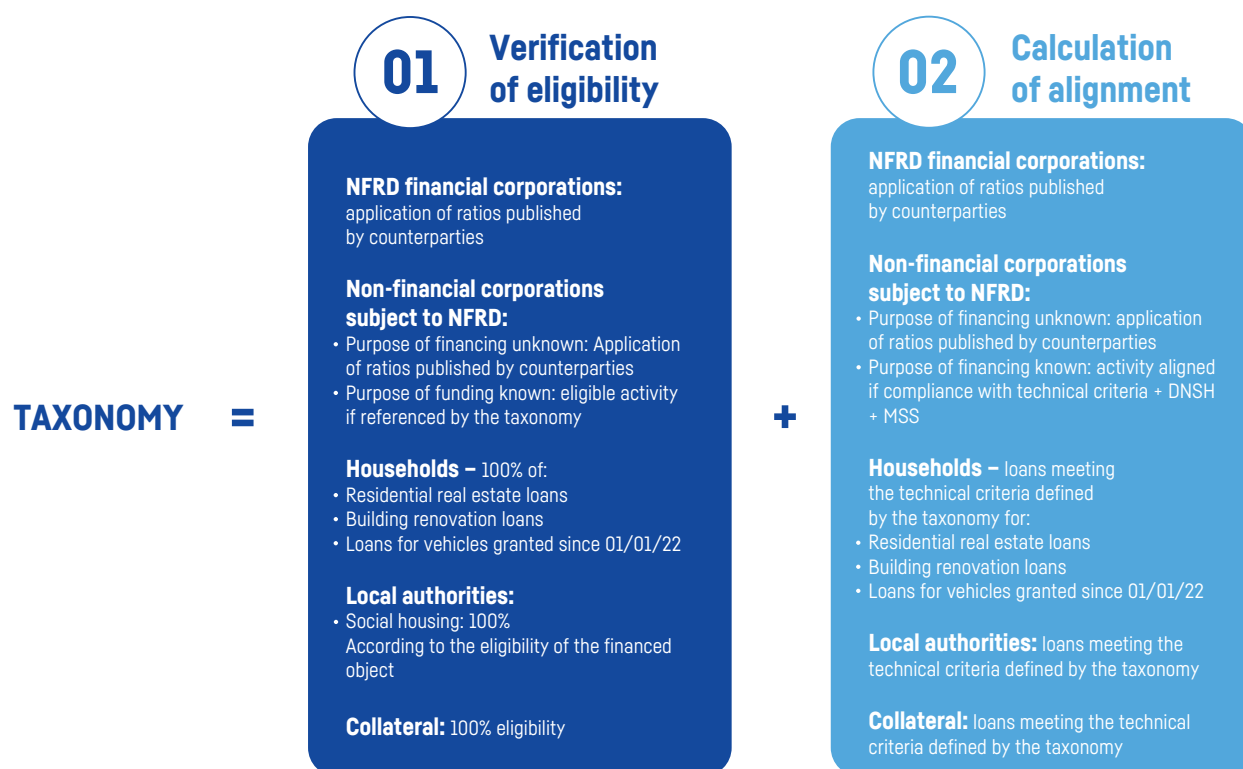
TYPES OF ASSETS CONSIDERED FOR THE PURPOSES OF THE TAXONOMY



To assess the eligibility and alignment of its assets, Crédit Mutuel Alliance Fédérale has defined a methodology that takes into account the nature of the counterparty, the typology of the products financed (type of product, purpose of financing, date of financing, etc.) and the type of information available.

For example, the ratios published by counterparties are used for all financial companies subject to the NFRD, as well as for certain non-financial companies where the purpose of the financing is not identified internally.

ELIGIBILITY AND ALIGNMENT OF CRÉDIT MUTUEL ALLIANCE FÉDÉRALE'S PORTFOLIO



Working group coordinated by Confédération Nationale de Crédit Mutuel

Given the strategic and regulatory stakes involved, in 2023 Confédération Nationale du Crédit Mutuel coordinated a series of in-house workshops to ensure that its customer portfolio was aligned with the first two objectives of the taxonomy, namely: climate change mitigation and adaptation.

As a reminder, during the two-year transitional period, only Crédit Mutuel Alliance Fédérale's portfolio eligibility ratios for the European Green Taxonomy were required and published.

These dedicated multi-disciplinary workshops brought together risk departments, finance departments and the teams in charge of CSR/SRM issues in the confederation and regional groups, with the following objectives:

- appropriation of texts and calculation methodologies, in connection with FINREP reports;
- definition of common management rules between regional groups, in particular with regard to the supporting documents to be taken into consideration when calculating portfolio alignment;
- identification of the eligibility and alignment ratios published by the counterparties concerned by the NFRD;
- calculation of ratios (numerator and denominator) on the basis of 2023 data.

Details of the methodology are set out in the methodological note to the NFPS [section 3.12.3].

Portfolio alignment

Analysis of alignment results for fiscal year 2023

The alignment of Crédit Mutuel Alliance Fédérale's portfolio is closely linked to its business model. As only households, local authorities and companies subject to the publication of a non-financial statement are included in the scope of assets covered by the taxonomy, the alignment ratio remains at this stage mainly impacted by the alignment of households, representing in gross value 40% of total assets. The main difficulty concerns access to data enabling Crédit Mutuel Alliance Fédérale to calculate the alignment of its counterparties *via* analysis of the technical criteria for substantial contributions, the DNSH criteria and minimum social guarantees. With regard to households, the technical criteria are not fully available at this stage, so it has not been possible to include certain items in the Crédit Mutuel Alliance Fédérale alignment. The various ratios presented in this statement do not reflect, at this stage, the reality of Crédit Mutuel Alliance Fédérale's alignment.

Corporates

At December 31, 2023, the Green Asset Ratio (GAR) for financial companies stood at 2.57%^[1], i.e. €563 million. It concerns companies subject to non-financial reporting obligations only, representing 2.69% of Crédit Mutuel Alliance Fédérale's total assets.

In the case of non-financial companies, the GAR was 4.38%^[5], representing an aligned outstanding amount of €723 million. Only non-financial companies subject to non-financial reporting obligations have been included in the alignment calculation, on the basis of the ratios published in their universal registration documents in 2023. They represent 2.03% of total assets.

As regards funding dedicated to a project that may meet one of the taxonomy's objectives, the group does not currently have sufficient documentation to verify the technical criteria set out in the regulations concerning substantial contributions and compliance with the DNSH. Consequently, they do not contribute to the group's alignment ratios.

This alignment amount will evolve over the coming years as a result of better identification of the companies subject to these obligations, and also following the transposition of Directive (EU) 2022/2464, known as the CSRD Directive, which extends the scope of the companies concerned.

Households

At December 31, 2023, loans and advances to households aligned with the climate change mitigation target totaled €30.4 billion, representing a Green Asset Ratio of 12.07%^[5]. Only loans secured by residential real estate property meeting the RT 2012 and RE 2020 thermal regulations,

considered to be in the top 15% nationally in terms of energy consumption^[2], as well as properties demonstrating a category A DPE, were considered as potentially aligned with the taxonomy's technical criteria. The analysis was refined by excluding assets for which Crédit Mutuel Alliance Fédérale considered that they were exposed to a physical risk, according to an internal analysis based on public data. Renovation loans and vehicle loans were not considered as aligned, due to the lack of sufficiently available data to justify compliance with the additional DNSH criteria.

Local authorities

As Crédit Mutuel Alliance Fédérale's business model is not primarily focused on financing social housing, it was not possible to carry out an alignment analysis at December 31, 2023.

Gas and nuclear

Crédit Mutuel Alliance Fédérale declares investments in natural gas and nuclear power generation activities identified as transitional activities contributing to the EU Taxonomy's climate change mitigation and adaptation objectives.

The appendices (Section 3.14) set out all the expected elements and present the five reporting models for aligned, eligible and non-eligible economic activities in the European taxonomy.

Off-balance sheet exposures

As far as off-balance sheet items are concerned, the alignment calculation was only carried out on exposures to companies subject to non-financial reporting obligations.

Presentation of regulatory ratios

Alignment with climate change mitigation and adaptation objectives

		Total environmentally sustainable assets	KPI ¹	KPI ²	% cover (in relation to total assets) ³	% of assets excluded from GAR numerator	% of assets excluded from GAR denominator
Main KPI	Outstanding green asset ratio (GAR)	31,368	5.07%	5.09%	77%	40%	23%

KPI: Key performance indicator.

[1] Based on the counterparty's revenue KPI.

[2] Based on the counterparty's CapEx KPI, except for general lending activities, for which the revenue KPI is used.

[3] % of assets covered by the KPI, compared to total banking assets.

Information and regulatory models relating to taxonomy, as well as information specific to fossil gas and nuclear activities, are presented in the appendix to this document (Section 3.14).

Eligibility for the other environmental objectives of the taxonomy

In accordance with European Commission regulation (EU) 2023/2486, Crédit Mutuel Alliance Fédérale presents on a mandatory basis its portfolio's eligibility ratios for the six environmental objectives of the

taxonomy (sustainable use and protection of water and marine resources, transition to a circular economy, pollution prevention and reduction, and protection and restoration of biodiversity and ecosystems). Eligibility at December 31, 2023 could not be calculated, as Crédit Mutuel Alliance Fédérale's counterparties have not yet published this information in their NFPS. Consequently, Crédit Mutuel Alliance Fédérale will publish these eligibility ratios from 2025, the year in which the sustainability report drawn up at December 31, 2024 is published.

Share in hedged assets of exposures to economic activities eligible for taxonomy (targets 3 to 6)	0%
Share in hedged assets of exposures to economic activities not eligible for taxonomy (targets 3 to 6)	100%

[1] For more information on the methodologies used to calculate ratios, see Section 3.12.

[2] According to the elements of interpretation of the delegated regulation (EU) 2021/2139 of June 4, 2021 relating to the building sector provided by the Ministry of Ecological Transition.

Pillar 3 ESG

Additional detailed data on Crédit Mutuel Alliance Fédérale's environmental, social and governance risks are available in Pillar 3 ESG chapter 5.

3.8.6 ESG measures for insurance companies and asset managers

Report - Article 29 of the Energy-Climate law

Article 29 of the Energy-Climate law and its implementing decree 2021-663 published in 2021 reinforce the ESG transparency requirements of investors whose assets and/or total balance sheet exceed €500 million.

The publication requirements cover three areas:

- climate: with the publication of the strategy to align with the temperature targets of the Paris Agreement (with quantitative targets for greenhouse gas emissions every five years until 2050) as well as the alignment of outstanding amounts or the balance sheet with the European Taxonomy sustainable activities and fossil fuel activities;
- biodiversity: through the publication of a strategy for alignment with international biodiversity conservation targets, with quantified targets;
- the integration of ESG factors in the risk management, governance and transition support systems (in particular shareholder engagement) of market players.

Art. 29 reports are available on each entity's website:

- Report - Article 29 of the Energy-Climate Law by Crédit Mutuel Asset Management;
- Report - Article 29 of the Energy-Climate Law by La Française Group;
- ESG report including Article 29 of GACM.

These reports are sent to the relevant authorities and to ADEME's Climate Transparency Platform.

They are published in the 1st half of the year following the end of the fiscal year.

SFDR regulations: fund classification and PAI report ^[1]

The SFDR regulation reinforces investor communication on sustainability risk, with the inclusion of environmental, social and governance criteria in the investment strategy.

The funds must be classified according to three categories:

- so-called Article 6 funds: general communication rule common to all funds in the pre-contractual documentation (prospectus), regarding whether or not sustainability risk is taken into account;
- so-called Article 8 funds: the funds covered by this article systematically incorporate environmental and social characteristics. They promote these characteristics insofar as the companies in which the investments are made apply best governance practices;
- so-called Article 9 funds: the funds covered by this article contribute to the achievement of a defined and quantifiable environmental and/or social objective, e.g. in terms of carbon emission reduction. They are also products with a social objective, such as impact funds.

To comply with the SFDR regulation, asset managers publish the following documents, available on their website:

- the classification of all funds according to the SFDR regulation;
- the policy on integrating sustainability risks;
- the statement on the consideration of the main negative impacts of investment decisions on sustainability factors;
- the annual report on the principal adverse impacts, or PAI report, published for the first time in 2023.

Crédit Mutuel Asset Management

Crédit Mutuel Asset Management's ambition is to classify 100% of open-ended funds under active management in Article 8 or in Article 9. At December 31, 2023, 88% of the assets managed by Crédit Mutuel Asset Management ^[2] were classified as Article 8 and nearly 12% as Article 6. The latter are largely made up of dedicated funds, employee savings funds, formula funds and index funds.

CRÉDIT MUTUEL ASSET MANAGEMENT: SFDR CLASSIFICATION AT 12/31/2023

SFDR classification <i>[outstandings in €m and as a %]</i>	Article 9		Article 8		Article 6		Total
Crédit Mutuel Asset Management	212	0.3%	66,686	87.9%	8,947	11.8%	75,845

The list of funds with their SFDR category is available on the company's website:

- list of Crédit Mutuel Asset Management SFDR funds.

La Française Group

Each of the group's business divisions classifies more than half of its assets as Article 8 or 9 SFDR, respectively 68% for the real estate division and 61% for financial assets, i.e. funds that respect sustainability criteria or set environmental or social performance targets.

[1] Principal adverse impacts.

[2] These amounts include all types of funds managed by Crédit Mutuel Asset Management, i.e. funds open to the public, employee savings funds, dedicated funds managed by Crédit Mutuel Gestion or Dubly Transatlantique Gestion, and institutional mandates.

LA FRANÇAISE GROUP: SFDR CLASSIFICATION AS OF 12/31/2023

SFDR classification <i>[outstandings in €m and as a %]</i>	Article 9		Article 8		Article 6		Total
Real estate assets (LREM)	16,137	63%	1,345	5%	8,326	32%	25,808
Financial assets (LFAF, N2AM, LFSAM)	4,487	32%	3,959	28%	5,473	39%	13,918
TOTAL OUTSTANDINGS SDG - LFG	20,624	52%	5,304	13%	13,799	35%	39,726

The documents related to GLF's sustainable investment (including SFDR) are available on the company's website:

- Our publications - Sustainable investment - La Française Group;
- List of La Française Group SFDR funds.

Sustainable investment policies of insurance activities and asset management companies

Groupe des Assurances du Crédit Mutuel

Committed for several years to sustainable development, Groupe des Assurances du Crédit Mutuel (GACM) confirms its status as a responsible company through its investment policy.

As a selective investor, GACM has a regularly updated ESG policy, enabling it to take into account sustainability risks on its assets as well as the environmental or social impacts of its investments. It is based in particular on a policy of excluding issuers with a significant ESG risk. In practice, each time a share or bond is purchased, GACM's asset managers have access to an ESG analysis of the issuer using data provided by ISS. This analysis constitutes an aid to decision-making in the investment process, in addition to the financial criteria that are usually analyzed. Accordingly, the GACM ESG policy encourages investment in accordance with the values of the Crédit Mutuel Alliance Fédérale group in terms of respect for human rights, the environment and the rules of good governance.

Moreover, in order to limit its exposure to and support for certain activities with a high environmental or social impact, GACM applies ambitious sectoral policies, in line with Crédit Mutuel Alliance Fédérale. This is particularly true of the fossil fuel (coal, oil and gas), tobacco and non-conventional weapons sectors.

As an active shareholder, GACM attaches particular importance to shareholder dialog and the exercise of its shareholder rights in the companies in which it invests. In this way, GACM intends to defend the financial interests of policyholders on behalf of which it invests while encouraging the companies it finances in their approach to environmental and social responsibility and good governance. These changes in corporate practices should also enable GACM to meet its targets for phasing out coal and reducing the carbon footprint of its investments, in order to align itself on a trajectory compatible with the Paris Agreement.

GACM is convinced that compliance with best ESG practices leads to a better long-term valuation of companies and the development of a more sustainable economy around the world.

GACM's ESG approach is set out in more detail in a specific report available on the company's website:

- Credit Mutuel group insurance publications.

Crédit Mutuel Asset Management.

ESG integration system

Crédit Mutuel Asset Management, Crédit Mutuel Alliance Fédérale's main asset management subsidiary, is fully committed to the group's social, societal and environmental approach. Responsible investment is a major application of this approach, through ESG integration for the majority of funds and an SRI approach for a targeted range of funds.

This system for integrating sustainability issues is divided into six parts:



Responsible investment policy

Crédit Mutuel Asset Management ensures that the companies and countries in which it invests demonstrate best practices, particularly in terms of climate change, governance and human capital development.

Its responsible investment policy is based on a proprietary ESG analysis methodology, sector and climate policies, controversy monitoring and shareholder engagement. The full version of Crédit Mutuel Asset Management's "Responsible Investment Policy" is available on its website:

- CMAM's responsible investment policy.

Proprietary ESG analysis methodology and model

Crédit Mutuel Asset Management has developed a proprietary ESG analysis model for companies and governments, based on ESG data providers. The companies model is based on a dedicated methodology comprising 35 indicators in 14 categories, covering all quality, governance, societal, social and environmental criteria, including climate.

This non-financial quantitative approach compares companies within their own business segment to determine which companies are making the most progress in assessing risks and opportunities with regard to sustainable development issues as defined by the 17 United Nations Sustainable Development Goals (SDG).

In addition, a qualitative analysis is conducted internally by a team of experts on ESG topics. Ultimately, the companies in Crédit Mutuel Asset Management's universe are classified into five groups reflecting both their historical and prospective non-financial performance.

The results of these analyses are made available to all management teams.

Climate policy

Crédit Mutuel Asset Management is committed to redirecting financial flows towards an economy compatible with a scenario limiting temperature rise to +2 degrees Celsius, and has set itself the target of reducing the carbon footprint of its investments (including scopes 1 and 2) by 15% over the 2018-2023 period. In line with its ambitions, Crédit Mutuel Asset Management has integrated climate transition issues into its proprietary tool through analysis of issuers' CO2 strategy, innovation and measurement of the three-year trajectory of issuers' performance (source of carbon data: ISS ESG). Crédit Mutuel Asset Management produces, at a minimum on an annual basis, the information needed to assess the positioning of its portfolios with regard to the two-degree trajectory, in line with the group's ambitions in terms of carbon footprint (2018-2023 plan). These elements are included in various reports drawn up for each fund.

Sectoral policies

Crédit Mutuel Asset Management is committed to sectors with high environmental and social risks through the group's sectoral policies, particularly coal, non-conventional hydrocarbons and defense/security.

The coal sector policy aims to exclude from investment portfolios companies developing new coal capacity, as listed in the Global Coal Exit List (GCEL) of the NGO Urgewald. In addition, companies that exceed quantitative thresholds based on coal production or production capacity, share of coal in revenue/energy mix, are also excluded from the investment universe, unless the company has published a coal phase-out plan to 2030, deemed credible by the team of expert non-financial analysts.

The hydrocarbons sectoral policy, applicable since January 1, 2023, provides for the freezing of the positions of companies whose share of unconventional hydrocarbon production in total hydrocarbon production is greater than 25%, as listed in the Global Oil & Gas Exit List (GOGEL) published by the NGO Urgewald.

The Defense & Security policy aims to exclude from the investment universe issuers involved in the development, production and distribution of anti-personnel mines (as defined in the Ottawa Treaty which came into force in 1999), and cluster munitions (as defined in the Oslo Convention adopted in 2008), as well as companies involved in chemical, biological and nuclear weapons on behalf of countries not authorized to hold nuclear weapons according to the Nuclear Non-Proliferation Treaty. In addition, a strong vigilance is ensured regarding the severe controversies concerning companies involved in military combat arms.

Controversy monitoring

Furthermore, major controversies are monitored as part of the system: this can be used as an exclusion tool, helping to eliminate the minimum 20% of the initial investment universe in line with the regulatory requirements of the French SRI label and the AMF March 2020 recommendation (for class 1 funds with a significant commitment).

Commitment: shareholder dialog and voting policy

Voting and dialog with issuers are essential and historic components of Crédit Mutuel Asset Management's responsible investment approach. The voting policy, which has been in place for over 15 years, is an extension of the investment strategy, the aim of which is to achieve steady performance over the long term, in line with the funds' orientations. The principle is to cover all shares held for all companies, regardless of size, nationality or share of voting rights held. It is based on respect for the rights of minority shareholders, fairness between shareholders, transparency and quality of information provided to shareholders, balance of power between management bodies, sustainability and integration of the long-term strategy of companies and support for best practices in corporate governance.

In 2023, Crédit Mutuel Asset Management voted on some sixty climate-related resolutions, including nearly 50 tabled by minority shareholders and 13 "Say on Climate" resolutions^[1]. Crédit Mutuel Asset Management supported 11 of these 13 "Say on Climate" resolutions.

[1] Resolution placed on the agenda of a Shareholders' meeting, at the initiative of the Board of Directors or one or more shareholders, concerning the company's environmental strategy or policy, and in particular its climate impact (AMF, Corporate Governance Report 2021).

La Française Group

The sustainable investor approach is central to La Française Group's development. Starting with an outsourced approach, La Française has progressively integrated resources and skills, extending the scope of sustainable investment to all asset classes under management.

To develop the value generated by our ESG expertise, La Française Asset Management (LFAM) mobilizes all the group's business lines, in particular the asset management teams, with the active involvement of the Sustainable Investment Research team and the Data management & modeling division.

The methods used by our analysts are based on:

- scoring models;
- an estimate of carbon footprints;
- trajectory analyses.

For the real estate pillar, La Française Real Estate Managers (La Française REM) integrates ESG criteria into four pillars: environmental, social, governance and climate.

As part of its work with the various stakeholders, the group has implemented a materiality matrix⁽¹⁾ based on the comply or explain principle in order to report on its understanding of the various CSR or sustainability issues within the group. This approach also makes it possible to identify the various issues to which it is committed.

Finally, the sustainability risk policies⁽²⁾ on the securities and real estate scope complete the information provided to customers on how sustainability risk is taken into account in managing the funds under management.

Climate risk management

In line with the ESG approach initiated fifteen years ago, La Française Group is fully committed to the fight against climate change.

Since July 2021, La Française Asset Management (LFAM) has been a signatory of the Net Zero Asset Management Initiative (NZAMI). In this respect, in 2022 LFAM has defined a CO₂ emissions reduction target in line with the Paris Agreement and validated by NZAMI: to achieve a temperature of 1.5°C by 2040 for scopes 1 & 2, and 1.75°C (Well-Below 2°C) by 2040 for scope 1, 2 & 3.

LFAM: NET ZERO ASSET MANAGEMENT TARGETS

Net Zero LFAM	2023 targets (for 2025, 2030)	2022 indicators	2022 targets (for 2025 and 2030)	2021 indicators
Portfolio temperature - Scope 1 & 2 - 2025	1.95 °	2.04 °	2.01 °	2.11 °
Portfolio temperature - Scope 1, 2 & 3 - 2025	2.17 °	2.25 °	2.42 °	2.56 °
Portfolio temperature - Scope 1 & 2 - 2030	1.80 °		1.84 °	
Portfolio temperature - Scope 1, 2 & 3 - 2030	2.03 °		2.20 °	

LFAM also carried out climate risk and stress-test calculations on the management company's total assets, the results of which are available in article 29 of the group's climate energy law (LEC).

In 2022, LFREM measured the physical and functional risks to its real estate portfolio for five climate hazards that could impact buildings and their occupants: heat waves, droughts, clay shrinkage and swelling, floods and marine submersions. The results are shown in the table below.

LREM: EXPOSURE TO CLIMATE RISKS

LFREM - Climate risks	% of assets with high vulnerability to climate hazards
Heat wave	6.6%
Drought & Soil Shrinkage & Swelling	0.6%
Flooding	5.9%
Marine submersion	1.5%

Exclusion policy and controversy monitoring

Since 2019, La Française Group has been committed to phasing out coal by 2030 in OECD countries and 2040 in emerging countries.

⁽¹⁾ CSR policy and materiality matrix: https://www.la-francaise.com/fileadmin/user_upload/XX3570-Politique_RSE-nov_2021_1_.pdf.

⁽²⁾ Sustainability risk policy for securities: https://www.la-francaise.com/fileadmin/docs/Actualites_reglementaires/20210309_GLF_Risque_de_durabilite_Val_Mob_art_34_FINAL.pdf Real estate sustainability risk policy: https://www.la-francaise.com/fileadmin/docs/Actualites_reglementaires/20200309_GLF_Risque_de_durabilite_immobilier_art_34_FINAL.pdf.

Since July 2022, its exclusion policy has reinforced the gradual phase-out of coal and introduced thresholds for unconventional fossil fuels:

- companies involved in coal-related development projects (e.g. mines or power plants) will no longer be financed;
- companies with unconventional fossil fuel development projects will no longer be financed;
- companies with more than 33% or 20%, depending on the product range, of their production from non-conventional sources will no longer be financed, starting today for the Carbon Impact range and from 2025 for the others.

Please note: this exclusion policy does not apply directly to funds of funds, managed services or certain mandates or dedicated funds (around 20% of actively managed assets) for which La Française Group acts as advisor and is not the final decision-maker.

The approach is broken down by range, with a higher level of commitment for the Carbon Impact range. It complements restrictive policies on controversial weapons and tobacco, and is linked to controversy management. All these policies are detailed in La Française Group's exclusion policy available here.

To monitor controversies, La Française Group has adopted a two-stage process for reviewing, and potentially excluding, issuers in violation of international standards (UN Global Compact). This process combines information from our data provider ISS ESG and our internal research.

3.8.7 Crédit Mutuel Alliance Fédérale sectoral policies

Crédit Mutuel Alliance Fédérale, in the conduct of its diversified business activities, may be involved in transactions, including on sensitive segments with social and environmental risks. As a benefit corporation, Crédit Mutuel Alliance Fédérale wants to work for a fairer and more sustainable society. As such, the group has undertaken to define sectoral policies the aim of which is to define a scope of intervention and to set criteria and principles for conducting business in areas where the social and environmental impacts are the most significant.

The measures resulting from these policies apply to all entities subject to compliance with the legal and regulatory provisions specific to each entity. They may be revised whenever necessary.

Crédit Mutuel Alliance Fédérale chooses responsible sector policies in line with its mutualist values. Its ambition is to support its customers in the transformation of their business model and thus contribute to the fight against global warming, the reduction of biodiversity and the deterioration of the environment. Sector policies and their changes are

Voting and engagement policy

Throughout the holding period of its investments, La Française Group exercises its responsibility as an investor in several ways:

- by voting, when the investment is made in shares;
- through commitment, whatever the type of holding: shares, debt or real assets (real estate).

For its equity investments, La Française Group updates its voting policy each year for all companies in its portfolio, with the aim of voting on 100% of securities. For 2023, the attendance rate at Shareholders' Meetings was 95.3%, with 31.5% voting against resolutions supported by management.

For the **Financial Assets** section, La Française Group strengthened its engagement strategy in 2023: it established a dialog with nearly 40 companies and is committed to more than 125 companies (up from 46 in 2022) directly or in collaboration with other organizations and/or investor groups. Four themes have been identified as priorities: climate change, natural capital, share capital and governance & indicators.

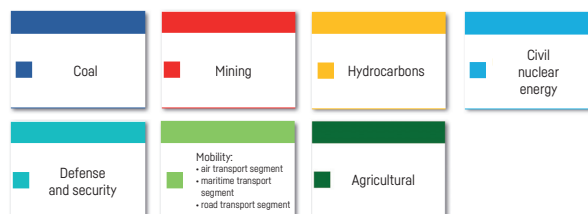
For the **Real Estate Assets** division, La Française REM strives to unite all stakeholders around its objectives by establishing regular dialog and encouraging the adoption of virtuous practices. In 2022, La Française REM published a Responsible Purchasing Charter.

systematically submitted to the Boards of Directors of Caisse Fédérale de Crédit Mutuel, BFCM and CIC for approval.

The sectoral policies reinforce Crédit Mutuel Alliance Fédérale's commitments to join as soon as possible the trajectory set by the Paris Climate Agreement to limit temperature rises to between 1.5 and 2°C by 2100 and achieve carbon neutrality by 2050. They also help customers transform their business models.

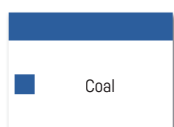
In addition, since the first quarter of 2021, exposures related to sectors eligible for a sector policy are subject to dedicated monitoring. This specific reporting includes the risk monitoring system presented to the Risk Committee [executive body] and the group Risk Monitoring Committee [deliberative body]. At December 31, 2023, €40 billion were eligible for sectoral policies compared to €41.7 billion at the end of 2022, of which €26.6 billion in the Corporate portfolio. In this portfolio, the share of exposures related to the Coal & Hydrocarbons sectoral policies amounted to 0.5% and 14.5% respectively.

SECTOR POLICIES ROLLED OUT AT THE LEVEL OF CRÉDIT MUTUEL ALLIANCE FEDÉRALE



Crédit Mutuel Alliance Fédérale has chosen to ensure the application of the rules linked to its sectoral policies by creating specific analysis grids for the business sectors subject to sectoral policies. These documents are completed by the teams examining credit applications and presented to the Commitment committees.

Focus on sector policies



Coal sectoral policy

For companies on the NGO Urgewald's Global Coal Exit List:

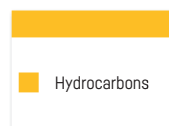
- immediate freezing of banking transactions, financing of projects and investments;
- immediate disposal of investments in insurance, asset management and trading room activities.

As a general rule, Crédit Mutuel Alliance Fédérale will no longer support companies whose:

- annual coal production exceeds ten megatons;
- coal-based installed capacity exceeds five gigawatts;
- share of coal in revenue exceeds 10%;
- share of coal in the energy mix of electricity production exceeds 10%.

These criteria, which can be revised annually, are not cumulative. They are intended to totally eliminate the financing of energy derived from coal by 2030.

Crédit Mutuel Alliance Fédérale conditions the continuity of its financial support to customer companies exposed to the coal sector on the publication of a dated and detailed plan for the closure of all their coal assets by 2030. Such requests may be escalated to Executive Management.



Hydrocarbons sectoral policy

In line with its commitments made in October 2021 to halt all financing of new exploration, production, infrastructure^[1] (oil and gas pipelines and storage units) or processing (oil refineries, gas liquefaction terminals) projects in the oil and gas sector, Crédit Mutuel Alliance Fédérale strengthened its arrangements with companies producing unconventional hydrocarbons at the beginning of 2023.

As a result, from January 1, 2023, Crédit Mutuel Alliance Fédérale no longer provides banking and financial services to companies listed in the NGO Urgewald's Global Oil & Gas Exit List (GOGEL) whose share of unconventional hydrocarbon production exceeds the 25% threshold. This threshold has been lowered to 20% since January 1, 2024.

The unconventional hydrocarbons used to calculate this threshold are as follows:

- shale oil or shale gas;
- oil from bituminous sands;
- heavy^[2] and extra heavy oil^[3];
- deep-water oil or gas^[4];
- oil or gas extracted in the Arctic^[5];
- coal bed methane.

[1] Excluding the shipping sectoral policy:

https://www.bfcm.creditmutuel.fr/partage/fr/CC/BFCM/assets/articles/rsm-politiques-sectorielles/Politique_Mobilite_Secteur_Maritime_EN.pdf.

[2] Density between 22.3° to 10° API (American Petroleum Institute).

[3] Density less than 10° API.

[4] Deep-water oil: deep-water oil refers to exploration, development and production operations of offshore, the depth of which exceed 5,000 feet (1,500m).

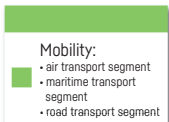
[5] Scope of the Arctic Monitoring and Assessment Program (AMAP). Zone covering eight countries bordering the Arctic Ocean: Canada, Denmark (with Greenland), Finland, Iceland, Norway, Russia, Sweden and the United States (Alaska), with associated marine areas, for a total area of approximately 18 million km².

From July 1, 2024, to reinforce its commitment to decarbonizing the economy, Crédit Mutuel Alliance Fédérale will step up its demands on oil and gas-producing energy companies: the group will cease all intervention^[1] with energy companies that continue to develop new oil or gas exploration and production projects. This development will be analyzed through the year-on-year evolution of the company's oil and gas production^[2]: from July 1 of year n, any company whose production in year n-1 exceeds the lowest production level since 2022 inclusive will be excluded.

In addition to this commitment, Crédit Mutuel Alliance Fédérale will halt any intervention with oil and gas producing energy companies that do not have a credible and verifiable Net Zero trajectory for 2050, with a significant drop in production by 2030.

As an exception to the above, and in order to support the energy transition, Crédit Mutuel Alliance Fédérale may continue to invest in renewable energy or low-carbon projects for companies affected by these measures. Similarly, it will still be possible to subscribe to and/or participate in green bond issues earmarked for renewable projects.

Lastly, as part of a demanding shareholder commitment, the group's companies may continue to hold shares in these "excluded" companies acquired on the secondary market, using their own funds or funds guaranteed by the group (euro funds). The aim is to encourage them to align themselves with the Paris Climate Agreement.



Mobility sectoral policy

The aim of this policy is to strictly limit the financing granted to the most low-carbon assets. It covers air transport (airline financing, aircraft acquisition financing), maritime transport (shipbuilding and dismantling financing) and road transport (financing of light commercial and industrial vehicles).

In terms of air transport

Crédit Mutuel Alliance Fédérale and its subsidiaries will reserve their financing solely for the latest generation models from Airbus, Boeing, ATR, Embraer and Bombardier manufacturers. To ensure renewal within aircraft fleets, and until 2025, only aircraft whose age does not exceed eight years may be financed. Beyond 2025, this age will be reduced to five years. Similarly, Crédit Mutuel Alliance Fédérale limits its financing to companies whose average fleet age does not exceed 15 years, reduced to 12 years from 2025.

In terms of maritime transport

As a signatory of the Poseidon Principles through CIC in 2019, Crédit Mutuel Alliance Fédérale has set itself the objective of dipping below the

International Maritime Organization (IMO) curve, based on the initial trajectory presented in 2021, by 2025, as part of its maritime transport policy. Crédit Mutuel Alliance Fédérale excludes the financing of all vessels transporting oil and dedicated to the transport of unconventional gas.

In terms of road transport

Crédit Mutuel Alliance Fédérale focuses its financing on the corporate market in leasing, credit and the financing of rail freight and passenger assets on assets with the lowest carbon emissions. Only light commercial vehicles and industrial vehicles meeting at least the Euro 6 standard are eligible for financing.



Agricultural Policy

The objective of this policy is to support efficient, sustainable and low-carbon agriculture through the implementation of a comprehensive system: subsidies to support the completion of a carbon assessment and to support certification procedures, range of subsidized dedicated loans.

These schemes encourage operators to invest to reduce greenhouse gas emissions, improve the potential for carbon storage in the soil and preserve biodiversity.

In addition, an objective analysis of the action plans carried out by farmers in environmental, social and governance matters, based on the condition-based principles of the Common Agricultural Policy (CAP), strengthens the lending decision-making system of banking transactions for the agricultural market.

This committed approach promotes the agro-ecological transition and allows a constructive dialogue with farmers to better support them in their projects.



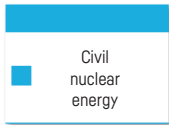
Mining Policy

This policy is applicable to all financial transactions intended for mining companies irrespective of the mining resource and method of extraction employed. This covers the entire sector from ore exploration to shipping.

Crédit Mutuel Alliance Fédérale is committed to no longer intervening in the financing or investments directly affected by or linked to the development, construction or extension of mining or metallurgical facilities if a project involves one of the following characteristics is present: asbestos mining, small-scale mining, critical impact on a protected area or a Ramsar-listed wetland, Unesco World Heritage site.

[1] Intervention refers to any new transaction or renewal of a transaction involving a company on the bank's consolidated balance sheet, or any participation in a market transaction aimed at financing that company.

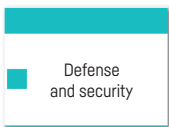
[2] Production is based on the company's annual publications.



Civil nuclear energy policy

This policy governs operations and advice provided to companies in the civilian nuclear sector. Crédit Mutuel Alliance Fédérale ensures that all requests fall within the framework of the laws in force and comply with the standards and/or recommendations issued by independent organizations in the nuclear sector.

An internal decision-making process is defined and follows a reference framework which notably takes into account the host country, the type of financing of the projects in question and the international financing rules.



Defense and Security Policy

This sectoral policy relates to transactions with companies in the defense and security sector. It recognizes the existence of conventions, treaties, agreements and regulations specific to the weapons industry.

Crédit Mutuel Alliance Fédérale refuses to participate in operations involving controversial weapons, and adheres to systematic principles of analysis with regard to non-conventional weapons and the countries concerned by the financing in question.

Other sectoral commitment

In a press release, Crédit Mutuel Alliance Fédérale announced its withdrawal from the tobacco industry for its financing and investment activities. This commitment was ratified by the signing of the Tobacco-Free Finance Pledge. Supported by the United Nations Environment Program, this initiative follows on from the 2003 World Health Organization (WHO) framework agreement on tobacco control. Crédit Mutuel Alliance Fédérale's commitment is based on the internal policies already implemented by ACM and Crédit Mutuel Asset Management, and is in line with the principles of the Tobacco-Free Finance Pledge, which aims to limit the impact of tobacco industry activities on human health and the environment.

3.8.8 Inclusion of ESG criteria in the granting of financing

Since 2022, the group has been rolling out an ESG questionnaire for corporate customers. ESG (Environmental, Social and Governance) criteria are used to assess the extent to which sustainable development and long-term non-financial issues are taken into account in the strategy of economic players.

This analysis, based on ESG criteria, is required when GE/GME customers enter into a relationship or apply for financing. The purpose of this analysis is to:

- determine the maturity of the company in environmental, social and governance matters;
- analyze potential controversies related to human rights, labor rights, the environment, the fight against corruption or deforestation, and assess their risk.

Through an exchange with the company, an ESG questionnaire is completed, at least once a year, by the account manager to obtain the customer's non-financial performance. The completion of the ESG questionnaire, as well as the above-mentioned sector analysis grids, is the responsibility of account managers.

A CSR committee has been set up at the level of each regional bank, BECM and corporate banking. A consultative body, this committee is tasked with issuing opinions on projects that are likely to raise social, environmental or governance issues once the analysis has been carried out. Referral to the CSR Committee is compulsory for cases receiving a grade below a certain threshold, or in the event of serious controversy. It also aims to advance the methods of project analysis within the bank.

For large companies, this analysis is complemented by ESG analysis reports, ESG ratings and Norm-Based Research controversy reports from ISS ESG, the non-financial rating agency.

In this way, Crédit Mutuel Alliance Fédérale entities promote ethical business relationships and complement financial analysis of companies with an analysis of their non-financial performance. Crédit Mutuel Alliance Fédérale's commitment to financing the environmental transition is reflected in the way it promotes the non-financial performance of its customers. This opens up a dialog with customers, to better support them in their sustainable growth projects, in line with Crédit Mutuel Alliance Fédérale's environmental and social strategy.

3.8.9 Biodiversity protection

Biodiversity commitments

Crédit Mutuel Alliance Fédérale considers that, based on the scientific warnings of the IPBES^[1], commitments must be made to ensure the protection of ecosystems and their biological diversity. Crédit Mutuel

Alliance Fédérale has set itself the goal of reducing its contribution to the erosion of biodiversity. Previously taken into account through its measurable objectives against climate change and its numerous sectoral policies, the protection of biodiversity is now a fully-fledged policy of the mutualist group, monitored by the risk department.

[1] Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services.

Crédit Mutuel Alliance Fédérale's biodiversity commitment is organized into five categories:

- assessing biodiversity-related impacts and dependencies;
- reducing the impact of financing and investments on biodiversity;
- mobilizing dedicated financing to promote an environmental transition that links biodiversity and climate change;
- accelerating the transition of customers' farms to a form of agriculture that is more respectful of the environment and biodiversity;
- reducing the impact of biodiversity on the office life scope.

Crédit Mutuel Alliance Fédérale's commitment was approved by act4nature international. Act4nature international is a recognized initiative that establishes a standardized approach to making voluntary commitments related to biodiversity. Crédit Mutuel Alliance Fédérale's commitment was reviewed by various contributors (companies already involved, scientific partners and associations with expertise in biodiversity) who certified its relevance.

Crédit Mutuel Alliance Fédérale's biodiversity commitments are available on the act4nature international website: <https://www.act4nature.com/en/entreprises-engagees-depuis-2020/>.

Contribution of sectoral policies to reducing biodiversity loss

Through its sectoral policies, Crédit Mutuel Alliance Fédérale provides a framework for its activities in areas with the greatest social and environmental impact. Sectoral policies define the scope of intervention in sectors with high environmental impact. These high-risk sectors affect not only the climate, but also ecosystems and their biodiversity. The criteria and principles defined by Crédit Mutuel Alliance Fédérale's sectoral policies for the conduct of its activities thus work to reduce its indirect contribution to the degradation of ecosystems and the erosion of biodiversity.

Crédit Mutuel Alliance Fédérale's agricultural sectoral policy targets one of the sectors with the most significant impact on ecosystems and biodiversity. Through its support measures and aid for environmental certification, Crédit Mutuel Alliance Fédérale's agricultural policy is designed to help farmer customers move towards more sustainable agricultural models.

In a press release, Crédit Mutuel Alliance Fédérale undertook to publish a policy aimed at controlling activities that may contribute, indirectly or directly, to deforestation, particularly in tropical forests. Following this announcement, a working group led by SMR was set up; the policy will be finalized during 2024.

Call for biodiversity projects from the Crédit Mutuel Alliance Fédérale Foundation

In November 2023, the Crédit Mutuel Alliance Fédérale Foundation designated 36 associations as winners of its call for biodiversity projects entitled "preserving nature and living things". Thanks to the societal dividend, a total of €2.5 million will be mobilized to support the projects of these 36 associations. These projects aim to guarantee the preservation of biodiversity in the following six areas:

- restoration of marine, ultra-marine or terrestrial wetland ecosystems (10 projects);
- conservation of wildlife and wildlife habitat (10 projects);
- protection of forest and agroforestry heritage (6 projects);
- supporting farmers in soil conservation (4 projects);
- maintaining biodiversity in urban areas (4 projects);
- preservation of high altitude ecosystems (2 projects).

This call for projects also reflects the commitment made to act4nature international to mobilize dedicated funding to promote an environmental transition that links biodiversity and climate. In retail, Crédit Mutuel Alliance Fédérale had pledged to "devote part of the societal dividend to funding associations working to preserve wetlands and forests, as well as a biodiversity-related research program".

Acquisition of the Dambach forest (Bas-Rhin/ Moselle)

In 2023, Crédit Mutuel Alliance Fédérale created the societal dividend and annually devotes 15% of its earnings (around €500 million, based on 2021 earnings) to building a more sustainable and caring world. The Révolution Environnementale et Solidaire fund is fed by the societal dividend and has no financial return objective, focusing solely on the ecological and social added value that the investments made can generate. In 2023, the Révolution Environnementale et Solidaire fund committed €363 million to support four initial structuring projects with a high environmental impact.

The acquisition of the Dambach forest, located between Bas-Rhin and Moselle, is a commitment by the Révolution Environnementale et Solidaire fund to revitalize one of the largest forests in the Grand Est region. Ongoing climate change is threatening the health of our forests. On a global scale, forests are also threatened by human activities: the overexploitation of natural resources and the artificialization of land are contributing to the degradation or disappearance of forests, thus contributing to the global erosion of biodiversity.

The sustainable management of this forest estate of almost 4,600 hectares, located in the heart of the Vosges du Nord regional natural park, is certified by the independent FSC label.

Voluntary commitments

In addition, in 2021, Crédit Mutuel Asset Management joined Business For Nature and Finance for Biodiversity, and signed the Finance for Biodiversity Pledge to support commitments in favor of biodiversity. La Française Group has also been a signatory to the Finance for Biodiversity Pledge since 2022 and has joined two Finance for Biodiversity Foundation working groups. These commitments to the protection, restoration and sustainable management of natural resources must be translated into a responsible investment strategy in this area, in particular by implementing tools to identify, measure and monitor the biodiversity impact of their investment portfolio and shareholder dialogue.

3.9 CSR OF THE TECHNOLOGY DIVISION

3.9.1 Quantitative data

Indicator code	Indicator description	Unit of expression	2023
ENV04	Water consumption	Cubic meter	35,253
ENV05	Total energy consumption	Kilo Watt Hour	71,871,744
ENV05_01	Steam water in urban networks	Kilo Watt Hour	2,902,612
ENV05_02	Chilled water in urban networks	Kilo Watt Hour	627,333
ENV06	Electrical energy consumption	Kilo Watt Hour	64,131,060
ENV07	Gas energy consumption	Kilo Watt Hour	3,650,187
ENV08	Fuel energy consumption	Liters	547,916
ENV09	Total paper consumption	Metric tons	59
ENV10	Total consumption of paper for internal use	Metric tons	24
ENV11	Total paper consumption for external use	Metric tons	35
ENV13	Consumption of toner cartridges	Whole number	2,418
ENV15	Recycled used paper as output (waste)	Metric tons	372
ENV15L	Total labeled paper purchased	Metric tons	51
ENV15R	Total recycled paper purchased	Metric tons	4
ENV16	Used toner cartridges recycled after use	Whole number	3,650
ENV18	Business travel – air	Kilometers	1,587,095
ENV19	Business travel – train	Kilometers	8,178,266
ENV20	Motor fleet of the entity – number of km all vehicles	Kilometers	24,841,979
ENV23	Business travel – employee vehicle	Kilometers	420,211
ENV24	Business travel – collective transport – bus-cars-metro-tram	Kilometers	236,050
ENV25	Business travel – taxi & car rental	Kilometers	1,015,851
ENV31	Number of videoconferencing equipment	Whole number	351
ENV32	Number of videoconferences	Whole number	570,651
ENV33	Total duration of videoconferences	Centesimal hours	782,926
ENV34	Documents digitized (paper avoided)	Metric tons	15
GOUV01	Total number of members of the Board of Directors of the structure (in the sense of capitalistic company)	Whole number	57
GOUV02	Number of women on the Board of Directors of the structure (in the sense of capitalistic company)	Whole number	21
GOUV09_02	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged < 40 years	Whole number	2
GOUV09_03	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged 40-49 years	Whole number	5
GOUV09_04	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged 50-59 years	Whole number	36
GOUV09_05	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged ≥ 60 years	Whole number	14
SOC01	Total workforce in FTE	Full-Time Equivalent	6,072
SOC01_BIS	PPH workforce on the payroll	Natural Persons	6,126
SOC01_F201	Female managers with open-ended contracts in France	Natural Persons	1,057
SOC01_F202	Female non-managers with open-ended contracts in France	Natural Persons	449
SOC01_F203	Female managers on fixed-term contracts in France	Natural Persons	2
SOC01_F204	Female non-managers with fixed-term contracts in France	Natural Persons	31
SOC01_H211	Male managers with open-ended contracts in France	Natural Persons	3,260
SOC01_H212	Male non-managers with open-ended contracts in France	Natural Persons	1,175
SOC01_H213	Male managers with fixed-term contracts in France	Natural Persons	3
SOC01_H214	Male non-managers with fixed-term contracts in France	Natural Persons	149
SOC02	Total workforce France (Open-ended + Fixed-term contracts) – Natural Persons	Natural Persons	6,126

Indicator code	Indicator description	Unit of expression	2023
SOC04	Total workforce with fixed-term + open-ended contracts – managers	Natural Persons	4,322
SOC05	Total workforce with fixed-term + open-ended contracts – non-managers	Natural Persons	1,804
SOC07	Individual workforce – Women	Natural Persons	1,539
SOC08	Workforce – open-ended contract	Natural Persons	5,941
SOC08_NCadre	Workforce – open-ended contract – non-managers	Whole number	1,624
SOC08BIS	Workforce – open-ended contract – women	Whole number	1,506
SOC09	Workforce – fixed-term contract	Natural Persons	185
SOC12	% open-ended contract employees	Percentage rate	97.0%
SOC13	Total hires	Natural Persons	899
SOC14	Men hired	Natural Persons	673
SOC15	Women hired	Natural Persons	226
SOC16	Hires with open-ended contracts	Natural Persons	651
SOC17	Hires with fixed-term employment contracts	Natural Persons	248
SOC19	Number of employees with open-ended contracts that quit the organization	Natural Persons	375
SOC20	Number of employees with open-ended contracts that quit the organization on dismissals	Natural Persons	32
SOC27	Turnover (resignations + layoffs + end of probationary period + conventional breach of contract)/ (individual workforce)	Percentage rate	4.8%
SOC29	Number of full-time employees with open-ended or fixed-term contracts (including full-time parental leave)	Natural Persons	5,896
SOC30	Number of part-time employees with open-ended or fixed-term contracts and managers with reduced day package	Natural Persons	230
SOC31	% of full-time employees	Percentage rate	96.2%
SOC32	% of part-time employees	Percentage rate	3.8%
SOC38	Total number of days of absence	Working days	57,045
SOC39	Number of days of absence due to illness	Working days	55,303
SOC40	Number of days of absence due to workplace accidents	Working days	1,742
SOC44	Number of declared workplace accidents with medical leave	Whole number	45
SOC46	Payroll invested in training (payroll expense for training in euros)	Euros	8,959,177
SOC47	% of payroll expense invested in training	Percentage rate	3.1%
SOC48	Number of employees who have had at least one training session	Whole number	5,797.00
SOC49	% of trained employees	Percentage rate	94.6%
SOC50	Total number of hours allocated to employee training	Centesimal hours	116,668
SOC52	Number of work-study trainings	Whole number	81
SOC53	Number of work-study trainings with professionalization contract	Whole number	18
SOC54	Number of work-study trainings with apprenticeship contract	Whole number	63
SOC59	Number of women among managerial staff	Whole number	1,059
SOC60	% of women among managerial staff	Percentage rate	24.5%
SOC61	Number of managers promoted in the year to a higher level of function	Natural Persons	194
SOC62	Number of women among managerial promotions	Whole number	51
SOC63	% of women among managerial promotions	Percentage rate	26.3%
SOC68	Number of disabled workers in the total workforce	Whole number	170
SOC71	% of disabled workers in the total workforce	Percentage rate	2.8%
SOC73	Gross payroll excluding employers' contributions (in €)	Euros	285,472,165
SOC74	Average annual compensation of employees with open-ended contracts – all statuses	Euros	291,805
SOC75	Average annual compensation of employees with open-ended contracts – non-managers – all statuses	Euros	191,155
SOC76	Average annual compensation of employees with open-ended contracts – managers – all statuses	Euros	351,578
SOC81	Total amount of bonus (profit-sharing and shareholding) (in € – excluding employer contributions)	Euros	40,738,227
SOC82	Number of employees having received a profit-sharing and shareholding bonus	Whole number	6,090
SOC88	Workforce < 25 years old	Natural Persons	346

Indicator code	Indicator description	Unit of expression	2023
SOC89	Women < 25 years old	Natural Persons	56
SOC90	Workforce 25-29 years old	Natural Persons	642
SOC91	Women 25-29 years old	Natural Persons	149
SOC92	Workforce 30-34 years old	Natural Persons	830
SOC93	Women 30-34 years old	Natural Persons	224
SOC94	Workforce 35-39 years old	Natural Persons	946
SOC95	Women 35-39 years old	Natural Persons	219
SOC96	Workforce 40-44 years old	Natural Persons	887
SOC97	Women 40-44 years old	Natural Persons	224
SOC98	Workforce 45-49 years old	Natural Persons	901
SOC99	of which women 45-49 years old	Natural Persons	255
SOC100	Workforce 50-54 years old	Natural Persons	774
SOC101	Women 50-54 years old	Natural Persons	199
SOC102	Workforce 55-59 years old	Natural Persons	515
SOC103	Women 55-59 years old	Natural Persons	134
SOC104	Workforce 60 years old and older	Natural Persons	285
SOC105	Women 60 years old and older	Natural Persons	79
SOC107	Total gross annual compensation (in €) of employees with open-ended contracts	Euros	280,539,544
SOC108	Total gross annual compensation (in €) of non-managerial employees with open-ended contracts	Euros	54,659,023
SOC109	Total gross annual compensation (in €) of managerial employees with open-ended contracts	Euros	225,880,521

3.9.2 Specific report of the Technology division (Euro-Information, EI)

As every year, this document brings together the actions of the different entities working in the IT business. In 2023, the main subsidiaries of Euro-Information (EI) are:

- Euro-Information Production (EIP), which groups together all the teams in charge of production (datacenter), Systems and Networks (technical architecture and associated infrastructures), Logistics teams in charge of managing the deployment of IT equipment listed in the Euro-Information catalog (servers, workstations, photocopiers, fixed/mobile telephony, video surveillance, ATMs, etc.), Organization and the Central IT purchasing office;
- Euro-Information Développements (EID), which groups together all the development teams responsible for implementing and maintaining the IT solutions offered in the Information System;
- Euro-Information Services (EIS) which installs, maintains and replaces IT equipment (workstations, ATMs, telephone, etc.);
- Euro Protection Surveillance (EPS) which offers remote security services.

These entities, whose legal form may vary, are all controlled by Crédit Mutuel Alliance Fédérale.

CSR regulations

In 2019, changes in regulations led Euro-Information to structure its reporting through an analysis of the main CSR (Corporate Social Responsibility) risks. An ESG (Environment, Social and Governance) risk map was drawn up containing the scenarios to which the group must respond.

The main group scenarios affecting Euro-Information are:

- the absence of dedicated SMR governance;
- the fact that social and environmental issues are not taken into account in the purchasing policy;
- the fact that the increasing greenhouse gas emissions contributing to climate change in the group's business activities are not taken into account;
- the failure of the IT systems security mechanism;
- on the internal operations of group entities:
 - the absence of a waste prevention and management system,
 - the absence of a policy to reduce consumption of resources (water and paper linked to a tertiary activity).

The non-financial performance statement therefore includes concrete actions to address these risks as well as indicators to address these scenarios and enable monitoring.

Actions by scenario

Preventive measures for the "absence of dedicated SMR governance" scenario

For the period 2019-2023, the group defined a strategic plan *ensemble#nouveau monde* (together#today's world) in which SMR was fully expressed. The conditions of the health crisis led Crédit Mutuel Alliance Fédérale to revise this strategic plan with the aim of accelerating its transformation and affirming the relevance of its mutualist model in the face of the crisis. It was renamed *ensemble#nouveau monde, plus vite, plus loin!* (together#today's world, faster, further!) ". Euro-Information is fully in line with this strategic plan and has an additional objective of providing the group with the IT resources necessary to this approach.

In addition to this revised strategic plan, Crédit Mutuel Alliance Fédérale has become the first benefit corporation in the banking sector. The group adopted the *Ensemble, écouter et agir* (Listening and acting together) *raison d'être* to successfully carry out five missions now integrated into the corporate purpose of Caisse Fédérale de Crédit Mutuel and CIC:

- As a cooperative and mutualist organization, we support our customers and members in their best interests;
- As a bank for all, members and customers, employees and elected members, we act for everyone and refuse any discrimination;
- Respectful of everyone's privacy, we place technology and innovation at the service of people;
- As a solidarity-based company, we contribute to regional development;
- As a responsible company, we actively work for a fairer and more sustainable society.

SMR is therefore fully integrated into the group's governance and indicators on human and mutualist development have been defined and will be monitored. The Euro-Information subsidiaries contribute to the shared objective of reducing the carbon footprint by 30% ^[1]. The group strengthened its ambitions in the fight against climate change by setting two new targets: increase financing projects with high climate impact by 30% and reduce the carbon footprint of its corporate, asset management and insurance portfolios by 15%.

Group management is carried out by a risk management team. In this context, a document sharing system was set up in 2020 to coordinate/reuse/optimize everyone's actions within the group. Various actions and working groups take place every year, involving the group SMR team, Euro-Information contacts and, depending on the subject, SMR coordinators from other group companies.

A new strategic plan Togetherness Performance Solidarity was launched for the 2024-2027 period. This strategic plan breaks down into three areas, including the "Environmental and Social Revolution". It will bring together all the group's actions in the field of SMR.

In addition, to manage the actions of the Euro-Information scope:

- a dedicated governance body has been set up to optimize the monitoring of SMR projects linked to knowing our customers;

- a sustainable digital strategy has also been set up, and work is underway to establish indicators and launch specific projects. Decisions are made after validation by Euro-Information management.

Scenario prevention measures "The fact that social and environmental issues are not taken into account in the purchasing policy"

As a reminder, the supplier relationship management process is one of the ISO 9001 V2015 certified quality processes monitored and audited by AFNOR. This process also falls within the scope of the ISO 27001 information security management system certification monitored and audited by AFNOR. The last combined renewal audit took place in November 2023. The process is written, published and shows the different steps of a beginning relationship, contractualization and management of the supplier relationship.

As part of this process, the services provided by suppliers have been classified into categories, the main ones being CIF (Critical and Important Functions)/EOS (Essential Outsourced Services) and Other Sensitive Services. This classification is carried out in compliance with the regulations on the identification of outsourcing services (including the guidelines on outsourcing - EBA/GL/2019/02). For the bidding process and in regular fashion, purchasing teams ask these suppliers to provide documents that can attest to their CSR procedures (or to provide the link to the document on the Internet) in order to know the content. This operation is applied in the purchasing process of equipment or software, but also in the context of buying immaterial computer services from DSC (Digital Services Companies) suppliers.

In addition, a sectoral purchasing policy has been developed for the group. It was implemented in 2017 and makes CSR practices easier to understand when it comes to purchasing. Euro-Information has taken this sectoral purchasing policy into account in its procedures. As part of the purchasing policy, in early September 2018, the group signed a charter with its suppliers, with the most important existing suppliers requested to sign first. Signing the charter is now also part of the policy of beginning a new relationship. Some suppliers refuse to sign the charter, sending us a "similar" internal policy. This charter replaces the collection of documents formalizing their CSR approach, except for suppliers of services (DSC).

Crédit Mutuel Alliance Fédérale has decided to review the sectoral purchasing policy. Euro-Information is associated with this revision. Work began in mid-2022 and continued in 2023.

In addition, a new version of the internal rules issued at the end of 2018 recalls a certain number of elements concerning the Euro-Information policy with regard to relations with suppliers. A delegation of authority was signed by the buyers reminding them of the respect related to obligations in matters of sectoral purchasing policy.

A "Suppliers follow-up" Committee ensures:

- the implementation and updating of procedures for entering into relations with suppliers;
- the monitoring thereof;

[1] Scope France, concerns emissions related to energy consumption, refrigerant gas leaks, business travel and the motor fleet.

- the recovery of ratings (contract quality and quality of services) for essential and sensitive suppliers;
- recovery of financial ratings for essential and sensitive suppliers;
- the retrieval or updating of CSR reports for these same suppliers, even though this functioning was abandoned in 2020 due to the signature of the charter by the suppliers;
- the application of consistent practices within other Euro-Information subsidiaries, namely Euro-Information Services (EIS), Euro Protection Surveillance (EPS), Euro-Traitement Valeurs Services (ETVS), Euro-Personnalisation Chèques Cartes et Composants (EP3C), Euro Télé Services (ETS) and Euro-Information Direct Services (EIDS), when they have specific purchases to make.

The legal, purchasing, risks, security, periodic control and permanent control teams are represented on the Suppliers Monitoring Committee, with a person from the Euro-Information internal audit department as a regular guest. Euro-Information's management is regularly informed of the suppliers follow-up Committee.

In 2023, the main changes were as follows:

- a specific temporary adaptation by Euro-Information of the service qualification appendix (appendix 5 in the process) to better identify a certain number of characteristics in the event of the use of "cloud" type solutions, with a view to filling in the information required for the ECB Outsourcing Register;
- The addition of a "SRB" tab in the same appendix 5 to better identify SRB level (Single Resolution Board) critical services.

Financial and quality ratings are carried out regularly, with the frequency depending on the nature of the service.

For critical and sensitive suppliers, an internal quality control system ensures, by means of a quality rating, that the work has been carried out in accordance with the contractual commitments and that the ratings granted contribute to the overall quality of the IS.

In addition, the review of new versions of equipment (workstations, printers, scanners, copiers) includes a CSR approach to energy consumption since 2013. The deployment of increasingly energy-efficient equipment continues. The constant renewal of the fleet (see section of equipment life-cycle) therefore contributes to reducing energy consumption.

A working group on the hardware lifecycle was launched at the end of 2021 as part of the digital sobriety strategy (see dedicated chapter). The conclusions of this group will impact the purchasing process if necessary. In addition, in 2021, Crédit Mutuel Alliance Fédérale decided, through its subsidiary Euro-Information, to donate just over 500 laptops to various associations and universities (Les Restos du Cœur, Emmaüs, etc.) in order to take action, alongside these associations, to support people in difficulty. This donation policy continued in 2022 and 2023. 1,600 laptops were donated in 2023, along with 300 smartphones and EPS protects more than 300 Restos du Cœur sites. These operations will continue in the coming years.

Prevention measures for the "Not taking into account the increase in greenhouse gas emissions contributing to climate change in the group's business activities" scenario

Several tools have been put in place to deal with this scenario.

CSR tools for reporting and group carbon assessment monitoring tool

Each year, the CSR reporting tool, as well as the scope presentation tool, are updated, in particular to adjust the reporting scope. These tools were once again the basis for the group's NFPS indicators related to SMR.

As they do every year, Euro-Information's teams took part in calculating the group's 2022 carbon footprint, particularly with regard to fixed assets (user equipment and datacenters) and home-work travel.

Following a working group on the direct footprint conducted as part of the preparation of the new strategic plan, a project to automate the calculation was launched at the end of 2023. In order to make the overall calculation of the carbon footprint more reliable and to complete the approach with a reporting tool, this project should respond to the following expectations:

- provide a simple breakdown of the group's carbon footprint by entity and by item, to enable entities to act on the various items and see the concrete results of their decarbonization strategy;
- for certain footprint components, move from a statistical/factual calculation mode to a real mode;
- replace CO2 coefficients derived from external data sources (e.g. ADEME) with actual CO2 coefficients provided by suppliers, where available;
- make the link with the energy footprint calculation carried out for ISO 50001;
- measure the carbon footprint in tCO2/FTE to neutralize changes in scope;
- extend the scope to all countries where Crédit Mutuel Alliance Fédérale is present (currently limited to France).

Managing the impacts of sectoral policies and ESG regulations in the banking business

Non-financial data collection

The roll-out of the Référentiel des Biens Immobiliers (RBI - Real Estate Repository) began in November 2023. This repository makes it possible to centralize all information relating to customers' real estate property, in particular the energy performance diagnosis (DPE), and also to better assess the exposure of outstanding loans to physical risk.

The traceability of "sustainable" financing granted to customers is improved thanks to the implementation of identification criteria in the Information System. This work will continue in 2024.

Details of the ESG rating application

The NOTESG application was rolled out in June 2022. It makes it possible to view, for the group's corporate customers, the E-S-G (Environmental, Social and Governance) ratings and controversy ratings assigned by the non-financial rating agency ISS-OEKOM. In 2024, this application will be upgraded to include an internal ESG rating for counterparties. Initially, this rating will be requested for large companies.

Digital sobriety strategy

At the end of 2019, CIGREF decided to set up a working group called *GT Sobriété Numérique* (Digital Sobriety WG). It considered that awareness of digital energy and environmental issues was only just starting to become apparent, even though it was increasing and the growing impact of digital services on greenhouse gas emissions was becoming alarming.

Euro-Information took part in the creation of this working group and participates in the discussions. Euro-Information was already doing a lot in terms of digital sobriety, without communicating much on the subject, for example:

- promoting the reuse (second life) of equipment (EIS/Circuit Broker);
- where a second life is not possible, ensuring an appropriate recycling or destruction process;
- optimizing the architecture and layout of datacenter rooms;
- virtualizing servers and storage units;
- defining archiving and data cleaning rules in line with the GDPR.

In 2022, the *GT Sobriété Numérique* became the *Cercle sobriété numérique* (Digital Sobriety Circle) and Euro-Information continues to be involved in the latter.

At the same time, Euro-Information decided in 2021 to implement a responsible digital strategy. It was decided to promote this approach to the entire company through the following priorities:

- responsible purchasing and life cycle: hardware is a major item in the carbon footprint;
- digital services: the use of IT resources has a major impact given the number of employees in the group;
- infrastructure: an issue already identified and which must be pursued using the same strategy;
- projects: all new projects must have a digital sobriety dimension.

For each of these topics, working groups began in the fourth quarter of 2021. Initial actions and indicators have been put in place. This work is part of a continuous improvement process. The aim is to achieve rapid, measurable environmental gains in the short term. In the long term, the aim is to anchor the digital sobriety strategy within Euro-Information in order to achieve the environmental objectives of the coming years.

A Euro-Information internal audit was carried out on the digital sobriety strategy and its implementation. It confirmed the approach taken by Euro-Information.

Since 2023, SMR has been one of the training themes in the Euro-Information catalog, and employees can follow various training courses that present the issue (Climate Fresk/Digital Fresk) or the internal approach (SMR for Euro-Information, for example).

Responsible purchasing and life cycle

WG Responsible purchasing and life cycle

In 2022, the responsible purchasing and life cycle working group implemented several elements, such as:

- making a reliable indicator that periodically produces statistics on the average replacement age of equipment. It is posted on the intranet and published at the beginning of each year;
- introducing a short-term rental service, available in the catalog since the end of January 2023, with specific invoicing terms and conditions. This makes it possible to manage the reuse of equipment, thereby increasing the overall useful life of the equipment.

Other representative indicators are planned (e.g. the monitoring of repaired or reconditioned equipment, the monitoring of waste electrical and electronic equipment WEEE).

Several rapid action levers have been identified, such as integrating the environmental criteria of ADEME's digital charter into Euro-Information calls for tender, or limiting surplus equipment by eliminating local stocks. Studies began to define the modalities.

Actions concerning the hardware circuit and the impact on WEEE will be described in the responses to the following scenario.

Rationalization of tablets and face-to-face signing

An initial project to rationalize the fleet of electronic signature tablets has now been completed, leading to a 20% reduction in the number of tablets. As a result, almost 5,000 tablets have not been renewed across the Crédit Mutuel and CIC bank networks.

This project has optimized the use of peripherals associated with the workstation, and reduced logistics costs for the entities concerned.

As part of the 2024/2025 tablet replacement plan, the Banks and Federations have been asked to carry out a further rationalization of the tablet fleet. A survey of needs is currently underway, with a view to starting the replacement plan in the 2nd quarter of 2024.

At the same time, two new functions have been deployed to make it easier for advisors to use electronic signatures on a daily basis:

- temporary pairing of a tablet, enabling an employee to assign any tablet available at the branch;
- face-to-face signature through which the employee's PC replaces the physical tablet at the time of the customer's electronic signature.

On the second point, twenty entities are fully deployed, with three entities in pilot phase. The solution should be fully deployed in 2024.

Digital Services

Digital Services WG

The objective of the Digital Services WG is twofold:

- raise awareness among users of the Information System of the challenges of digital sobriety and the environmental impact of their use of IT;
- provide users with information to improve their use of digital technology while reducing their environmental impact.

Several studies are underway on a number of topics, such as:

- user awareness and empowerment;
- the electricity consumption of the equipment installed;
- users' personal office data and messaging;
- printing.

A number of projects are currently underway on subjects other than user support:

- pilots on the new personal data backup tool are progressing;
- continued reduction of the number of printers in head office and branches;
- management of authorizations for Outlook PST files will go live in Q1 2024;
- the tool for automating the transfer of mobility between branches and head office will go into production in Q1 2024.

Clean Your Desk

Since 2020, as part of Sustainable Development Week and in connection with Digital CleanUp Day operations, Crédit Mutuel Alliance Fédérale has been carrying out digital clean-up operations, through the Eco Clean Up Week action renamed Clean Your Desk in order to involve employees in the goal of reducing the digital footprint.

The aim of these operations is to raise awareness and teach employees the importance of limiting the resources consumed at their workstations. The operation consists of deleting and accounting for the size of all files deemed to be of no use, focusing on deleting duplicates of large files. The action also concerns the cleaning of personal messaging systems.

The last operation in March 2023 resulted in the following gains:

- 4,086,121 files at workstation level;
- 7,948,512 emails deleted;
- 1,798,847 files in shared folders deleted;
- 3,759,376 files from U drives deleted.

Together, these files represent 16,595 Go.

As for the physical Clean Your Desk program, a pilot project was carried out this year with Crédit Mutuel Midi Atlantique to recover equipment no longer in use (IT equipment and accessories such as cables or keyboards/mice no longer in use). The results of the pilot show that this equipment must be recovered at the same time as EIS deploys the hardware components, in order to avoid costs for the sites. The study is underway and should be gradually integrated into existing processes.

Infrastructure

Infrastructure WG

The Infrastructure WG is working on several topics.

An enhanced obsolescence monitoring system was set up in 2022, using indicators stored in Euro-Information's decision-making system, to identify/group obsolete infrastructures. This made it possible to

dismantle 42 blade chassis and 360 older server chassis. In addition, as part of the drive to overcome storage bay obsolescence, energy-hungry disk bays using mechanical disks have been replaced. Replacing them with flash disk arrays represents a power reduction of 85kW. At full load, this represents a saving of 744,600 kWh per year.

Euro-Information has also contracted a global offer for the treatment of end-of-life datacenter equipment.

This includes:

- a service for the destruction and sustainable recycling of equipment that complies with WEEE standards (residual of 0.03% in waste disposal centers);
- the possibility of revalorizing certain equipment that is still viable;
- the production of a report on Euro-Information's contribution to the circular economy.

Euro-Information intends to take full advantage of this contract as part of the transfer of its datacenters to Dijon, with the dismantling of the Strasbourg site.

In line with the work of the Purchasing and Life Cycle WG, it is also planned to integrate various CSR criteria into the referencing of suppliers, such as their CSR policy, their annual report, and their maturity with regard to environmental aspects according to the ECMA370 standard, in addition to the environmental criteria already in force in the calls for tender.

Storage sizing will be addressed by looking at opportunities in several areas: duplicating data, reducing certain logs and moving cold data - which is rarely accessed - to more virtuous storage units.

The WG has initiated in-depth work to obtain highly granular indicators at infrastructure level, in addition to datacenter data, so as to be able to render energy costs at application or transaction level.

Evolution of datacenters using the best green practices on the market

The development of the group requires constant IT developments and therefore a processing and storage capacity that is constantly evolving. The extension of Euro-Information's Lille site, with the construction of new machine rooms, was handed over at the start of the September 2021 academic year. The main installations for this part of the datacenter, notably the containment and free-chilling systems, are now complete. Energy optimization work was carried out in parallel for the historic rooms.

Euro-Information has launched the construction of a datacenter in the Dijon region (with two sites at St Apollinaire and Fauverney, which will replace the Strasbourg site within two years of their commissioning). Work is underway, and the buildings will be handed over in 2024.

These datacenters will comply with numerous standards/labels and regulations aimed at reducing environmental impact in terms of both energy and biodiversity preservation, as well as safety certifications. The main targets are compliance with the European Code of Conduct for datacenters, HQE sustainable building certification (excellent level) for the administrative part of the building, the biodiversity label (excellent level) and the integration of waste heat recovery.

All these projects will employ free chilling (adapting the cooling method to the outside temperature) and containment techniques (eliminating hot spots by separating bays and creating cold aisles). For the Lille site, this represents savings of 3,800,000 kWh for a load of 1,000 W/m².

The implementation of these changes should make it possible to achieve a PUE (Power Usage Effectiveness) of less than 1.5 for these new datacenters in northern France; where possible, these methods will be applied to other existing datacenters.

The Go2Dijon project to transfer the Strasbourg datacenter to these new premises is underway. The switchover will take place over a period of two years after handover.

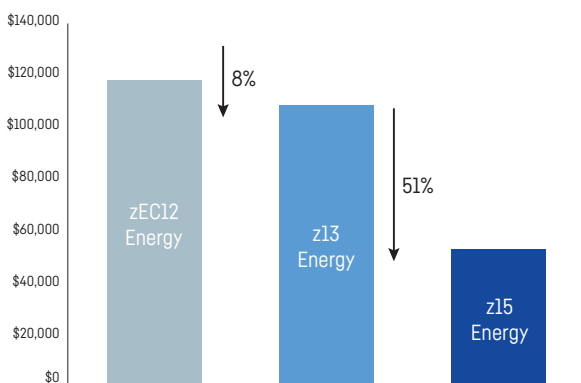
Installation of IBM's new Z technologies

Since 2021, Euro-Information has deployed IBM machines using Z15 technology at the Strasbourg and Lille sites. These machines deliver safety, resilience and agility. IBM also communicates on the energy consumption control of its Z range (a subject integrated into its strategic objectives). Each new generation must have better energy efficiency than the previous one. Tests by certain bodies show savings of 14% between Z14 and Z15 (savings are 51% between Z13 and Z15).

IBM announced in late 2021 a new line of machines, the Z16. Euro-Information was one of the first ten customers worldwide to have deployed this machine. Five machines are in service and four others will be replaced by Z16s by the end of Q2 2024:

In addition to the many security, resiliency and agility enhancements of the Z15, the Z16 will provide:

- 7 nm etched processors, bringing 17.6% power gains over 14 nm for the same or even lower power consumption;
- the integration of AI accelerators directly into the processors, allowing specific accelerators to be offloaded or even eliminated, and to integrate processing capabilities for the banking and financial world as close to the Z as possible. For example, the fight against fraud.



Projects

Projects WG

The Projects WG has begun to identify indicators providing information on the carbon footprint associated with Euro-Information projects. Among the work in progress, the following are being studied:

- The relevance of strengthening technical performance analyses (metrology, technical debt) through an eco-index;
- The ability to aggregate all performance measures for an application.

Following the experiment launched in 2022 on the www.e-i.com site to make an "eco" mode available, Euro-Information is continuing its work on Digital. Eco-design applied to a high-performance website makes it lighter, optimizes its performance and reduces its carbon footprint. It is a complementary approach to work on pure performance. At the design stage, it is necessary to determine what is essential to render to a user, in addition to lightening resources/assets (images, videos, etc.).

In preparation for the future, Euro-Information is carrying out an exploratory phase of market tools to determine how it would be possible to industrialize the calculation of a digital environmental balance sheet, and how to provide relevant monitoring.

As part of the EI Epithète certification process (see specific chapter), the WG will be taking part in work to set up indicators and optimize resources, with the aim of using the methods and results to build the equivalent at the level of the global information system. Metrics monitoring is currently being set up with the EID invoicing team.

Meetings will be held with portfolio and project management process managers to present work on the introduction of environmental criteria into upstream project documents. In particular, the demands of business line customers resulting in a significant increase in energy consumption need to be identified so that this impact can be taken into account when deciding to launch the project.

Energy sobriety

Since the beginning of the SMR approach, the group has taken into account the energy efficiency dimension in its actions in order to limit its impact and coordinates this through an ISO 50001 certification. The energy crisis of 2022 and the start of the implementation of the tertiary decree made it necessary to add other priority actions.

Energy optimization in the real estate and motor fleet approach

Euro-Information is a key player in the group's energy-saving approach, and is part of the scope of ISO 50001 certification. The group obtained this certification at the end of 2020, and it was renewed in October 2023 under the guidance of Centre de Conseil et de Service (CCS).

This project, launched in 2019, targets banks and branches, head offices and datacenters. Euro-Information is therefore concerned by the last two scopes.

The scope of Crédit Mutuel Alliance Fédérale's EMS (Energy Management System) covers all of the real estate portfolio, *i.e.* 1.85 million square meters spread over more than 3,800 buildings with more than 5,000 meters, as well as the entire motor fleet of nearly 3,300 vehicles. At Euro-Information level, this certification targets datacenters, buildings occupied by Euro-Information staff and subsidiaries as well as the motor fleet (company and service vehicles) and all IT equipment.

This certification will serve as a basis for the implementation of the tertiary decree targeting a gradual reduction in energy consumption of buildings by 2050.

For example, thanks to this system, the 1-degree rise in temperature at Osny will have resulted in an estimated saving of 196,000 kWh per year. Similarly, it will have made it possible to formalize the temperature instructions which apply for the technical premises of the group's local banks and agencies.

The latest ISO 50001 renewal audit, which took place in mid-October 2023, was conclusive, with no compliance issues or sensitive points. Good progress in the maturity of the system over the three-year cycle was reported.

For data centers a very strong improvement in the counting, calculation and analysis of indicators, a better involvement of maintainers and the implementation of the digital sobriety approach have been reported.

Two IT indicators, in addition to Power Usage Effectiveness (PUE), were set up in early 2022 to measure the energy efficiency of the Lille and Osny datacenters.

- In Lille, a ratio is established between the number of transactions per IBM Z machine and the site's energy consumption;
- In Osny, the ratio is established between the datacenter's storage capacity and its energy consumption.

In both cases, the indicators show an improvement in the energy efficiency of transactions and storage. For example, the monthly IT energy consumption of the Lille site in January 2019 was 564,000 kWh for 3.7 billion transactions. In December 2022, the site's consumption was 650,000 kWh for 5.6 billion transactions. Energy efficiency improved by 23%, thanks to the installation of new machines and the optimization of existing ones.

The ENERGY tool has been available to CCS users since September 2023. This service is an operational management tool for decision-making, which is used to monitor, investigate, trace and simulate in order to improve the energy performance of buildings. A version for local bank and branch entities will be rolled out in the second quarter of 2024.

Building energy sobriety plan

As part of the group's energy sobriety plan, Euro-Information has followed the recommendations put in place since 2022:

- reduction of unnecessary lighting (parking lot lighting timers for example);
- revised setpoints with a minimum of 19° and a maximum of 26° for buildings. These values control heating and air-conditioning operation;
- removal of electric lights for Christmas decorations.

Hardware shutdown

For several years Euro-Information has been deploying a solution for automatically shutting down computers at night in local banks and branches. A new version was rolled out in 2018 to be more precise in the shutdown schedule. Indeed, the tool is connected with the local bank/branch office repository which contains the actual attendance times. This tool works every day and more than 45,000 computers are involved. At the same time, a head office version was set up for almost the entire scope at the end of 2019, making it possible to target nearly 45,000 workstations. This version has been accompanied by the construction of a report for better understanding the impact of this shutdown and for measuring developments in consumption according to the actions carried out. The measures show that the maximum saving possible is about 60% of the time for the local bank/branch office workstations and about 45% for the head office workstations. The actual gain ranges between 30% and 40%. 2022 saw the extension of this system to all press workstations.

The estimated gain for the group (head offices and local banks/branches) from extinction over the 2023 period is €865,077 of electricity, corresponding to around 393 metric tons of CO2 not produced.

New changes are also being considered, in particular the forced standby of workstations to which users have remained connected (locked workstations). Standby mode is currently being measured, and discussions are underway regarding its energy consumption.

The introduction of remote working has led to a new paradigm on several parameters:

- electricity consumption during the remote working period is borne by the group, but the non-consumption is accounted for by consumption at employees' homes. Actual consumption on the group's sites is therefore zero on these days;
- remote automatic shut-down and restart is more complex to perform and monitor;
- the consumption-focused approach is very different because employees who do not have a permanent place at home tend to start/stop their workstations manually, which is beneficial but, as indicated previously, more difficult to monitor.

The precise impact of these parameters can only be measured by comparing them with the HR data that trace the periods of remote working, as technical monitoring does not allow this to be done.

In the same dynamic of reducing energy consumption, 80 automats (bank machines, kiosks and other coin roll dispensers) in the Verlinghem test rooms are now switched off electronically by default. They can be reserved by developers according to their needs, who must turn them on and off according to their needs. The operation dates back to October 2022, as the PAULA project started in 2023 (see specific chapter), so the use of this test room is no longer comparable with past years. The expected target will be monitored in future years.

Change in the motor scope

A tool equivalent to the ENERGY solution for real estate is currently being deployed to optimize the energy performance of the group's vehicle fleet, by generating and making available consumption indicators by motor fleet (by group entity) and consolidating all fleets.

The indicators monitored are, among others, the following:

- breakdown of motors by energy source (gasoline, diesel, electric, non-rechargeable hybrid, rechargeable hybrid);

- change in kilometers traveled;
- evolution of the average CO2 rate over the years and breakdown by energy;
- group reference rate of the LOM law (French law on mobility).

They can be accessed *via* the "ENERGY" portal.

At the same time, as for all group companies, Euro-Information's motor fleet is moving towards electric or hybrid vehicles, and electric recharging stations are being deployed at sites. These terminals are accessible to both the fleet and employees' vehicles.

It should be noted, however, that this trend is less rapid for the utility vehicles used by EIS and EPS technicians, due to the less advanced offer from manufacturers for this type of vehicle.

Eco Driving

Since 2012, EIS has implemented a specific mechanism to promote eco-driving. This process continued in 2023 and the following actions are to be reported:

- eco-driving training: ten sessions in 2023 with 26 participants;
- "eco-driving" reminders on stopping and parking, speeding and penalties;
- monitoring of fuel consumption (6.7 liters in 2012 at launch): 6.20 liters/100 kms on average in 2021, 6.19 liters/100 kms on average in 2022, 6.21 liters/100 kms on average in 2023.

This training course was included in the 2023-2024 training catalog for the group's various entities, and is aimed at employees who regularly use a company vehicle or their own vehicle in the course of their duties.

Setting up videoconferencing facilities to avoid travel

Videoconferencing has become a widespread means of communication in recent years. It meets a wide range of needs, from in-house meetings and remote training courses to customer meetings. For several years now, banking networks have been offering customers the chance to meet their advisor by video appointment (almost 200,000 appointments per year). To enhance the protection of exchanges, Euro-Information has implemented an in-house solution enabling customers to be hosted directly on secure infrastructures.

This solution addresses the following challenges:

- propose an additional channel for communication with customers;
- adapt to new communication habits, with the image of a modern bank 2.0;
- maintain contact with customers who are less available, relocated, have reduced mobility, etc.;
- assist customers in their procedures on the online banking sites;
- facilitate three-way meetings: customer-advisor-industry expert (real estate, flows, assets, etc.) remotely, to increase availability and reduce travel (agility, costs, risks);
- reduce the carbon impact by reducing physical travel.

From their workstations, all employees benefit from a Softphone solution (telephone integrated into their computer) and the software required for videoconferencing. In addition to equipping employees' computers,

Euro-Information has deployed numerous videoconference rooms to facilitate weekly staff meetings, training sessions and customer meetings.

For important meetings such as Crédit Mutuel shareholders' meetings or staff meetings, a streaming solution implemented by Euro-Information enables real-time video broadcasting for a large gathering of connected people.

For greater flexibility, some training courses are now held by videoconference, using applications that facilitate interaction between participants.

In this way, the communication tools made available are part of the daily life of all group users, thanks to their essential functions.

Prevention measures for the "Internal operation of the group's entities: the absence of a waste prevention and management system" scenario

Numerous measures are being implemented to address this scenario, and are anchored in the group's Digital Responsibility strategy.

Equipment circuit

On behalf of Euro-Information, Euro-Information Services (EIS) provides installation and maintenance services for IT equipment and associated logistics services. EIS is therefore a major technical player in the repair, reconditioning and recycling of equipment, and ensures that the products entrusted to it for destruction follow an appropriate recycling channel for WEEE (Waste Electrical and Electronic Equipment). In 2023, more than 18,670 man-days were dedicated to replacing end-of-life products (printers, workstations, laptops, inverters, PLCs, electronic payment terminals, etc.). Nearly 161,390 defective products were processed by the repair shop, 65,881 uninstalled products were reconditioned and 70,207 were directed to a broker.

EIS pursued regular technical discussions with the group's user support structures to ensure accurate diagnoses (by setting up a Diagnostic Assistance Tool called "DAT"), avoiding unnecessary travel. In addition, in order to optimize the travel of its technicians, EIS continues to monitor an initial resolution indicator (RPC in French), the objective of which is to troubleshoot from the first intervention. This approach saved more than 18,000 trips compared to 2011. In addition, the decrease in the percentage of recurrence in the area of ATMs saved 3,500 interventions/year compared with 2010.

The activity of reconditioning and trading used IT equipment (brokering) continues to evolve, and thus makes it possible to avoid the destruction of equipment as far as possible.

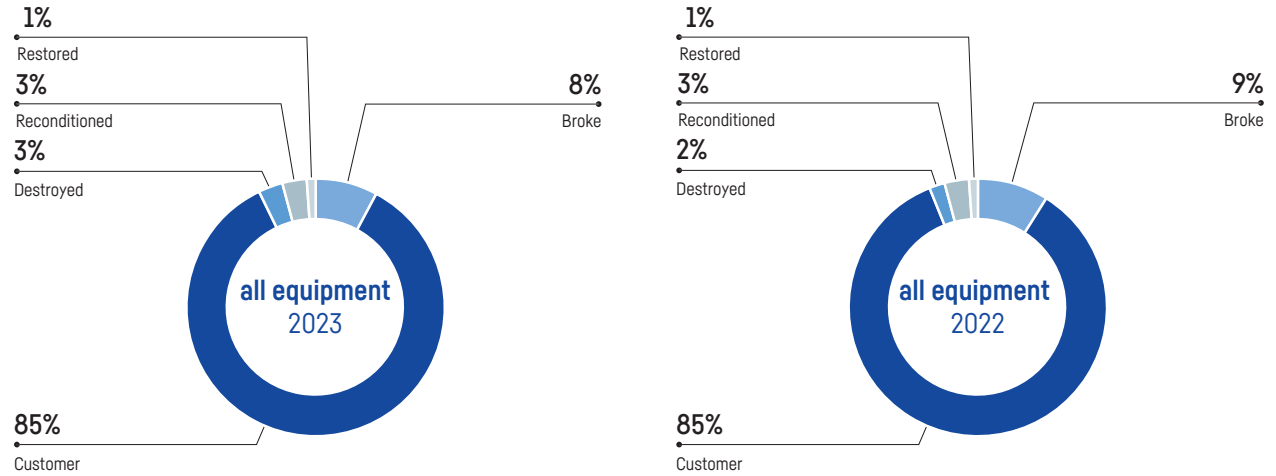
As a reminder, to monitor this activity and its evolution, statistics were set up back in 2015. Thus, an un-installed device is either:

- restored (initial state);
- reconditioned (and put back into stock to be returned to the customer circuit);
- brokered (resold);
- destroyed (if beyond repair or resale).

This analysis can be done by product family and by customer entity since January 2014. Since the 2019 declaration, Euro-Information can compare the situation at the end of five years for each purchase generation, and if necessary, analyze changes after 2, 3 or 4 years. Customer entities may also perform their own analysis.

This vision is partial and based on the stages of the physical circuit.

Here are the findings:

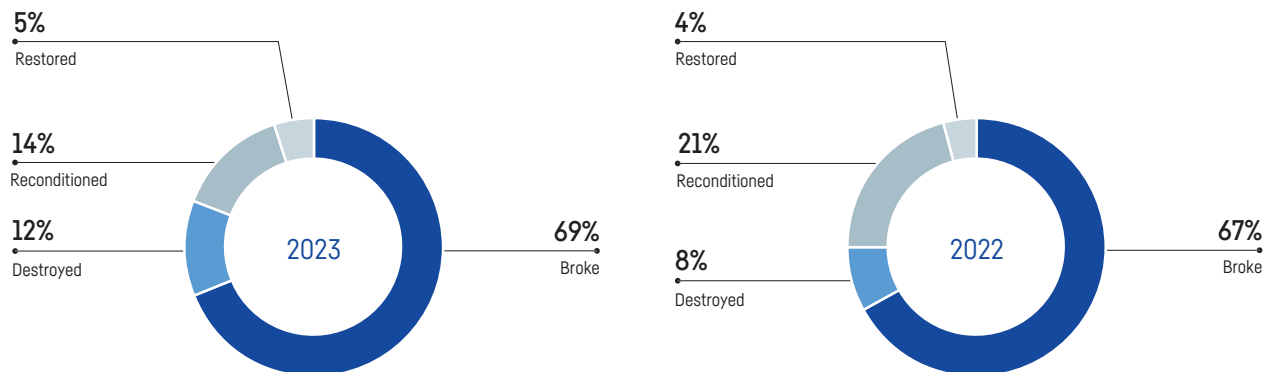


The volume of equipment destroyed is increasing, while that sent to brokers is decreasing. In terms of overall material volume, the destruction and brokerage rates remain under control, falling from 2% to 3% for destruction, and from 9% to 8% for brokerage.

This trend is associated with a steady increase in the managed fleet, with 929,879 references in 2022 and 943,560 in 2023, with a slight decrease in customer renewals in 2023 (138,328 in 2023 vs. 141,299 in 2022).

The largest equipment families (monitors, workstations and laptops, printers) now account for 60% of movements over the year. The general trend is the same for these major components, but the replacement of individual printers by MFPs has led to a greater trend in this family this year, with a higher percentage of restored than for laptops and monitors.

Family of screens, workstations and laptops, printers



Since 2018, the depth of historical data allows us to understand the future of a fleet in five years and therefore to compare two generations.

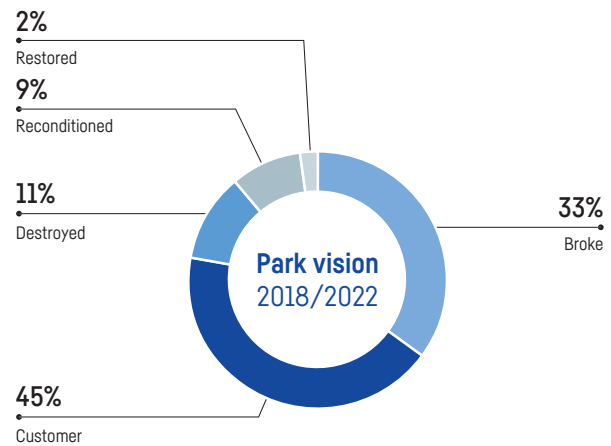
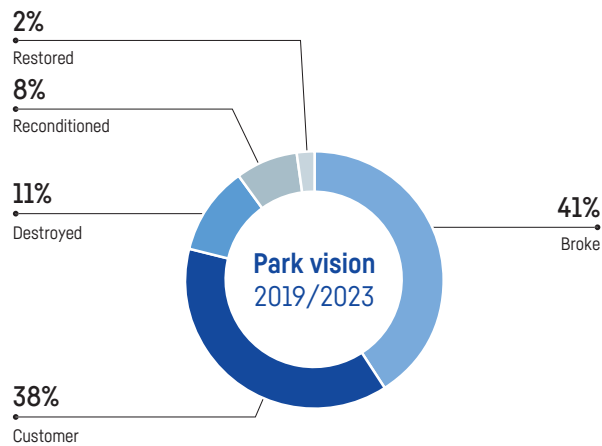
Out of an installed base of 715,796 references in 2019, the situation in 2023 was the following:

- 38% were renewed at the customer site;
- 41% sold to brokers;

- 8% were reconditioned;
- 11% were destroyed;
- 2% were restored.

Compared with the previous history (2018-2022), the proportion of "destroyed" and "restored" states remains stable (11% and 2%).

All equipment



Volume still with customers after five years is down to 38%, while the resale rate *via* brokers is up to 41%.

These trends are the result of Euro-Information's major hardware development projects, such as:

- introduction of Softphony, replacing IP telephones;
- replacing individual printers with secure shared MFPs.

The standardization of workstations to enable the implementation of Flex-office will also impact the lifespan of user equipment (deployment of universal docks accepting different workstations, reduction of fixed workstations replaced by laptops, etc.).

On the other hand, a uniform 2% of products are in restored state, corresponding to equipment in the process of being assigned to its new category.

In 2020, an additional recycling channel for keyboards and mouse devices was set up. The local banks, branches and head offices can now return these items to EIS for destruction. This system relies on the group's existing shuttles and will facilitate the recovery of used equipment. For these accessories, in 2021, this process made it easier to control the end-of-life process for WEEE.

The destruction of WEEE is carried out in accordance with the regulations, with the help of an approved partner who recycles and revalorizes the products. Quantity tracking makes it possible to see the real evolution of volumes, which remain in line with business volumes. In 2020, the volume was much lower [183 metric tons] because the overall breakdown and repair activity had significantly slowed down due to the health crisis. The increase in waste volume in 2023 is due to EIS taking over the recycling of worthless de-installed equipment, to improve traceability, which had previously been entrusted to the broker.

	Qty 2018	Qty 2019	Qty 2020	Qty 2021	Qty 2022	Qty 2023
TOTAL WEEE (in kg)	251,125	244,683	183,107	208,050	188,929	314,232

Reduction and processing of non-electronic waste

Euro-Information complies with the regulations on the disappearance of plastic in accordance with group directives and regularly improves its treatment of waste:

- recyclable cups in the vending machines;
- napkins made of recycled paper;
- provision of mugs and/or glass bottles;
- centralized waste sorting terminals with recycling circuit;
- compliance with regulations on bio-waste.

Specific waste from the bankcard manufacturing process

In 2023, Euro-P3C deployed 85.5% PVC and 100% recycled cards in the Crédit Mutuel, CIC and TARGOBANK in Germany networks, as well as PET plastic cards recovered from the oceans for the Crédit Mutuel and CIC networks. The carbon footprint of one kilogram of PVC is estimated at 4.1 kg of CO2 equivalent compared to 2.1 kg of CO2 for recycled PVC. At the same time, a collection circuit for cards swallowed by ATMs has been in place since 2021 to recover the PVC from these cards once they have been destroyed.

The lithium battery from DCVV cards is recovered and recycled through the hazardous waste chain.

In addition, Euro-P3C continues to recommend the use of recycled paper for card inserts, has extended its Forest Stewardship Council (FSC) certifications to most of its range of checkbooks and check and cash remittances, and has launched a series of actions to reduce paper waste in check production.

Prevention measure for the "Breakdown in IT security" scenario

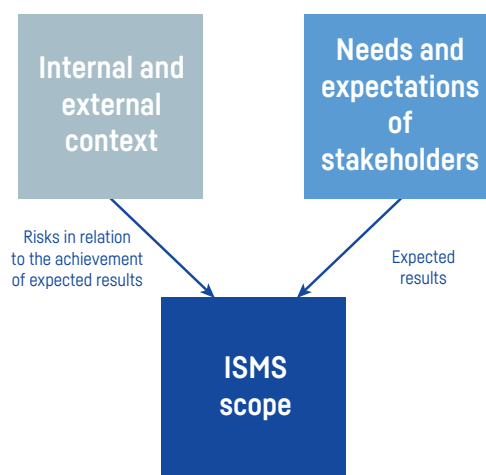
Several actions help to address this scenario, both in terms of security in the broad sense and the availability or security of data.

Security of the IS

Considering the processing of sensitive banking data and the numerous offers of services proposed by Euro-Information, very special attention is paid to all aspects of the IT system, which evolves each year to adapt to new risks and strengthen defenses. All means are implemented to secure the community system. Thus, based on the ISO 27001:2017 standard, an Information Security Management System (ISMS) is deployed on all production sites described above. This ISO 27001:2017 standard constitutes a recognized certification reference system. It provides

framework for implementing, maintaining and improving an Information Security Management System over time. The ISMS takes into account:

- the external context;
- the internal context;
- needs and expectations of stakeholders.



The ISMS challenges are:

- to bring tangible improvements to the security of the Information System by:
 - putting in place an operational governance of security,
 - adopting a risk approach to manage security,
 - defining security rules,
 - ensuring the application of these rules;
- to continuously improve the security of the Information System by:
 - measuring the security levels achieved,
 - performing a security watch,
 - taking into account new threats and developments in the IS,
 - reducing the impact and frequency of security incidents.

This ISMS enables to:

- increase trust among stakeholders (supervisory authorities, banks, federations, partners, suppliers, personnel of Euro-Information);
- have a competitive advantage when responding to the bidding process;
- systematically treat IT security risks in the areas concerned;
- control security by means of indicators and not by measuring effort (cost, time, number of people, etc.).

In accordance with the commitments made as part of the 2014 medium-term plan, Euro-Information successfully passed the ISO/IEC 27001:2013 certification audit in 2017. This certification was confirmed during the 2018 and 2019 surveillance audits and renewed in 2020 as part of a first combined ISO 9001 (quality management system) – ISO 27001 (information security management system) audit. This certification (No. 2017/77568.10) thus validates the Information Security Management System implemented on the IT production centers.

2020 was the beginning of a new three-year cycle which confirmed the ISMS-QMS synergy. The combination of these two management systems, by integrating security measures into the mapping of business processes, enables to ensure that they are included at the early stages of products and services supply. This methodology will make it possible to extend the ISMS to development activities, by adapting the processes, the assessment and treatment of risks, the control plan, training and awareness-raising actions in line with the new requirements. The renewal is based on the revised version of the standard, version 27001:2017.

Since 2023, part of our development teams have been included in the scope of ISO 27001 certification.

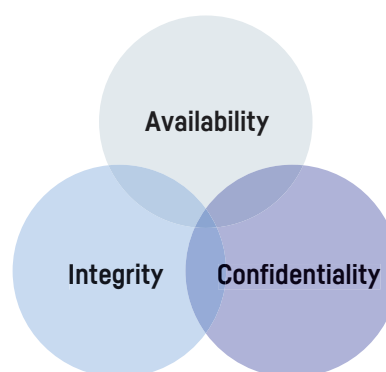
Certification was therefore obtained in October 2023 for this new scope. In addition, a new ISO 27001 certificate was obtained in 2023, specifically for digital invoice digitization services (e-invoicing).

The validity of this certificate can be checked using the following QR code:



The basic principles remain the following:

- availability: provide a reliable system with permanent accessibility;
- confidentiality: secure access, processing and data;
- integrity: guarantee reliability of data.



In addition to these basic principles:

- traceability: knowing from where the information is coming, where it has been and where it is going;
- identification/authentication: the security of information and access to it also involves the identification of those who access it, and their authentication (proving that a person is who they claim to be).

The detection and response to security incidents is carried out by the security control tower whose missions can be summed up in three words:

- anticipation;
- detection;
- response.

To cover these missions, the security control tower consists of:

- a single point of contact for Security (Security SPOC);
- a Security Operations Center (SOC), a true “radar” of IT security in charge of all aspects related to the detection of non-compliance;



- the CERT Crédit Mutuel Euro-Information to manage the resolution of security incidents, monitor and inform about threats.



The CERT CM Euro-Information is also responsible for cyber threat intelligence. As such, it is the preferred point of contact for external entities wishing to warn the group of a threat to itself or its customers.

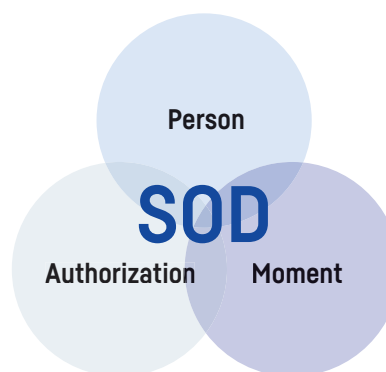
Security control tower publishes a *Sécurité* newsletter every week. It presents the past week’s news on topics related to security generally and/or to news about bank security. The newsletter is available every Wednesday [excluding operational constraints] in French, English, Spanish, German and Portuguese.

Human Resources and organization security is based primarily on:



- reinforced and clear security governance with a specialized team around the Information System Security Network and a network of security correspondents in the group’s entities and business centers;
- permanent security awareness of the entire Euro-Information staff in e-learning and/or face-to-face training;
- a user charter associated with the internal rules. This charter illustrates the professional, respectful and responsible behavior that every employee of Euro-Information must display when using the resources of the Information System;
- an annual training plan guaranteeing the maintenance of Euro-Information’s staff’s skills in security matters;
- management of user access rights by powerful tools with regular and formal reviews.

The security works on the principles of the SOD (Segregation of Duties) concept that meet the requirements of the legal standards and obligations (SOX, Basel II, ISO 27000, COBIT, ITIL, ISACA, Order of November 3, 2014, etc.) and based on the adequacy of three elements:



Since April 2020, Euro-Information has set up a Red Team. This team is tasked with simulating attacks to assess the overall security of the company by testing its various means of protection, whether technical, physical or human. Red Team Campaigns, in addition to assessing the overall level of security of an information system, also enable to assess and improve the actions and responses of the Blue Team in the face of any intrusion detection. This team, in addition to assessing security and compliance with company requirements, therefore works closely with the Blue Team to improve and test the means of detecting and responding to security incidents.

In September 2022, Euro-Information set up a security supervision team known as information security control. The objective of this team is to streamline, automate and extend the scope of normative (ISO 27001, PCI-DSS, SWIFT, etc.) or regulatory compliance controls, while ensuring consistency in the production and supervision of controls.

The security system as a whole is such that Monetico Paiement, the commercial payment solution, has been certified every year since November 2007, PCI/DSS level 1 (the highest security level). This certification guarantees customers the quality of performance of this solution on the technological infrastructure for storing, processing and transmitting payment card information.



Euro-Information has decided to increase the scope of certification. This ambitious and innovative project resulted in a first success on April 30, 2019 with the certification of batch 1.0 [acquisition scope], the result of a five-year project involving the work of more than 70 Euro-Information teams and aimed at making this new environment available to nearly 300 users. The installation of this new environment of nearly 500 machines (including two mainframe partitions) and 170 applications makes it the largest PCI/DSS certified scope in France and one of the largest in Europe.

At the end of 2023, all the components had been delivered, bringing the PCI DSS environment to 450 servers, 1,100 technical components and 200 applications.

This dedicated environment is only accessible with very restrictive means of access. The applications and systems are subject to draconian rules on the review of code, review of machine configurations, review of accesses, etc.

The next stages will be:

- to add the remaining acquisition applications to this environment;
- to continue to standardize the processes and working methods of the PCI/DSS Service Monetico Paiement scope with the PCI/DSS Acquiring and Central Acceptance scope [acquisition];
- to keep the environments compliant over time in order to renew the PCI/DSS certifications each year.

The PCI 3DS certification for 3D/Secure processing, which is performed by Euro-Information on behalf of the group's banks and customers, acquired in April 2021, is maintained.

The actions undertaken in the field of information security are led and coordinated by the information systems security manager:

- raising awareness on security among the group's IT staff and users of information systems operated by Euro-Information [e-learning, best practice sheets, etc.];

- security governance;
- a centralized operational security control tower;
- specialized and specific teams for the security of servers, data transport networks, and for the disaster recovery plan;
- existence of a Red Team whose main missions are to identify potential security breaches, to test the means of detection and response to attacks, and to bring the vision of ethical hackers to the development teams;
- conducting penetration tests and source code reviews by external companies based on an annual plan;
- creation of an information security control team responsible for ensuring normative and regulatory compliance;
- PCI/DSS certification of our merchant payment platform (Monetico Paiement) and our centralized acquisition and acceptance platform;
- PCI 3DS certification;
- PCI PIN certification;
- ISO 27001 certification;
- periodic reviews, 43 overall, mainly based on Annex A of ISO 27001, the description and the results of which are recorded in an internal control portal.

In 2023 Euro-Information continued to focus on the following areas in particular:

- supplier analyses;
- management of obsolescence;
- the review of the risk methodology, with a transition to the EBIOS RM method, and a reconciliation with the operational risk functions;
- improvements to existing systems;
- the launch of new projects;
 - the performance of intrusive tests, whose statistics to date are:
 - 21 infrastructure tests including the DeMilitarized Zone (DMZ): zone containing servers accessible from the Internet,
 - 239 mobile applications,
 - 163 web applications,
 - in addition, the SOC:
 - scanned 223 websites,
 - scanned 198,108 devices,
 - ensured the monitoring of 22,726 technical vulnerabilities.

Fake email phishing campaigns are also conducted, resulting in a trend improvement on the percentage of clicks to fake phishing emails, and an increase in reports, following the introduction of a report button in Outlook.

Other actions carried out in 2023 included:

- GDPR compliance is one of our 86 development standards and existing activities mainly concern compliance maintenance;
- participation in the crisis exercise organized on June 20, 2023, by the Banque de France to prepare for a large-scale cyberattack;
- continuation of the DORA compliance project. As part of its digital finance strategy, the European Commission presented a draft regulation aimed at strengthening digital operational resilience in the financial sector. DORA (Digital Operational Resilience Act) targets a wide range of players within the financial sector, *i.e.* credit institutions, investment firms, payment institutions, electronic money institutions, digital asset service providers, asset management companies, insurance and reinsurance companies, etc.

The multiplication and diversity of hacking attacks, and their growing media coverage, illustrate the importance of monitoring and understanding the cyber threat. For the year 2023, five notable threats to the group's business sectors were identified:

- malspam is the most frequently observed type of attack this year. Its aim is to provide initial access to other threats (*e.g.* ransomware) *via* e-mails containing malware. Throughout the year, several thousand emails were processed by the teams, partly on the basis of user reports *via* the suspicious message button;
- customers are the target of infostealers, who steal logins and passwords for all their essential accounts (bank, tax, etc.). This threat has grown significantly in 2023. Cybercriminal forums are monitored to recover compromised online banking accounts and credit card numbers in order to launch blocking actions in conjunction with fraud departments;
- ransomware is the most widely publicized threat: it involves blocking an entire computer system in order to extract a ransom. It can be accompanied by data theft for publication on the attackers' website. The group's strategy consists of preventing initial access to the information system (by combating malspam, for example) and ensuring secure data backups through the work of Euro Information's Systems & Networks teams;
- all these threats also target partners and suppliers through supply chain attacks. The risk lies in being compromised by rebound *via* a link of trust. Tracking cybercriminal groups and their demands is essential to know which companies have been compromised, and to take action if necessary;
- next come DDoS attacks, which are fairly trivial to execute, making a service unavailable by overloading it with requests. This phenomenon has been accentuated by the geopolitical context, which can encourage hacktivists to launch attacks against various infrastructures. Euro-Information's Network Systems teams have set up a range of security equipment designed to absorb malicious traffic so that the attack has no impact on the service provided.

Despite this high level of threat, no significant incidents were observed.

TIER-IV certification of new machine rooms

The Lille datacenter expansion project was aimed at implementing Tier-IV (Uptime Institute) security, the highest level of security for a datacenter with an availability rate of 99.995%, corresponding to an average annual downtime of 0.4 hours.

Three certifications should be noted:

- Tier-IV Design in 2019 for the new rooms;
- Tier-IV Facility in August 2021, the first datacenter in France to obtain this certification. It consists of an audit of the facilities by expert Uptime consultants and a real-life simulation of a hundred or so test cases (breakdowns, bad handling, various incidents, etc.) for which the datacenter must remain operational;
- a study for Tier-IV Operation Sustainability (TCOS) certification was launched in 2020. This is the 3rd and final possible certification for a datacenter. A Steering Committee has been set up and the project appraisal is underway. The proposals of the maintainers, who are stakeholders in this project and for which they must ensure the operational implementation, are being studied jointly by CCS and Euro-Information. The first offers received are being adjusted by these companies following a number of clarifications made by Uptime regarding its recommendations.

Tier-IV Design certification was also obtained in January 2022 for the St Apollinaire and Fauverney sites.

Prevention measure of the scenario "At the level of the internal functioning of the group's entities: the absence of a policy to reduce the consumption of resources (water and paper linked to a tertiary activity)"

Several measures are implemented to deal with this scenario.

Follow-up on the group's paper policy

World Wildlife Fund (WWF) regularly establishes a barometer to assess the paper policy of large companies established in France, in order to encourage them to improve their environmental performance. The group examined the PAP50 Banking and Insurance scope. As part of this study, several data were analyzed:

- paper consumption;
- the environmental responsibility of paper;
- sorting and selective collection of used paper;
- commitments to improve the policy.

The last study was in 2014. Crédit Mutuel, CIC and Cofidis were considered separately and were therefore poorly ranked in the final report. Accordingly, Crédit Mutuel Alliance Fédérale voluntarily participated in the 2020 survey in order to ascertain the actual situation on these issues. In 2020, Crédit Mutuel Alliance Fédérale and its subsidiaries occupied the fourth place in the final ranking and first bank of the ranking. The score out of 100 increased from 22 to 79. The year 2021 has allowed, on the basis of the recommendations made by Riposte verte, to discuss with the various actors concerned to continue to improve the 2020 score. The actions are being implemented gradually and should make it possible to at least maintain this score. The goal is to reach or exceed the same score for the next survey. This subject has been taken up in connection with the implementation of the AGEC law on paper (see specific AGEC paragraph).

Reduction of paper consumption

The use of electronic signatures continued to grow in 2023 with more than 28.9 million signatures. This is due to the gradual increase in the scope of products/documents eligible for electronic signature. The subscription and modification of "card" contracts in ICARS⁽¹⁾ by electronic signature at the branch, has been piloted since October 2023 at a few counters. Remote electronic signature (*via* the ADB) of these ICARS "card" contracts is scheduled for early 2024. Electronic signatures have also been in place in EPSA⁽²⁾ since mid-September 2023, and in INDIGO⁽³⁾ for protected adults represented by a natural person since June 2023. Other applications already offering electronic signatures will expand their scope, notably IDCE, which will enable electronic signatures for business loans with guarantees/surety deeds by the end of 2024.

The stock of documents in EDM continued to grow, rising from 7.5 billion at the end of 2022 to 8.5 billion at the end of 2023. EURO TVS, a digitization subsidiary, processed 353 million documents in 2023 compared to 338 million in 2022. The image compression and EDM project initiated by Cofidis in 2021 is about to enter its qualification phase. All of the group's entities have validated the activation of compression by default for documents larger than 250kb before they are put into EDM, which allows for significant storage savings without altering the quality of the images and is totally in line with a CSR approach.

For the volumes produced in the workshops, nearly 541 million pages were printed during the year, a decrease of 3.58% compared to 2022. Just over 167.4 million pieces of mail were produced, a decrease of 3.97%. With a view to rationalizing resources, this activity has now been grouped together at the Lille and Strasbourg centers since 2021. At the end of 2023, the level of paper documents for internal use within the group continued to decline, from 0.25% to 0.08% of total production. This was due to a 69.17% drop in print publishing volume.

El-Epithète certification

El-Epithète offers electronic invoice management for companies and professionals.

At the same time as applying to the Direction Générale des Finances Publiques (DGFIP) to act as the French government's Dematerialization Platform Partner (PDP), the company launched a CSR certification process with Hosmony and AFNOR.

In July 2023, El-Epithète was awarded the CSR Committed Label by Hosmony and AFNOR:

- confirmed level for AFNOR 26000; and
- excellence level for Hosmony.

The SMR approach launched by El-Epithète and the Euro-Information teams aims to be in line with the general orientations of Crédit Mutuel Alliance Fédérale (Benefit corporation - SMR approach) by adding a focus on the SMR dimension of the PDP and Hub Business Solutions and ActivFSE software offers.

Unbleached recycled paper

The willingness to use unbleached recycled paper is part of Crédit Mutuel Alliance Fédérale's CSR policy. A new type of paper integrating technical and functional constraints and in line with the cost approach has been in the catalog since 2018.

The decision on whether or not to use it is currently left for the companies to assess. This represents 110,740 reams (out of 424,615), or around 277 metric tons of paper in 2023, compared with 272 metric tons in 2022. The volume of this type of paper therefore continues to grow, reaching a proportion of 26% in 2023.

Printing on MFPs (multi-function printers for printing, photocopying, scanning, fax, etc.) through virtual mailboxes

A project is underway to streamline printing resources and replace local printers in each office with shared network printers. This solution is operational for all types of printing (office, intranet, 3270, etc.).

The shared use of MFP copiers and printers is possible thanks to the Watchdoc solution which makes it possible to block the output of documents from the printer as long as the user has not authenticated himself in front of the machine. The project has several objectives: environmental by reducing paper consumption, business by encouraging the use of electronic signatures and financial by optimizing printing costs.

The centralization and security of printing is part of the group's SMR projects and the cost reduction policy. This project, which aims in particular to practically eliminate individual printers from workstations and to promote electronic signatures, will ultimately lead to a significant reduction in paper consumption.

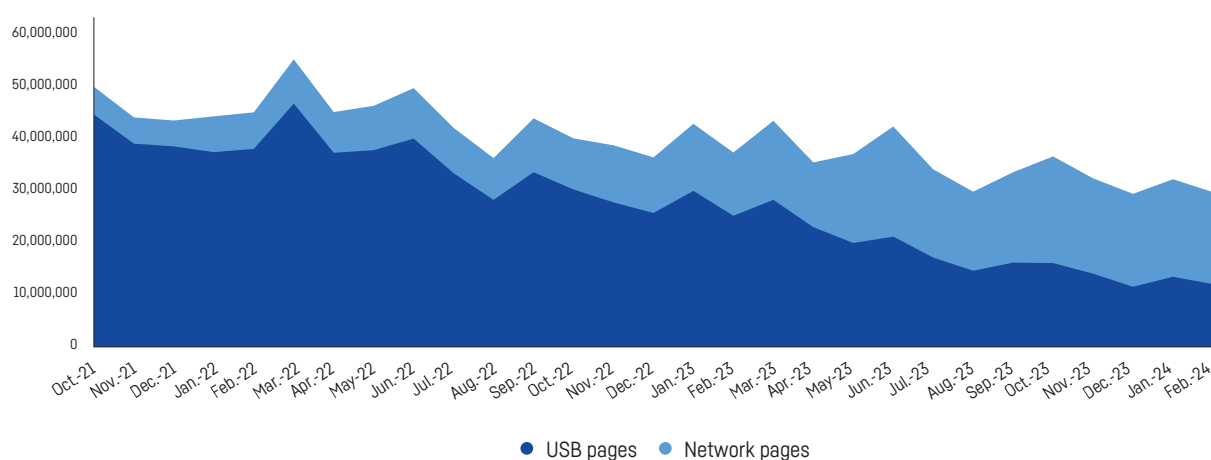
At the end of 2023, the project had been rolled out to 73% of the total number of branches concerned (3,100 out of 4,255 branches).

Secure centralized printing is also part of the implementation of new organizations, both in the network (new types of branches, renovation work, Crédit Mutuel Nord Europe equipment rationalization projects, etc.) and in the head offices (optimization of the printer fleet, move to new premises, etc.). Euro-Information sites have also implemented the solution to remove local printers in favor of MFPs on the floors. A project will therefore have to be carried out to deploy this solution in all existing head offices. This pooling project is also beginning to show convincing results in terms of printing volume (excluding reception and secure technical enclosures). The number of prints fell from 44 million to 29 million between December 2021 and December 2023, a decrease of around 34%.

(1) Application for underwriting and modifying payment card contracts.

(2) Employee savings application.

(3) Intranet application for underwriting products (packages, savings, account-related consumer credit such as overdrafts, etc.).



● USB pages ● Network pages

Local bank and service bulk management

Since the first stage of the Reduction of bulk local bank and services project, delivered in February 2021, 25% of the 4.4 million documents identified in 2019/2020 are no longer printed or are digitized. The second stage of the project, launched in November 2021 and which will be completed with the end of the *ensemble#nouveau monde* (together#today's world) strategic plan, focused on the 20% of documents that account for 80% of mail shots.

The production start-ups carried out in 2022 and 2023 represented a further reduction in volume of 1.5 million documents instead of the 3 million previously identified over 12 months. The teams concerned will continue to be monitored, as some of the documents identified in the top 10 of the 20 most mail-generating documents have not yet been processed. 900,000 green cards were sent in bulk to the networks in 2023. From April 2024, French citizens will no longer be required to have a paper green card, which will reduce the number of bulk mail shots.

The campaign to inform customers with a Sustainable Development and Solidarity passbook account about the possibility of making a direct donation has been further developed, to reduce the number of mail shots. 3,299,370 customers were contacted. Mail now accounts for just 11% of the total, compared with 14% last year. But it's above all the use of Digital Visual Interface [DVI] that has exploded (from 1% to 61%), reducing the mail portion (from 72% to 21%).

Implementation of the AGEC law

The Anti-Waste for a Circular Economy law (AGEC), has a direct impact on Crédit Mutuel Alliance Fédérale, which will eventually be affected by several EPR channels^[1]:

- graphic paper sector with a deadline of March 9, 2023;
- electrical and electronic equipment sector;
- textile sector;
- toy sector;
- vehicle sector;
- building sectors.

Crédit Mutuel Alliance Fédérale has opted for a collective system for the graphic paper sector, which is why it is a member of the eco-organization CITEO and pays it an eco-contribution for waste management. In 2023, the priority was to apply the AGEC law to the graphic paper sector through two actions:

- obtaining a unique identifier to be affixed to the general conditions of sale or any other contractual document;
- affixing the TRIMAN logo on all documents intended for customers/members if it was not present and the associated INFO-TRI instructions.

At the end of the first half of 2023, all editions passing through the local (ICOU) or central publishing chain were automatically stamped with the TRIMAN cartridge. In addition, 80% of local editions managed by Dynamic Fusion were up to date. Work continues to monitor updates for the remaining 20% of documents. Checkbooks and customer slips also feature the TRIMAN stamp.

A guide to the AGEC law has been created and distributed to all the group's documentation sites. It is regularly updated with additional information on the subject.

In October 2023, the group risk department launched a new project to draw up and implement a prevention and eco-design plan (dedicated to the graphic paper sector), with the aim of reducing the use of non-renewable resources, increasing the use of recycled materials and improving product recyclability, then selecting the actions to be adopted and determining the methods for monitoring their implementation.

Relations with the La Poste group

La Poste is an important partner of Crédit Mutuel Alliance Fédérale and mainly of Euro-Information. As a company heavily involved in the ecological transition, La Poste, in conjunction with the mail delivered, offset 3,581 metric tons of CO₂ equivalent in 2019 to achieve carbon neutrality. This neutrality is certified by an organization and a carbon neutrality certificate was granted in 2020 and 2021.

[1] An EPR (Extended Producer Responsibility) channel is a product category to which the EPR principle applies.

Since then, a project for the implementation of a new industrial mail management offer (premium industrial mail) has been studied. It was deployed in 2023, and will be extended to registered mail in 2024. This new solution allows better monitoring of mail but especially allows reductions in carbon emissions, waste and consumables:

- fewer trips for trucks thanks to the optimization of filling;
- less undistributed mail transported thanks to address diagnostics;
- simplification of deposit rules;
- less ink used for postage;
- less paper used: digital acknowledgment, fewer envelope references, etc.

On the other hand, as part of the implementation of the new mail range (NGC 2023), the drastic increase in the fast rate [+96%] on January 1, 2023 is expected to lead to an additional cost of around €10 million for the group. A working group has been set up to verify the appropriateness of its use with the migration to the slow rate otherwise. A justification for maintaining the fast rate was requested. The documents that remain in fast delivery are identified. They are either sent by slow mail or digitized. At the end of 2023, the volume of fast mail had fallen by 61%. Premium industrial mail was rolled out in 2023. This offer will be extended to registered mail in 2024.

Actions carried out in addition to the scenarios of the various social, governance and societal components managed by the group

Deployment of benefit corporation objectives

Euro-Information actively participates in the implementation of the objectives set by Crédit Mutuel Alliance Fédérale as part of the benefit corporation.

Euro-Information has worked on mission 5: "As a responsible company, we actively work for a fairer and more sustainable society" whose commitments are:

- commitment 14: ensure the real estate loan of our loyal customers without any medical formalities;
- commitment 15: commit to customers in financial difficulty with an account at €1 net per month without any incident fees.

The Euro-Information Développement insurance sector was mobilized to implement the abandonment of medical formalities in the context of borrower insurance. Since July 1, 2022, this system coexists with the Lemoine law and is based on criteria defined by the group, including customer loyalty.

On the life insurance front, 2023 saw the launch of the new sustainable managed services offer. This sustainable managed services offer, available in three exposure profiles, has been underwritten on just over 4,500 life insurance contracts, with total assets under management of €57 million.

Commitment 15 was implemented during 2022. The price was applied retroactively to the entire inventory and applied to new sales. This currently concerns 51,673 beneficiaries. At the same time, application developments have been made to facilitate promotion to member, in particular by systematically offering the A share to a customer who is not equipped.

Respectful of everyone's privacy, the group is committed to putting technology and innovation at the service of people. This is in line with commitments 7 and 8 of mission 3:

- commitment 7: guarantee the privacy of our customers' data in processing 99.9% of their information in our infrastructures and systems located in France;
- commitment 8: invest productivity gains from artificial intelligence in employment and development.

Concerning commitment 7, please refer to the paragraph on safety. A private cloud entirely designed and operated in-house has been set up within Euro-Information's datacenters. This cloud is already home to more than a hundred applications in production, and a project involving some 250,000 man-days is underway to transform and migrate all application assets to this highly secure in-house cloud.

For commitment No. 8, a total of 2.3 million hours have been freed up for the networks over 2022, using technology (cognitive, OCR, digitization, electronic signature, etc.). These hours saved compared with the situation in 2016 did not give rise to staff cuts, but rather were allocated to developing customer relations.

The group also introduced free executive liability coverage for all chairmen of associations. This is commitment 10 of mission 4 "As a solidarity-based company, we contribute to regional development":

- commitment 10: offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers.

In addition, as part of its commitment as a benefit corporation and to using the societal dividend, Crédit Mutuel Alliance Fédérale and CIC support local associations by reimbursing their contributions to the Eurocompte Association Tranquillité/Contrat Professionnel Association package. Since October 2023, the tools have been used to reimburse new holders and also to notify existing customers. At December 31, 2023, total repayments amounted to €1,290,127, for a total number of 183,843 contracts.

Accessibility of applications

The first three-year cycle, specific to French regulations on digital accessibility, ended in 2023. The 21 group entities affected have published three regulatory documents showing the accessibility rate obtained from an external audit, and 135 sites and applications have begun the process of compliance. This makes it easier for all users to perceive, understand, navigate and interact with the group's digital media. The next three-year "audit-rectification" cycles will help raise the level of accessibility of sites and applications, until a target rate of 60% per site is reached.

At the same time, cross-functional bricks are now accessible. The development of tools, regular benchmarking of the competition, a wide range of hardware and software solutions, technology watch, level 2 software support, and the provision of tutorials for getting to grips with assistive software, are all elements that have been delivered to promote a second milestone: accessibility by design.

Active participation in the installation of workstations for newly-hired employees with disabilities or already in post, and personalized responses to customers reporting non-compliance, were two challenges that have already been met. Increasingly extensive documentation, project presentations, regular internal communication and content-rich assignments meet the challenges of inclusion.

In October 2022, a dedicated online banking strategy was launched. It pays particular attention to the Crédit Mutuel, CIC, CIC Private Banking and Banque Européenne du Crédit Mutuel (BECM) customer area websites. Its objective is to achieve an accessibility score of 70% per site, thanks to 1-year "audit-rectification" cycles on reduced samples of regulatory pages. Over and above the regulatory aspect, this strategy is designed to strengthen the group's competitive positioning and image. The iOS and Android mobile applications of Crédit Mutuel, CIC and CIC Private Banking will integrate this strategy in 2024, once the SPID (Système de Production d'Interfaces Dynamiques - DUI production system) components have been made compliant.

As part of the group's commitment to inclusion, the scope of Euro-Information applications to be made accessible must be expanded, without disrupting team workloads. Instilling accessibility by design through training and e-learning modules enables EID teams to gradually build up their skills. The aim is to perpetuate investment in initial compliance. To this end, an extended scope of 28 Top Digital Internet applications (the most frequently used applications) has been set up, to be implemented over 4 years, from 10/2023 to 10/2027. This extended strategy is based on one-year "audit-rectification" cycles until an 80% accessibility rate per page is achieved.

The Top Transverse Intranet aims to make 9 universally-used intranet applications accessible. The approach is structured around digital accessibility audits, followed by correction phases. As with the extended internet scope, the aim is to achieve a rate of 80% per page through one-year "audit-rectification" cycles.

The Top Inclusion Intranet, which currently comprises 13 applications, enables disabled employees to be involved in the development of their day-to-day applications, on a voluntary basis. Following an initial conclusive experiment conducted since 2021, the pool of testers was expanded in 2023 with three new volunteer RQTH (*Reconnaissance de la Qualité de Travailleur Handicapé* - Recognized as a Disabled Worker) employees. The employee, invited to take part in the testing, is asked to identify any regressions in terms of accessibility on his or her usual path. Correcting non-conformities ensures stability and greater efficiency for disabled employees on a day-to-day basis. Changes are no longer perceived as disruptions, but as work facilitators. The Top Inclusion Intranet, and the pool of testers, can be added to as and when RQTH employees are recruited by a given profession.

AGORA – Collaborative platform of members of Crédit Mutuel Alliance Fédérale

AGORA is:

- a collaborative and exchange platform for Crédit Mutuel Alliance Fédérale members, aimed at federating them around shared areas of interest, through events, themes and local, regional and national communities. Each Member can interact, participate, "like" and comment on events and communities;
- a social network accessible to employees of the banks, to employees who have a link with the AGORA and to all individual members and associations using remote banking;
- a tool for communication, commitment and renewal of membership, respectful of users' choices.

This tool is evolving thanks to feedback from employees and member customers and recently new functionalities have been added, such as:

- carousel-style photo publications;
- an icon for direct smartphone access;
- view counters;
- direct automatic access to the member's local bank community;
- a news feed that automatically brings up information of interest to members.

To date, there are over 407,000 Agora users, evolving in more than 3,500 communities, and 6,000 events since inception.

Green project (Monabanq and Beobank): carbon analysis of expenses

Since 2021, Monabanq has been offering its customers a quarterly newsletter, including carbon footprint analysis of the expenses incurred.

However, this newsletter could only inform a limited number of customers. Green project made it possible to offer all customers who had activated budget management an automated service for estimating the carbon footprint of their spending, by combining it with a category-based analysis module. A questionnaire detailing consumption habits is available to customers, enabling them to improve the relevance of the estimate. The service was deployed in June 2022, on both Web media and mobile application.

The activation statistics at the end of 2023 are as follows:

- number of Green activations: 10,015;
- number of Green deactivations: 826;
- number of Green questionnaires completed: 6,637;
- number of budget management users: 100,510;
- activation percentage: 10%.

For the future, the development of a documentation and/or recommendations space is in the pipeline in order to enable customers to better understand their carbon footprint and to act accordingly. This tool can be set up on each of the applications and websites of the group's entities which so request.

Beobank was the second bank to offer the service, which was rolled out in October 2023. The activation statistics at the end of 2023 are as follows:

- number of Green activations: 3,200;
- number of Green deactivations: 97;
- number of Green questionnaires completed: 881;
- number of budget management users: 165,241;
- activation percentage: 2%.

PAULA project

The PAULA project involves pooling ATMs between the BNP Paribas, Société Générale, Crédit Mutuel and CIC banks in mainland France and Monaco. This will make it possible to increase the number of service points for all customers of the project's partner banks and to maintain the quality of service even in areas where activity is reduced. For the group's customers, 56% of additional sites will be accessible at the end of the project. This project will also have an environmental impact as it will reduce the need for more equipment and reduce energy consumption. In addition, the automation of cash recycling through the massification of deposits will generate less loading of ATMs and therefore less transport of funds. Over and above the cash component, the PAULA project provides 2SF with the pooling of check acquisition and check processing centers (CTCs). However, banks retain their own CTCs for final and interbank processing. At the beginning of 2024, there were 8 ATMs operational with the new solution for customer use.

Inclusion of workers with disabilities

Euro-Information applies the group agreement, which celebrated its second anniversary at the end of 2023 (reimbursement of prevention and well-being contracts, request for study grants, workstation adaptation, remote working, etc.). At the same time, a company agreement was signed for EI, EIP and EID on February 28, 2023.

In addition to two disability referents, a disability project manager has been supporting Euro-Information in the development of a disability policy since last July. Individual meetings are organized with the declared employees (100 to date) and information meetings on the mechanisms with the family caregivers. Five new employees with disabilities have joined the workforce since January 2023.

The partnership with Execo was renewed. This partnership offers an employee helpline specializing in disability-related issues.

Euro-Information continues to welcome service providers from adapted companies: one person in Paris for Innov&Co and one person in Villeneuve d'Ascq for Compéthane.

Last June, Euro-Information took part in the Talent Handicap forum specializing in IT professions, and in the DuoDay operation in November 2023 with 17 duos of disabled people and volunteer employees. The aim was to perfect or discover a possible career path.

Quality of Life at Work (QLW) scope

In an effort to improve its carbon footprint, the group is seeking to optimize employee commuting. The *7è sens* (7th sense) platform was rolled out to the whole of Crédit Mutuel Alliance Fédérale in June. It allows all employees to declare their journeys to work or to training courses, to specify the available places in their car or conversely their need for a place on a journey. The employee is alerted when a requested journey is available. Since the launch of the platform in June 2022, up to December 31, 2023, 2,696 employees have registered. In 2023, 896 journeys were made, resulting in 304,271 km not driven, i.e. a carbon equivalent of 38.6 tCO₂.

Euro-Information also takes part in the group's discussions to promote and manage new modes of transport and roll out remote working. New possibilities have been offered for remote working with several adaptations, particularly in terms of capacity of use. This capacity was stepped up significantly in the context of the pandemic and makes it possible to ensure the redundancy of the equipment concerned. The group agreement on QWL and remote working of January 8, 2021 has generated the need to deploy standard configurations for remote working, designed and validated to facilitate the installation of equipment in the employee's personal home. One or two screens are currently provided as needed as well as the communication kit (webcam, headsets or speaker phones depending on the business scope) and a basic kit (keyboard and mouse). A larger 27-inch screen, to improve visual comfort for space-starved employees, was qualified in Q1 2022. This is currently in place at Euro-information. Since 2022, a universal docking station has enabled employees to easily connect both at the office and at home for remote working.

Remote working has also highlighted printing issues for the staff of the local banks and branches. Projects have been launched to harmonize processes (printing, electronic signature, generation of PDF documents) and make it possible to eliminate the need for physical printers. This resulted in an important update at the beginning of 2021 to enable the generation of a PDF in all cases. The integration of the electronic signature into the various business line applications is continuing.

Sustainable mobility package premium

Euro-Information deployed the first version of the application used to manage the sustainable mobility premium, part of the group's QWL agreement. This premium is in place in the Euro-Information scope. The second group amendment relating to QWL and remote working has increased the mobility package from €400 to €700 for the years 2022 and 2023, and personal electric scooters are now included in the scope of possibilities.

In September 2023, a survey was carried out among the group's employees to find out more about their travel habits (mode of transport, distance). Thanks to a 78% return rate and a large number of verbatims, the results of this survey will make it possible to define the changes to be implemented to further improve the rate of soft mobility.

Implementation of the Nutri-Score in a company restaurant

The Lyon site, in partnership with Elior, which runs the inter-company restaurant, has begun to include the Nutri-Score on the restaurant's menus. Elior is the first company restaurant operator in France to deploy this indicator on its menus and therefore allows this inter-company restaurant (ICR) to be the first inter-group restaurant to implement this system.

The Nutri-Score was developed by independent international research teams composed of scientists, doctors and nutritionists, to make nutritional information easier to decipher. To classify each product, the Nutri-Score takes into account, for 100 grams of product, the content:

- in healthy nutrients and foods: fiber, protein, fruits and vegetables, pulses;
- in unhealthy nutrients: calories, saturated fat, sugars, salt.

After calculation, the score obtained by a product makes it possible to assign it a letter and a color:

- from the healthiest product, ranked A;
- to the least healthy product, ranked E.

To take into account the specificities of certain food families, such as added fats (butter, oil), cheeses and drinks, the score calculation method has been adapted. The menu of the week is distributed with its indication and each food in the restaurant displays it.

A new Nutri-Score was introduced in March 2023, and Elior is studying the impact of implementing this new version in 2024.

Indicators

To monitor the group's actions, a review has been carried out since 2019 to define relevant indicators. Concerning the security approach of the Information System, four angles are considered:

- **Availability angle:** the Euro-Information system is reliable and the QMS (ISO 9001) letter determines a target of 100% operation, seven days a week and 24 hours a day. The primary applications are monitored with a target of more than 99%. Availability was very high throughout the year, with an annual average of 99.82%.

RATE OF AVAILABILITY OF PRIMARY TP APPLICATIONS

Granularity	2023-01	2023-02	2023-03	2023-04	2023-05	2023-06	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12
Global	99.81%	99.48%	99.81%	99.93%	99.75%	99.91%	99.94%	99.78%	99.96%	99.91%	99.70%	99.90%

Euro-Information has achieved very high levels of availability. The annual average is equivalent to that of 2022 [-0.06%]. The change in this indicator since the start of its monitoring in 2019 has remained stable overall, with an increase of +0.28% (2019 value: 99.54%).

- **Claims angle:** processing by Euro-Information must be reliable and the malfunctions must be the least impacting possible. All IT incidents are monitored, including claims with a financial impact of more than €1,000 for the Crédit Mutuel group. The Euro-Information claim ratio was 331 in 2021, 324 in 2022 and 543 in 2023. The number of claims rose sharply [+68%], as did the total number of claims [+106%], due in particular to several national events involving damage to ATMs. The number of claims impacting banking activities was 48 in 2023.
- **Security angle:** the Euro-Information system is constantly subjected to attacks to test its strength. Incidents resulting from these attacks must be kept to a minimum, with the lowest possible impact. Ten categories of security incidents have been defined based on the standards of the European Network and Information Security Agency (ENISA) with, for example:
 - the exploitation of vulnerabilities;
 - operations detected but not explained (no follow-up of internal reporting/traceability process).
- **Breach of availability** (DDoS, theft, sabotage, etc.). The purpose of this category is to classify all security incidents that concern the breach of the logical or physical availability of one of the systems. This concerns, for example:
 - the theft of a portable computer;
 - a distributed denial of service (DDoS) attack on our networks;
 - the sabotage of a room or a system.
- **Intrusion** (exploitation of vulnerabilities, compromised accounts or applications). The purpose of this category is to classify all security incidents involving the detection of an intrusion on systems or premises. This concerns, for example:
 - the discovery of a new account not known by the administrators of a machine;

In 2021, no intrusion attempts and 261 impaired availability-type attacks were identified. In 2022, two intrusion attempts and 168 impaired availability-type attacks were identified. In 2023, there was only one intrusion attempt and 244 impaired availability-type attacks. These two security indicators confirm the necessity of being equipped to counter DDoS-type attacks and the robustness of the surveillance and defense system.

3.10 CSR POLICY OF THE PRESS DIVISION

3.10.1 Quantitative data

Indicator code	Indicator description	Unit of expression	2023
ENV01P	Newsprint	Metric tons	32,999
ENV02P	of which labeled paper	Metric tons	23,319
ENV03P	Aluminum plates	Metric tons	248
ENV04P	Newspaper ink and prints	Metric tons	476
ENV05P	Packaging	Metric tons	300
ENV06P	Waste – reel start and end	Metric tons	1,173
ENV07P	Waste – fall of white paper from rotating machines	Metric tons	856
ENV08P	Waste – print returns	Metric tons	3,547
ENV09P	Waste – inserts	Metric tons	573
ENV04	Water consumption	Cubic meter	66,853
ENV05	Total energy consumption	Kilo Watt Hour	31,246,124
ENV05_01	Steam water in urban networks	Kilo Watt Hour	737,380
ENV05_02	Chilled water in urban networks	Kilo Watt Hour	103,677
ENV06	Electrical energy consumption	Kilo Watt Hour	22,476,555
ENV07	Gas energy consumption	Kilo Watt Hour	7,635,919
ENV08	Fuel energy consumption	Kilo Watt Hour	286,428
ENV30	Fugitive emissions of frigorific gases	Kilograms	245
ENV09	Total paper consumption	Metric tons	127
ENV10	Total consumption of paper for internal use	Metric tons	75
ENV11	Total paper consumption for external use	Metric tons	53
ENV15	Recycled used paper as output (waste)	Metric tons	19
ENV15L	Total labeled paper purchased	Metric tons	89
ENV15R	Total recycled paper purchased	Metric tons	4
ENV15RP	Recycled newspaper	Metric tons	30,349
ENV13	Consumption of toner cartridges	Whole number	1,909
ENV16	Used toner cartridges recycled after use	Whole number	916
ENV18	Business travel – air	Kilometers	197,690
ENV19	Business travel – train	Kilometers	2,881,984
ENV23	Business travel – employee vehicle	Kilometers	3,426,178
ENV25	Business travel – taxi & car rental	Kilometers	67,653
ENV20	Motor fleet of the entity – number of km all vehicles	Kilometers	18,936,739
ENV29P	Transport – transalliance	Metric tons	33,602
ENV30P	Transport – La Poste	Metric tons	1,754
ENV31	Number of videoconferencing equipment	Whole number	7
ENV32	Number of videoconferences	Whole number	377
ENV33	Total duration of videoconferences	Centesimal hours	522
ENV34	Documents digitized (paper avoided)	Metric tons	56
GOUV01	Total number of members of the Board of Directors of the structure (in the sense of capitalistic company)	Whole number	55
GOUV02	Number of women on the Board of Directors of the structure (in the sense of capitalistic company)	Whole number	15
GOUV09_02	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged < 40 years	Whole number	3
GOUV09_03	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged 40-49 years	Whole number	2
GOUV09_04	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged 50-59 years	Whole number	24
GOUV09_05	Subsidiaries: number of directors from the Board of Directors or Supervisory Board aged ≥ 60 years	Whole number	26

Indicator code	Indicator description	Unit of expression	2023
SOC01	Total workforce in FTE	Full-Time Equivalent	3,613
SOC01_BIS	PPH workforce on the payroll	Natural Persons	5,350
SOC01_F201	Female managers with open-ended contracts in France	Natural Persons	935
SOC01_F202	Female non-managers with open-ended contracts in France	Natural Persons	1,378
SOC01_F203	Female managers with fixed-term contracts in France	Natural Persons	43
SOC01_F204	Female non-managers with fixed-term contracts in France	Natural Persons	182
SOC01_H211	Male managers with open-ended contracts in France	Natural Persons	1,215
SOC01_H212	Male non-managers with open-ended contracts in France	Natural Persons	1,383
SOC01_H213	Male managers with fixed-term contracts in France	Natural Persons	65
SOC01_H214	Male non-managers with fixed-term contracts in France	Natural Persons	149
SOC02	Total workforce France (Open-ended + Fixed-term contracts) – Natural Persons	Natural Persons	5,350
SOC04	Total workforce with fixed-term + open-ended contracts – managers	Natural Persons	2,258
SOC05	Total workforce with fixed-term + open-ended contracts – non-managers	Natural Persons	3,092
SOC07	PPH Workforce – Women	Natural Persons	2,538
SOC08	Workforce – open-ended contract	Natural Persons	4,911
SOC08_NCADRE	Workforce – open-ended contract – non-managers	Whole number	2,761
SOC08BIS	Workforce – open-ended contract – women	Whole number	2,313
SOC09	Workforce – fixed-term contract	Natural Persons	439
SOC12	% open-ended contract employees	Percentage rate	91.8%
SOC13	Total hires	Natural Persons	1,993
SOC14	Men hired	Natural Persons	1,094
SOC15	Women hired	Natural Persons	899
SOC16	Hires with open-ended contracts	Natural Persons	501
SOC17	Hires with fixed-term employment contracts	Natural Persons	1,492
SOC19	Number of employees with open-ended contracts that quit the organization	Natural Persons	769
SOC20	Number of employees with open-ended contracts that quit the organization on dismissals	Natural Persons	136
SOC29	Number of full-time employees with open-ended or fixed-term contracts (including full-time parental leave)	Natural Persons	3,150
SOC30	Number of part-time employees with open-ended or fixed-term contracts and managers with reduced day package	Natural Persons	2,200
SOC38	Total number of days of absence	Working days	85,039
SOC39	Number of days of absence due to illness	Working days	79,036
SOC40	Number of days of absence due to workplace accidents	Working days	6,003
SOC46	Payroll invested in training (payroll expense for training in euros)	Euros	2,797,080
SOC47	% of payroll expense invested in training	Percentage rate	1.6%
SOC48	Number of employees who have had at least one training session	Whole number	1,800
SOC49	% of trained employees	Percentage rate	33.6%
SOC50	Total number of hours allocated to employee training	Centesimal hours	29,591
SOC52	Number of work-study trainings	Whole number	121
SOC53	Number of work-study trainings with professionalization contract	Whole number	50
SOC54	Number of work-study trainings with apprenticeship contract	Whole number	71
SOC59	Number of women among managerial staff	Whole number	978
SOC60	% of women among managerial staff	Percentage rate	43.3%
SOC61	Number of managers promoted in the year to a higher level of function	Natural Persons	311
SOC62	Number of women among managerial promotions	Whole number	149
SOC63	% of women among managerial promotions	Percentage rate	47.9%
SOC68	Number of disabled workers in the total workforce	Whole number	182.00
SOC71	% of disabled workers in the total workforce	Percentage rate	3.4%
SOC73	Gross payroll excluding employers' contributions (in €)	Euros	173,429,380
SOC74	Average annual compensation of employees with open-ended contracts – all statuses	Euros	1,201,284

Indicator code	Indicator description	Unit of expression	2023
SOC75	Average annual compensation of employees with open-ended contracts – non-managers – all statuses	Euros	844,697
SOC76	Average annual compensation of employees with open-ended contracts – managers – all statuses	Euros	1,412,036
SOC81	Total amount of bonus (profit-sharing and shareholding) (in € – excluding employer contributions)	Euros	182,095
SOC82	Number of employees having received a profit-sharing and shareholding bonus	Whole number	546
SOC88	Workforce < 25 years old	Natural Persons	299
SOC89	Women < 25 years old	Natural Persons	166
SOC90	Workforce 25-29 years old	Natural Persons	382
SOC91	Women 25-29 years old	Natural Persons	176
SOC92	Workforce 30-34 years old	Natural Persons	324
SOC93	Women 30-34 years old	Natural Persons	153
SOC94	Workforce 35-39 years old	Natural Persons	381
SOC95	Women 35-39 years old	Natural Persons	192
SOC96	Workforce 40-44 years old	Natural Persons	505
SOC97	Women 40-44 years old	Natural Persons	237
SOC98	Workforce 45-49 years old	Natural Persons	540
SOC99	Women 45-49 years old	Natural Persons	262
SOC100	Workforce 50-54 years old	Natural Persons	860
SOC101	Women 50-54 years old	Natural Persons	403
SOC102	Workforce 55-59 years old	Natural Persons	908
SOC103	Women 55-59 years old	Natural Persons	430
SOC104	Workforce 60 years old and older	Natural Persons	1,151
SOC105	Women 60 years old and older	Natural Persons	632
SOC107	Total gross annual compensation (in €) of employees with open-ended contracts	Euros	162,599,193
SOC108	Total gross annual compensation (in €) of non-managerial employees with open-ended contracts	Euros	44,988,307
SOC109	Total gross annual compensation (in €) of managerial employees with open-ended contracts	Euros	117,610,886

3.10.2 Specific report of the press division

EBRA is the leading French regional press group with a circulation of more than 800,000 copies per day for 3.3 million print readers and a significant digital audience for all titles: 17.5 million pages viewed per day, and 16.5 million unique monthly visitors.

EBRA employs more than 1,400 journalists and owns nine regional dailies: *Le Dauphiné Libéré*, *Le Progrès*, *Le Bien Public*, *Le Journal de Saône-et-Loire*, *Le Républicain Lorrain*, *L'Est Républicain*, *Vosges Matin*, *Les Dernières Nouvelles d'Alsace* and *L'Alsace*.

The nine titles have a strong local presence and cover a total of 23 departments across the entire eastern seaboard of France. The EBRA group is present with its various brands in print and digital as well as an events offering with its subsidiary EBRA Events and video expertise via its subsidiaries EBRA Studios and EBRA Productions.

In 2022, the EBRA group acquired the Humanoid group, publisher of the iconic *Frandroid*, *Numerama* and *Madmoizelle* media, and owner of the Humanoid xp creative agency, with the aim of enriching its audiences and expertise.

As part of the commitments and missions pursued by Crédit Mutuel Alliance Fédérale, the EBRA group companies are continually seeking to improve by implementing new rules and procedures, particularly regarding social, ethics and environmental responsibility aspects.

Labels and certifications

Following the award of the first star of the Positive Company CSR label in 2021, the EBRA group has adopted a proactive CSR policy and deployed an action plan with the aim of progressing in its approach. This progress was recognized by the award of the label's second star in 2023, making it the first press group to receive the two-star Positive Company label.

The EBRA group was also awarded a silver Ecovadis rating in 2023 for its commitment to society, its employees and the environment.

At a time when the perception of the media is deteriorating and journalistic content is coming up against direct competition from the multiplication of content on platforms, "Reporters Sans Frontières" (Reporters without Borders) has set up the Journalism Trust Initiative (JTI) benchmark to restore public confidence and provide a visible reference for all citizens to detect reliable information. 130 international experts have developed this initiative, which rewards ethical and professional journalistic practices. Recommended by the European Commission, JTI is recognized in 70 countries. The EBRA group is the third French media outlet to be certified after France Médias Monde and France Télévisions. It is also the first French press group to be certified.

Restructuring operations

As part of its transformation process and in light of new societal and economic challenges, the EBRA group wanted to thoroughly rework its brand strategy and give itself a *raison d'être* in order to redefine and share the role it intends to play in society today and tomorrow.

At the same time, the EBRA group has defined a specific positioning for each title beyond its regional or local vocation. Naturally, this positioning is linked to the company's *raison d'être* and is aimed directly at readers.

To achieve this, the newspapers produce content or services that reflect their specific characteristics, but also form part of a common base that must above all serve the local community and address local issues.

EBRA has also completely overhauled its graphic identity, with a new logo in line with the group's positioning, and modernized its title brands.

Realization of a group carbon footprint

The EBRA group wishes to perform its carbon audit annually, going beyond its legal obligations. For 2023, EBRA renewed its carbon audit with its partner SAMI®.

A genuine business management and CSR action management tool, the carbon audit enables the EBRA group to identify carbon-emitting items and activate levers to reduce its industrial and human impact, and thus move towards its goal of decarbonization by 2050.

The 2022 audit was positive: the emissions reduction trajectory of 5% per year has been exceeded, with the group reducing its carbon footprint by more than 11% in year 1.

Of note:

- freight and purchasing continue to generate the most CO₂, accounting for almost 50% of carbon emissions;
- input emissions (purchases) are 19% lower than in 2021;
- emissions reductions linked to end-of-life paper management are the most significant, at -24% compared with 2021.

To continue this dynamic of progress, the EBRA group, its managers, partners and employees have stepped up their actions, notably with the Positive Company CSR certification, carbon coaching with SAMI and the DK carbon calculator.

Environmental responsibility

Convinced that companies can have a positive impact on the preservation of biodiversity, the EBRA group included awareness-raising and protection actions in its CSR roadmap for 2023:

- Act4nature: the EBRA group takes part in this initiative launched by the *Association Française des Entreprises pour l'Environnement* (French Association of Companies for the Environment), which aims to mobilize companies to limit their direct and individual impact on biodiversity. Through its newspapers and subsidiaries, EBRA is committed to Act4nature with its supplement *Ici On Agit!* [We Act Here!]
- Oiseaux de Bonheur [Birds of Happiness]: this editorial and events program aims to highlight, in local editions, the players and volunteers who take action on a daily basis to protect natural environments, and in particular birds. This is a crucial issue, illustrating the need for a collective awareness of the importance of preserving nature.

- Des abeilles sur les toits [Rooftop beehives]: Alsatian newspaper *Les Dernières Nouvelles d'Alsace* (DNA) has installed beehives on the roof of its premises in central Strasbourg. This operation aims to raise awareness among residents and reintroduce bees, essential pollinators, into urban environments.

Concerned about reducing their environmental impact, the EBRA group's printing plants have continued their actions by:

- adapting machines and consumables to no longer use plastic packaging for newspaper mail shots;
- continuing their research on inks and other chemical products in order to use products that are more respectful for people and the environment. For example, one of the group's printing plants, supported by CITEO and an ink producer, has been testing new solutions based on vegetable inks;
- reducing pagination and adapting the format of the newspapers;
- developing their waste management policy and promoting the circular economy by entering into a partnership with the Perlen paper mill. This ensures local recycling of waste paper directly into newsprint, thus promoting a short circuit;
- reducing paper waste during calibration, gluing and publication switching.

Finally, because of their commitment to more sustainable forest management, the newspapers printed in the group's four printing centers have obtained and renewed their PEFC certification, allowing them to continue using the Imprim'vert label.

The group continues to roll out its energy sobriety plan focused on reducing heating by limiting the temperature in offices to 19°C, switching off illuminated signs in head offices and branches, and implementing the group's travel policy. In addition, a guide for employees on eco-friendly practices has been distributed.

To raise employee awareness of the impact of waste and the importance of taking action, all EBRA group sites got involved and took part in World Cleanup Day 2023. The event brought together more than 50 employees with a common goal. Between Strasbourg, Lyon and Woippy, almost 300kg of waste, including glass, packaging and cigarette butts, were collected, sorted and deposited at the waste collection center.

Finally, the reduction of the carbon and digital footprint was promoted by the renewal, in 2023, of the responsible digital operation "Clean up your PC!", which aims to delete files and emails that have become useless or obsolete.

Socially responsible commitments

The EBRA group also pursued its socially responsible approach on the theme of "Living together" by rolling out the first edition of the "Spring Quality of Life at Work" event.

A number of workshops and awareness-raising courses were offered to support employees in different areas, in a variety of formats: dramatized conferences, face-to-face or distance learning courses, individual consultations etc.

In 2023, the CSR department and EBRA academy launched the "Become a Climate Fresker" training course. A dozen volunteer employees from the group's four divisions were trained to roll out the workshop across the group. The aim is to raise awareness and take concrete action in-house.

By signing the group's "Living Together" agreement, EBRA is committed to contributing to the well-being and fulfillment of every employee and manager, by developing working and employment conditions that foster commitment, communication and motivation.

The group also takes care to ensure a balance between personal and professional life, by setting up a concerted and flexible remote working framework and paying particular attention to the rules governing disconnection. In addition, to promote parenthood, the group has extended the duration of maternity and paternity leave.

Finally, EBRA is expanding its non-financial indicators by including monitoring indicators on the evolution of the transition to digital and the editorial contribution to the ecological transition.

Business and ethics

In order to take into consideration environmental, social, ethical and societal issues, the EBRA group wishes to promote and maintain long-term and balanced relationships with partners recognized as responsible or committed to similar concerns.

This is why the EBRA group has implemented a charter to establish a framework of mutual trust: the purchasing and sustainable supplier relations charter. This document describes all the commitments to be respected when a supplier or service provider wishes to enter into a relationship with one of the EBRA group companies.

The charter accompanies the various contracts and/or purchase orders that will be proposed to the partners for signature. It is a communication and awareness tool on the group's new *raison d'être* and concerns. The document will also allow the partner to access, if necessary and in full confidentiality, the group's alert system.

The document addresses various issues such as respect for human rights, labor law, equal opportunities, protection of personal data, the fight against corruption, confidentiality of information exchanged, as well as environmental values and approaches: limiting greenhouse gas emissions, responsible waste management.

3.11 VIGILANCE PLAN

3.11.1 Introduction

The law No. 2017-399 of March 27, 2017, pertaining to the responsibility of parent companies and initiating companies is the law known as "duty of vigilance". This law obliges large companies to establish and implement a vigilance plan, intended to prevent serious harm to human rights and the environment as part of their activities and those of subcontractors or suppliers with which they have a lasting business relationship. This obligation, which applies to companies, including subsidiaries, employing at least 5,000 employees in France or at least 10,000 employees in France and abroad, concerns in particular Crédit Mutuel Alliance Fédérale and the entities which comprise it.

The vigilance plan is submitted to the Control and Compliance Committee and Auditing and Accounting Committee, the latter representing Crédit Mutuel Alliance Fédérale's supervisory body. It may be subject to modifications as the group makes progress in the matter and incorporates the particularities of certain professions.

The vigilance plan and its implementation are made public through the Non-Financial Performance Statement (NFPS), which can be consulted on the dedicated website ^[1].

3.11.2 Presentation of the vigilance plan

3.11.2.1 Definition of the vigilance plan

"The plan contains reasonable vigilance measures adequate to identify risks and prevent serious harm to human rights and the fundamental freedoms, health and safety of persons as well as the environment, resulting from the company's activities and those of the companies it controls within the meaning of II of Article L.233-16, directly or indirectly, as well as the activities of subcontractors or suppliers with which there is an established commercial relationship, when these activities are related to this relationship." (See Article 1 of law No. 2017-399).

The vigilance plan is fully integrated into the SMR approach implemented by Crédit Mutuel Alliance Fédérale in recent years. This approach was strengthened in 2020 by the adoption of a *raison d'être*, *Ensemble, écouter et agir* (Listening and acting together), supplemented by the benefit corporation status of Caisse Fédérale de Crédit Mutuel and CIC.

3.11.2.2 Scope of the vigilance plan

The vigilance plan makes it possible to identify risks and prevent serious harm in the following areas:

1/ Human rights and fundamental freedoms

There are several categories:

- **inherent human rights:** meaning equality, freedom, property, safety and freedom from oppression;
- **rights that are aspects or consequences of the preceding:**
 - from the principle of equality, for example, ensues universal suffrage, gender equality, and also equality before the law, employment, taxes, justice, access to culture,
 - the principle of freedom elicits the existence of the individual freedom, of opinion, of expression, of assembly, of worship, of the right to unionize and to strike,

[1] <https://www.bfcm.creditmutuel.fr/fr/investisseurs/information-financiere-reglementee.html>

- the right of property implies the freedom to dispose of personal property and entrepreneurial freedom,
- the right to safety justifies the preclusion of arbitrariness, the presumption of innocence, respect for the rights of defense, the protection of individual freedom by justice;
- **social rights, meaning services that are the responsibility of the collectivity:** we can cite the right to work, protection of health, free public education;
- **rights related to the environment,** which affirm the right of everyone to live in a balanced environment that's respectful of health and which enshrine the notion of sustainable development and the precautionary principle.

The vigilance plan covers infringements on human rights and fundamental freedoms generated by the activities of Crédit Mutuel Alliance Fédérale or its partners, suppliers and intermediaries, on their stakeholders within the context of established commercial relationships.

2/ Health and safety of individuals

a) Definitions

The WHO defines health as “the complete state of physical, mental and social well-being, which does not only consist of the absence of illness or infirmity”.

Safety designates all of the provisions intended to ensure the protection of persons and property in a manner such that the situation in which one finds his or herself has an acceptable level of risk.

b) Examples of risks to safety and health at work

Physical activity (working on a screen, lumbago, etc.), noise, occupational cancers, chemical risks (asbestos, etc.), travel, psycho-social risks (aggression, external violence, occupational exhaustion or burn out, harassment and internal violence, stress, suicide), etc.

c) The vigilance plan covers infringements of health and safety inside and outside the company

- internally, the employer should ensure safety and protect the health of employees. The employer should take the necessary preventive measures against occupational risks and inform and train employees about these risks. The employer should also respect certain rules in the layout and utilization of the work premises;
- externally, the employer should also ensure that the company's activities like those of its suppliers do not have negative repercussions on the health and safety of the supplier's employees, customers or any other persons.

3/ The environment

Risks related to the environment are industrial or technological risks generated by the group or partners, which have an impact on the environment: water, air, sites and soils, noise, etc. Risks related to financing and investment activities are also included, the goal being to reduce as much as possible the environmental consequences resulting from these activities. They concern:

- the vitality of the ecosystem (protection of the ecosystem, resource management, pollution);
- management of water, agricultural, fishing and forest resources, but also climate change and biodiversity and the air;
- environmental health: impact of the environment on human health.

3.11.2.3 People concerned by the vigilance plan

All those people likely to be affected by a risk or an infringement of a social or environmental nature are those who are involved in the context of the company's activities or in the context of a commercial relationship, particularly with suppliers and subcontractors. This includes managers, employees, temporary workers, staff (seconded or not), suppliers, subcontractors, customers and all other persons involved. These people can be at the origin of the violation of social or environmental rights, they can also be active or passive accomplices or even victims. Put simply, it is necessary to distinguish:

- the risks generated by the entity/subsidiary on employees;
- the risks generated by the entity/subsidiary on customers *via* the activity, financing granted, investments made, products and services offered;
- the risks generated by the entity/subsidiary on its partners (suppliers and subcontractors, intermediaries, etc.) and third parties;
- the risks generated by partners (suppliers, intermediaries, etc.) with which the entity/subsidiary has an established commercial relationship, when activities are related to this relationship, on their employees and third parties.

3.11.3 Measures of the vigilance plan

In accordance with the law, it includes the following five principal measures:

- a mapping of risks intended to identify, analyze and prioritize them;
- regular assessment procedures of the situation of subsidiaries, subcontractors or suppliers with which there is an established commercial relationship, in terms of the mapping of risks;
- appropriate measures to mitigate or prevent serious harm;
- a whistleblowing system and procedure for reporting the existence or occurrence of risks;
- a mechanism to monitor any measures put in place and to assess their effectiveness.

3.11.3.1 Mapping of social and environmental risks

The mapping of risks covers the areas evoked above based on an awareness of employees' work situation, relationships with customers and partners, activities exercised by the company and those of subcontractors and suppliers.

Scoring is established based on the five following levels:

Gross risk rating	1	2	3	4	5
Degree of risk	Very substantial	Substantial	Average	Low	Very low

For each case, residual risk is then valued according to the extent to which there is coverage for the observed risk based on the existence and relevance of preventive or mitigation measures in place. Its scoring is established based on the five following levels of risk:

Residual risk rating	1	2	3	4	5
Degree of risk coverage	Inadequate coverage: risk not covered and remedial measures need to be quickly implemented	Insufficient coverage: risk partially covered with significant points for improvement identified	Average coverage: risk covered but with one or more points for improvement identified.	Satisfactory coverage: risk covered by a suitable mechanism (organization, procedures, controls, etc.)	Very satisfactory coverage: risk covered by a controlled mechanism

On this basis, Crédit Mutuel Alliance Fédérale has identified the following primary potential risks:

- concerning human rights and fundamental freedoms: discrimination, undermining equality, breach of a person's right to respect for their private and family life; the right to strike, the right to freedom of assembly and of association as well as on the freedom of expression;

The objectives sought consist of:

1/ Identifying the risks

This means identifying all the dangers to which employees (of the company or suppliers), customers or third parties may be exposed.

2/ Analyzing the risks

The risk incurred for each situation identified as dangerous is to be defined and evaluated based on:

- the nature of the danger;
- the means of prevention already existing (technical, organizational, human).

3/ Classifying the risks

The classification of risks is designed to:

- determine the priorities of the action plan based on the potential seriousness and probability of occurrence;
- implement preventive measures.

For each area (human rights, fundamental freedoms, health and safety of people, environment), work has been done to identify the primary risks. These risks were the subject of analysis (on the basis of expert opinion) leading to a two-part assessment based on the concepts of gross risk and then that of residual risk (or net risk). Gross risk^[1] considers the probability of the risk's occurrence and its frequency as well as the impact that the particular case may have on the entity's activities and services it provides to customers.

- concerning the health and safety of individuals: health risks, non-respect for legal working conditions, infringement on the safety of workers and inequality of access to the right to health, harassment;
- concerning the environment, the risk of pollution: undermining the fight against global warming, biodiversity and the management or waste.

The mapping is likely to evolve as progress is accomplished in each area.

[1] Gross risk is defined without taking into account the control environment.

3.11.3.2 Assessment procedures concerning the status of suppliers and subcontractors

Regular assessment of the status of subcontractors and suppliers, particularly external, with which there is a commercial relationship is conducted with the help of various operational procedures within Crédit Mutuel Alliance Fédérale.

1/ Bidding process procedures

Most purchases are made by the internal business line centers. Certain business lines have defined procedures for the bidding process in view of the importance of negotiations. At Euro-Information, suppliers have been classified into categories, the main ones being “essential suppliers” and/or “sensitive suppliers” (economic or strategic importance for Euro-Information or for its customers). For the bidding process and in regular fashion, purchasing teams ask these suppliers to provide documents that can attest to their CSR procedures (or to provide the link to the document on the Internet) in order to know the content. This operation is applied in the purchasing process of equipment/software, but also in the context of buying immaterial computer services from DSC (Digital Services Companies) suppliers. Euro-Information conducts a regular review of it. The assessment of suppliers is also done through policies established by the group (sectoral policies, purchasing policy and charter with suppliers, critical or essential outsourced services, etc. see below). For example, Euro-Information includes the supplier charter in its bidding process procedures.

2/ Collection of documentation and information on external suppliers

Numerous elements that make it possible to check on the identity of the supplier, its reputation and the quality of service provided are collected as part of the group's procedures.

Information collected on suppliers and service providers are the following:

- with regard to combating undeclared labor (Article L.8222-5 of the French Labor Code), vigilance obligations required of all suppliers with revenues in excess of €5,000 include a Kbis extract (certificate of incorporation), an URSSAF (French social security contributions collections agency) declaration, an URSSAF authentication, the list of foreign workers (LNTE) and a certificate of vigilance;
- other documents requested by certain business line centers depending on their activity: E&O insurance, proof of ten-year liability insurance, license for domestic transport, CNAPS^[1] approval for private security companies, professional licenses of security agents, etc.;
- INSEE (French National Institute of Statistics and Economic Studies) files and legal information that can be consulted using the BILI application (companies, associations, sole traders);
- for accredited suppliers in the CONTRAT application: contracts, maintenance records, operational elements, etc.;
- the supplier charter which is signed by every new entry in relation with internal business line centers;
- the regulatory data from the supplier (legal structure, address, SIRET number, NAF code, legal category, etc.) are reported in the application – PIEFOU – a management tool for supplier invoices;

- when the supplier is also a customer, elements related to the fight against money laundering and the financing of terrorism (AML/CFT) are requested of the supplier or service provider.

3/ Selection of intermediaries and collection of information

- For retail banking, the PRESC application for IOBSPs (intermediaries in banking operation and payment services) makes it possible to identify the following documents: ORIAS (France's official register of insurance, banking, and finance intermediaries) registration, civil liability insurance, financial security, mandate, etc.
- In addition, each retail bank or specialized business line, establishes a referencing procedure for IOBSPs, which allows for the formalizing of the collection of required information and the implementation of certain controls.
- For Capital Markets, a policy is implemented for the selection of financial institutions, brokers or other intermediaries to which customer orders are entrusted for execution on French or foreign markets. The chosen entities must dispose of procedures and mechanisms to execute orders that correspond to the objectives set in the group's execution policy (available on the Internet), particularly to certain criteria (rules of good conduct, terms and conditions of transmission and execution, security of processing). The selection of intermediaries may be modified depending on the evaluation grid and controls carried out.
- In addition, each retail bank or entity concerned (management companies in particular) is responsible for the approval of the financial instrument brokers they deal with and for monitoring their relationship with them. In this regard, the entity:
 - formalizes a procedure for initiating a new relationship, including, in particular, combating money laundering;
 - establishes and keeps current a formal list of authorized brokers who are authorized to work with it;
 - established an evaluation grid of brokers, which allows for regular assessment based on qualitative criteria.

4/ Outsourcing of critical or material services

In general, Crédit Mutuel Alliance Fédérale makes very little use of outsourcing, in all areas, including IT. In this respect, Crédit Mutuel Alliance Fédérale's strategy is, wherever possible, to retain core and/or strategic activities within the group, in order to keep key resources in-house.

Outsourcing outside the group is limited to specific processes, including a service provider selection process and a risk analysis, requiring particular expertise or meeting the specific needs of particular entities.

When Crédit Mutuel Alliance Fédérale resorts to outsourcing, it can control its costs while maintaining the expected level of quality and security (both from a user and a regulatory point of view), be responsive to market changes and remain flexible in the face of business line demands and needs. Furthermore, Crédit Mutuel Alliance Fédérale's outsourcing approach complies with universal principles in terms of human rights, labor standards, the environment and the fight against corruption. In addition, as part of the “Social and Mutual Responsibility” approach, those involved in the process take care to comply with the provisions applicable to corporate social responsibility.

[1] National Council on Private Security Activities (Conseil national des activités privées de sécurité).

Crédit Mutuel Alliance Fédérale's central functions (permanent control department, compliance department and risk department) are responsible for the procedural and control framework relating to outsourcing. It is based on an outsourcing policy which establishes the framework for the system, including governance, steering and strategy, and an operating procedure, supplemented by nine appendices detailing the process and the roles of the various stakeholders. These documents are updated periodically. Crédit Mutuel Alliance Fédérale's outsourcing process, in accordance with regulatory requirements [Art. 239 of the decree of November 3, 2014], is part of a formalized policy for controlling service providers (procedure, control, reporting). Each entity setting up a subcontracting system must draw up a written contract with the service provider.

In the case of critical or important services, the entity must ensure that the contractual commitment defines, in particular through specific clauses and annexes, the terms of application: the levels of quality, security and performance of the services expected, regular reporting on the activity and financial situation of the service provider, the existence of back-up mechanisms, and the reversibility plan in the event of interruption of the service.

The regulatory requirements relating to the protection of entrusted information and access for the supervision of the ECB/ACPR or the AMF to information related to outsourcing must also be included. More generally, the contract must comply with the laws and regulations applicable to the entity.

Each entity must ensure that the supplier charter (CSR/SMR requirements) is signed for each essential outsourced activity.

3.11.3.3 Actions to mitigate and prevent risks

A set of measures aimed at reducing and preventing these risks is implemented vis-à-vis customers, suppliers and employees. These measures are presented below.

1/ In customer relations

a) Relationships based on ethics and the code of conduct

Rules of proper conduct exist to prevent risks to which customers could be subject. They are defined by internal rules that apply to all Crédit Mutuel Alliance Fédérale entities and to which are appended the security charter, the rules of professional conduct and the charter on preventing and combating harassment and violence in the workplace. This mechanism is supplemented by the code of conduct which is a public document.

b) Protection of personal data

Knowing customers and the relationship they have with the bank requires gathering, using and storing a certain amount of information about them. The collection, use and processing of this data are protected and also covered by professional secrecy:

- Crédit Mutuel Alliance Fédérale entities concerned comply with the principle of relevance and proportionality of the data collected regarding the purpose of data processing, in order to comply with legal provisions;
- customer information is handled in a clear and instructional manner, particularly concerning:
 - the identity of the person responsible for processing,
 - the purpose of data processing, avoiding unduly generic wording,
 - the obligatory or optional nature of answers and the consequences of failure to reply,
 - the recipients of this information,
 - the right of access, to object and to correct.

Information on the protection of personal data is disseminated to customers who use remote banking as well as account opening agreements.

On April 27, 2016, the European Parliament and the Council adopted the regulation on the protection of natural persons with regard to the processing of personal data and the free movement of such data. This regulation, which was enforceable beginning from May 25, 2018, strengthens protection of personal data.

Crédit Mutuel Alliance Fédérale has adapted its tools and guidelines to incorporate the regulatory changes stemming from the GDPR^[1]. These adjustments concern the following points:

- creation of a register of data processing activities;
- realization of an impact analysis for data processing likely to present an elevated risk to the rights and freedoms of private individuals;
- implementation of internal mechanisms and procedures that show respect for rules pertaining to data protection;
- establishment of a data protection officer;
- application of the principle of protection of personal data in the design of the processing operation;
- the rights of individuals.

In addition, Crédit Mutuel Alliance Fédérale has adopted a security charter concerning personal data management, which is published on its website. In 2022, 63% of Crédit Mutuel Alliance Fédérale employees completed an e-learning course on the GDPR and the CNIL.

c) IT security management system

Considering the processing of sensitive banking data and the numerous offers of services proposed, Euro-Information (the IT subsidiary of Crédit Mutuel Alliance Fédérale) pays very special attention to all aspects of the IT system. It is updated each year to adapt to new risks and strengthen security. All means are implemented to secure the community system. Thus, based on the ISO 27001:2013 standard, an Information Security Management System (ISMS) is deployed on all of the production sites. This standard provides a framework for implementing, maintaining and improving an Information Security Management System over time.

[1] General Data Protection Regulation.

The ISMS takes into account the external context, the internal context, and the needs and expectations of stakeholders. Its challenges are:

- to bring tangible improvements to the Information System by:
 - putting in place an operational governance of security,
 - adopting a risk approach to manage security,
 - defining security rules,
 - ensuring the application of these rules;
- to continuously improve the security of the Information System by:
 - measuring the security levels achieved,
 - performing a security watch, taking into account new threats and developments in the IS,
 - reducing the impact and frequency of security incidents.

Euro-Information's certification was renewed in 2020 as part of a first combined ISO 9001 (Quality Management System) – ISO 27001 (Information Security Management System) audit. This certification [No. 2017/77568.10] thus validates the Information Security Management System implemented on the IT production centers. In 2023, certification was obtained by including ISO 27001 version 27001: 2017 in the scope of certification. In addition, a new ISO 27001 certificate was obtained in 2023, specifically for digital invoice digitization services (e-invoicing).

The basic principles remain the following:

- availability: provide a reliable system with permanent accessibility;
- confidentiality: secure access, processing and data;
- integrity: guarantee reliability of data;

To which the following have been added:

- traceability of information;
- identification/authentication of people accessing the information.

In 2020 and in 2021, the pandemic resulted in an increased number of cyber attacks. Security has been strengthened, both through actions to raise employee awareness on current risks, technical detection and protection measures, as well as organizational measures within the security teams. A Red Team whose main missions are to identify potential security breaches, to test the means of detection and response to attacks, and to bring the vision of "ethical hackers" to the development teams.

Various monitoring indicators have been implemented, such as:

- the rate of availability of primary TP^[1] applications which was close to 100% in both 2022 and 2020 (SOT102);
- the number of IT claims costing more than €1,000. The latter amounted to 331 claims in 2023 (324 in 2022).

Employees are also informed of and educated on security, the most common frauds and the ethics rules applicable especially when using IT tools and email. An Infos Sécurité (security information) tab on the homepage of the Intranet provides information on the security of bank transactions, people and property, IT security, "Fraud" alerts, warnings, etc. A newsletter on security was also published by Euro-Information for all the group's employees *via* the intranet.

[1] TP: Transaction Processing – major applications used by the banking network.

d) Customer protection in the design of new products and services

Crédit Mutuel Alliance Fédérale's entities have specific procedures to examine the compliance of new products or major transformations to existing products, including a written opinion from the head of compliance or a designated representative, as well as for any system which is intended to advise or assist customers. New products can be examined by Crédit Mutuel Alliance Fédérale's New Products Committee or delegated to the entity concerned after informing the compliance department.

The opinion of Crédit Mutuel Alliance Fédérale's New Products Committee must be sought for a new product that is to be marketed in the network or by several entities. When marketing is restricted to a single business line, the business line's assessment is communicated to Crédit Mutuel Alliance Fédérale's New Products Committee for information. The committee may, if it sees fit, issue its own recommendations. Crédit Mutuel Alliance Fédérale's New Products Committee validates the business line's control processes beforehand.

e) Fragile or vulnerable customers

Crédit Mutuel Alliance Fédérale has structured its banking inclusiveness system to ensure that the relevant legislation and related commitments are properly implemented:

- by adopting a commitment policy for fragile or vulnerable customers: it describes the ongoing actions together with those within Crédit Mutuel Alliance Fédérale since the end of 2017 to promote banking inclusion, to protect fragile and financially vulnerable customers (especially protected adults) and to highlight how they are assisted in response to the requirements of the public authorities (Observatory of banking inclusion – Banque de France – ACPR);
- by setting up a dedicated central governance body, the Fragile or Vulnerable Customer Committee, to ensure that the legislative obligations and best practices to protect fragile or vulnerable customers and to promote banking inclusion are properly implemented.

As in previous years, under the aegis of the Fragile or Vulnerable Customer Committee, the implementation of the recommendations of the OIB – Banque de France, the expectations of the public authorities and the recommendations of the ACPR resulting from the due diligence performed in 2019, 2020, 2021 and 2022 concerning vulnerable customers and the cap on bank fees continued.

The developments with the greatest impact in 2023 are described below:

- predictive detection was refined and is now based on a statistical model interfaced with the debtor management application (SDBI) to encourage the network to support the customers concerned; the performance of the predictive model score is monitored on a quarterly basis to identify any changes that would require the algorithm to be reworked;
- proven detection was extended: the regulatory time limits for detecting customers registered in the Banque de France's FCC files were reduced to 2 months in accordance with the ACPR's requests;
- spontaneous detection is open regardless of any objective criterion of financial vulnerability;

- the exclusion of customer files detected on the basis of bank criteria was controlled: the COMPLY application interface records successive detections to raise awareness among network employees, and thus contributes to better traceability of exclusions;
- a network of vulnerable and fragile customer referents was set up to meet the expectations of the joint ACPR-AMF unit: the referent, who is the main contact for the branches, helps to disseminate and implement good practices with regard to vulnerable and fragile customers (in particular, isolated vulnerable seniors, protected third parties), particularly concerning the marketing of financial savings. The referent also ensures that commercial and equipment proposals are in line with the needs of the customers concerned. This network has met twice since its creation (including a dedicated training seminar in March 2023).

Action is also being taken to continually enhance the attractiveness of the Fragile Customer Offer (marketed at a price of 1 euro since August 1, 2022).

In 2023, as in previous years, Crédit Mutuel Alliance Fédérale entities concerned produced regulatory reports which included quantitative and qualitative data on fragile and vulnerable customers devoted to the ACPR (as part of the questionnaire on business practices and customer protection) and to the Banking Inclusion Observatory.

f) Accessibility of banking services

In the context of regulations on the accessibility of establishments open to the public (ERPs) to persons with disabilities, a public accessibility register (RPA) exists in all branches in order to inform the public about the level of accessibility of the location as well as provisions made to allow all persons, especially those with disabilities, to benefit from branch services. In addition, Crédit Mutuel Alliance Fédérale has nearly 5,900 ATMs installed in all the regions where it operates, of which 97.6% are accessible to the visually impaired. Account statements in Braille are available.

Crédit Mutuel Alliance Fédérale has been committed for several years to an accessibility approach to make its sites and applications accessible to everyone, including seniors or people with disabilities or functional limitations, on any type of medium (computer, smartphone, tablet, etc.). Thus, a remote interpretation service in sign language is available to hearing-impaired customers. Operators assist customers for free, by chat or by videoconference link with the services they need. Customers can use this assistance from the mobile app during discussions in the branch. Moreover, deaf or hearing-impaired customers who have taken out a telephone subscription with Crédit Mutuel Alliance can now take advantage of one free hour per month of translation, in accordance with regulations.

Simultaneously, regular technology watch is conducted on technical devices and raising awareness about accessibility was incorporated into internal training courses taken by the teams in charge of IT development. Certain employees are now experts on accessibility. They help with projects at all stages, audit sites or applications upon request and process customer feedback. The level of accessibility of the creditmutuelalliancefederale.fr website is indicated on the home page. In another area, Crédit Mutuel Alliance Fédérale respects the generic terms of primary banking fees and services defined in the Order of March 27, 2014, which aims at simplifying consumer access to fee-related information.

[1] Payment Services Directive.

g) Processing of customer claims

Crédit Mutuel Alliance Fédérale offers its customers a three-level complaint processing system for filing a claim.

In the event of dissatisfaction, the customers are invited to contact:

- their advisor or the manager of their bank/branch (level 1) in order to find the solution best suited to their situation;
- the customer relationship department (level 2) if they are not satisfied with the answer provided at level 1;
- the mediator (level 3), only after all internal remedies have been investigated by the bank and provided that the dispute falls within its remit.

The means proposed for filing a complaint through levels 1 and 2 have been diversified since 2019: online form accessible after authentication *via* the online banking service, complete online form for non-holders of an online banking contract, email, mail, face-to-face and single telephone number dedicated to complaints.

Comprehensive information on claims specifying the contacts persons, the means and possible remedies is provided to customers through:

- the claims page of the Crédit Mutuel and CIC websites;
- claim information leaflets available at branches.

The group has chosen to use a single tool for recording and managing claims, which enables to monitor them and trace the audit information. Since December 2020, this tool uses the new classification system for claims, making it possible to accurately fill in the new ACPR Banking and Insurance questionnaires. Since January 1, 2023, this tool has taken into account the ACPR Banking and Insurance recommendations on the calculation of regulatory deadlines for written claims and DSP2 [1]. Since January 1, 2024, the tool has incorporated changes linked to the AMF recommendation, with the addition of the AMF Ombudsman to the means of appeal.

Customer satisfaction is a top priority in all circumstances, thereby reflecting Crédit Mutuel Alliance Fédérale's key focus on the continuous improvement of the customer claim process and monitoring. This is why in January 2019 Crédit Mutuel Alliance Fédérale created the "group complaints" department, which reports directly to the Deputy Chief Executive Officer of Crédit Mutuel and the Deputy Chief Executive Officer of CIC, in order to manage claims and coordinate the customer relationship departments of the various entities. In early 2020, this system was strengthened by the creation of Crédit Mutuel Alliance Fédérale customer claims committee. The main mission of this committee is to define the actions to be implemented on the one hand based on a comprehensive qualitative and quantitative analysis of the claims, and on the other hand based on a summary of the areas of improvement identified in the processing of claims.

Lastly, since the end of April 2021, a satisfaction survey is sent to each customer at the end of their claim procedure in order to know what they think about the processing of their claim and how it could be improved.

h) Mediation process [SOT74 to SOT78]

Consumer mediation, in force since January 1, 2016, resulted in the introduction of a dedicated website, featuring the mediation mechanism and providing customers with online access [at the address: <https://www.lemediateur-creditmutuel.com>]. The mediator's annual report is also available to view. The mediator is registered on the list of mediators; the European Commission is notified by the Assessment and Mediation Control Commission.

In 2017, the group's mediator and the AMF's mediator signed an agreement giving customers the possibility of presenting any claim within the scope of the AMF to either the AMF mediator or the group mediator, with the understanding that the choice is irrevocable.

i) Integration of ESG criteria in the business lines [SOT88]

Sectoral policies

Sectoral policies have been formalized to define the modalities of intervention in the mining, hydrocarbons, mobility, defense and security, civil nuclear energy and agricultural sectors. All of these policies are regularly reviewed to take into account the various commitments made by Crédit Mutuel Alliance Fédérale, notably with a view to aligning its activities on its targets in the fight against global warming.

At least once a year, the account manager completes an ESG questionnaire to obtain a score corresponding to the customer's non-financial (or CSR) performance. The completion of the ESG questionnaire, as well as the above-mentioned sector analysis grids, is the responsibility of account managers prior to presentation of the lending file to the Commitments Committees.

Other policies linked to private banking, consumer credit, purchasing and supplier relations, and the policy of commitment to fragile or vulnerable customers complete this list.

Project financing ^[1]

CIC has an internal assessment methodology based on the Equator Principles classification scale:

- category A projects – Projects presenting serious potential adverse environmental and social risks, and/or likely to generate mixed, irreversible and unprecedented impacts. These projects are subject to stricter environmental and social due diligence. The objective of the assessment process is to analyze the environmental and social impacts and risks associated with the proposed project, and to propose measures to minimize, mitigate and compensate the risks and adverse impacts in a manner that is relevant and appropriate to the nature and scale of the proposed project;
- category B projects – Projects presenting limited negative social or environmental impacts, less numerous, generally specific to one site, largely reversible and easy to address with mitigation measures;
- category C projects – Projects presenting minimal or no negative social or environmental impacts.

Any new project financing is subject to external due diligence, including a component relating to its environmental impact. The latter is also monitored as part of the annual portfolio review.

Projects are selected on the basis of a set of criteria including social, environmental and mutualist criteria, depending on the business segments and countries selected. Much attention is thus paid to criteria of social utility (for example, the more or less strategic nature of the project for a country, the alignment of the interests of the various stakeholders, the overall economic rationality), local acceptability (for example, known opposition from environmental groups or the local population, noise pollution, impact on the landscape, etc.) and compliance with environmental criteria (compliance with current and foreseeable standards).

In the energy segment, CIC supports its customers in financing the energy transition and is committed to reducing greenhouse gas emissions through its financing choices.

With regard to the fight against corruption, the outflow which takes place after the successful completion of KYC procedures, and upon certification issued by a trusted third party (independent technical expert), is an effective way of keeping expenditure compliance under control. The department's internal strategy is to focus on sectors with which it is familiar and whose collective utility is based on meeting basic needs (supply or production of energy, means of communication, telecommunication, public service concessions).

The department typically funds projects in countries where the political and solvency risks are contained [*i.e.* "designated countries" within the meaning of the Equator Principles]. When the department intervenes in the most fragile countries, both politically and in terms of environmental standards, it is in consideration of the project's economic necessity and in participation with banks that have signed the Equator Principles or multilateral bodies. In each of these projects, the social and environmental impacts are not only taken into account when the operation is chosen, but also throughout the life of the project (for example: obligation of monitoring the construction phase and its environmental impact by an independent engineer if the size of the project warrants it, contractual obligation of the borrower to comply with standards and any changes to them throughout the life of the project).

Private Equity and ESG criteria

Crédit Mutuel Equity's social responsibility, which covers all of Private Equity's activities, is an integral part of its investment policy, which was enhanced during the year. As part of the strengthening of this approach, Crédit Mutuel Equity has developed an evaluation method and a roadmap tool to support the ESG transformation of the companies in its portfolio. The result of this ESG analysis is an integral part of the file sent to the Investment Committee and must receive the prior opinion of the Director in charge of ESG missions. The areas for improvement identified and the action plan defined in consultation with the management team are monitored throughout the period of ownership.

To complete this approach, an internal process can be implemented to formalize an opinion based on a need for clarification or the adoption of a prior position due to a sensitive sector of activity, an identified significant ESG issue, or any other problem calling into question the investment opportunity in its ESG dimension.

[1] "Project funding" is understood here as a very specific category of corporate financing, called specialized financing (defined in particular by Article 147.8 of European Regulation No. 575/2013) and which meets very specific criteria. These criteria, such as approved by the ACPR in October 2012, are used to set eligibility for deals in CIC Project Financing portfolio.

Responsible and sustainable finance

On March 10, 2020, the European SFDR regulation came into force, requiring asset managers to provide information on the environmental, social and governance risks of their investments, and their impact on society and the planet. The funds are classified in one of the three categories, Articles 6, 8 or 9, depending on the sustainability objective:

- Article 6: transparency article, with the prospectus specifying whether or not the fund includes sustainability risk;
- Article 8: products that promote environmental and social sustainability by integrating sustainability in a binding way;
- Article 9: impact funds that set non-financial objectives (sustainable investment or reduction of carbon emissions).

This regulation aims to provide greater transparency and a comparison grid for the offering of investment funds, in terms of their ESG approach. In this way, investors can more easily identify products and have access to non-financial documentation with minimum standards at European level.

For asset management companies, the implementation of the SFDR regulation is an opportunity to confirm their commitments and strong actions to promote responsible finance.

Responsible investment is being gradually extended to all Crédit Mutuel Asset Management's activities, through an ESG integration system for most funds and an SRI approach for a range of funds specifically designed for customers. Today, it aims for the majority of its open-ended funds to comply with the criteria of Article 8 or Article 9 of the European SFDR regulation.

La Française Group is pursuing its strategic ambition of having a range of funds open to the market that are 100% sustainable. Each division of La Française Group, financial assets or real estate, classifies more than half of its assets in Article 8 or 9 SFDR, *i.e.* in funds that respect sustainability criteria or set environmental or social performance objectives.

BLI – Banque de Luxembourg Investments has strengthened the place of ESG within its investment solutions offering. The classification provided by the SFDR regulation is part of this dynamic and formalizes existing practices. Several funds in the BLI range already meet the requirements of Article 8 or 9 of the SFDR regulations. The aim is to eventually bring most of the range up to these classifications.

2/ In the relationship with subcontractors and suppliers (SOT81)

a) Group purchasing policy

A purchasing policy applies to all purchases by entities of Crédit Mutuel Alliance Fédérale.

The purchasing of goods and/or services is an act of management and is part of the operational implementation of the group's strategy. This policy incorporates economic, quality and respect of technical requirements criteria as well as ESG factors.

All contracts with suppliers and/or service providers include a clause dedicated to respect for provisions in force in terms of labor law. In the context of the charter of supplier relations, suppliers and/or service providers are committed to respecting the reference texts on human rights and labor law.

Other measures supplement this policy and promote responsible behavior by suppliers and/or service providers. Thus, the group favors relationships with suppliers and/or service providers, though equal on the technical and financial services level, which adopt an environmental approach that incorporates ESG criteria and which respect a social policy combating discrimination.

b) Charter on supplier and service provider relations for sustainable procurement

This charter describes all of the commitments, notably in terms of human rights, vigilance (access to the option to report) and the fight against corruption, to be respected by suppliers and service providers contracting with one or more Crédit Mutuel Alliance Fédérale entities including those of CIC. Particular attention is paid to respecting best practices in professional ethics and in particular to strictly respecting principles pertaining to corruption under any form, notably concerning practices in terms of gifts and other benefits.

c) Supplier professions centers

A large part of purchases is done by the group's supplier professions centers, such as CCS, SOFEDIS and Euro-Information.

Incorporation of CSR criteria in the relationship with CCS's general resources department with suppliers is materialized by:

- inclusion of the company's obligations of vigilance and CSR policy in drafting specifications for a bidding process;
- existence of an analysis grid for responses to bid solicitation, which prescribes the weight of responses by companies on environmental and social aspects in the overall rating by type of activity (household, recycling, hospitality);
- incorporating into the program reviews of accounts that monitor and audit social aspects under the French Labor Code (especially in the context of combating undeclared labor);
- inclusion of *ad hoc* paragraphs on CSR aspects in standard contracts;
- annual obligation for all managers in the central services sector having decision-making authority regarding suppliers, to declare gifts of any amount whatsoever.

Managing supplier relations within Euro-Information is one of the ISO 9001 V2015-certified Quality processes monitored and audited by AFNOR. This process also falls within the scope of certification of the ISO 27001 Information Security Management System.

In addition, a Supplier Monitoring Committee ensures:

- the implementation and updating of procedures for entering into relations with suppliers;
- the monitoring thereof;
- the recovery of ratings (contract quality and quality of services) for essential and sensitive suppliers;
- the gathering of financial ratings for essential and sensitive suppliers established in France and expanded to foreign suppliers in 2019;
- the gathering/updating of CSR reports from service providers (the signing of the supplier charter replacing the collection of these documents for other suppliers since 2020);
- the consistency of practices used within other Euro-Information subsidiaries, *i.e.* EIS, EPS, ETVS, EP3C and EIDS, for any specific purchases.

The legal, purchasing, operational risks, periodic control and permanent control teams are represented on the Suppliers Monitoring Committee, with a person from the Euro-Information internal audit department as a regular guest. Euro-Information's management is informed of the Suppliers follow-up Committee. A form is used to rate the quality of the service. Since 2020, it has included escalation criteria and/or action plans to be carried out based on the scores obtained.

As part of the process of identifying services, CSR reputation risk and the risk of CSR non-compliance (in connection with sectoral policies) have also been included in the risk analysis since 2020. Financial and quality ratings are carried out each year. Euro TVS, subsidiary of Euro-Information, dedicated to the digitalization and computer processing of documents and means of payment, also introduced environmental management and is certified ISO 14001.

3/ In the relationship with employees

Relationships based on ethics and the code of conduct

Crédit Mutuel Alliance Fédérale promotes certain values and principles such as solidarity, freedom, responsibility and protection of the environment, and asserts its commitments as well as the rules of good behavior and good conduct resulting from them.

This culture which is common to all employees is implemented across a set of actions involving:

- the fundamental principles in terms of rules of good conduct, which are set out in the internal rules and its three appendices, including the code of ethics;
- the code of conduct, amended on December 5, 2019 and again on December 1, 2022, sets out the rules and principles to be observed by all employees, including CIC employees, in the performance of their duties, and highlights the group's values and commitments:
 - acting as a socially responsible company, for a more united society, committed to the preservation of the environment and combating global warming,
 - fighting against discrimination and promoting gender equality and diversity,
 - listening to customers, advising them, helping them with their projects and difficulties,
 - supporting fragile customers,
 - establishing ethical governance of personal data,
 - fighting against tax fraud and corruption;
- the report on the application of the code of conduct which is intended for branch managers as well as a certain number of heads of Crédit Mutuel Alliance Fédérale's head offices and business lines. Since 2020, its scope has been extended to all Crédit Mutuel Alliance Fédérale entities in France and abroad. The dedicated ETHIK tool was enriched in 2021 with a focus on a different theme each year. For 2023, it concerns conflicts of interest and the duty of transparency;
- Crédit Mutuel Alliance Fédérale's training program complements and enhances the culture of employees in terms of respect for human rights, in particular:
 - the new ethics module, intended for all employees, rolled out since 2022,

- the "Work well together/fight discrimination" module,
- the modules on "invisible disability".

Measures implemented

There are multiple procedures and preventive measures depending on the type of risk (infringement of Human Rights, risk to the environment and health and safety risks) that employees may suffer or that they may cause in the context of their activity.

a) Prevention of infringement to employees' rights and measures put in place:

- violence and harassment: internal rules and the charter on preventing and fighting harassment and violence in the group;
- health and safety: CSSCT (Health, Safety and Working Conditions Committee), occupational physician, signing of a framework agreement on quality of life at work in October 2020, etc.;
- group agreement on supporting employees in the use of digital tools and the right to disconnect;
- incivilities: procedure for combating incivilities and INCIV application;
- assaults and hold-ups: "armed robbery" procedure;
- trade union freedoms: the group's agreement on union negotiations, the bank's collective agreement, etc.;
- labor law: labor legislation, the bank's collective agreement, etc.;
- right to notify: "Option to report" procedure;
- protection of personal data: the group's code of conduct, procedures pertaining to CNIL;
- protection of private life: protocols for recordings and phone tapping, protocol for video surveillance, GDPR, etc.;
- corruption and influence peddling: the group's internal anti-corruption mechanism;
- fight against discrimination: charter on the fight against discrimination, the promotion of diversity and the inclusion and retention in employment of workers with disabilities within the group.

b) Prevention of direct environmental impact generated by the activity of employees within the company

As part of its 2019-2023 strategic plan, *ensemble#nouveau monde, plus vite, plus loin!* [together#today's world, faster, further!] Crédit Mutuel Alliance Fédérale is committed to reducing its internal carbon footprint in France by 30%^[1]. Accordingly, a methodical energy management approach was put in place (ISO 50001 certification issued by AFNOR in 2020 and confirmed in 2021). Based on its activity, the prevention measures essentially address reduction of paper consumption and waste recycling:

- paper waste: digitization of numerous documents (simulation of credit or estimates and subscription to products online, electronic signature, electronic messaging, etc.);

[1] Office life scope. Energy, refrigerant gas leaks, business travel and motor fleet items.

- waste management: collection of used printer cartridges procedure, selective sorting mechanism (paper recycling, recovery of used batteries, etc.);
- reduction of digital consumption: The 4th Eco Clean Up Week in 2022 resulted in the deletion of more than 180 million digital files for approximately 22.5 million MB, the equivalent of 427 metric tons of CO₂.

3.11.3.4 Option to report (SOT109)

The "Option to report" is an occupational warning system available to internal, external or occasional staff, which encourages them, in addition to the entity's normal warning methods, to report to their employer any serious failure to respect professional or legal obligations.

Reporting extends to all areas (corruption, fraud, etc.), particularly to human rights and fundamental freedoms, personal health and safety as well as the environment.

In accordance with rules and regulations, this procedure guarantees strict confidentiality of the identity of the originators and of persons targeted by the reporting. The whistleblower runs no risk of sanction when the reporting is done in good faith. In addition, it provides the possibility of recourse to external authorities (AMF, ACPR, etc.) or judicial authorities, or even to the media in the event of an emergency situation. This mechanism is overseen by the compliance department and by the group HR department, which ensure regular reporting.

A dedicated whistleblowing tool was rolled out to Crédit Mutuel Alliance Fédérale's French entities in early 2023 with access to the Euro-Information intranet.

3.11.3.5 Monitoring mechanism

Monitoring actions that have been implemented hinge on all the indicators and on the collection of figures touching on the previously mentioned themes ^[1].

Assessment of the application of the "ETHIK 2023" code of conduct

The 2023 assessment saw sustained participation of 98.2% of the 3,866 managers involved, with a slight increase (98.1% in 2022). It verified that the rules of good conduct set out in the code of conduct were respected, with ratings ranging from 4.4 to 4.9 on an increasing scale from 0 to 5 and an overall stable average of 4.8 out of 5. It highlighted the relative difficulties of implementation that could be encountered on certain themes such as the ecological transition and the fight against global warming, and identified possible areas for improvement.

The rules discussed in the report are as follows:

- respect for people;
- gender balance and openness;
- ecological transition and the fight against global warming;
- duty of good management;
- duty of confidentiality and data protection;

- duty of reserve;
- duty of training;
- conflicts of interest;
- respect of values and texts.

In addition, a focus makes it possible to develop a theme related to one of these rules. For 2023, it was dedicated to conflicts of interest and duty of transparency.

Monitoring of self-training modules

In addition, in 2023, Crédit Mutuel Alliance Fédérale employees completed 71% of e-learning courses on professional ethics, in which the fight against corruption is mentioned (SOT104). In addition, with regard to the fight against money laundering and the financing of terrorism, 70% of the first-level training courses and 91% of the in-depth training courses were completed by Crédit Mutuel Alliance Fédérale employees.

99% of employees (excluding long-term absentees) enrolled in a training module to prevent discrimination and promote diversity in 2022 and 2023 have completed their training.

Processing of claims and mediation

The group's system for processing claims enables customers to submit all types of claims, whether they concern the operation of accounts, savings or non-financial matters.

For the 14 federations belonging to Caisse Fédérale de Crédit Mutuel and to CIC banks, the number of claims totaled 40,255 in 2023. Claims handled by level 2 represent 0.49 claims per 1,000 customers.

With regard to mediation, between 2022 and 2023, the overall number of referrals to the Crédit Mutuel mediator increased by 31%, while the acceptance rate remained stable, representing 38% of referrals in 2023 (37% in 2022).

Fragile customers

At the end of 2023, the number of customers benefiting from the basic banking offer was 20,183 and the number of customers equipped with the fragile customer offer (OCF) amounted to 63,677.

Other indicators (non-exhaustive list)

Supplier charter

Nearly 4,800 charters were signed by CCS suppliers and Euro-Information suppliers (SOT100) at the end of December 2023.

Project financing

Among the 50 projects financed in 2023, 38 are classified in category B, 11 in category C and 1 in category A.

Assets under management, SFDR classification

Overall and according to the classifications of the European SFDR regulation, Crédit Mutuel Asset Management's outstandings break down as follows at December 31, 2023:

- Art. 9 funds – Class AMF I: €212 million;
- Art. 8 funds – Class AMF I and II: €66.7 billion.

These classifications represented 88.2% of Crédit Mutuel Asset Management's outstandings at December 31, 2023.

[1] The monitoring indicator, overseen by the compliance department, is monitored but not published for reasons of confidentiality.

Concerning La Française Group, Article 9 and Article 8 funds represent €20.6 billion and €5.3 billion respectively, *i.e.* 65.3% of La Française Group's outstandings.

The assets under management with BLI break down as follows at December 31:

- Art. 9 funds: 150 million,
- Art. 8 funds: 11.1 billion.

3.11.4 Report on the effective implementation of the vigilance plan

The SMR team of the risk department draws up the vigilance plan and its monitoring system in conjunction with the various stakeholders: compliance department and business centers. The vigilance plan and its report are included in group risk management and monitoring system.

In 2023, Crédit Mutuel Alliance Fédérale continued to strengthen its risk prevention, mitigation and management systems.

In the relationship with customers, the main measures concern risk management in the business lines:

- the launch of a working group to develop a sector-specific residential real estate policy for individuals;
- Crédit Mutuel Alliance Fédérale's commitment to biodiversity by joining Act4nature, which translates, among other things, into concrete objectives such as measuring the biodiversity footprint of its financing and investments, and training agricultural market account managers in biodiversity issues;
- the signing of the Tobacco-Free Finance Pledge by Mutuel Alliance Fédérale.

In the relationship with employees, the actions carried out were as follows:

- in terms of the code of conduct: Since 2021, the ETHIK application is available in five languages (French, English, Spanish, German and Belgian Dutch). Since 2021, additional questions are asked on a different topic each year, related to one of the rules of conduct. In 2023, the ETHIK review focused on conflicts of interest and the duty of transparency;
- the signature of a group agreement on the management of jobs and career paths (GEPP).

In the relationship with subcontractors and suppliers:

- continuation of work aimed at making the legal data of suppliers and subcontractors more reliable and improving our knowledge of them (KYS). The objective is to set up a single purchasing process for all the purchasing departments of Crédit Mutuel Alliance Fédérale with a dedicated tool for entering into relationships with suppliers.

DOCUMENTS AVAILABLE ON THE INTERNET

Title	Ref/link
Law No. 2017-399 of March 27, 2017 pertaining to the responsibility of parent companies and initiating companies	https://www.legifrance.gouv.fr/eli/loi/2017/03/27/2017-399/jo/texte
Sectoral policies	https://www.bfcm.creditmutuel.fr/fr/rsm/politiques-sectorielles/index.html

3.12 METHODOLOGICAL NOTE

For details regarding the composition of the sub-groups, please refer to the reports published by the reporting entities.

The technology division includes the following entities: Euro-Information Services, Euro-Information, Euro-Information Production, Euro-Information Développements, Euro-Protection Surveillance.

The press division includes the following entities: Affiches d'Alsace Lorraine; Alsacienne de Portage – DNA; Est Bourgogne Médias; groupe Républicain Lorrain Imprimerie (GRLI); groupe Dauphiné Média, groupe

Progrès; La Liberté de l'Est; La Tribune; le Dauphiné Libéré; Le Républicain Lorrain; Les Dernières Nouvelles d'Alsace; L'Est Républicain; Médiaportage; Presse Diffusion; Publiprint Province no. 1; Républicain Lorrain - TV news; Républicain Lorrain Communication; SAP Alsace; SCI Le Progrès Confluence; Société d'édition de l'hebdomadaire du Louhannais et du Jura (SEHLJ) Société d'investissements médias (SIM), Ebra Events, Ebra Media Alsace, Ebra Media Lorraine Franche Comté, Ebra Services, AGIR, Ebra Productions, Est Info TV, Les éditions du Quotidien, Oddity H., Humanoid, Madmoizelle Agency.

3.12.1 Indicator scope

Unless otherwise specified in the report and in the table below, all indicators are collected and consolidated for the entire reference scope (see appendix).

Theme	Indicator	Methodological note
SOC01bis	PPH workforce	Data are missing for:
SOC13	Recruitment: Total number of hires	CIC foreign subsidiaries except Banque du Luxembourg and Banque du Luxembourg Investments
SOC19 SOC 20	Number of employees with open-ended contracts that quit the organization	
SOC38	Total number of working days of absence	
SOC46	Payroll invested in training	
SOC48	Number of employees who received training	
SOC50	Training: Total number of hours	Missing data for certain press entities
SOC107	Total gross annual compensation (in €) of open-ended contract employees	
SOC108	Total gross annual compensation (in €) – non-managerial open-ended contracts	
SOC109	Total gross annual compensation (in €) – managerial open-ended contracts	
GOUV14	Number of new elected directors of local banks	This indicator concerns: the 14 Crédit Mutuel Alliance Fédérale federations
GOUV15	Number of new elected women directors – local banks	
GOUV56	Training hours provided to directors (federation level; Alliance Fédérale except Crédit Mutuel Normandie)	
SOT27	Amount of loans on preferential terms (< €3,000) granted	This indicator concerns: the 14 Crédit Mutuel Alliance Fédérale federations TARGOBANK in Germany Cofidis France
SOT28	SRI assets under management	Data from Crédit Mutuel Asset Management, La Française and BLI
SOT28 BASE	Assets under management by the management company	Data from Crédit Mutuel Asset Management, La Française and BLI
SOT37	Assets under management in socially responsible employee savings plans	Crédit Mutuel Asset Management data
SOT40	Number of NPO customers (associations, labor organizations, works councils, etc.)	This indicator concerns: the 14 Crédit Mutuel Alliance Fédérale federations CIC regional banks in France BECM Banque Transatlantique
SOT52	Total budget dedicated to patronage and sponsorship*	This indicator concerns: the 14 Crédit Mutuel Alliance Fédérale federations CIC excluding foreign subsidiaries except Banque du Luxembourg and Banque du Luxembourg Investment

*This indicator may include budgets allocated in 2022, but not fully disbursed over the year.

The measurement and reporting methodology, developed in 2006, has been progressively extended to cover the entire banking-insurance scope of Crédit Mutuel Alliance Fédérale. The corresponding indicators underwent an in-depth revision in 2018 in order to make the collection procedure more reliable with all the correspondents of the group. This methodology organizes the rules for collecting, calculating and consolidating indicators, their scope, and the controls performed. It is intended for the national collectors of Crédit Mutuel Alliance Fédérale federations and subsidiaries contributing to reporting. It formalizes the audit pattern for both internal and external audits.

3.12.2 Scope of entities

The scope taken into account for the NFPS is detailed below:

Level	Company
ACM	ACM GIE
	ACM IARD
	ACM Vie SAM
	ACM VIE SA
	Groupe des Assurances du Crédit Mutuel (GACM)
	NELB (North Europe Life Belgium)

Level	Company
CIC	Crédit Industriel et Commercial
	CIC Est
	CIC Lyonnaise de Banque
	CIC Nord Ouest
	CIC Ouest
	CIC Sud Ouest
	Banque de Luxembourg
	Banque de Luxembourg Investments SA (BLI)
	Banque Transatlantique (BT)
	CIC Conseil
	Crédit Mutuel Épargne Salariale
	Crédit Mutuel Factoring
	Crédit Mutuel Leasing
	Crédit Mutuel Real Estate Lease
	Crédit Mutuel Capital
	Crédit Mutuel Equity
	Crédit Mutuel Equity SCR
	Crédit Mutuel Innovation
	Dubly Transatlantique Gestion
	COFIDIS
Cofidis Spain	
Cofidis France	
Cofidis Hungary	
Cofidis Italy	
Cofidis Portugal	
Cofidis Czech Republic	
Cofidis SA Poland	
Cofidis SA Slovakia	
Creatis	
Monobanq	
Synergie	
Euro-Information	Euro-Information Production
	Euro-Protection Surveillance
	Euro-Information
	Euro-Information Développements
	Euro-Information Services

Level	Company
Federations	Caisse Fédérale de Crédit Mutuel (CFCM)
	Caisse Régionale de Crédit Mutuel Anjou (CMA)
	Caisse Régionale du Crédit Mutuel Antilles-Guyane (CMAG)
	Caisse Régionale du Crédit Mutuel Centre (CMC)
	Caisse Régionale du Crédit Mutuel Dauphiné-Vivarais (CMDV)
	Caisse Régionale du Crédit Mutuel de Savoie-Mont Blanc (CMSMB)
	Caisse Régionale du Crédit Mutuel Île-de-France (CMIDF)
	Caisse Régionale du Crédit Mutuel Loire-Atlantique Centre-Ouest (CMLACO)
	Caisse Régionale du Crédit Mutuel Massif Central (CMMC)
	Caisse Régionale du Crédit Mutuel Méditerranéen (CMM)
	Caisse Régionale du Crédit Mutuel Midi-Atlantique (CMMA)
	Caisse Régionale du Crédit Mutuel Nord Europe (CMNE)
	Caisse Régionale du Crédit Mutuel Normandie (CMN)
	Caisse Régionale du Crédit Mutuel Sud-Est (CMSE)
	Direction Régionale Bourgogne Champagne (DRBC), CMCEE
	Direction Régionale Nord (DRN), CMCEE
	Direction Régionale Ouest (DRO), CMCEE
	Direction Régionale Sud (DRS), CMCEE
	Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Anjou (CMA)
	Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Antilles-Guyane (CMAG)
Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Centre (CMC)	
Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Centre Est Europe (CMCEE)	
Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Dauphiné-Vivarais (CMVD)	

Level	Company
Federations	Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Île-de-France (CMIDF)
	Crédit Mutuel banks that are members of the Fédération du Crédit Mutuel Loire-Atlantique Centre-Ouest (CMLACO)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Méditerranéen (CMM)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Midi-Atlantique (CMMA)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Massif Central (CMMC)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Nord Europe (CMNE)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Normandie (CMN)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel Sud-Est (CMSE)
	Crédit Mutuel local banks members of Fédération du Crédit Mutuel de Savoie-Mont Blanc (CMSMB)
	Fédération du Crédit Mutuel Anjou (CMA)
	Fédération du Crédit Mutuel Antilles-Guyane (CMAG)
	Fédération du Crédit Mutuel Centre (CMC)
	Fédération du Crédit Mutuel Centre Est Europe (CMCEE)
	Fédération du Crédit Mutuel Dauphiné-Vivarais (CMDV)
	Fédération du Crédit Mutuel de Savoie-Mont Blanc (CMSMB)
	Fédération du Crédit Mutuel Île-de-France (CMIDF)
	Fédération du Crédit Mutuel Loire-Atlantique Centre Ouest (CMLACO)
	Fédération du Crédit Mutuel Massif Central (CMMC)
	Fédération du Crédit Mutuel Méditerranéen (CMM)
	Fédération du Crédit Mutuel Midi-Atlantique (CMMA)
Fédération du Crédit Mutuel Nord Europe (CMNE)	
Fédération du Crédit Mutuel Normandie (CMN)	
Fédération du Crédit Mutuel Sud-Est (CMSE)	

Level	Company
Subsidiaries	Bail Actéa
	Bail Actéa Immobilier
	Banque Européenne du Crédit Mutuel (BECM)
	Banque Fédérative du Crédit Mutuel (BFCM)
	BECM Francfort
	Beobank
	CCLS
	Centre de Conseil et de Service
	CIC Private debt
	Crédit Mutuel Asset Management
	Crédit Mutuel Caution Habitat
	Crédit Mutuel Gestion
	Crédit Mutuel Immobilier
	Crédit Mutuel Investment Managers
	Factofrance
	La Française Group
	La Française AM
	La Française AM Finance Services
	La Française Group UK Finance Limited
	La Française Real Estate Managers
	La Française Sytematic Asset Management GmbH
	New Alpha Asset Management
	Targo Deutschland GmbH
	Targo Dienstleistungs GmbH
	Targo Factoring GmbH
	Targo Finanzberatung GmbH
	Targo Technology GmbH
	Targo Leasing GmbH
	TARGOBANK AG

Level	Company
Press	Affiches d'Alsace Lorraine
	Alsacienne de Portage – DNA
	Est Bourgogne Médias
	Groupe Républicain Lorrain Imprimeries (GRLI)
	Groupe Dauphiné Media
	Groupe Progrès
	Humanoid
	La Liberté de l'Est
	La Tribune
	Le Dauphiné Libéré
	Le Républicain Lorrain
	Les Dernières Nouvelles d'Alsace
	L'Est Républicain
	Madmoizelle
	Média portage
	Oddity H.
	Presse Diffusion
	Presstic Numerama
	Publiprint Province no. 1
	SAP Alsace
	SCI Le Progrès Confluence
	Société d'édition de l'hebdomadaire du Louhannais et du Jura (SEHLJ)
	Ebra Events
	Ebra Médias Alsace
	Ebra Services
	Ebra Médias Lorraine Franche Comté
	Société d'Investissements Médias (SIM)
	AGIR
	EBRA Productions
	Est Info TV
	Les Éditions du Quotidien

3.12.3 Main management rules

The 2022 data collection process began in September 2021 in order to mobilize all the departments concerned and organize reporting levels and consistency checks. Data collection was broken down into the search for qualitative and quantitative information.

The CSR indicators selected are based notably on:

- Article 225 of the Grenelle 2 law;
- greenhouse gas assessments;
- Order No. 2011-829 of July 11, 2011;
- the mutualist reporting;
- the “Energy Transition law for Green Growth”, passed on August 18, 2015;
- Article 173 of the Energy Transition law enacted on December 31, 2015;
- the transposition of Directive No. 2014/95/EU of the European Parliament and of the Council of October 22, 2014 amending Directive No. 2013/34/EU as regards disclosure of non-financial and diversity information (Order No. 2017-1180 of July 19, 2017 and Order No. 2017-1265 of August 9, 2017);
- the Sapin 2 Law on anti-corruption adopted on November 8, 2016;
- the “duty of diligence” law adopted on February 21, 2017.

Governance indicators

Some of these indicators concern the mutualist governance of the group and the network of local banks. Most of this data is collected from a computer database used to manage elected-member offices and functions (entered by Crédit Mutuel Alliance Fédérale local bank managers as corporate changes are made to their boards) and from mutualist reporting (entered into an application by bank managers between mid-January and the end of February to report on corporate actions and events carried out during the previous year). Other data, notably that which is related to membership, are supplied by the group management-control information system.

Social indicators

The workforce data relates to the salaried employees, natural persons, on the payroll as at December 31, excluding trainees, temporary workers and external service providers. The data relating to days of absence includes all the absences of employees under permanent and short-term contracts and those on work-study programs in respect of the following: indemnified sick leave, non-indemnified sick leave, sick leave without a medical certificate, workplace accidents, special leave, leave to care for a sick child, prolonged unpaid leave (more than one month), sabbatical leave and work inability leave. It does not include paid leave or days off under collective agreements (compensatory time, seniority, marriage, etc.) or maternity or paternity leave. Lastly, the percentage of payroll expense spent on training does not include Fongecif subsidies. Regarding the group’s French entities, the training indicators include the hours of face-to-face training and the online hours prerequisite for face-to-face hours. As of fiscal year 2018, the number of e-learning training hours are also counted.

Digital transformation training rate indicator: Scope of Cap Compétences including the Crédit Mutuel Alliance Fédérale federations, CIC banks, French social base subsidiaries and certain foreign subsidiaries. In the denominator: employees on open-ended contracts as of October 31, 2023 of the group’s entities under the common social base. Apprentices, work-study students and professional training contracts are excluded as well as employees who were absent (long-term absences, maternity leave, end-of-career leave, unpaid leave) as of December 31, 2023. In the numerator: employees identified as trained who were able to follow these training courses until December 31, 2023, with the exception of employees who joined the group after October 31, 2023 and therefore not registered for the training.

Societal indicators

Most of the social indicators come from the group “management control” information system. The criteria and parameters are computerized to ensure greater reliability and traceability of the information provided. On the other hand, the social indicators are for the most part supplemented by qualitative indicators underscoring the actions carried out by Crédit Mutuel Alliance Fédérale entities in their respective region.

Environmental indicators

Given the nature of the group’s activities, noise, soil and other forms of pollution from discharges into the air, water and soil which seriously affect the environment at its operating sites do not appear to be significant. In addition, the group does not have a major impact on biodiversity. However, these aspects have been reintegrated into its overall CSR approach but are not included in this report. Crédit Mutuel has not recognized any provisions in its accounts in respect of environmental risk.

As information on the monitoring of energy and water consumption is not available for all Crédit Mutuel Alliance Fédérale branches, a CCS Consulting and Services Center has developed a calculation system for estimating this consumption when necessary.

For foreign entities that are not integrated into the group’s IT system, data was collected manually and then imported into the CSR consolidation application. This mainly concerns the press, the non-French entities of Cofidis group, the non-French entities of GACM, TARGOBANK in Germany and TARGOBANK in Spain.

Most of the consumption data reported for Crédit Mutuel Alliance Fédérale (networks, head offices and subsidiaries) are taken from water and energy bills:

- consumption of hot and cold water supplied by urban networks was gathered from data provided by suppliers;
- electricity and gas consumption: consumption data were provided by suppliers. Only the data concerning control rooms are still entered manually into the CONSOS collection tool and an extrapolation made for water consumption and other energies;
- consumption of water and other energies: as information relating to the monitoring of the consumption of certain forms of energy and water consumption is not available for all buildings, a calculation system was deployed by CCS making it possible to estimate consumption levels when necessary.

This information is extrapolated to complete:

- missing monthly consumption data (in proportion to the number of months entered in the CONSOS tool),
- consumption data missing from some meters (average consumption at m² multiplied by the surface area of the building). In most cases, published data covers the period from November 1, 2018 to June 30, 2019; the data collection period was changed in 2019 to enable better coverage to be ensured;
- consumption of paper for internal use: this is the combination of information provided by Sofedis (the central purchasing agency of Crédit Mutuel Alliance Fédérale), CCS for reprographics, as well as external suppliers if necessary and the service in charge of magazine subscriptions for Crédit Mutuel Alliance Fédérale;
- consumption of paper for external use: apart from Sofedis data, information transmitted by entities of the group's IT sector is taken into account: Euro-Information Production and Euro P3C (consignments of checkbooks, credit cards and bank statements) and other suppliers, particularly for the preparation of documents for communication purposes;
- travel: the number of kilometers travelled by motor fleets and the number of liters of diesel fuel and gasoline consumed by those fleets are estimated based on the information provided by CCS in charge of fleet management, on the basis of data obtained from fuel payment cards or on the basis of the internal monitoring of the consuming entities.

Fifty two indicators are subject to a publication review, a data audit (on-site or remote) based on analytical reviews, substantiation tests on a sampling basis, comparison with sector performance ratios, interviews and an insurance report testifying to the existence of the information and expressing an opinion on its fairness, issued by the statutory auditors designated as an independent third party. These indicators mainly concern the entire reference scope, except for certain specific indicators, as detailed in the table below.

Information on the Taxonomy regulation

Crédit Mutuel Alliance Fédérale, for the year ended December 31, 2023, chose not to completely apply the European Commission's notice of December 21, 2023 on the interpretation and implementation of certain legal provisions of the Delegated Act on disclosures under Article 8 of the EU Taxonomy Regulation on the reporting of taxonomy-eligible and taxonomy-aligned economic activities and assets, given its late publication.

Household alignment

All transactions to finance the acquisition of real estate or the financing of real estate renovation work by households, as well as loans to finance the acquisition of a vehicle granted since January 1, 2022, have been considered fully eligible in accordance with Delegated Regulation (EU) 2021/2178 of July 06, 2021. To determine the alignment of these assets, Crédit Mutuel Alliance Fédérale relied on the information available in its information system for each category of eligible loans (loans secured by residential real estate, building renovation loans, vehicle loans).

Loans for building renovation and vehicle loans were considered as non-aligned due to the lack of available information, particularly with regard to the DNSH (do no significant harm) criteria.

In order to determine the alignment of its loans secured by residential real estate, Crédit Mutuel Alliance Fédérale has classified its various exposures, according to the building's date of construction (or issue of the building permit), on the existing RT 2012 and RE 2020 standards, as well as on the DPE collected directly or from the Agence de la Transition Énergétique (ADEME). These data were supplemented by the analysis of physical risks carried out by Crédit Mutuel Alliance Fédérale on its portfolios. All loans exposed to physical climate risks were thus considered as not aligned with the taxonomy.

For new buildings, where the date of the building permit is not known, Crédit Mutuel Alliance Fédérale chose to evaluate the date of construction on the basis of the date of obtaining the loan secured by the real estate property, and thus deduce the maximum primary energy consumption to be respected for the real estate property to be aligned.

Crédit Mutuel Alliance Fédérale did not apply the minimum social guarantees to its household exposures, considering them unsuitable for households.

The household Green Asset Ratio was calculated on the basis of the gross carrying amount of households and not on the total assets covered by the taxonomy, as is the case for the total GAR.

Business alignment

With regard to financing operations for financial and non-financial companies, Crédit Mutuel Alliance Fédérale researched the eligibility and alignment published by its counterparties within their universal registration document, management report or Non-Financial Performance Statement, published in 2023 when the purpose of the financing is not known. The ratios published by its counterparties were used as a basis for weighting the outstandings relating to these companies. In the case of dedicated financing, the eligibility of the activity was considered according to the activity's NACE code, and bilateral exchanges were carried out to determine whether or not the various criteria leading to the activity's alignment had been met.

It should be noted that in the case of exposure to a subsidiary that does not publish information on the alignment of its own activity, Crédit Mutuel Alliance Fédérale elected to use the ratio published by its parent company.

The Green Asset Ratios for financial and non-financial companies were respectively calculated on the basis of the gross carrying amount of financial and non-financial companies subject to NFRD, and not on the total assets covered by the taxonomy, as is the case for total GAR.

Alignment of local authorities

Local authorities are included in the numerator of the Green Asset Ratio as soon as the purpose of the financing is known. In the case of unallocated loans, the exposure is excluded from the scope of hedged assets and reclassified as sovereign exposure.

Collateral obtained by seizure: residential and commercial real estate property

The alignment of the collateral obtained was not calculated in the absence of convincing information to justify the alignment.

Alignment of fossil gas and nuclear activities

In order to measure the alignment of its fossil gas and nuclear exposures, Crédit Mutuel Alliance Fédérale relied on the eligibility and alignment ratios of its counterparties published within their universal registration document in 2023. The KPIs for which tables of nuclear energy and fossil gas activities are to be published are detailed in this Non-Financial Performance Statement. Tables relating to nuclear and fossil gas activities for economic activities aligned with the Green Taxonomy, economic activities eligible but not aligned with the Green Taxonomy and economic activities not eligible for the Green Taxonomy have been presented for exposures on balance sheet outstandings. These tables have not been reproduced for off-balance sheet exposures, nor for the flow of new on- or off-balance sheet exposures.

Eligibility of assets for other environmental objectives

In accordance with Article 5 of Delegated Regulation (EU) 2023/2486, Crédit Mutuel Alliance Fédérale is required to publish the eligibility of its portfolio for the four climate objectives (protection of water and marine resources, transition to a circular economy, pollution prevention and reduction, protection and restoration of biodiversity and ecosystems). In the absence of available information published by its counterparties, Crédit Mutuel Alliance Fédérale was unable to carry out an eligibility analysis and has therefore chosen not to include them in its eligibility ratio. From 2025 onwards, Crédit Mutuel Alliance Fédérale will rely on the data published by its NFRD counterparties in their sustainability reports to publish the eligibility of its portfolio over the entire scope of the taxonomy.

3.13 INFORMATION ON REGULATORY REQUIREMENTS

Information on the recently treated topics under the NFPS and excluded from the cross-reference table:

- fight against food insecurity: not applicable;

- respect for animal welfare and responsible, fair and sustainable nutrition: not applicable.

Articles R.225-105 and L.225-102-1 of the French Commercial Code

Section

Business model	3.2.2; 3.2.3
Non-financial risks	3.3
Policies implemented/results of these policies	3.2.4
1° Social information:	
a) Employment:	
▪ the total workforce and breakdown of employees by gender, age and geographic area	3.7.5
▪ hires and layoffs	3.7.5
▪ compensation and its evolution	3.7.5
b) Work organization:	
▪ organization of work time	3.7.5
▪ absenteeism	3.7.5
c) Health and safety:	
▪ health and safety conditions at work	3.7.3
▪ occupational accidents, notably their frequency and severity, as well as occupational illnesses [1]	3.7.5
d) Labor relations:	
▪ organization of social dialog, notably the procedures for informing and consulting employees and negotiating with them	3.7.4
▪ review of collective agreements, notably as regards occupational health and safety	3.7.4
e) Training:	
▪ policies implemented for training, in particular with regard to the protection of the environment	3.7.2
▪ total number of training hours	3.7.5

Articles R.225-105 and L.225-102-1 of the French Commercial Code	Section
f) Equal treatment:	
▪ measures taken to promote gender equality	3.7.1
▪ measures taken to promote the employment and integration of people with disabilities	3.7.1
▪ anti-discrimination policy	3.7.1
2° Environmental information:	
a) General environmental policy:	
▪ organization of the company to take into account environmental issues and, where applicable, environmental assessment or certification procedures	3.8.1
▪ resources devoted to the prevention of environmental risks and pollution	3.8.1
▪ amount of the provisions and guarantees for environmental risks, provided that this information is not likely to cause serious damage to the company in litigation in progress	-
b) Pollution:	
▪ measures to prevent, reduce or repair air, water and soil discharges that seriously affect the environment	3.8.6
▪ consideration of any form of pollution specific to an activity, especially noise and light pollution	3.8.1
c) Circular economy:	
▪ waste prevention and management	3.8.1
▪ prevention, recycling, reuse, other forms of recovery and waste disposal	3.8.1
▪ actions to combat food waste	3.8.1
▪ sustainable use of resources	3.8.1
▪ water consumption and water supply based on local constraints	3.8.1
▪ consumption of raw materials and measures taken to improve efficiency in their use	3.8.1
▪ energy consumption, measures taken to improve energy efficiency and the use of renewable energies	3.8.1
▪ land use	NA
d) Climate change:	
▪ significant greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces	3.8.1
▪ measures taken to adapt to the consequences of climate change	3.8.5; 3.8.6
▪ voluntary medium- and long-term reduction targets to reduce greenhouse gas emissions and the resources used for that purpose	3.2.4.2; 3.8.1 to 3.8.5
e) Protection of biodiversity:	
▪ measures taken to preserve or restore biodiversity	3.8.7
3° Societal information	
a) Societal commitments to promote sustainable development:	
▪ impact of the company's activity on employment and local development	3.7.1; 3.6.3 to 3.6.6
▪ impact of the company's activity on neighboring or local populations (2)	3.6.3; 3.6.4
▪ relations maintained with the stakeholders of the company and terms of dialog with them	3.2.3; 3.4.1; 3.5.2
▪ partnership or patronage actions	3.2.3; 3.6.4
b) Subcontracting and suppliers:	
▪ consideration of social and environmental issues in purchasing policy	3.6.1
▪ consideration in relations with suppliers and subcontractors of their corporate social responsibility;	3.6.2
c) Fair practices:	
▪ measures taken to promote consumer health and safety	3.4.3

Articles R.225-105 and L.225-102-1 of the French Commercial Code	Section
Additional Information	
1° Information on the fight against corruption:	
▪ actions undertaken to prevent corruption	3.4.3
2° Information on actions to promote human rights	
a) Promotion and compliance with the provisions of the fundamental conventions of the International Labor Organization relating to:	
▪ respect for the freedom of association and the right to collective bargaining	3.7.4; 3.7.5
▪ the elimination of discrimination in terms of employment and occupation	3.7.1; 3.7.5
▪ the elimination of forced or compulsory labor	3.6.1; 3.6.2; 3.7.5
▪ the effective abolition of child labor	3.6.1; 3.6.2; 3.7.5
b) Other actions undertaken to promote human rights	3.4.3, 3.11.3
3° Other information	
Societal commitments to promote:	
▪ the fight against food insecurity	3.6.4
▪ respect for animal welfare	NC
▪ responsible, fair and sustainable food	NC
▪ Nation-army bond	NC
▪ commitment to the reserves	NC
▪ physical and sporting activities	3.6.4
▪ people with disabilities	3.7.1
Direct and indirect greenhouse gas emissions linked to upstream and downstream transport activities	3.8.1
Action plan to reduce emissions (use of rail and river modes, biofuels and electromobility)	3.8.1

(1) Only the number of workplace accidents is reported.

(2) Crédit Mutuel Alliance Fédérale refers to its regional impact through its local presence. However, its activity has no impact on local populations.

3.14 APPENDICES

General models

- Model 1: Assets used to calculate GAR
- Model 2: GAR Information by sector
- Model 3: KPI GAR Outstandings
- Model 4: KPI GAR Flows
- Model 5: KPI for off-balance sheet exposures

Models specific to fossil gas and nuclear activities

- Model 1: Nuclear energy and fossil gas activities
- Model 2: Taxonomy-aligned economic activities (denominator)
- Model 3: Taxonomy-aligned economic activities (numerator)
- Model 4: Economic activities eligible for the taxonomy but not aligned with it
- Model 5: Economic activities not eligible for taxonomy

3

General models

MODEL 1 - ASSETS USED TO CALCULATE THE GREEN ASSET RATIO (GAR)

The information in this model is based on the counterparties' revenue and capital expenditure (Capex).

Presentation based on counterparties' revenue

	a	b	c	d	e	f	
	Reference date of information 2023						
	Climate change mitigation (CCM)						
	Of which to sectors relevant for taxonomy (eligible for taxonomy)						
	Of which environmentally sustainable (aligned with taxonomy)						
	Total gross carrying amount			Of which product use	Of which transitional	Of which enabling	
<i>(in € millions)</i>							
	GAR - ASSETS COVERED BY NUMERATOR AND DENOMINATOR						
1	Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	296,247	198,302	31,170	30,352	14	443
2	Financial companies	21,912	913	96	0	3	58
3	Credit institutions	9,735	57	0	0	0	0
4	- Loans and advances	4,188	7	0	0	0	0
5	- Debt securities, including specific use of proceeds (UoP)	5,546	50	0	0	0	0
6	- Equity instruments	0	0	0	-	0	0
7	Other financial institutions	12,177	856	96	0	3	58
8	of which investment firms	4	0	0	0	0	0
9	- Loans and advances	4	0	0	0	0	0
10	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0	0
11	- Equity instruments	0	0	0	-	0	0
12	of which asset management companies	137	0	0	0	0	0
13	- Loans and advances	137	0	0	0	0	0
14	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0	0
15	- Equity instruments	0	0	0	-	0	0
16	of which insurance companies	8,962	699	87	0	3	49
17	- Loans and advances	23	0	0	0	0	0
18	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0	0
19	- Equity instruments	8,940	699	87	-	3	49
20	Non-financial corporations	16,508	3,534	722	0	11	385
21	- Loans and advances	16,314	3,534	722	0	11	385
22	- Debt securities, including specific use of proceeds (UoP)	179	0	0	0	0	0
23	- Equity instruments	14	0	0	-	0	0
24	Households	251,471	193,779	30,352	30,352	0	0
25	of which secured by residential real estate property	190,657	190,657	30,352	30,352	0	0
26	of which loans for building renovation	1,426	1,426	0	0	0	0
27	of which motor vehicle loans	4,714	1,696	0	0	0	0
28	Financing of local governments	6,340	76	0	0	0	0
29	Housing finance	76	76	0	0	0	0
30	Other local government financing	6,264	0	0	0	0	0
31	Collateral obtained by seizure: residential and commercial real estate property	16	0	0	0	0	0
32	Other assets excluded from the numerator for GAR calculation (but covered by the denominator)	328,283	0	0	0	0	0
33	Financial and non-financial companies	291,440	-	-	-	-	-
34	SMEs and non-financial companies (other than SMEs) not subject to the NFRD disclosure requirements	266,190	-	-	-	-	-
35	- Loans and advances	247,895	-	-	-	-	-
36	<i>of which secured by commercial real estate property</i>	38,700	-	-	-	-	-
37	<i>of which loans for building renovation</i>	0	-	-	-	-	-
38	- Debt securities	11,466	-	-	-	-	-
39	- Equity instruments	6,828	-	-	-	-	-

g	h	i	j	ab	ac	ad	ae	af
Reference date of information 2023								
Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
Of which to sectors relevant for taxonomy (eligible for taxonomy)				Of which to sectors relevant for taxonomy (eligible for taxonomy)				
Of which environmentally sustainable (aligned with taxonomy)				Of which environmentally sustainable (aligned with taxonomy)				
	Of which product use	Of which enabling			Of which product use	Of which transitional	Of which enabling	
1,004	468	0	468	199,306	31,638	30,352	14	911
981	467	0	467	1,894	563	0	3	525
0	0	0	0	57	0	0	0	0
0	0	0	0	7	0	0	0	0
0	0	0	0	50	0	0	0	0
0	0	-	0	0	0	-	0	0
981	467	0	467	1,836	563	0	3	525
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	-0
0	0	0	-0	0	0	0	0	0
0	0	-	0	0	0	-	0	-
981	467	0	467	1,680	554	0	3	516
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
981	467	-	467	1,680	554	-	3	516
23	1	0	1	3,557	723	0	11	386
23	1	0	1	3,557	723	0	11	386
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
0	0	0	0	193,779	30,352	30,352	0	0
0	0	0	0	190,657	30,352	30,352	0	0
0	0	0	0	1,426	0	0	0	0
-	-	-	-	1,696	0	0	0	0
0	0	0	0	76	0	0	0	0
0	0	0	0	76	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-

		a	b	c	d	e	f
Reference date of information 2023							
Climate change mitigation (CCM)							
Of which to sectors relevant for taxonomy (eligible for taxonomy)							
Of which environmentally sustainable (aligned with taxonomy)							
(in € millions)		Total gross carrying amount			Of which product use	Of which transitional	Of which enabling
40	Third-country counterparties not subject to the NFRD disclosure requirements	25,251	-	-	-	-	-
41	- Loans and advances	21,460	-	-	-	-	-
42	- Debt securities	3,495	-	-	-	-	-
43	- Equity instruments	294	-	-	-	-	-
44	Derivatives	1,525	-	-	-	-	-
45	Interbank demand loans	4,505	-	-	-	-	-
46	Cash and cash equivalents	1,078	-	-	-	-	-
47	Other assets (goodwill, commodities, etc.)	29,736	-	-	-	-	-
48	Total GAR assets	624,530	198,302	31,170	30,352	14	443
49	Assets not included in the GAR calculation	190,418	-	-	-	-	-
50	Central governments and supranational issuers	63,683	-	-	-	-	-
51	Exposures to central banks	100,322	-	-	-	-	-
52	Trading book	26,413	-	-	-	-	-
53	Total assets	814,949	198,302	31,170	30,352	14	443
OFF-BALANCE SHEET EXPOSURES - COMPANIES SUBJECT TO THE NFRD DISCLOSURE REQUIREMENTS							
54	Financial guarantees	26,827	3,415	1,146	0	16	871
55	Assets under management	148,924	5,385	1,257	0	86	716
56	Of which debt securities	45,139	2,858	539	0	34	239
57	Of which equity instruments	16,419	1,518	456	0	8	370

1. This model includes information on loans and advances, debt securities and equity instruments in the banking book relating to financial companies, non-financial companies, including SMEs, households (residential property, home improvement loans and motor loans only) and local authorities/municipalities (housing finance).

2. The following accounting categories of financial assets are to be considered: financial assets at amortized cost, financial assets measured at fair value through other comprehensive income, investments in subsidiaries, joint ventures and associates, financial assets designated as measured at fair value through profit or loss, financial assets mandatorily measured at fair value through profit or loss, and real estate collateral foreclosed by credit institutions in exchange for cancellation of debt.

3. Banks with subsidiaries outside the EU must provide this information separately for exposures to non-EU counterparties. For non-EU exposures, while the absence of common disclosure requirements and methodologies poses additional difficulties, since the EU taxonomy and the Directive apply only at EU level, credit institutions with subsidiaries in non-EU countries should, given the importance of these exposures to them, disclose as far as possible a separate GAR for their non-EU exposures, in the form of estimates and ranges, using approximations and explaining assumptions, qualifications and limitations.

4. For motor loans, institutions only include exposures created after the date of application of the disclosure requirement.

g	h	i	j	ab	ac	ad	ae	af
Reference date of information 2023								
Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
Of which to sectors relevant for taxonomy (eligible for taxonomy)				Of which to sectors relevant for taxonomy (eligible for taxonomy)				
Of which environmentally sustainable (aligned with taxonomy)				Of which environmentally sustainable (aligned with taxonomy)				
	Of which product use	Of which enabling		Of which product use	Of which transitional	Of which enabling		
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
1,004	468	0	468	199,306	31,638	30,352	14	911
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
1,004	468	0	468	199,306	31,638	30,352	14	911
53	1	0	1	3,468	1,147	0	16	872
87	9	0	9	5,472	1,266	0	86	724
31	0	0	0	2,889	539	0	34	239
14	5	0	5	1,532	461	0	8	375

Presentation based on counterparty expenditure (Capex)

	a	b	c	d	e	f
	Reference date of information 2023					
	Climate change mitigation (CCM)					
	Of which to sectors relevant for taxonomy (eligible for taxonomy)					
	Of which environmentally sustainable (aligned with taxonomy)					
	Total gross carrying amount			Of which product use	Of which transitional	Of which enabling
(in € millions)						
	GAR - ASSETS COVERED BY NUMERATOR AND DENOMINATOR					
1	Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	296,247	200,305	31,744	30,352	646
2	Financial companies	21,912	971	175	0	96
3	Credit institutions	9,735	10	1	0	1
4	- Loans and advances	4,188	10	1	0	1
5	- Debt securities, including specific use of proceeds (UoP)	5,546	0	0	0	0
6	- Equity instruments	0	0	0	-	0
7	Other financial institutions	12,177	961	174	0	95
8	of which investment firms	4	0	0	0	0
9	- Loans and advances	4	0	0	0	0
10	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0
11	- Equity instruments	0	0	0	-	0
12	of which asset management companies	137	0	0	0	0
13	- Loans and advances	137	0	0	0	0
14	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0
15	- Equity instruments	0	0	0	-	0
16	of which insurance companies	8,962	699	139	0	61
17	- Loans and advances	23	0	0	0	0
18	- Debt securities, including specific use of proceeds (UoP)	0	0	0	0	0
19	- Equity instruments	8,940	699	139	-	61
20	Non-financial corporations	16,508	5,478	1 217	0	550
21	- Loans and advances	16,314	5,478	1 217	0	550
22	- Debt securities, including specific use of proceeds (UoP)	179	0	0	0	0
23	- Equity instruments	14	0	0	-	0
24	Households	251,471	193,779	30,352	30,352	0
25	of which secured by residential real estate property	190,657	190,657	30,352	30,352	0
26	of which loans for building renovation	1,426	1,426	0	0	0
27	of which motor vehicle loans	4,714	1,696	0	0	0
28	Financing of local governments	6,340	76	0	0	0
29	Housing finance	76	76	0	0	0
30	Other local government financing	6,264	0	0	0	0
31	Collateral obtained by seizure: residential and commercial real estate property	16	0	0	0	0
32	Other assets excluded from the numerator for GAR calculation (but covered by the denominator)	328,283	0	0	0	0
33	Financial and non-financial companies	291,440	-	-	-	-
34	SMEs and non-financial companies (other than SMEs) not subject to the NFRD disclosure requirements	266,190	-	-	-	-
35	- Loans and advances	247,895	-	-	-	-
36	of which secured by commercial real estate property	38,700	-	-	-	-
37	of which loans for building renovation	0	-	-	-	-
38	- Debt securities	11,466	-	-	-	-
39	- Equity instruments	6,828	-	-	-	-

g	h	i	j	ab	ac	ad	ae	af
Reference date of information 2023								
Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
Of which to sectors relevant for taxonomy (eligible for taxonomy)				Of which to sectors relevant for taxonomy (eligible for taxonomy)				
Of which environmentally sustainable (aligned with taxonomy)				Of which environmentally sustainable (aligned with taxonomy)				
		Of which product use	Of which enabling			Of which product use	Of which transitional	Of which enabling
5,891	40	0	0	206,196	31,784	30,352	59	647
970	17	0	0	1,941	192	0	10	96
10	0	0	0	20	1	0	0	1
10	0	0	0	20	1	0	0	1
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
960	17	0	0	1,921	191	0	10	95
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
699	17	0	0	1,398	156	0	9	61
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
699	17	-	0	1,398	156	-	9	61
4,921	23	0	0	10,399	1,240	0	49	550
4,921	23	0	0	10,399	1,240	0	49	550
0	0	0	0	0	0	0	0	0
0	0	-	0	0	0	-	0	0
0	0	0	0	193,779	30,352	30,352	0	0
0	0	0	0	190,657	30,352	30,352	0	0
0	0	0	0	1,426	0	0	0	0
-	-	-	-	1,696	0	0	0	0
0	0	0	0	76	0	0	0	0
0	0	0	0	76	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-

		a	b	c	d	e	f
		Reference date of information 2023					
		Climate change mitigation (CCM)					
		Of which to sectors relevant for taxonomy (eligible for taxonomy)					
		Of which environmentally sustainable (aligned with taxonomy)					
		Total gross carrying amount			Of which product use	Of which transitional	Of which enabling
<i>(in € millions)</i>							
40	Third-country counterparties not subject to the NFRD disclosure requirements	25,251	-	-	-	-	-
41	- Loans and advances	21,461	-	-	-	-	-
42	- Debt securities	3,496	-	-	-	-	-
43	- Equity instruments	294	-	-	-	-	-
44	Derivatives	1,525	-	-	-	-	-
45	Interbank demand loans	4,505	-	-	-	-	-
46	Cash and cash equivalents	1,078	-	-	-	-	-
47	Other assets (goodwill, commodities, etc.)	29,736	-	-	-	-	-
48	Total GAR assets	624,530	200,305	31,744	30,352	59	646
49	Assets not included in the GAR calculation	190,418	-	-	-	-	-
50	Central governments and supranational issuers	63,683	-	-	-	-	-
51	Exposures to central banks	100,322	-	-	-	-	-
52	Trading book	26,413	-	-	-	-	-
53	Total assets	814,949	200,779	31,744	30,352	59	646
OFF-BALANCE SHEET EXPOSURES - COMPANIES SUBJECT TO THE NFRD DISCLOSURE REQUIREMENTS							
54	Financial guarantees	26,827	3,872	1,146	0	32	803
55	Assets under management	148,924	9,746	1,868	0	83	1,001
56	Of which debt securities	45,139	5,029	939	0	25	582
57	Of which equity instruments	16,419	3,671	577	0	33	262

1. This model includes information on loans and advances, debt securities and equity instruments in the banking book relating to financial companies, non-financial companies, including SMEs, households (residential property, home improvement loans and motor loans only) and local authorities/municipalities (housing finance).

2. The following accounting categories of financial assets are to be considered: financial assets at amortized cost, financial assets measured at fair value through other comprehensive income, investments in subsidiaries, joint ventures and associates, financial assets designated as measured at fair value through profit or loss, financial assets mandatorily measured at fair value through profit or loss, and real estate collateral foreclosed by credit institutions in exchange for cancellation of debt.

3. Banks with subsidiaries outside the EU must provide this information separately for exposures to non-EU counterparties. For non-EU exposures, while the absence of common disclosure requirements and methodologies poses additional difficulties, since the EU taxonomy and the Directive apply only at EU level, credit institutions with subsidiaries in non-EU countries should, given the importance of these exposures to them, disclose as far as possible a separate GAR for their non-EU exposures, in the form of estimates and ranges, using approximations and explaining assumptions, qualifications and limitations.

4. For motor loans, institutions only include exposures created after the date of application of the disclosure requirement.

g	h	i	j	ab	ac	ad	ae	af
Reference date of information 2023								
Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
Of which to sectors relevant for taxonomy (eligible for taxonomy)				Of which to sectors relevant for taxonomy (eligible for taxonomy)				
Of which environmentally sustainable (aligned with taxonomy)				Of which environmentally sustainable (aligned with taxonomy)				
		Of which product use	Of which enabling			Of which product use	Of which transitional	Of which enabling
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
5,891	40	0	0	206,196	31,784	30,352	59	647
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
5,891	40	0	0	206,670	31,784	30,352	59	647
3,765	4	0	1	7,637	1,150	0	32	804
9,742	12	0	0	19,488	1,880	0	83	1,001
5,217	3	0	0	10,245	942	0	25	582
3,677	5	0	0	7,348	581	0	33	262

Information on the portfolio's eligibility for environmental targets (water and marine resources, circular economy, pollution prevention and reduction, biodiversity and ecosystems) could not be collected, due to the lack of data published by NFRD counterparties within their non-financial performance statement for the 2023 fiscal year. These data will be produced and included in the calculation of the eligibility ratio as of the 2024 fiscal year.

MODEL 2 - GREEN ASSET RATIO: INFORMATION BY SECTOR

The information in this model is based solely on the revenue and capital expenditure (Capex) of the counterparties.

Presentation based on counterparties' revenue

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
	Of which environmentally sustainable		Of which environmentally sustainable		Of which environmentally sustainable		Of which environmentally sustainable		Of which environmentally sustainable		Of which environmentally sustainable	
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	(in € sustainable CCM)	(in € sustainable CCM)	(in € sustainable CCM)	(in € sustainable CCA)	(in € sustainable CCA)	(in € sustainable CCA)	(in € sustainable CCA)	(in € millions)	(in € CCM + CCA)	(in € millions)	(in € CCM + CCA)
1 A01.11-Growing of cereals (except paddy), legumes and oilseeds	36	0	-	-	36	0	-	-	36	0	-	-
2 A01.13-Growing of vegetables, melons, roots and tubers	3	0	-	-	3	0	-	-	3	0	-	-
3 A01.21-Grapevine culture	20	0	-	-	20	0	-	-	20	0	-	-
4 A01.45-Sheep and goat farming	1	0	-	-	1	0	-	-	1	0	-	-
5 A01.49-Raising of other animals	1	0	-	-	1	0	-	-	1	0	-	-
6 A02.20-Logging	1	0	-	-	1	0	-	-	1	0	-	-
7 B08.11-Quarrying of ornamental and construction stone, industrial limestone, gypsum, chalk and slate	2	0	-	-	2	0	-	-	2	0	-	-
8 B08.12-Operation of gravel and sand pits, extraction of clays and kaolin	16	2	-	-	16	0	-	-	16	2	-	-
9 B08.99-Other mining activities n.e.c.	1	0	-	-	1	0	-	-	1	0	-	-
10 B09.10-Support activities for hydrocarbon extraction	76	0	-	-	76	0	-	-	76	0	-	-
11 B09.90-Support services to other extractive industries	3	0	-	-	3	0	-	-	3	0	-	-
12 C10.12-Poultry meat processing and preservation	9	0	-	-	9	0	-	-	9	0	-	-
13 C10.39-Other processing and preserving of fruit and vegetables	3	0	-	-	3	0	-	-	3	0	-	-
14 C10.51-Operation of dairies and cheese production	8	0	-	-	8	0	-	-	8	0	-	-
15 C10.61-Grain processing	5	0	-	-	5	0	-	-	5	0	-	-
16 C10.71-Manufacture of bread and fresh pastries	5	0	-	-	5	0	-	-	5	0	-	-
17 C10.72-Manufacture of preserving cookies, rusks and pastries	1	0	-	-	1	0	-	-	1	0	-	-
18 C10.73-Manufacture of pasta	1	0	-	-	1	0	-	-	1	0	-	-
19 C.10.81-Manufacture of sugar	1	0	-	-	1	0	-	-	1	0	-	-
20 C10.82-Manufacture of cocoa, chocolate and confectionery products	1	0	-	-	1	0	-	-	1	0	-	-
21 C10.85-Manufacture of prepared meals	10	0	-	-	10	0	-	-	10	0	-	-
22 C10.86-Manufacture of homogenized and dietetic foods	2	0	-	-	2	0	-	-	2	0	-	-
23 C10.89-Manufacture of other food products n.e.c.	4	0	-	-	4	0	-	-	4	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
24	C11.01-Production of distilled alcoholic beverages	27	0	-	-	27	0	-	-	27	0	-	-
25	C11.02-Wine production (of grapes)	83	0	-	-	83	0	-	-	83	0	-	-
26	C.11.05-Manufacture of beer	5	0	-	-	5	0	-	-	5	0	-	-
27	C11.07-Mineral water and other bottled water and soft drinks industry	1	0	-	-	1	0	-	-	1	0	-	-
28	C13.92-Manufacture of textile articles, except clothing	1	0	-	-	1	0	-	-	1	0	-	-
29	C13.96-Manufacture of other technical and industrial textiles	2	0	-	-	2	0	-	-	2	0	-	-
30	C15.11-Leather finishing and tanning; fur preparation and dyeing	17	0	-	-	17	0	-	-	17	0	-	-
31	C15.12-Manufacture of travel goods, leather goods and saddlery	3	0	-	-	3	0	-	-	3	0	-	-
32	C16.23-Manufacture of frames and other joinery	2	0	-	-	2	0	-	-	2	0	-	-
33	C.16.24-Manufacture of wooden containers	35	0	-	-	35	0	-	-	35	0	-	-
34	C17.12-Manufacture of paper and paperboard	1	0	-	-	1	0	-	-	1	0	-	-
35	C17.21-Manufacture of corrugated paper and paperboard and of packaging of paper or paperboard	4	0	-	-	4	0	-	-	4	0	-	-
36	C18.12-Other printing (commercial)	1	0	-	-	1	0	-	-	1	0	-	-
37	C19.20-Reproduction of recordings	12	0	-	-	12	0	-	-	12	0	-	-
38	C20.11-Manufacture of industrial gases	131	0	-	-	131	0	-	-	131	0	-	-
39	C20.14-Manufacture of other basic organic chemicals	3	0	-	-	3	0	-	-	3	0	-	-
40	C20.15-Manufacture of nitrogenous products and fertilizers	1	0	-	-	1	0	-	-	1	0	-	-
41	C20.16-Manufacture of basic plastics	1	0	-	-	1	0	-	-	1	0	-	-
42	C20.20-Manufacture of pesticides and other agrochemicals	1	0	-	-	1	0	-	-	1	0	-	-
43	C20.41-Manufacture of soaps, detergents and cleaning products	12	0	-	-	12	0	-	-	12	0	-	-
44	C20.42-Manufacture of perfumes and toilet preparations	86	0	-	-	86	0	-	-	86	0	-	-
45	C20.53-Manufacture of essential oils	55	0	-	-	55	0	-	-	55	0	-	-
46	C20.59-Manufacture of other chemical products n.e.c.	4	0	-	-	4	0	-	-	4	0	-	-
47	C.21.10-Manufacture of basic pharmaceutical products	15	0	-	-	15	0	-	-	15	0	-	-
48	C21.20-Manufacture of pharmaceutical preparations	94	0	-	-	94	0	-	-	94	0	-	-
49	C22.11-Manufacturing and retreading of tires	8	0	-	-	8	0	-	-	8	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCM + CCA)		Of which environmentally sustainable (CCM + CCA)
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)
50 C22.19-Manufacture of other rubber products	2	0	-	-	2	0	-	-	2	0	-	-
51 C22.21-Manufacture of plastic plates, sheets, tubes and profiles	2	0	-	-	2	0	-	-	2	0	-	-
52 C22.22-Manufacture of plastic packaging	1	0	-	-	1	0	-	-	1	0	-	-
53 C22.23-Manufacture of plastic parts for construction	8	0	-	-	8	0	-	-	8	0	-	-
54 C22.29-Manufacture of other plastic products	79	0	-	-	79	0	-	-	79	0	-	-
55 C23.11-Manufacture of flat glass	2	0	-	-	2	0	-	-	2	0	-	-
56 C23.12-Shaping and processing of flat glass	1	0	-	-	1	0	-	-	1	0	-	-
57 C23.19-Manufacture and processing of other glass articles, including technical glass	19	0	-	-	19	0	-	-	19	0	-	-
58 C23.20-Manufacture of refractory products	1	0	-	-	1	0	-	-	1	0	-	-
59 C23.32-Manufacture of bricks, tiles and construction products, in baked clay	14	0	-	-	14	0	-	-	14	0	-	-
60 C.23.51-Manufacture of cement	5	0	-	-	5	0	-	-	5	0	-	-
61 C23.61-Manufacture of concrete products for construction purposes	1	0	-	-	1	0	-	-	1	0	-	-
62 C23.62-Manufacture of plaster products for construction purposes	1	0	-	-	1	0	-	-	1	0	-	-
63 C23.63-Manufacture of ready-mixed concrete	10	0	-	-	10	0	-	-	10	0	-	-
64 C23.64-Manufacture of dry mortars and concrete	2	0	-	-	2	0	-	-	2	0	-	-
65 C23.99-Manufacture of other non-metallic mineral products n.e.c.	28	4	-	-	28	0	-	-	28	4	-	-
66 C24.10-Steel industry	22	1	-	-	22	0	-	-	22	1	-	-
67 C24.20-Manufacture of tubes, pipes, hollow profiles and related fittings, of steel	2	0	-	-	2	0	-	-	2	0	-	-
68 C24.33-Cold roll forming or bending	1	0	-	-	1	0	-	-	1	0	-	-
69 C24.43-Lead, zinc or tin metallurgy	2	0	-	-	2	0	-	-	2	0	-	-
70 C24.45-Metallurgy of other non-ferrous metals	4	0	-	-	4	0	-	-	4	0	-	-
71 C24.51-Cast iron foundry	3	0	-	-	3	0	-	-	3	0	-	-
72 C25.11-Manufacture of metal structures and parts of structures	1	0	-	-	1	0	-	-	1	0	-	-
73 C25.12-Manufacture of metal doors and windows	5	0	-	-	5	0	-	-	5	0	-	-
74 C25.50-Forging, stamping, stamping; powder metallurgy	14	0	-	-	14	0	-	-	14	0	-	-
75 C25.62-Manufacture of locks and hinges	60	0	-	-	60	0	-	-	60	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
76	C25.72-Manufacture of locks and hardware	1	0	-	-	1	0	-	-	1	0	-	-
77	C25.94-Manufacture of fasteners and screw machine products	1	0	-	-	1	0	-	-	1	0	-	-
78	C25.99-Manufacture of other metal products n.e.c.	6	0	-	-	6	0	-	-	6	0	-	-
79	C26.11-Manufacture of electrical components	46	0	-	-	46	0	-	-	46	0	-	-
80	C26.12-Manufacture of assembled electronic boards	5	0	-	-	5	0	-	-	5	0	-	-
81	C26.20-Manufacture of computers and peripheral equipment	19	0	-	-	19	0	-	-	19	0	-	-
82	C26.30-Manufacture of communication equipment	10	0	-	-	10	0	-	-	10	0	-	-
83	C26.51-Manufacture of instruments and appliances for measuring, testing and navigation	53	0	-	-	53	0	-	-	53	0	-	-
84	C26.60-Manufacture of medical irradiation, electromedical and electrotherapeutic equipment	1	0	-	-	1	0	-	-	1	0	-	-
85	C26.70-Manufacture of optical and photographic equipment	4	0	-	-	4	0	-	-	4	0	-	-
86	C27.11-Manufacture of electric motors, generators and transformers	30	0	-	-	30	0	-	-	30	0	-	-
87	C27.12-Manufacture of electrical distribution and control equipment	15	3	-	-	15	0	-	-	15	3	-	-
88	C27.20-Manufacture of primary batteries and accumulators	3	0	-	-	3	0	-	-	3	0	-	-
89	C27.32-Manufacture of other electronic or electric wires and cables	2	0	-	-	2	0	-	-	2	0	-	-
90	C27.33-Manufacture of electrical installation equipment	2	0	-	-	2	0	-	-	2	0	-	-
91	C27.40-Manufacture of electric lighting fixtures	1	1	-	-	1	0	-	-	1	1	-	-
92	C27.51-Manufacture of household appliances	1	0	-	-	1	0	-	-	1	0	-	-
93	C27.90-Manufacture of other electrical equipment	12	0	-	-	12	0	-	-	12	0	-	-
94	C28.11-Manufacture of engines and turbines, except aircraft and vehicle engines	56	4	-	-	56	0	-	-	56	4	-	-
95	C28.13-Manufacture of other pumps and compressors	16	0	-	-	16	0	-	-	16	0	-	-
96	C28.15-Manufacture of gears and mechanical transmission components	1	0	-	-	1	0	-	-	1	0	-	-
97	C28.22-Manufacture of lifting and handling equipment	125	2	-	-	125	0	-	-	125	2	-	-
98	C28.25-Manufacture of industrial ventilation and refrigeration equipment	9	0	-	-	9	0	-	-	9	0	-	-
99	C28.29-Manufacture of miscellaneous general-purpose machinery	30	0	-	-	30	0	-	-	30	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)
100	27	3	-	-	27	0	-	-	27	3	-	-
101	2	0	-	-	2	0	-	-	2	0	-	-
102	1	0	-	-	1	0	-	-	1	0	-	-
103	2	0	-	-	2	0	-	-	2	0	-	-
104	465	7	-	-	465	0	-	-	465	7	-	-
105	5	1	-	-	5	0	-	-	5	1	-	-
106	8	0	-	-	8	0	-	-	8	0	-	-
107	64	2	-	-	64	0	-	-	64	2	-	-
108	19	0	-	-	19	0	-	-	19	0	-	-
109	10	3	-	-	10	0	-	-	10	3	-	-
110	42	24	-	-	42	0	-	-	42	24	-	-
111	342	0	-	-	342	0	-	-	342	0	-	-
112	5	0	-	-	5	0	-	-	5	0	-	-
113	1	0	-	-	1	0	-	-	1	0	-	-
114	8	0	-	-	8	0	-	-	8	0	-	-
115	1	0	-	-	1	0	-	-	1	0	-	-
116	45	0	-	-	45	0	-	-	45	0	-	-
117	1	0	-	-	1	0	-	-	1	0	-	-
118	1	0	-	-	1	0	-	-	1	0	-	-
119	194	0	-	-	194	0	-	-	194	0	-	-
120	7	1	-	-	7	0	-	-	7	1	-	-
121	177	3	-	-	177	0	-	-	177	3	-	-
122	7	2	-	-	7	0	-	-	7	2	-	-
123	123	41	-	-	123	0	-	-	123	41	-	-
124	3	0	-	-	3	0	-	-	3	0	-	-
125	8	0	-	-	8	0	-	-	8	0	-	-
126	14	0	-	-	14	0	-	-	14	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
127	D35.23-Trade of gas through mains	15	0	-	-	15	0	-	-	15	0	-	-
128	D35.30-Production and distribution of steam and air conditioning	22	3	-	-	22	0	-	-	22	3	-	-
129	E36.00-Water collection, treatment and distribution	68	21	-	-	68	0	-	-	68	21	-	-
130	E37.00-Wastewater collection and treatment	15	5	-	-	15	0	-	-	15	5	-	-
131	E38.11-Collection of non-hazardous waste	57	3	-	-	57	0	-	-	57	3	-	-
132	E38.12-Hazardous waste collection	1	0	-	-	1	0	-	-	1	0	-	-
133	E38.21-Treatment and disposal of non-hazardous waste	5	1	-	-	5	0	-	-	5	1	-	-
134	E38.22-Treatment and disposal of hazardous waste	7	1	-	-	7	0	-	-	7	1	-	-
135	E38.31-Dismantling of wrecks	6	0	-	-	6	0	-	-	6	0	-	-
136	E38.32-Recovery of sorted waste	39	1	-	-	39	0	-	-	39	1	-	-
137	E39.00-Decontamination and other waste management services	2	0	-	-	2	0	-	-	2	0	-	-
138	F41.10-Legal program documents	323	64	-	-	323	0	-	-	323	64	-	-
139	F41.20-Construction of residential and non-residential buildings	80	9	-	-	80	0	-	-	80	9	-	-
140	F42.11-Road and motorway construction	147	17	-	-	147	0	-	-	147	17	-	-
141	F42.12-Construction of surface and underground railways	64	7	-	-	64	0	-	-	64	7	-	-
142	F42.13-Construction of bridges and tunnels	2	0	-	-	2	0	-	-	2	0	-	-
143	F42.21-Construction of networks for fluids	20	5	-	-	20	0	-	-	20	5	-	-
144	F42.22-Construction of electricity and telecommunications networks	80	10	-	-	80	0	-	-	80	10	-	-
145	F42.91-Construction of maritime and river structures	2	0	-	-	2	0	-	-	2	0	-	-
146	F42.99-Construction of other civil engineering works n.e.c.	19	1	-	-	19	0	-	-	19	1	-	-
147	F43.11-Demolition work	31	0	-	-	31	0	-	-	31	0	-	-
148	F43.12-Site preparation work	6	1	-	-	6	0	-	-	6	1	-	-
149	F43.21-Electrical installation	116	14	-	-	116	0	-	-	116	14	-	-
150	F43.22-Plumbing, heating and air-conditioning installation	22	2	-	-	22	0	-	-	22	2	-	-
151	F43.29-Other installation work	6	1	-	-	6	0	-	-	6	1	-	-
152	F43.32-Joinery work	18	2	-	-	18	0	-	-	18	2	-	-
153	F43.99-Sealing work	21	3	-	-	21	0	-	-	21	3	-	-
154	G45.11-Sale of cars and light motor vehicles	239	1	-	-	239	0	-	-	239	1	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
155	G45.19-Sale of other motor vehicles	13	0	-	-	13	0	-	-	13	0	-	-
156	G45.31-Wholesale of automotive equipment	3	0	-	-	3	0	-	-	3	0	-	-
157	G45.32-Retail sale of automotive equipment	5	0	-	-	5	0	-	-	5	0	-	-
158	G46.11-Agents involved in the sale of agricultural raw materials, live animals, textile raw materials and semi-finished goods	28	0	-	-	28	0	-	-	28	0	-	-
159	G46.12-Agents involved in the sale of fuels, metals, minerals and chemical products	17	0	-	-	17	0	-	-	17	0	-	-
160	G46.17-Intermediaries involved in the sale of food, beverages and tobacco	1	0	-	-	1	0	-	-	1	0	-	-
161	G46.18-Activities of agents involved in the wholesale of other particular products	1	0	-	-	1	0	-	-	1	0	-	-
162	G46.19-Agents involved in the sale of miscellaneous products	31	0	-	-	31	0	-	-	31	0	-	-
163	G46.21-Wholesale of cereals, non-manufactured tobacco, seeds and animal feed	5	0	-	-	5	0	-	-	5	0	-	-
164	G46.31-Wholesale of fruit and vegetables	2	0	-	-	2	0	-	-	2	0	-	-
165	G46.33-Wholesale of dairy products, eggs, edible oils and fats	7	0	-	-	7	0	-	-	7	0	-	-
166	G46.34-Wholesale of beverages	19	0	-	-	19	0	-	-	19	0	-	-
167	G46.36-Wholesale of sugar, chocolate and confectionery	1	0	-	-	1	0	-	-	1	0	-	-
168	G46.38-Wholesale of other food products, including fish, crustaceans and shellfish	2	0	-	-	2	0	-	-	2	0	-	-
169	G46.39-Non-specialized wholesale of food, beverages and tobacco	31	0	-	-	31	0	-	-	31	0	-	-
170	G46.42-Wholesale of clothing and footwear	2	0	-	-	2	0	-	-	2	0	-	-
171	G46.43-Wholesale of electrical household appliances	1	0	-	-	1	0	-	-	1	0	-	-
172	G46.45-Wholesale of perfumes and cosmetics	21	0	-	-	21	0	-	-	21	0	-	-
173	G46.46-Wholesale of pharmaceutical products	4	0	-	-	4	0	-	-	4	0	-	-
174	G46.49-Wholesale of other household goods	11	0	-	-	11	0	-	-	11	0	-	-
175	G46.51-Wholesale of computers, computer peripheral equipment and software	13	0	-	-	13	0	-	-	13	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
176	G46.52-Wholesale of electronic and telecommunication components and equipment	2	0	-	-	2	0	-	-	2	0	-	-
177	G46.61-Wholesale of agricultural equipment	1	0	-	-	1	0	-	-	1	0	-	-
178	G46.63-Wholesale of mining, construction and civil engineering machinery	2	0	-	-	2	0	-	-	2	0	-	-
179	G46.69-Wholesale of other machinery and equipment	206	1	-	-	206	0	-	-	206	1	-	-
180	G46.71-Wholesale of fuel and related products	171	4	-	-	171	0	-	-	171	4	-	-
181	G46.72-Wholesale of minerals and metals	46	1	-	-	46	0	-	-	46	1	-	-
182	G46.73-Wholesale of timber, construction materials and sanitary equipment	157	0	-	-	157	0	-	-	157	0	-	-
183	G46.74-Wholesale of hardware, plumbing and heating supplies	2	0	-	-	2	0	-	-	2	0	-	-
184	G46.75-Wholesale of chemical products	2	0	-	-	2	0	-	-	2	0	-	-
185	G46.76-Wholesale of other intermediate products	25	0	-	-	25	0	-	-	25	0	-	-
186	G46.77-Wholesale of waste and scrap	13	0	-	-	13	0	-	-	13	0	-	-
187	G46.90-Non-specialized wholesale trade	13	1	-	-	13	0	-	-	13	1	-	-
188	G47.11-Retail sale in non-specialized stores, predominantly food	324	0	-	-	324	0	-	-	324	0	-	-
189	G47.29-Other retail sale of food in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
190	G47.30-Retail sale of fuel in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-
191	G47.41-Retail sale of computers, peripheral units and software in specialized stores	5	0	-	-	5	0	-	-	5	0	-	-
192	G47.42-Retail sale of telecommunications equipment in specialized stores	6	0	-	-	6	0	-	-	6	0	-	-
193	G47.52-Retail sale of hardware, paints and glass in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-
194	G47.54-Retail sale of household appliances in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
195	G47.59-Retail sale of furniture, lighting equipment and other household items in specialized stores	17	0	-	-	17	0	-	-	17	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
196	G47.62-Retail sale of newspapers and stationery in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
197	G47.64-Retail sale of sporting goods in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
198	G47.71-Retail sale of clothing in specialized stores	3	0	-	-	3	0	-	-	3	0	-	-
199	G47.72-Retail sale of footwear and leather goods in specialized stores	7	0	-	-	7	0	-	-	7	0	-	-
200	G47.73-Retail sale of pharmaceutical products in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
201	G47.75-Retail sale of perfume and beauty products in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-
202	G47.76-Retail sale of flowers, plants, seeds, fertilizers, pets and pet food in specialized stores	34	0	-	-	34	0	-	-	34	0	-	-
203	G47.78-Other retail sale of new goods in specialized stores	3	0	-	-	3	0	-	-	3	0	-	-
204	G47.91-Distance selling	6	0	-	-	6	0	-	-	6	0	-	-
205	H49.10-Intercity passenger rail transport	51	0	-	-	51	0	-	-	51	0	-	-
206	H49.31-Urban and suburban passenger transport	35	0	-	-	35	0	-	-	35	0	-	-
207	H49.39-Scheduled passenger transport by road	34	0	-	-	34	0	-	-	34	0	-	-
208	H49.41-Freight transport by road	49	1	-	-	49	0	-	-	49	1	-	-
209	H49.50-Pipeline transport	6	0	-	-	6	0	-	-	6	0	-	-
210	H50.10-Maritime and coastal passenger transport	16	1	-	-	16	0	-	-	16	1	-	-
211	H50.20-Maritime and coastal freight transport	96	10	-	-	96	0	-	-	96	10	-	-
212	H51.10-Passenger air transport	73	2	-	-	73	0	-	-	73	2	-	-
213	H52.10-Warehousing and storage	111	6	-	-	111	0	-	-	111	6	-	-
214	H.52.21-Service activities incidental to land transportation	5	1	-	-	5	0	-	-	5	1	-	-
215	H.52.23-Service activities incidental to air transportation	30	2	-	-	30	0	-	-	30	2	-	-
216	H.52.29-Other services incidental to transportation	41	1	-	-	41	0	-	-	41	1	-	-
217	H53.10-Postal activities under a universal service obligation	2	0	-	-	2	0	-	-	2	0	-	-
218	I55.10-Hotels and similar accommodation	28	0	-	-	28	0	-	-	28	0	-	-
219	I55.20-Tourist accommodation and other short-term accommodation	4	0	-	-	4	0	-	-	4	0	-	-
220	I56.10-Restaurants and mobile food services	1	0	-	-	1	0	-	-	1	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	
	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
221	I56.21-Catering services	12	3	-	-	12	0	-	-	12	3	-	-
222	I56.29-Other food services	5	0	-	-	5	0	-	-	5	0	-	-
223	J58.11-Book publishing	23	0	-	-	23	0	-	-	23	0	-	-
224	J58.13-Newspaper publishing	3	0	-	-	3	0	-	-	3	0	-	-
225	J58.14-Publishing of magazines and periodicals	7	0	-	-	7	0	-	-	7	0	-	-
226	J58.29-Publishing of other software	24	0	-	-	24	0	-	-	24	0	-	-
227	J59.11-Motion picture, video and television program production	1	0	-	-	1	0	-	-	1	0	-	-
228	J60.20-Television programming and broadcasting	8	0	-	-	8	0	-	-	8	0	-	-
229	J61.10-Fixed-line telecommunications	359	0	-	-	359	0	-	-	359	0	-	-
230	J61.20-Wireless telecommunications	49	2	-	-	49	0	-	-	49	2	-	-
231	J61.30-Satellite telecommunications	3	0	-	-	3	0	-	-	3	0	-	-
232	J61.90-Other telecommunication activities	9	0	-	-	9	0	-	-	9	0	-	-
233	J62.01-Computer programming	32	0	-	-	32	0	-	-	32	0	-	-
234	J62.02-IT consulting	187	3	-	-	187	0	-	-	187	3	-	-
235	J62.03-Management of IT facilities	43	0	-	-	43	0	-	-	43	0	-	-
236	J62.09-Other IT activities	15	0	-	-	15	0	-	-	15	0	-	-
237	J63.11-Data processing, hosting and related activities	11	0	-	-	11	0	-	-	11	0	-	-
238	J63.12-Internet portals	1	0	-	-	1	0	-	-	1	0	-	-
239	K64.20-Activities of holding companies	2 111	41	-	-	2 111	0	-	-	2 111	41	-	-
240	L68.10-Activities of real estate dealers	85	0	-	-	85	0	-	-	85	0	-	-
241	L68.20-Lease of land and other immovable property	1 287	109	-	-	1 287	0	-	-	1 287	109	-	-
242	L68.31-Real estate agencies	63	0	-	-	63	0	-	-	63	0	-	-
243	L68.32-Administration of buildings and other immovable property	44	0	-	-	44	0	-	-	44	0	-	-
244	M70.10-Activities of head offices	3 440	158	-	-	3 440	0	-	-	3 440	158	-	-
245	M70.22-Business and other management consultancy	621	10	-	-	621	0	-	-	621	10	-	-
246	M71.11-Architectural activities	2	0	-	-	2	0	-	-	2	0	-	-
247	M71.12-Engineering activities	108	32	-	-	108	0	-	-	108	32	-	-
248	M71.20-Motor vehicle technical inspection	23	0	-	-	23	0	-	-	23	0	-	-
249	M72.11-Research and development in biotechnology	19	0	-	-	19	0	-	-	19	0	-	-
250	M72.19-Research and development in other physical and natural sciences	1	0	-	-	1	0	-	-	1	0	-	-

		a	b	c	d	e	f	g	h	y	z	aa	ab
		Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCM + CCA)		Of which environmentally sustainable (CCM + CCA)	
Breakdown by sector - 4-digit NACE level (code and heading)		(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)
251	M72.20-Research and development in humanities and social sciences	4	0	-	-	4	0	-	-	4	0	-	-
252	M73.11-Activities of advertising agencies	54	0	-	-	54	0	-	-	54	0	-	-
253	M73.12-Media advertising agency	6	2	-	-	6	0	-	-	6	2	-	-
254	M73.20-Market research and surveys	1	0	-	-	1	0	-	-	1	0	-	-
255	M74.90-Other professional, scientific and technical activities n.e.c.	37	10	-	-	37	0	-	-	37	10	-	-
256	M75.00-Veterinary activities	3	0	-	-	3	0	-	-	3	0	-	-
257	N77.11-Car and light motor vehicle rental and leasing	347	31	-	-	347	0	-	-	347	31	-	-
258	N77.12-Truck rental and leasing	7	0	-	-	7	0	-	-	7	0	-	-
259	N77.21-Rental and leasing of leisure and sporting goods	11	3	-	-	11	0	-	-	11	3	-	-
260	N77.29-Rental and leasing of other personal and household goods	1	0	-	-	1	0	-	-	1	0	-	-
261	N77.32-Rental and leasing of construction machinery and equipment	6	1	-	-	6	0	-	-	6	1	-	-
262	N77.34-Rental and leasing of water transport equipment	20	0	-	-	20	0	-	-	20	0	-	-
263	N77.35-Rental and leasing of air transport equipment	303	0	-	-	303	0	-	-	303	0	-	-
264	N77.39-Rental and leasing of other machinery, equipment and physical assets n.e.c.	199	0	-	-	199	0	-	-	199	0	-	-
265	N78.20-Temporary employment agency activities	1	0	-	-	1	0	-	-	1	0	-	-
266	N79.11-Travel agency activities	1	0	-	-	1	0	-	-	1	0	-	-
267	N79.12-Tour operator activities	41	0	-	-	41	0	-	-	41	0	-	-
268	N80.10-Private security activities	69	0	-	-	69	0	-	-	69	0	-	-
269	N81.10-Combined support activities for buildings	1	0	-	-	1	0	-	-	1	0	-	-
270	N81.21-Routine cleaning of buildings	5	0	-	-	5	0	-	-	5	0	-	-
271	N81.29-Other cleaning activities	1	0	-	-	1	0	-	-	1	0	-	-
272	N82.11-Combined office administrative services	58	1	-	-	58	0	-	-	58	1	-	-
273	N82.20-Call center activities	14	0	-	-	14	0	-	-	14	0	-	-
274	N82.30-Organization of trade fairs and conventions	30	1	-	-	30	0	-	-	30	1	-	-
275	N82.92-Packaging activities	4	0	-	-	4	0	-	-	4	0	-	-
276	N82.99-Other business support activities n.e.c.	17	0	-	-	17	0	-	-	17	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)
277 Q84.11 - General public administration	19	0	-	-	19	0	-	-	19	0	-	-
278 Q84.23 - Justice	1	0	-	-	1	0	-	-	1	0	-	-
279 P85.59 - Miscellaneous information	1	0	-	-	1	0	-	-	1	0	-	-
280 Q86.10 - Hospital activities	2	0	-	-	2	0	-	-	2	0	-	-
281 Q86.90 - Other human health activities	3	0	-	-	3	0	-	-	3	0	-	-
282 Q87.10 - Residential care for the elderly	2	0	-	-	2	0	-	-	2	0	-	-
283 Q87.30 - Social housing for the elderly or physically disabled	41	0	-	-	41	0	-	-	41	0	-	-
284 R90.01 - Performing arts	2	0	-	-	2	0	-	-	2	0	-	-
285 R90.03 - Artistic creation	1	0	-	-	1	0	-	-	1	0	-	-
286 R91.02 - Museum management	3	0	-	-	3	0	-	-	3	0	-	-
287 R92.00 - Organization of games of chance	20	0	-	-	20	0	-	-	20	0	-	-
288 R93.11 - Management of sports facilities	2	0	-	-	2	0	-	-	2	0	-	-
289 R93.12 - Sports club activities	2	0	-	-	2	0	-	-	2	0	-	-
290 R93.21 - Activities of amusement parks and theme parks	3	0	-	-	3	0	-	-	3	0	-	-
291 S94.12 - Activities of professional organizations	85	0	-	-	85	0	-	-	85	0	-	-
292 S94.20 - Activities of trade unions	1	0	-	-	1	0	-	-	1	0	-	-
293 S95.11 - Repair of computers and peripheral equipment	1	0	-	-	1	0	-	-	1	0	-	-
294 S96.02 - Hairstyling and beauty treatments	1	0	-	-	1	0	-	-	1	0	-	-
295 S96.04 - Body maintenance	9	0	-	-	9	0	-	-	9	0	-	-
296 U99.00 - Activities of extraterritorial organizations and bodies	30	0	-	-	30	0	-	-	30	0	-	-

Presentation based on capital expenditure (Capex) of counterparties

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)
1	A01.11-Growing of cereals (except paddy), legumes and oilseeds	36	0	-	-	36	0	-	-	36	0	-
2	A01.13-Growing of vegetables, melons, roots and tubers	3	0	-	-	3	0	-	-	3	0	-
3	A01.21-Grapevine culture	20	0	-	-	20	0	-	-	20	0	-
4	A01.45-Sheep and goat farming	1	0	-	-	1	0	-	-	1	0	-
5	A01.49-Raising of other animals	1	0	-	-	1	0	-	-	1	0	-
6	A02.20-Logging	1	0	-	-	1	0	-	-	1	0	-
7	B08.11-Quarrying of ornamental and construction stone, industrial limestone, gypsum, chalk and slate	2	0	-	-	2	0	-	-	2	0	-
8	B08.12-Operation of gravel and sand pits, extraction of clays and kaolin	16	1	-	-	16	0	-	-	16	1	-
9	B08.99-Other mining activities n.e.c.	1	0	-	-	1	0	-	-	1	0	-
10	B09.10-Support activities for hydrocarbon extraction	76	0	-	-	76	0	-	-	76	0	-
11	B09.90-Support services to other extractive industries	3	0	-	-	3	0	-	-	3	0	-
12	C10.12-Poultry meat processing and preservation	9	0	-	-	9	0	-	-	9	0	-
13	C10.39-Other processing and preserving of fruit and vegetables	3	0	-	-	3	0	-	-	3	0	-
14	C10.51-Operation of dairies and cheese production	8	0	-	-	8	0	-	-	8	0	-
15	C10.61-Grain processing	5	0	-	-	5	0	-	-	5	0	-
16	C10.71-Manufacture of bread and fresh pastries	5	0	-	-	5	0	-	-	5	0	-
17	C10.72-Manufacture of preserving cookies, rusks and pastries	1	0	-	-	1	0	-	-	1	0	-
18	C10.73-Manufacture of pasta	1	0	-	-	1	0	-	-	1	0	-
19	C10.81-Manufacture of sugar	1	0	-	-	1	0	-	-	1	0	-
20	C10.82-Manufacture of cocoa, chocolate and confectionery products	1	0	-	-	1	0	-	-	1	0	-
21	C10.85-Manufacture of prepared meals	10	0	-	-	10	0	-	-	10	0	-
22	C10.86-Manufacture of homogenized and dietetic foods	2	0	-	-	2	0	-	-	2	0	-
23	C10.89-Manufacture of other food products n.e.c.	4	0	-	-	4	0	-	-	4	0	-
24	C11.01-Production of distilled alcoholic beverages	27	0	-	-	27	0	-	-	27	0	-
25	C11.02-Wine production (of grapes)	83	0	-	-	83	0	-	-	83	0	-
26	C11.05-Manufacture of beer	5	0	-	-	5	0	-	-	5	0	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
27	C11.07-Mineral water and other bottled water and soft drinks industry	1	0	-	-	1	0	-	-	1	0	-	-
28	C13.92-Manufacture of textile articles, except clothing	1	0	-	-	1	0	-	-	1	0	-	-
29	C13.96-Manufacture of other technical and industrial textiles	2	0	-	-	2	0	-	-	2	0	-	-
30	C15.11-Leather finishing and tanning; fur preparation and dyeing	17	0	-	-	17	0	-	-	17	0	-	-
31	C15.12-Manufacture of travel goods, leather goods and saddlery	3	0	-	-	3	0	-	-	3	0	-	-
32	C16.23-Manufacture of frames and other joinery	2	0	-	-	2	0	-	-	2	0	-	-
33	C.16.24-Manufacture of wooden containers	35	0	-	-	35	0	-	-	35	0	-	-
34	C17.12-Manufacture of paper and paperboard	1	0	-	-	1	0	-	-	1	0	-	-
35	C17.21-Manufacture of corrugated paper and paperboard and of packaging of paper or paperboard	4	0	-	-	4	0	-	-	4	0	-	-
36	C18.12-Other printing (commercial)	1	0	-	-	1	0	-	-	1	0	-	-
37	C19.20-Reproduction of recordings	12	2	-	-	12	0	-	-	12	2	-	-
38	C20.11-Manufacture of industrial gases	131	0	-	-	131	0	-	-	131	0	-	-
39	C20.14-Manufacture of other basic organic chemicals	3	0	-	-	3	0	-	-	3	0	-	-
40	C20.15-Manufacture of nitrogenous products and fertilizers	1	0	-	-	1	0	-	-	1	0	-	-
41	C20.16-Manufacture of basic plastics	1	0	-	-	1	0	-	-	1	0	-	-
42	C20.20-Manufacture of pesticides and other agrochemicals	1	0	-	-	1	0	-	-	1	0	-	-
43	C20.41-Manufacture of soaps, detergents and cleaning products	12	0	-	-	12	0	-	-	12	0	-	-
44	C20.42-Manufacture of perfumes and toilet preparations	86	5	-	-	86	0	-	-	86	5	-	-
45	C20.53-Manufacture of essential oils	55	0	-	-	55	0	-	-	55	0	-	-
46	C20.59-Manufacture of other chemical products n.e.c.	4	0	-	-	4	0	-	-	4	0	-	-
47	C.21.10-Manufacture of basic pharmaceutical products	15	0	-	-	15	0	-	-	15	0	-	-
48	C21.20-Manufacture of pharmaceutical preparations	94	0	-	-	94	0	-	-	94	0	-	-
49	C22.11-Manufacturing and retreading of tires	8	0	-	-	8	0	-	-	8	0	-	-
50	C22.19-Manufacture of other rubber products	2	0	-	-	2	0	-	-	2	0	-	-
51	C22.21-Manufacture of plastic plates, sheets, tubes and profiles	2	0	-	-	2	0	-	-	2	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)
Breakdown by sector - 4-digit NACE level (code and heading)												
52 C22.22-Manufacture of plastic packaging	1	0	-	-	1	0	-	-	1	0	-	-
53 C22.23-Manufacture of plastic parts for construction	8	0	-	-	8	0	-	-	8	0	-	-
54 C22.29-Manufacture of other plastic products	79	3	-	-	79	0	-	-	79	3	-	-
55 C23.11-Manufacture of flat glass	2	0	-	-	2	0	-	-	2	0	-	-
56 C23.12-Shaping and processing of flat glass	1	0	-	-	1	0	-	-	1	0	-	-
57 C23.19-Manufacture and processing of other glass articles, including technical glass	19	0	-	-	19	0	-	-	19	0	-	-
58 C23.20-Manufacture of refractory products	1	0	-	-	1	0	-	-	1	0	-	-
59 C23.32-Manufacture of bricks, tiles and construction products, in baked clay	14	0	-	-	14	0	-	-	14	0	-	-
60 C.23.51-Manufacture of cement	5	0	-	-	5	0	-	-	5	0	-	-
61 C23.61-Manufacture of concrete products for construction purposes	1	0	-	-	1	0	-	-	1	0	-	-
62 C23.62-Manufacture of plaster products for construction purposes	1	0	-	-	1	0	-	-	1	0	-	-
63 C23.63-Manufacture of ready-mixed concrete	10	1	-	-	10	0	-	-	10	1	-	-
64 C23.64-Manufacture of dry mortars and concrete	2	0	-	-	2	0	-	-	2	0	-	-
65 C23.99-Manufacture of other non-metallic mineral products n.e.c.	28	2	-	-	28	0	-	-	28	2	-	-
66 C24.10-Steel industry	22	1	-	-	22	0	-	-	22	1	-	-
67 C24.20-Manufacture of tubes, pipes, hollow profiles and related fittings, of steel	2	0	-	-	2	0	-	-	2	0	-	-
68 C24.33-Cold roll forming or bending	1	0	-	-	1	0	-	-	1	0	-	-
69 C24.43-Lead, zinc or tin metallurgy	2	1	-	-	2	0	-	-	2	1	-	-
70 C24.45-Metallurgy of other non-ferrous metals	4	0	-	-	4	0	-	-	4	0	-	-
71 C24.51-Cast iron foundry	3	0	-	-	3	0	-	-	3	0	-	-
72 C25.11-Manufacture of metal structures and parts of structures	1	0	-	-	1	0	-	-	1	0	-	-
73 C25.12-Manufacture of metal doors and windows	5	0	-	-	5	0	-	-	5	0	-	-
74 C25.50-Forging, stamping, stamping; powder metallurgy	14	0	-	-	14	0	-	-	14	0	-	-
75 C25.62-Manufacture of locks and hinges	60	0	-	-	60	0	-	-	60	0	-	-
76 C25.72-Manufacture of locks and hardware	1	0	-	-	1	0	-	-	1	0	-	-
77 C25.94-Manufacture of fasteners and screw machine products	1	0	-	-	1	0	-	-	1	0	-	-
78 C25.99-Manufacture of other metal products n.e.c.	6	0	-	-	6	0	-	-	6	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
79	C26.11-Manufacture of electrical components	46	0	-	-	46	0	-	-	46	0	-	-
80	C26.12-Manufacture of assembled electronic boards	5	0	-	-	5	0	-	-	5	0	-	-
81	C26.20-Manufacture of computers and peripheral equipment	19	0	-	-	19	0	-	-	19	0	-	-
82	C26.30-Manufacture of communication equipment	10	0	-	-	10	0	-	-	10	0	-	-
83	C26.51-Manufacture of instruments and appliances for measuring, testing and navigation	53	1	-	-	53	0	-	-	53	1	-	-
84	C26.60-Manufacture of medical irradiation, electromedical and electrotherapeutic equipment	1	0	-	-	1	0	-	-	1	0	-	-
85	C26.70-Manufacture of optical and photographic equipment	4	0	-	-	4	0	-	-	4	0	-	-
86	C27.11-Manufacture of electric motors, generators and transformers	30	4	-	-	30	0	-	-	30	4	-	-
87	C27.12-Manufacture of electrical distribution and control equipment	15	4	-	-	15	0	-	-	15	4	-	-
88	C27.20-Manufacture of primary batteries and accumulators	3	0	-	-	3	0	-	-	3	0	-	-
89	C27.32-Manufacture of other electronic or electric wires and cables	2	1	-	-	2	0	-	-	2	1	-	-
90	C27.33-Manufacture of electrical installation equipment	2	0	-	-	2	0	-	-	2	0	-	-
91	C27.40-Manufacture of electric lighting fixtures	1	1	-	-	1	0	-	-	1	1	-	-
92	C27.51-Manufacture of household appliances	1	0	-	-	1	0	-	-	1	0	-	-
93	C27.90-Manufacture of other electrical equipment	12	0	-	-	12	0	-	-	12	0	-	-
94	C28.11-Manufacture of engines and turbines, except aircraft and vehicle engines	56	12	-	-	56	0	-	-	56	12	-	-
95	C28.13-Manufacture of other pumps and compressors	16	0	-	-	16	0	-	-	16	0	-	-
96	C28.15-Manufacture of gears and mechanical transmission components	1	0	-	-	1	0	-	-	1	0	-	-
97	C28.22-Manufacture of lifting and handling equipment	125	9	-	-	125	0	-	-	125	9	-	-
98	C28.25-Manufacture of industrial ventilation and refrigeration equipment	9	0	-	-	9	0	-	-	9	0	-	-
99	C28.29-Manufacture of miscellaneous general-purpose machinery	30	0	-	-	30	0	-	-	30	0	-	-
100	C28.30-Manufacture of agricultural and forestry machinery	27	6	-	-	27	0	-	-	27	6	-	-
101	C28.91-Manufacture of machinery for metallurgy	2	0	-	-	2	0	-	-	2	0	-	-
102	C28.93-Manufacture of machines for the food industry	1	0	-	-	1	0	-	-	1	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCM + CCA)		Of which environmentally sustainable (CCM + CCA)
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)
103 C28.99-Manufacture of other special-purpose machinery n.e.c.	2	0	-	-	2	0	-	-	2	0	-	-
104 C29.10-Manufacture of motor vehicles	465	39	-	-	465	0	-	-	465	39	-	-
105 C29.20-Manufacture of bodies and trailers	5	1	-	-	5	0	-	-	5	1	-	-
106 C29.31-Manufacture of electrical and electronic equipment for motor vehicles	8	0	-	-	8	0	-	-	8	0	-	-
107 C29.32-Manufacture of other automotive equipment	64	4	-	-	64	0	-	-	64	4	-	-
108 C30.11-Construction of ships and floating structures	19	0	-	-	19	0	-	-	19	0	-	-
109 C30.12-Construction of pleasure craft	10	1	-	-	10	0	-	-	10	1	-	-
110 C30.20-Construction of locomotives and other railway rolling stock	42	22	-	-	42	0	-	-	42	22	-	-
111 C30.30-Aerospace construction	342	2	-	-	342	0	-	-	342	2	-	-
112 C32.11-Coinage	5	0	-	-	5	0	-	-	5	0	-	-
113 C32.12-Manufacture of jewelry items	1	0	-	-	1	0	-	-	1	0	-	-
114 C32.50-Manufacture of medical and dental instruments and supplies	8	0	-	-	8	0	-	-	8	0	-	-
115 C32.91-Manufacture of brush-making items	1	0	-	-	1	0	-	-	1	0	-	-
116 C32.99-Other manufacturing activities n.e.c.	45	0	-	-	45	0	-	-	45	0	-	-
117 C33.11-Repair of fabricated metal products	1	0	-	-	1	0	-	-	1	0	-	-
118 C.33.12-Repair and maintenance of machinery	1	0	-	-	1	0	-	-	1	0	-	-
119 C33.16-Repair and maintenance of aircraft and space vehicles	194	4	-	-	194	0	-	-	194	4	-	-
120 C33.20-Installation of industrial machinery and equipment	7	1	-	-	7	0	-	-	7	1	-	-
121 D35.11-Electricity production	177	14	-	-	177	0	-	-	177	14	-	-
122 D35.12-Transmission of electricity	7	5	-	-	7	0	-	-	7	5	-	-
123 D35.13-Distribution of electricity	123	78	-	-	123	0	-	-	123	78	-	-
124 D35.14-Trade in electricity	3	1	-	-	3	0	-	-	3	1	-	-
125 D35.21-Production of gaseous fuels	8	0	-	-	8	0	-	-	8	0	-	-
126 D35.22-Distribution of gaseous fuels through mains	14	0	-	-	14	0	-	-	14	0	-	-
127 D35.23-Trade of gas through mains	15	0	-	-	15	0	-	-	15	0	-	-
128 D35.30-Production and distribution of steam and air conditioning	22	5	-	-	22	0	-	-	22	5	-	-
129 E36.00-Water collection, treatment and distribution	68	6	-	-	68	0	-	-	68	6	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
130	E37.00-Wastewater collection and treatment	15	2	-	-	15	0	-	-	15	2	-	-
131	E38.11-Collection of non-hazardous waste	57	2	-	-	57	0	-	-	57	2	-	-
132	E38.12-Hazardous waste collection	1	0	-	-	1	0	-	-	1	0	-	-
133	E38.21-Treatment and disposal of non-hazardous waste	5	0	-	-	5	0	-	-	5	0	-	-
134	E38.22-Treatment and disposal of hazardous waste	7	0	-	-	7	0	-	-	7	0	-	-
135	E38.31-Dismantling of wrecks	6	0	-	-	6	0	-	-	6	0	-	-
136	E38.32-Recovery of sorted waste	39	0	-	-	39	0	-	-	39	0	-	-
137	E39.00-Decontamination and other waste management services	2	0	-	-	2	0	-	-	2	0	-	-
138	F41.10-Legal program documents	323	116	-	-	323	0	-	-	323	116	-	-
139	F41.20-Construction of residential and non-residential buildings	80	8	-	-	80	0	-	-	80	8	-	-
140	F42.11-Road and motorway construction	147	7	-	-	147	0	-	-	147	7	-	-
141	F42.12-Construction of surface and underground railways	64	8	-	-	64	0	-	-	64	8	-	-
142	F42.13-Construction of bridges and tunnels	2	0	-	-	2	0	-	-	2	0	-	-
143	F42.21-Construction of networks for fluids	20	2	-	-	20	0	-	-	20	2	-	-
144	F42.22-Construction of electricity and telecommunications networks	80	4	-	-	80	0	-	-	80	4	-	-
145	F42.91-Construction of maritime and river structures	2	0	-	-	2	0	-	-	2	0	-	-
146	F42.99-Construction of other civil engineering works n.e.c.	19	1	-	-	19	0	-	-	19	1	-	-
147	F43.11-Demolition work	31	0	-	-	31	0	-	-	31	0	-	-
148	F43.12-Site preparation work	6	1	-	-	6	0	-	-	6	1	-	-
149	F43.21-Electrical installation	116	10	-	-	116	0	-	-	116	10	-	-
150	F43.22-Plumbing, heating and air-conditioning installation	22	1	-	-	22	0	-	-	22	1	-	-
151	F43.29-Other installation work	6	2	-	-	6	0	-	-	6	2	-	-
152	F43.32-Joinery work	18	2	-	-	18	0	-	-	18	2	-	-
153	F43.99-Sealing work	21	3	-	-	21	0	-	-	21	3	-	-
154	G45.11-Sale of cars and light motor vehicles	239	17	-	-	239	0	-	-	239	17	-	-
155	G45.19-Sale of other motor vehicles	13	0	-	-	13	0	-	-	13	0	-	-
156	G45.31-Wholesale of automotive equipment	3	0	-	-	3	0	-	-	3	0	-	-
157	G45.32-Retail sale of automotive equipment	5	0	-	-	5	0	-	-	5	0	-	-

		a	b	c	d	e	f	g	h	y	z	aa	ab
		Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCM)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCA)		Of which environmentally sustainable (CCM + CCA)		Of which environmentally sustainable (CCM + CCA)	
Breakdown by sector - 4-digit NACE level (code and heading)		(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)	(in € millions)
158	G46.11-Agents involved in the sale of agricultural raw materials, live animals, textile raw materials and semi-finished goods	28	0	-	-	28	0	-	-	28	0	-	-
159	G46.12-Agents involved in the sale of fuels, metals, minerals and chemical products	17	0	-	-	17	0	-	-	17	0	-	-
160	G46.17-Intermediaries involved in the sale of food, beverages and tobacco	1	0	-	-	1	0	-	-	1	0	-	-
161	G46.18-Activities of agents involved in the wholesale of other particular products	1	0	-	-	1	0	-	-	1	0	-	-
162	G46.19-Agents involved in the sale of miscellaneous products	31	1	-	-	31	0	-	-	31	1	-	-
163	G46.21-Wholesale of cereals, non-manufactured tobacco, seeds and animal feed	5	0	-	-	5	0	-	-	5	0	-	-
164	G46.31-Wholesale of fruit and vegetables	2	0	-	-	2	0	-	-	2	0	-	-
165	G46.33-Wholesale of dairy products, eggs, edible oils and fats	7	0	-	-	7	0	-	-	7	0	-	-
166	G46.34-Wholesale of beverages	19	0	-	-	19	0	-	-	19	0	-	-
167	G46.36-Wholesale of sugar, chocolate and confectionery	1	0	-	-	1	0	-	-	1	0	-	-
168	G46.38-Wholesale of other food products, including fish, crustaceans and shellfish	2	0	-	-	2	0	-	-	2	0	-	-
169	G46.39-Non-specialized wholesale of food, beverages and tobacco	31	0	-	-	31	0	-	-	31	0	-	-
170	G46.42-Wholesale of clothing and footwear	2	0	-	-	2	0	-	-	2	0	-	-
171	G46.43-Wholesale of electrical household appliances	1	0	-	-	1	0	-	-	1	0	-	-
172	G46.45-Wholesale of perfumes and cosmetics	21	1	-	-	21	0	-	-	21	1	-	-
173	G46.46-Wholesale of pharmaceutical products	4	0	-	-	4	0	-	-	4	0	-	-
174	G46.49-Wholesale of other household goods	11	0	-	-	11	0	-	-	11	0	-	-
175	G46.51-Wholesale of computers, computer peripheral equipment and software	13	0	-	-	13	0	-	-	13	0	-	-
176	G46.52-Wholesale of electronic and telecommunication components and equipment	2	0	-	-	2	0	-	-	2	0	-	-
177	G46.61-Wholesale of agricultural equipment	1	0	-	-	1	0	-	-	1	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
178	G46.63-Wholesale of mining, construction and civil engineering machinery	2	0	-	-	2	0	-	-	2	0	-	-
179	G46.69-Wholesale of other machinery and equipment	206	1	-	-	206	0	-	-	206	1	-	-
180	G46.71-Wholesale of fuel and related products	171	91	-	-	171	1	-	-	171	93	-	-
181	G46.72-Wholesale of minerals and metals	46	0	-	-	46	0	-	-	46	0	-	-
182	G46.73-Wholesale of timber, construction materials and sanitary equipment	157	1	-	-	157	0	-	-	157	1	-	-
183	G46.74-Wholesale of hardware, plumbing and heating supplies	2	0	-	-	2	0	-	-	2	0	-	-
184	G46.75-Wholesale of chemical products	2	0	-	-	2	0	-	-	2	0	-	-
185	G46.76-Wholesale of other intermediate products	25	0	-	-	25	0	-	-	25	0	-	-
186	G46.77-Wholesale of waste and scrap	13	0	-	-	13	0	-	-	13	0	-	-
187	G46.90-Non-specialized wholesale trade	13	1	-	-	13	0	-	-	13	1	-	-
188	G47.11-Retail sale in non-specialized stores, predominantly food	324	1	-	-	324	0	-	-	324	1	-	-
189	G47.29-Other retail sale of food in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
190	G47.30-Retail sale of fuel in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-
191	G47.41-Retail sale of computers, peripheral units and software in specialized stores	5	0	-	-	5	0	-	-	5	0	-	-
192	G47.42-Retail sale of telecommunications equipment in specialized stores	6	0	-	-	6	0	-	-	6	0	-	-
193	G47.52-Retail sale of hardware, paints and glass in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-
194	G47.54-Retail sale of household appliances in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
195	G47.59-Retail sale of furniture, lighting equipment and other household items in specialized stores	17	0	-	-	17	0	-	-	17	0	-	-
196	G47.62-Retail sale of newspapers and stationery in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-
197	G47.64-Retail sale of sporting goods in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab												
													Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
													Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
													Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)												
	198	G4771-Retail sale of clothing in specialized stores	3	0	-	-	3	0	-	-	3	0	-	-										
199	G4772-Retail sale of footwear and leather goods in specialized stores	7	0	-	-	7	0	-	-	7	0	-	-											
200	G4773-Retail sale of pharmaceutical products in specialized stores	1	0	-	-	1	0	-	-	1	0	-	-											
201	G4775-Retail sale of perfume and beauty products in specialized stores	2	0	-	-	2	0	-	-	2	0	-	-											
202	G4776-Retail sale of flowers, plants, seeds, fertilizers, pets and pet food in specialized stores	34	0	-	-	34	0	-	-	34	0	-	-											
203	G4778-Other retail sale of new goods in specialized stores	3	0	-	-	3	0	-	-	3	0	-	-											
204	G4791-Distance selling	6	0	-	-	6	0	-	-	6	0	-	-											
205	H4910-Intercity passenger rail transport	51	0	-	-	51	0	-	-	51	0	-	-											
206	H4931-Urban and suburban passenger transport	35	0	-	-	35	0	-	-	35	0	-	-											
207	H4939-Scheduled passenger transport by road	34	0	-	-	34	0	-	-	34	0	-	-											
208	H4941-Freight transport by road	49	1	-	-	49	0	-	-	49	1	-	-											
209	H4950-Pipeline transport	6	0	-	-	6	0	-	-	6	0	-	-											
210	H5010-Maritime and coastal passenger transport	16	0	-	-	16	0	-	-	16	0	-	-											
211	H5020-Maritime and coastal freight transport	96	18	-	-	96	0	-	-	96	18	-	-											
212	H5110-Passenger air transport	73	4	-	-	73	0	-	-	73	4	-	-											
213	H5210-Warehousing and storage	111	21	-	-	111	0	-	-	111	21	-	-											
214	H.52.21-Service activities incidental to land transportation	5	1	-	-	5	0	-	-	5	1	-	-											
215	H.52.23-Service activities incidental to air transportation	30	2	-	-	30	0	-	-	30	2	-	-											
216	H.52.29-Other services incidental to transportation	41	2	-	-	41	0	-	-	41	2	-	-											
217	H5310-Postal activities under a universal service obligation	2	0	-	-	2	0	-	-	2	0	-	-											
218	I5510-Hotels and similar accommodation	28	0	-	-	28	0	-	-	28	0	-	-											
219	I5520-Tourist accommodation and other short-term accommodation	4	0	-	-	4	0	-	-	4	0	-	-											
220	I5610-Restaurants and mobile food services	1	0	-	-	1	0	-	-	1	0	-	-											
221	I5621-Catering services	12	3	-	-	12	0	-	-	12	3	-	-											
222	I5629-Other food services	5	0	-	-	5	0	-	-	5	0	-	-											
223	J5811-Book publishing	23	0	-	-	23	0	-	-	23	0	-	-											
224	J5813-Newspaper publishing	3	0	-	-	3	0	-	-	3	0	-	-											

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
225	J58.14-Publishing of magazines and periodicals	7	0	-	-	7	0	-	-	7	0	-	-
226	J58.29-Publishing of other software	24	2	-	-	24	0	-	-	24	2	-	-
227	J59.11-Motion picture, video and television program production	1	0	-	-	1	0	-	-	1	0	-	-
228	J60.20-Television programming and broadcasting	8	0	-	-	8	0	-	-	8	0	-	-
229	J61.10-Fixed-line telecommunications	359	0	-	-	359	0	-	-	359	0	-	-
230	J61.20-Wireless telecommunications	49	0	-	-	49	0	-	-	49	0	-	-
231	J61.30-Satellite telecommunications	3	0	-	-	3	0	-	-	3	0	-	-
232	J61.90-Other telecommunication activities	9	0	-	-	9	0	-	-	9	0	-	-
233	J62.01-Computer programming	32	0	-	-	32	0	-	-	32	0	-	-
234	J62.02-IT consulting	187	13	-	-	187	0	-	-	187	13	-	-
235	J62.03-Management of IT facilities	43	0	-	-	43	0	-	-	43	0	-	-
236	J62.09-Other IT activities	15	2	-	-	15	0	-	-	15	2	-	-
237	J63.11-Data processing, hosting and related activities	11	0	-	-	11	0	-	-	11	0	-	-
238	J63.12-Internet portals	1	0	-	-	1	0	-	-	1	0	-	-
239	K64.20-Activities of holding companies	2 111	120	-	-	2 111	0	-	-	2 111	120	-	-
240	L68.10-Activities of real estate dealers	85	0	-	-	85	0	-	-	85	0	-	-
241	L68.20-Lease of land and other immovable property	1 287	89	-	-	1 287	21	-	-	1 287	109	-	-
242	L68.31-Real estate agencies	63	6	-	-	63	0	-	-	63	6	-	-
243	L68.32-Administration of buildings and other immovable property	44	0	-	-	44	0	-	-	44	0	-	-
244	M70.10-Activities of head offices	3 440	196	-	-	3 440	0	-	-	3 440	197	-	-
245	M70.22-Business and other management consultancy	621	11	-	-	621	0	-	-	621	11	-	-
246	M71.11-Architectural activities	2	0	-	-	2	0	-	-	2	0	-	-
247	M71.12-Engineering activities	108	42	-	-	108	0	-	-	108	42	-	-
248	M71.20-Motor vehicle technical inspection	23	0	-	-	23	0	-	-	23	0	-	-
249	M72.11-Research and development in biotechnology	19	0	-	-	19	0	-	-	19	0	-	-
250	M72.19-Research and development in other physical and natural sciences	1	0	-	-	1	0	-	-	1	0	-	-
251	M72.20-Research and development in humanities and social sciences	4	0	-	-	4	0	-	-	4	0	-	-
252	M73.11-Activities of advertising agencies	54	0	-	-	54	0	-	-	54	0	-	-

Breakdown by sector - 4-digit NACE level (code and heading)	a	b	c	d	e	f	g	h	y	z	aa	ab	
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Non-financial corporations (subject to NFRD)	SMEs and other companies not subject to NFRD	Gross carrying amount	Gross carrying amount	Gross carrying amount	Gross carrying amount	
	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	
253	M73.12-Media advertising agency	6	2	-	-	6	0	-	-	6	2	-	-
254	M73.20-Market research and surveys	1	0	-	-	1	0	-	-	1	0	-	-
255	M74.90-Other professional, scientific and technical activities n.e.c.	37	18	-	-	37	0	-	-	37	18	-	-
256	M75.00-Veterinary activities	3	0	-	-	3	0	-	-	3	0	-	-
257	N77.11-Car and light motor vehicle rental and leasing	347	113	-	-	347	0	-	-	347	113	-	-
258	N77.12-Truck rental and leasing	7	0	-	-	7	0	-	-	7	0	-	-
259	N77.21-Rental and leasing of leisure and sporting goods	11	1	-	-	11	0	-	-	11	1	-	-
260	N77.29-Rental and leasing of other personal and household goods	1	0	-	-	1	0	-	-	1	0	-	-
261	N77.32-Rental and leasing of construction machinery and equipment	6	0	-	-	6	0	-	-	6	0	-	-
262	N77.34-Rental and leasing of water transport equipment	20	3	-	-	20	0	-	-	20	3	-	-
263	N77.35-Rental and leasing of air transport equipment	303	2	-	-	303	0	-	-	303	2	-	-
264	N77.39-Rental and leasing of other machinery, equipment and physical assets n.e.c.	199	0	-	-	199	0	-	-	199	0	-	-
265	N78.20-Temporary employment agency activities	1	0	-	-	1	0	-	-	1	0	-	-
266	N79.11-Travel agency activities	1	0	-	-	1	0	-	-	1	0	-	-
267	N79.12-Tour operator activities	41	0	-	-	41	0	-	-	41	0	-	-
268	N80.10-Private security activities	69	0	-	-	69	0	-	-	69	0	-	-
269	N81.10-Combined support activities for buildings	1	0	-	-	1	0	-	-	1	0	-	-
270	N81.21-Routine cleaning of buildings	5	0	-	-	5	0	-	-	5	0	-	-
271	N81.29-Other cleaning activities	1	0	-	-	1	0	-	-	1	0	-	-
272	N82.11-Combined office administrative services	58	0	-	-	58	0	-	-	58	0	-	-
273	N82.20-Call center activities	14	0	-	-	14	0	-	-	14	0	-	-
274	N82.30-Organization of trade fairs and conventions	30	0	-	-	30	0	-	-	30	0	-	-
275	N82.92-Packaging activities	4	0	-	-	4	0	-	-	4	0	-	-
276	N82.99-Other business support activities n.e.c.	17	1	-	-	17	0	-	-	17	1	-	-
277	O84.11 - General public administration	19	0	-	-	19	0	-	-	19	0	-	-
278	O84.23-Justice	1	0	-	-	1	0	-	-	1	0	-	-
279	P85.59-Miscellaneous information	1	0	-	-	1	0	-	-	1	0	-	-
280	Q86.10-Hospital activities	2	0	-	-	2	0	-	-	2	0	-	-
281	Q86.90-Other human health activities	3	0	-	-	3	0	-	-	3	0	-	-

	a	b	c	d	e	f	g	h	y	z	aa	ab
	Climate change mitigation (CCM)				Climate change adaptation (CCA)				TOTAL (CCM + CCA)			
	Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD		Non-financial corporations (subject to NFRD)		SMEs and other companies not subject to NFRD	
	Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount		Gross carrying amount	
Breakdown by sector - 4-digit NACE level (code and heading)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCM)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)	(in € millions)	Of which environmentally sustainable (CCM + CCA)
282 Q87.10-Residential care for the elderly	2	0	-	-	2	0	-	-	2	0	-	-
283 Q87.30-Social housing for the elderly or physically disabled	41	0	-	-	41	0	-	-	41	0	-	-
284 R90.01-Performing arts	2	0	-	-	2	0	-	-	2	0	-	-
285 R90.03-Artistic creation	1	0	-	-	1	0	-	-	1	0	-	-
286 R91.02-Museum management	3	0	-	-	3	0	-	-	3	0	-	-
287 R92.00-Organization of games of chance	20	0	-	-	20	0	-	-	20	0	-	-
288 R93.11-Management of sports facilities	2	0	-	-	2	0	-	-	2	0	-	-
289 R93.12-Sports club activities	2	0	-	-	2	0	-	-	2	0	-	-
290 R93.21-Activities of amusement parks and theme parks	3	0	-	-	3	0	-	-	3	0	-	-
291 S94.12-Activities of professional organizations	85	8	-	-	85	0	-	-	85	8	-	-
292 S94.20-Activities of trade unions	1	0	-	-	1	0	-	-	1	0	-	-
293 S95.11-Repair of computers and peripheral equipment	1	0	-	-	1	0	-	-	1	0	-	-
294 S96.02-Hairstyling and beauty treatments	1	0	-	-	1	0	-	-	1	0	-	-
295 S96.04-Body maintenance	9	0	-	-	9	0	-	-	9	0	-	-
296 U99.00-Activities of extraterritorial organizations and bodies	30	0	-	-	30	0	-	-	30	0	-	-

MODEL 3 - KPI GREEN ASSET RATIO OUTSTANDINGS

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

	a	b	c	d	e
	Reference date of information 2023				
	Climate change mitigation (CCM)				
	Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-eligible)				
	Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-aligned)				
			Of which product use	Of which transitional	Of which enabling
% (of total assets covered in the denominator)					
GAR - Assets covered by numerator and denominator					
1 Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	67%	11%	10%	0%	0%
2 Financial companies	4%	0%	0%	0%	0%
3 Credit institutions	1%	0%	0%	0%	0%
4 - Loans and advances	0%	0%	0%	0%	0%
5 - Debt securities, including specific use of proceeds (UoP)	1%	0%	0%	0%	0%
6 - Equity instruments	0%	0%	-	0%	0%
7 Other financial institutions	7%	1%	0%	0%	0%
8 of which investment firms	0%	0%	0%	0%	0%
9 - Loans and advances	0%	0%	0%	0%	0%
10 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
11 - Equity instruments	0%	0%	-	0%	0%
12 of which asset management companies	0%	0%	0%	0%	0%
13 - Loans and advances	0%	0%	0%	0%	0%
14 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
15 - Equity instruments	0%	0%	-	0%	0%
16 of which insurance companies	8%	1%	0%	0%	1%
17 - Loans and advances	0%	0%	0%	0%	0%
18 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
19 - Equity instruments	8%	1%	-	0%	1%
20 Non-financial corporations	21%	4%	0%	0%	2%
21 - Loans and advances	22%	4%	0%	0%	2%
22 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
23 - Equity instruments	0%	0%	-	0%	0%
24 Households	77%	12%	12%	0%	0%
25 of which secured by residential real estate property	100%	16%	16%	0%	0%
26 of which loans for building renovation	100%	0%	0%	0%	0%
27 of which motor vehicle loans	36%	0%	0%	0%	0%
28 Financing of local governments	1%	0%	0%	0%	0%
29 Housing finance	100%	0%	0%	0%	0%
30 Other local government financing	0%	0%	0%	0%	0%
31 Collateral obtained by seizure: residential and commercial real estate property	0%	0%	0%	0%	0%
32 TOTAL GAR ASSETS	32%	5%	5%	0%	0%

f g h i aa ab ac ad ae af

Climate change adaptation (CCA)

TOTAL (CCM + CCA)

Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-eligible)

Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-eligible)

Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-aligned)

Share of total assets covered devoted to financing taxonomy-relevant sectors (taxonomy-aligned)

	Of which product use		Of which enabling		Of which product use		Of which transitional	Of which enabling	Share of total assets covered
0%	0%	0%	0%	67%	11%	10%	0%	0%	47%
4%	2%	0%	2%	9%	3%	0%	0%	2%	4%
0%	0%	0%	0%	1%	0%	0%	0%	0%	2%
0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
8%	4%	0%	4%	15%	5%	0%	0%	4%	2%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
11%	5%	0%	5%	19%	6%	0%	0%	6%	1%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11%	5%	-	5%	19%	6%	-	0%	6%	1%
0%	0%	0%	0%	22%	4%	0%	0%	2%	3%
0%	0%	0%	0%	22%	4%	0%	0%	2%	3%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	77%	12%	12%	0%	0%	40%
0%	0%	0%	0%	100%	16%	16%	0%	0%	31%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
-	-	-	-	36%	0%	0%	0%	0%	1%
0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	32%	5%	5%	0%	0%	100%

3

Presentation based on capital expenditure (CapEx)

	a	b	c	d	e	f	g	h	i	aa	ab	ac	ad	ae	af	
	Reference date of information 2023															
	Climate change mitigation (CCM)					Climate change adaptation (CCA)					TOTAL (CCM + CCA)					
	Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					
	Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					
% (of total assets covered in the denominator)	Of which use of proceeds	Of which transitional	Of which enabling			Of which use of proceeds	Of which enabling				Of which use of proceeds	Of which transitional	Of which enabling		Share of total assets covered	
GAR - Assets covered by numerator and denominator																
1	Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	68%	11%	10%	0%	0%	2%	0%	0%	0%	70%	11%	10%	0%	0%	47%
2	Financial companies	4%	1%	0%	0%	0%	4%	0%	0%	0%	9%	0%	0%	0%	0%	4%
3	Credit institutions	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
4	- Loans and advances	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
5	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
6	- Equity instruments	0%	0%	-	0%	0%	0%	0%	-	0%	0%	0%	-	0%	0%	0%
7	Other financial institutions	8%	1%	0%	0%	1%	8%	0%	0%	0%	16%	2%	0%	0%	1%	2%
8	of which investment firms	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
9	- Loans and advances	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
10	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
11	- Equity instruments	0%	0%	-	0%	0%	0%	0%	-	0%	0%	0%	-	0%	0%	0%
12	of which asset management companies	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
13	- Loans and advances	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
14	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
15	- Equity instruments	0%	0%	-	0%	0%	0%	0%	-	0%	0%	0%	-	0%	0%	0%
16	of which insurance companies	8%	2%	0%	0%	1%	8%	0%	0%	0%	16%	2%	0%	0%	1%	1%
17	- Loans and advances	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
18	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
19	- Equity instruments	8%	2%	-	0%	0%	8%	0%	0%	0%	16%	2%	-	0%	1%	1%

	a	b	c	d	e	f	g	h	i	aa	ab	ac	ad	ae	af	
Reference date of information 2023																
	Climate change mitigation (CCM)					Climate change adaptation (CCA)					TOTAL (CCM + CCA)					
	Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					
	Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					
% (of total assets covered in the denominator)	Of which use of proceeds		Of which transitional	Of which enabling	Of which use of proceeds		Of which enabling	Of which use of proceeds		Of which enabling	Of which use of proceeds		Of which transitional	Of which enabling	Share of total assets covered	
GAR - Assets covered by numerator and denominator																
20	Non-financial corporations	33%	7%	0%	0%	0%	30%	0%	0%	0%	63%	8%	0%	0%	3%	3%
21	- Loans and advances	34%	7%	0%	0%	3%	30%	0%	0%	0%	64%	8%	0%	0%	3%	3%
22	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
23	- Equity instruments	0%	0%	-	0%	0%	0%	0%	-	0%	0%	0%	-	0%	0%	0%
24	Households	77%	12%	12%	0%	0%	0%	0%	0%	0%	77%	12%	12%	0%	0%	40%
25	of which secured by residential real estate property	100%	16%	16%	0%	0%	0%	0%	0%	0%	100%	16%	16%	0%	0%	31%
26	of which loans for building renovation	100%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
27	of which motor vehicle loans	36%	0%	0%	0%	0%	-	-	-	-	-	-	-	-	-	-
28	Financing of local governments	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
29	- Housing finance	100%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
30	- Other local government financing	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
31	Collateral obtained by seizure: residential and commercial real estate property	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
32	TOTAL GAR ASSETS	32%	5%	5%	0%	0%	1%	0%	0%	0%	33%	5%	5%	0%	0%	100%

MODEL 4 - KPI GREEN ASSET RATIO FLOWS

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties. The flows used to calculate this indicator relate to net new financing over the period.

Presentation based on counterparties' revenue

	a	b	c	d	e	
	Reference date of information 2023					
	Climate change mitigation (CCM)					
	Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					
	Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					
			Of which use of proceeds	Of which transitional	Of which enabling	
% (of flows from all eligible assets)	GAR - Assets covered by numerator and denominator					
1	Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	49%	1%	1%	0%	0%
2	Financial companies	1%	0%	0%	0%	0%
3	Credit institutions	0%	0%	0%	0%	0%
4	- Loans and advances	0%	0%	0%	0%	0%
5	- Debt securities, including specific use of proceeds (UoP)	1%	0%	0%	0%	0%
6	- Equity instruments	0%	0%	-	0%	0%
7	Other financial institutions	6%	1%	0%	0%	1%
8	of which investment firms	0%	0%	0%	0%	0%
9	- Loans and advances	0%	0%	0%	0%	0%
10	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
11	- Equity instruments	0%	0%	-	0%	0%
12	of which asset management companies	0%	0%	0%	0%	0%
13	- Loans and advances	0%	0%	0%	0%	0%
14	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
15	- Equity instruments	0%	0%	-	0%	0%
16	of which insurance companies	0%	0%	0%	0%	0%
17	- Loans and advances	0%	0%	0%	0%	0%
18	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
19	- Equity instruments	0%	0%	-	0%	0%
20	Non-financial corporations	23%	5%	0%	0%	4%
21	- Loans and advances	24%	5%	0%	0%	4%
22	- Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
23	- Equity instruments	0%	0%	-	0%	0%
24	Households	61%	1%	1%	0%	0%
25	of which secured by residential real estate property	100%	2%	2%	0%	0%
26	of which loans for building renovation	100%	0%	0%	0%	0%
27	of which motor vehicle loans	56%	0%	0%	0%	0%
28	Financing of local governments	2%	0%	0%	0%	0%
29	Housing finance	100%	0%	0%	0%	0%
30	Other local government financing	0%	0%	0%	0%	0%
31	Collateral obtained by seizure: residential and commercial real estate property	0%	0%	0%	0%	0%
32	TOTAL GAR ASSETS	15%	0.4%	0.3%	0.0%	0.1%

f	g	h	i	aa	ab	ac	ad	ae	af
Climate Change Adaptation (CCA)				TOTAL (CCM + CCA)					
Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					
Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					
		Of which use of proceeds	Of which enabling			Of which use of proceeds	Of which transitional	Of which enabling	Share of total assets covered
0%	0%	0%	0%	49%	1.49%	0.99%	0%	0%	30%
0%	0%	0%	0%	1%	0%	0%	0%	0%	4%
0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
0%	0%	0%	0%	1%	0%	0%	0%	0%	1%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	6%	1%	0%	0%	1%	1%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	23%	5%	0%	0%	4%	3%
0%	0%	0%	0%	24%	5%	0%	0%	4%	3%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	61%	1%	1%	0%	0%	23%
0%	0%	0%	0%	100%	2%	2%	0%	0%	13%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
-	-	-	-	56%	0%	0%	0%	0%	2%
0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0.0%	0.0%	0.0%	0.0%	14.5%	0.4%	0.3%	0.0%	0.1%	100%

Presentation based on capital expenditure (CapEx) of counterparties

	a	b	c	d	e
	Reference date of information 2023				
	Climate change mitigation (CCM)				
	Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				
	Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				
			Of which use of proceeds	Of which transitional	Of which enabling
% [of flows from all eligible assets]					
GAR - Assets covered by numerator and denominator					
1 Loans and advances, debt securities and equity instruments held for purposes other than sale and eligible for calculation of the GAR	51%	2%	1%	0%	1%
2 Financial companies	1%	0%	0%	0%	0%
3 Credit institutions	0%	0%	0%	0%	0%
4 - Loans and advances	0%	0%	0%	0%	0%
5 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
6 - Equity instruments	0%	0%	-	0%	0%
7 Other financial institutions	8%	2%	0%	0%	2%
8 of which investment firms	0%	0%	0%	0%	0%
9 - Loans and advances	0%	0%	0%	0%	0%
10 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
11 - Equity instruments	0%	0%	-	0%	0%
12 of which asset management companies	0%	0%	0%	0%	0%
13 - Loans and advances	0%	0%	0%	0%	0%
14 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
15 - Equity instruments	0%	0%	-	0%	0%
16 of which insurance companies	0%	0%	0%	0%	0%
17 - Loans and advances	0%	0%	0%	0%	0%
18 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
19 - Equity instruments	0%	0%	-	0%	0%
20 Non-financial corporations	39%	10%	0%	0%	5%
21 - Loans and advances	40%	10%	0%	0%	6%
22 - Debt securities, including specific use of proceeds (UoP)	0%	0%	0%	0%	0%
23 - Equity instruments	0%	0%	-	0%	0%
24 Households	61%	1%	1%	0%	0%
25 of which secured by residential real estate property	100%	2%	2%	0%	0%
26 of which loans for building renovation	100%	0%	0%	0%	0%
27 of which motor vehicle loans	56%	0%	0%	0%	0%
28 Financing of local governments	2%	0%	0%	0%	0%
29 Housing finance	100%	0%	0%	0%	0%
30 Other local government financing	0%	0%	0%	0%	0%
31 Collateral obtained by seizure: residential and commercial real estate property	0%	0%	0%	0%	0%
32 TOTAL GAR ASSETS	14%	0%	0%	0%	0%

f	g	h	i	aa	ab	ac	ad	ae	af
Climate Change Adaptation (CCA)				TOTAL (CCM + CCA)					
Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)					
Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)					
		Of which use of proceeds	Of which enabling			Of which use of proceeds	Of which transitional	Of which enabling	Share of total assets covered
4%	0%	0%	0%	54%	2%	1%	0%	1%	28%
1%	0%	0%	0%	3%	0%	0%	0%	0%	4%
0%	0%	0%	0%	0%	0%	0%	0%	0%	3%
0%	0%	0%	0%	0%	0%	0%	0%	0%	2%
0%	0%	0%	0%	0%	0%	0%	0%	0%	1%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
8%	0%	0%	0%	15%	2%	0%	0%	2%	1%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
35%	0%	0%	0%	74%	10%	0%	0%	5%	3%
36%	0%	0%	0%	75%	10%	0%	0%	6%	3%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	-	0%	0%	0%	-	0%	0%	0%
0%	0%	0%	0%	61%	1%	1%	0%	0%	21%
0%	0%	0%	0%	100%	2%	2%	0%	0%	12%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
-	-	-	-	56%	0%	0%	0%	0%	1%
0%	0%	0%	0%	2%	0%	0%	0%	0%	0%
0%	0%	0%	0%	100%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
0%	0%	0%	0%	14%	0%	0%	0%	0%	100%

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MODEL 5: KPI FOR OFF-BALANCE SHEET EXPOSURES

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

		a	b	c	d	e
		Reference date of information 2023				
		Climate change mitigation (CCM)				
		Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				
		Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				
				Of which use of proceeds	Of which transitional	
1	Financial guarantees (FinGuar KPI)	13%	4%	0%	0%	3%
2	Assets under management (AuM KPI)	4%	1%	0%	0%	0%

f	g	h	i	aa	ab	ac	ad	ae
Climate change adaptation (CCA)				TOTAL (CCM + CCA)				
Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				
Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				
Of which enabling		Of which use of proceeds		Of which enabling		Of which use of proceeds		Of which transitional
0%	0%	0%	0%	13%	4%	0%	0%	3%
0%	0%	0%	0%	4%	1%	0%	0%	0%

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Presentation based on capital expenditure (CapEx) of counterparties

		a	b	c	d	e
		Reference date of information 2023				
		Climate change mitigation (CCM)				
		Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				
		Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				
				Of which use of proceeds	Of which transitional	
% (in relation to total eligible off-balance sheet assets)						
1	Financial guarantees (FinGuar KPI)	14%	4%	0%	0%	3%
2	Assets under management (AuM KPI)	7%	1%	0%	0%	1%

f	g	h	i	aa	ab	ac	ad	ae
Climate change adaptation [CCA]				TOTAL (CCM + CCA)				
Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				Share of total assets covered dedicated to financing taxonomic sectors (eligible for taxonomy)				
Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				Share of total assets covered dedicated to financing taxonomic-relevant sectors (aligned with taxonomy)				
Of which enabling		Of which use of proceeds		Of which enabling		Of which use of proceeds		Of which transitional
14%	0%	0%	0%	28%	4%	0%	0%	3%
7%	0%	0%	0%	13%	1%	0%	0%	1%

Models specific to fossil gas and nuclear activities

MODEL 1 - NUCLEAR ENERGY AND FOSSIL GAS ACTIVITIES

The information in this model is based solely on counterparty revenue.

Nuclear energy activities		
1.	The company is engaged in, finances or is exposed to research, development, demonstration and deployment of innovative facilities for the production of electricity from nuclear processes with a minimum of waste from the fuel cycle.	YES
2.	The company is engaged in, finances or is exposed to the construction and safe operation of new nuclear power or process heat facilities, including for district heating purposes or for industrial processes such as hydrogen production, including their safety upgrades, using the best available technology.	YES
3.	The company is engaged in, finances or is exposed to the safe operation of existing nuclear power or process heat production facilities, including district heating or industrial processes such as hydrogen production, based on nuclear energy, including their safety upgrades.	YES
Fossil gas activities		
4.	The company is engaged in, finances or is exposed to construction or operation of facilities for the production of electricity from gaseous fossil fuels.	YES
5.	The company is engaged in, finances or is exposed to the construction, refurbishment and operation of combined heat/cooling and power generation facilities based on gaseous fossil fuels.	YES
6.	The company engages in, finances, or is exposed to the construction, rehabilitation, or operation of heat generation facilities that produce heat/cold from gaseous fossil fuels.	YES

MODEL 2 - ECONOMIC ACTIVITIES ALIGNED WITH THE TAXONOMY (DENOMINATOR)

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	42	0%	42	0%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	31,596	5%	31,128	5%	468	0%
8.	TOTAL APPLICABLE KPI	624,530	100%	624,530	100%	624,530	100%

Presentation based on capital expenditure (CapEx) of counterparties

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	8	0%	8	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	66	0%	66	0%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	31,710	5%	31,670	5%	40	0%
8.	TOTAL APPLICABLE KPI	624,530	100%	624,530	100%	624,530	100%

MODEL 3 - ECONOMIC ACTIVITIES ALIGNED WITH TAXONOMY (NUMERATOR)

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	119	0%	119	0%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	31,519	100%	31,051	100%	468	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF TAXONOMY-ALIGNED ECONOMIC ACTIVITIES IN THE NUMERATOR OF THE APPLICABLE KPI	31,638	100%	31,170	100%	468	100%

Presentation based on capital expenditure (CapEx) of counterparties

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	34	0%	34	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	246	1%	246	1%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	31,504	99%	31,464	99%	40	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF TAXONOMY-ALIGNED ECONOMIC ACTIVITIES IN THE NUMERATOR OF THE APPLICABLE KPI	31,784	100%	31,744	100%	40	100%

MODEL 4: ECONOMIC ACTIVITIES ELIGIBLE FOR THE TAXONOMY BUT NOT ALIGNED WITH IT

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation [CCM]		Climate change adaptation [CCA]	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	3	0%	3	0%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	31	0%	31	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	3	0%	3	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	1	0%	1	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	167,630	100%	167,094	100%	536	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF ECONOMIC ACTIVITIES ELIGIBLE FOR, BUT NOT ALIGNED WITH, THE TAXONOMY IN THE DENOMINATOR OF THE APPLICABLE KPI	167,668	100%	167,132	100%	536	100%

Presentation based on capital expenditure (CapEx) of counterparties

Economic activities		Amount and proportion (information must be presented in monetary amounts and percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.26 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
2.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.27 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
3.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.28 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	3	0%	3	0%	0	0%
4.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.29 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	16	0%	16	0%	0	0%
5.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.30 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	1	0%	1	0%	0	0%
6.	Amount and proportion of economic activity aligned with the taxonomy referred to in section 4.31 of Annexes I and II of Delegated Regulation (EU) 2021/2139 in the denominator of the applicable KPI	0	0%	0	0%	0	0%
7.	Amount and proportion of other economic activities aligned on the taxonomy not referred to in lines 1 to 6 above in the denominator of the applicable KPI	174,392	100%	168,541	100%	5,851	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF ECONOMIC ACTIVITIES ELIGIBLE FOR, BUT NOT ALIGNED WITH, THE TAXONOMY IN THE DENOMINATOR OF THE APPLICABLE KPI	174,412	100%	168,561	100%	5,851	100%

MODEL 5: ECONOMIC ACTIVITIES NOT ELIGIBLE FOR TAXONOMY

The information in this model is based on the revenue and capital expenditure (CapEx) of the counterparties.

Presentation based on counterparties' revenue

Line	Economic activities not eligible for taxonomy	Amount	%
1.	Amount and proportion of the economic activity referred to in line 1 of Model 1 that is not eligible for taxonomy, in accordance with section 4.26 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
2.	Amount and proportion of the economic activity referred to in line 2 of Model 1 that is not eligible for taxonomy, in accordance with section 4.27 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	4	0%
3.	Amount and proportion of the economic activity referred to in line 3 of Model 1 that is not eligible for taxonomy, in accordance with section 4.28 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	17	0%
4.	Amount and proportion of the economic activity referred to in line 4 of Model 1 that is not eligible for taxonomy, in accordance with section 4.29 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
5.	Amount and proportion of the economic activity referred to in line 5 of Model 1 that is not eligible for taxonomy, in accordance with section 4.30 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
6.	Amount and proportion of the economic activity referred to in line 6 of Model 1 that is not eligible for taxonomy, in accordance with section 4.31 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
7.	Amount and proportion of other economic activities not eligible for the taxonomy and not referred to in lines 1 to 6 above in the denominator of the applicable KPI	425,204	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF ECONOMIC ACTIVITIES NOT ELIGIBLE FOR THE TAXONOMY IN THE DENOMINATOR OF THE APPLICABLE KPI	425,225	100%

Presentation based on capital expenditure (CapEx) of counterparties

Line	Economic activities not eligible for taxonomy	Amount	%
1.	Amount and proportion of the economic activity referred to in line 1 of Model 1 that is not eligible for taxonomy, in accordance with section 4.26 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
2.	Amount and proportion of the economic activity referred to in line 2 of Model 1 that is not eligible for taxonomy, in accordance with section 4.27 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	66	0%
3.	Amount and proportion of the economic activity referred to in line 3 of Model 1 that is not eligible for taxonomy, in accordance with section 4.28 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	8	0%
4.	Amount and proportion of the economic activity referred to in line 4 of Model 1 that is not eligible for taxonomy, in accordance with section 4.29 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
5.	Amount and proportion of the economic activity referred to in line 5 of Model 1 that is not eligible for taxonomy, in accordance with section 4.30 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
6.	Amount and proportion of the economic activity referred to in line 6 of Model 1 that is not eligible for taxonomy, in accordance with section 4.31 of Annexes I and II to Delegated Regulation (EU) 2021/2139, in the denominator of the applicable KPI	0	0%
7.	Amount and proportion of other economic activities not eligible for the taxonomy and not referred to in lines 1 to 6 above in the denominator of the applicable KPI	424,152	100%
8.	TOTAL AMOUNT AND TOTAL PROPORTION OF ECONOMIC ACTIVITIES NOT ELIGIBLE FOR THE TAXONOMY IN THE DENOMINATOR OF THE APPLICABLE KPI	424,226	100%

3.15 REPORT OF THE INDEPENDENT THIRD PARTY ON THE VERIFICATION OF THE CONSOLIDATED NON-FINANCIAL PERFORMANCE STATEMENT

Year ended December 31, 2023

To the Shareholders' Meeting

In our capacity as an independent third party ("third party"), accredited by COFRAC (Accréditation COFRAC Inspection, No. 3-1681, scope available on www.cofrac.fr) and member of the network of one of the statutory auditors of your company (hereinafter "entity"), we have carried out work designed to provide a reasoned opinion expressing a conclusion of moderate assurance on the compliance of the consolidated Non-Financial Performance Statement for the year ended December 31, 2023 (hereinafter the "Statement") with the provisions of Article R.225-105 of the French Commercial Code and on the fairness of the historical information (whether observed or extrapolated) provided pursuant to 3° of I and II of Article R.225-105 of the French Commercial Code (hereinafter the "Information") prepared in accordance with the entity's procedures (hereinafter the "Reporting Criteria"), presented in the management report pursuant to the provisions of Articles L.225-102-1, R.225-105 and R.225-105-1 of the French Commercial Code.

Conclusion

Based on the procedures we performed, as described in the "Nature and scope of our work" section, and on the information we obtained, nothing has come to our attention that causes us to believe that the consolidated Non-Financial Performance Statement is not in compliance with the applicable regulatory requirements and that the information, taken as a whole, is presented fairly in accordance with the Reporting Criteria.

Preparation of the Non-Financial Performance Statement

The absence of a generally accepted and commonly used framework or established practices on which to base the assessment and measurement of information allows for the use of different, but acceptable, measurement techniques that may affect comparability across entities and over time.

Therefore, the Information should be read and understood with reference to the Reporting Criteria, the significant elements of which are presented in the Statement.

Limitations inherent in the preparation of the Information

As stated in the Statement, the Information may be subject to uncertainty inherent in the state of scientific or economic knowledge and in the quality of the external data used. Certain information is sensitive to the methodological choices, assumptions and/or estimates made in preparing it and presented in the Statement.

The Entity's responsibility

The Board of Directors is responsible for:

- selecting or establishing appropriate criteria for the preparation of the Information;
- preparing a Statement in accordance with legal and regulatory requirements, including a presentation of the business model, a description of the main non-financial risks, a presentation of the policies applied with regard to these risks as well as the results of these policies, including key performance indicators and, moreover, the information provided for in Article 8 of Regulation (EU) 2020/852 (green taxonomy);
- prepare the Statement by applying the Entity's Reporting Criteria as mentioned above;
- and implementing such internal control procedures as it determines are necessary to enable it to produce information that is free from material misstatement, whether due to fraud or error.

The Statement was prepared by the Board of Directors.

Responsibility of the independent third party

Based on our work, our role is to formulate a reasoned opinion expressing moderate assurance as to:

- the Statement's compliance with the provisions stipulated in Article R.225-105 of the French Commercial Code;
- the truthfulness of the historical (recorded or extrapolated) information provided in application of paragraph 3 of Sections I and II of Article R.225-105 of the French Commercial Code, namely the results of the policies, including key performance indicators, and the actions relating to the main risks.

As it is our responsibility to form an independent conclusion on the Information as prepared by management, we are not permitted to be involved in the preparation of the Information, as this could compromise our independence.

It is not our responsibility to express an opinion on:

- the entity's compliance with other applicable legal and regulatory provisions (particularly in terms of information provided for by Article 8 of Regulation (EU) 2020/852 (green taxonomy), the vigilance plan and the fight against corruption and tax evasion);
- the fairness of the information provided for in Article 8 of Regulation (EU) 2020/852 (green taxonomy);
- the compliance of the products and services with the applicable regulations.

Regulatory requirements and applicable professional doctrine

Our work described below was carried out in accordance with the provisions of Articles A.225-1 et seq. of the French Commercial Code, our verification program consisting of our own procedures (Non-Financial Performance Statement verification program, of July 7, 2023) and the professional doctrine of the Compagnie nationale des commissaires aux

comptes relating to this intervention, in particular the technical opinion of the Compagnie nationale des commissaires aux comptes, Intervention of the statutory auditors - ITP intervention - Non-Financial Performance Statement, and the international standard ISAE 3000 (revised) ^[1].

Independence and quality control

Our independence is defined by the provisions of Article L.821-28 of the French Commercial Code and the profession's code of ethics. Furthermore, we implemented a quality control system that includes documented policies and procedures intended to ensure compliance with professional standards and applicable regulations and legislation, ethical rules and the professional doctrine.

Means and resources

Our work was conducted by a skilled team of six persons, took place between November 2023 and March 2024 and lasted for approximately fifteen weeks.

To assist us in carrying out our work, we called on our specialists in sustainable development and social responsibility. We carried out approximately ten interviews with the persons responsible for preparing the Statement representing in particular the departments in charge of defining policies, deploying them and collecting information.

Nature and scope of the work

We planned and performed our work taking into account the risks of material misstatement of the Information.

We believe that the procedures we conducted in the exercise of our professional judgment enable us to provide a moderate assurance engagement:

- we took due note of the activities of all the entities included in the consolidation scope and of their exposure to the main risks;
- we assessed the appropriateness of the Reporting Criteria with respect to their relevance, completeness, reliability, neutrality and comprehensibility, taking into account, if applicable, best practices in the sector;
- we verified that the Statement covers each category of information provided for in Section III of Article L.225-102-1 of the French Commercial Code on social and environmental matters as well as the information concerning the respect for human rights, anticorruption and combating tax evasion and that it includes, where applicable, an explanation of the reasons why the information required by the 2nd subparagraph of Section III of Article L.225-102-1 of the French Commercial Code is not included;
- we verified that the Statement presents the information provided for in II of Article R.225-105 of the French Commercial Code when it is relevant with regard to the main risks;
- we verified that the Statement presents the business model and the main risks related to the activity of all the entities included within the consolidation scope, including, whenever relevant and proportionate, the risks created by its business relations, products or services as well as the policies, procedures and results, including key performance indicators;

[1] ISAE 3000 (amended) – Assurance engagements other than audits or reviews of historical financial information.

- we consulted documentary sources and conducted interviews to:
 - assess the identification, ranking and validation process for the main risks and the consistency of the results, including the key performance indicators selected with respect to the main risks and policies presented,
 - corroborate the qualitative information (actions and results) that we considered most significant, as presented in Appendix 1. For certain risks (absence of preventive measures to reduce the carbon footprint of banking and investment transactions and not taking into account the risks related to climate change), our work was carried out at the level of the consolidating entity, for other risks, work was carried out at the level of the consolidating entity and in a selection of entities listed below: Crédit Mutuel de Centre Est Europe and CIC Lyonnaise de Banque;
- we verified that the Statement covers the consolidated scope, *i.e.* all entities included in the scope of consolidation in accordance with Article L.233-16 of the French Commercial Code with the limits specified in the Statement;
- we took due note of the procedures for internal control and risk management implemented by the Entity and assessed the collection process aimed at ensuring the completeness and veracity of the Information;
- for the key performance indicators and the other quantitative results that we considered to be the most significant presented in Appendix 1, we implemented:
 - analytical procedures consisting of verifying the correct consolidation of collected data as well as the consistency of changes to them,
 - detailed tests based on sampling or other selection methods, consisting of verifying the proper application of definitions and procedures, and of reconciling data with supporting documents. This work was carried out with a selection of the contributing entities listed above covering between 17% and 31% of the consolidated data selected for these tests (17% of energy consumption, 19% of the workforce, 23% of financing authorizations for renewable energy projects, 24% of the number of elected members and 31% of the number of members);
- we assessed the overall consistency of the Statement in relation to our knowledge of all of the entities included in the consolidation scope.

The procedures performed for a moderate assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with professional doctrine; a higher level of assurance would have required more extensive audit work.

Paris-La Défense, April 8, 2024

Independent third party

EY & Associés

Caroline Delérable

Partner, Sustainable development

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Appendix 1: information considered to be the most important

SOCIAL INFORMATION

Quantitative information (including key performance indicators)	Qualitative information (actions or results)
<ul style="list-style-type: none"> ■ Share of employees trained in digital transformation (%). ■ Employee turnover rate (%). ■ Percentage of women in management and governance positions (%). ■ % of payroll expense dedicated to training. 	<ul style="list-style-type: none"> ■ Employee training plan, including the Digital Passport. ■ Actions to promote gender parity. ■ Actions to mobilize employees.

ENVIRONMENTAL INFORMATION

Quantitative information (including key performance indicators)	Qualitative information (actions or results)
<ul style="list-style-type: none"> ■ Total consumption of energy (including electricity, gas, fuel oil consumption, urban steam and chilled water networks [kWh]). ■ Growth rate of renewable energy project financing commitments (%). 	<ul style="list-style-type: none"> ■ Actions to take into account specific rules governing high greenhouse gas-emitting sectors in lending and investment management. ■ Prevention measures to reduce the carbon footprint of banking and investment transactions. ■ Consideration for risks associated with climate change.

SOCIETAL INFORMATION

Quantitative information (including key performance indicators)	Qualitative information (actions or results)
<ul style="list-style-type: none"> ■ Training rate of local elected members (%). ■ Membership rate (%). 	<ul style="list-style-type: none"> ■ Training actions for elected members. ■ Actions taken to make membership more attractive.

3.16 MISSION COMMITTEE REPORT

In 2020, Crédit Mutuel Alliance Fédérale adopted a *raison d'être* in line with its values: *Ensemble, écouter et agir* (Listening and acting together) and the status of benefit corporation. In line with the provisions of the PACTE Law, Crédit Mutuel Alliance Fédérale has set up a Mission Committee to ensure that the company has the necessary resources, governance and ambition to progress in its missions. This Committee draws on the expertise of its members to propose possible medium-term initiatives and new commitments.

Article L.210-10 of the French Commercial Code provides for the annual publication of a Mission Committee report, attached to the management report, and verified by an independent third party (ITP). The first Mission Committee report was published in April 2022 for the commitments

made on December 31, 2021. It was audited by the ITP, the opinion of which was attached to the report of the Mission Committee, itself attached to the annual report. The ITP check is carried out every two years.

This third edition (April 2024) of the Mission Committee report was verified by the ITP, whose opinion is attached to the Mission Committee report reproduced below. The Mission Committee's report is also published in a separate document on the Crédit Mutuel Alliance Fédérale website.

To facilitate the reading of this report, the following table presents the pagination correspondence within this universal registration document:

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MISSION COMMITTEE REPORT

.3

April 2024

*A mutualism based on proof
to build a fairer and more
sustainable society*





EDITORIAL

This annual report shows the progress made since Crédit Mutuel Alliance Fédérale became a benefit corporation. Three years later, we note an even greater pride in employees and elected members around an innovative mutualism, driven by environmental and societal issues at all levels of the company.

By launching the Societal Dividend in 2023, the Crédit Mutuel Alliance Fédérale group has shown that it wants to be at the forefront of the environmental and societal revolution. In the first year, €439 million were mobilized, *i.e.* 12.5% of annual profits! This unique decision points the way to a virtuous business model with a unique vision of value sharing.

The year 2023, marked by the wave of generative artificial intelligence, reiterated the major challenge for companies to adopt standards that guarantee the ethical use of AI. The Mission Committee is delighted to have been able to help draw up an AI charter of trust, a true contract with all stakeholders and which will be operational from 2024.

The Mission Committee was also consulted on the societal and environmental objectives of the 2024-2027 strategic plan Togetherness, Performance, Solidarity and was able to verify their consistency with the ambitions defined as a benefit corporation.

I would like to thank all the members of the Mission Committee for the quality of their contribution to the many works that punctuated the year. On their behalf, I would also like to thank the group's executives and their teams for their availability and transparency. All the necessary information has been made available to us to ensure the follow-up of all the commitments and thus issue a favorable opinion on their implementation.

Fleur Pellerin

Chairwoman of the Mission Committee



SUMMARY

On course for 2027: *Togetherness, Performance, Solidarity*
Three questions for Daniel Baal

Let's be revolutionary
Three questions for Nicolas Théry

A long-term adventure

The Societal Dividend in action:
completing our missions

The Mission Committee in action

Perspectives: what does being
a benefit corporation change?

Five missions to guide action
100% of commitments achieved

Monitoring of missions

Complete performance overview

Opinion of the independent third party



Daniel Baal,
Chief Executive Officer

Nicolas Théry,
Chairman

ON COURSE FOR 2027: TOGETHERNESS, PERFORMANCE, SOLIDARITY

Looking back three years, what does being a benefit corporation change?

Daniel Baal: For Crédit Mutuel Alliance Fédérale, adopting the status of a benefit corporation has been a powerful lever for accelerating our mutualist commitments. In concrete terms, we have succeeded in doubling the participation of the local banks at our Shareholders' Meetings, for the benefit of a stronger mutualist democracy. In six months, we collectively corrected any unjustified wage disparities that could persist between women and men. And each year we check that the difference between the average compensation of women and men in all categories does not exceed 3%. We have led the way by providing home loans to our loyal customers without any medical formalities - a real revolution in the insurance sector and a major contribution to society. And of course, the creation of the Societal Dividend in 2023 was decisive proof of our environmental and societal ambitions.

What are the links between the 2024-2027 strategic plan and the group's missions?

Daniel Baal: The name of our strategic plan, Togetherness, Performance, Solidarity is fully in line with our *raison d'être*: *Ensemble, écouter et agir* (listening and acting together).

Our strength, which has always been our difference, is our mutualist collective. We will only succeed in this plan if we are together, efficient and supportive. It is an absolute necessity for the company and a source of pride for every employee. This is the source of creativity, innovation, solidity and sustainability. Finally, for each entity, each business line department and each subsidiary, we have a requirement: to set financial and non-financial objectives that are fully in line with our missions.

What are your environmental and societal ambitions for 2024?

Daniel Baal: First, extend our ambitions to all our entities. A project already underway in our Banque de Luxembourg, TARGOBANK in Germany and Cofidis Group subsidiaries. The latter is also committed to the path of a benefit corporation, which I am delighted about, while Banque de Luxembourg became B Corp in 2023. In 2024, with the Mutualist Environmental and Solidarity Institute, a center of ESG expertise, we will improve the monitoring of our environmental and societal objectives. The benefit corporation must give us the impetus to act on a daily basis around new projects and new ambitions.

LET'S BE REVOLUTIONARY

How can the company act to transform society?

Nicolas Théry: Several changes are underway before our eyes: economic, ecological, societal. Now is the time for companies to be revolutionary. By creating the Societal Dividend, we wanted to follow things through with the benefit corporation and show another way, that of financial performance at the service of collective utility. Thanks to this innovative mechanism, we are giving ourselves the means to take effective long-term action to accompany and support transformation projects with a positive impact.

How do you analyze the new expectations of customers, employees and elected members?

Nicolas Théry: Customers are also citizens who are increasingly pushing companies to transform their models and are asking for tangible proof of their commitment. Likewise, employees expect a meaningful company project, capable of giving life to their commitment. Our elected members want a renewed, dynamic and modern mutualism. It is not a question of setting out major principles. Our commitments are therefore extremely tangible in order to change daily life, what I call the mutualism of proof. We have succeeded in making it a source of pride and progress.

Your message for 2024?

Nicolas Théry: With the radical transformations that we have already initiated, by becoming the first corporate bank benefit corporation or by creating the Societal Dividend, we have demonstrated the vitality of our mutualist model. Because we rely on our employees and elected members, technology for high value-added consulting and diversification to support each of our clients' projects, we can be confident in our ability to act for ecological transformation and provide concrete responses to rising social inequalities.

Key figures

77,000 employees

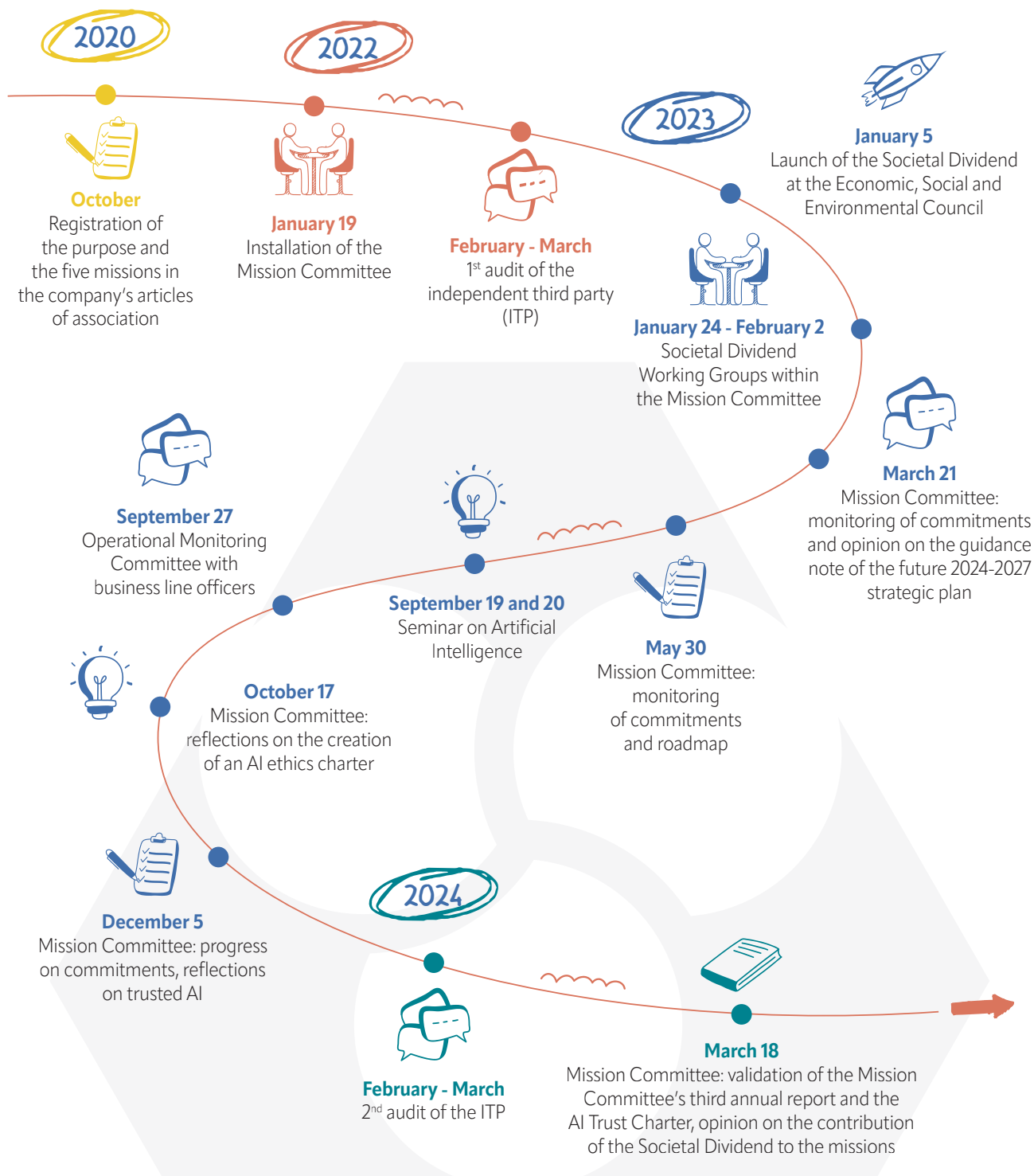
15,500 mutualist elected members

31 million customers

4,300 branches

at December 31, 2023

A LONG-TERM ADVENTURE



THE SOCIETAL DIVIDEND IN ACTION: COMPLETING OUR MISSIONS

After a year full of initiatives, the Societal Dividend will be fully implemented as part of the 2024-2027 strategic plan. In 2023, €439 million were dedicated to projects with a strong social and environmental value, *i.e.* nearly 12.5% of the group's net income for 2022! Based on the 2023 results, €617 million will be dedicated to the Societal Dividend in 2024. By 2027, more than €3 billion should be mobilized for ecological transformation and social and regional solidarity. By sharing value differently, Crédit Mutuel Alliance Fédérale is putting its financial performance at the service of collective utility.

2023 figures

€439m 12.5% of net income

In 2023, Crédit Mutuel Alliance Fédérale, a united and committed company, made a significant contribution to the achievement of its missions, in particular by **strong support for the regions and working for a fairer and more sustainable society**.

Crédit Mutuel Alliance Fédérale has supported associations as close as possible to the regions through very concrete actions: solidarity banking package and actions to combat regional inequalities (fight against solidarity deserts, integration through sport, etc.). The mutualist group has also allocated considerable human and financial resources to the financing of sustainable transformation projects (investment in the production of renewable energy, sustainable food system, biodiversity, soft mobility, etc.).

Finally, many solidarity projects have been carried out: assistance with access to quality housing, support for people with disabilities and caregivers, emergency solidarity. Impact objectives have been defined for each project with qualitative and quantitative indicators (example: metric tons of CO₂ avoided per million euros invested, etc.).

What action levers?

For ecological and social added value: the Environmental and Solidarity Revolution Fund

Managed by Crédit Mutuel Impact, the Environmental and Solidarity Revolution Fund invests in projects that generate positive, concrete and measurable impacts for the environment for the benefit of the regions. With a broad investment scope, it is committed to disruptive technological companies and facilitates the scale-up of emerging sectors for societal and solidarity-based transformation. In 2023, €363 million have been committed. Without a target financial return, the fund aims for ecological and/or social capital gains.

To support all our customers: inclusive and solidarity pricing offers

Crédit Mutuel Alliance Fédérale is developing solidarity bancassurance services to promote the inclusion of all, with support for ecological transformation and special support for its most vulnerable customers. In 2023, **over €8 million** have been committed.

For more solidarity in sustainable regions: donation and philanthropic actions

Philanthropic and donation actions are carried out at two levels: on the one hand, local donations (carried out directly by the various local banks and Crédit Mutuel Federations, the Caisse Fédérale, the CIC network, subsidiaries and specialized business lines); on the other hand, the donations made via the Fondation Crédit Mutuel Alliance Fédérale, which works in two areas "Solidarity and Territories" and "Environment". In 2023, **€68 million** were allocated to the financing of numerous projects (from the local project supported by the Crédit Mutuel local bank to very structuring actions led by the Fondation Crédit Mutuel Alliance Fédérale).

3

THE MISSION COMMITTEE IN ACTION...

Crédit Mutuel Alliance Fédérale was the first bank to adopt the status of a benefit corporation, in line with its historical commitments based on its mutualist values.

This innovative choice aims to create a dynamic of continuous improvement in our practices. In this context, the Mission Committee plays a major role. Coming from multiple backgrounds, the members of the Mission Committee were chosen for their expertise and their interest in taking into account societal and environmental performance in the company's overall performance. They all share the same desire to contribute to the success of Crédit Mutuel Alliance Fédérale's approach.

2022 was the year of the installation of the governance of the Mission Committee and the first measures of commitments. In early 2023, a new step was taken with the implementation of work dedicated to the Societal Dividend, its governance and organization.

The tripartite composition of the committee allows for the convergence of points of view and enriches the debates and reflections:

- **1/3 of independent experts** bringing their outside perspective
- **1/3 of directors** representing the mutualist movement
- **1/3 of employee** representatives

In 2023, as part of this work, the committee organized quarterly plenary meetings devoted to the monitoring of missions, the consultation of the guidance note of the group's 2024-2027 strategic plan, and HR and inclusion issues (workplace equality index, results of the ordinary sexism survey, etc.). In addition, a seminar organized in Strasbourg on the ethics of AI, a highlight of the work carried out in this area throughout the year.



From left to right: **Xavier Jaravel**, Professor at the London School of Economics and member of the Conseil d'Analyse Économique, **Audrey Hammerer**, Director representing the employees of Caisse Fédérale de Crédit Mutuel, **Camille Putois**, Chief Executive Officer of the Business for Inclusive Growth (B4IG) coalition, **Fleur Pellerin**, former minister, founder and CEO of Korelya Capital, **Laurent Torre**, Director representing employees of Caisse Fédérale de Crédit Mutuel, **Sandrine Pelletier**, Chairwoman and Chief Executive Officer of APLIX group and Director of CIC Ouest, **Laurent Nallet**, representative of CIC employees. Absent from the photo: **Marie-Jean Boog**, Chairwoman of the Sarrebourg district and **Jean-Louis Maître**, Chairman of Fédération du Crédit Mutuel Savoie-Mont Blanc.

... TO ASSESS MISSIONS

Throughout 2023, the Mission Committee monitored the execution and trajectory of the 15 commitments, which were achieved at December 31, 2023*. All the business line departments have been mobilized to implement the indicators operationally. For each commitment, an action plan is implemented: definition of the indicator, scope, management system, phasing over time and assessment of the action plan.

KPMG, an independent third-party organization (OTI), verified the achievement of the objectives selected. In February 2024, it audited the commitments (indicators and trajectory) and analyzed the mission report, based on the opinion of the Mission Committee. The OTI met the Mission Committee and its Chairwoman on March 18, 2024. It concluded its work and issued a report including a reasoned favorable opinion on the achievement of social and environmental objectives in the scope concerned by the status of benefit corporation.

... GUIDANCE: TRUSTED AI

The Mission Committee also aims to provide its expertise on the company's actions, by shedding light on strategic issues, by exploring new avenues and by being a source of proposals. In 2023, he contributed to the group's discussions on the Societal Dividend and the ethical deployment of AI.

The democratization of generative artificial intelligence has accelerated the use of AI and the automation of certain tasks. Within Crédit Mutuel Alliance Fédérale, artificial intelligence is now used daily by more than 60,000 employees to bring them more simplicity, proactivity and time to devote to customer relationships.

As an industrial bank, the impact of these new technologies on the banking business lines is a reality that must be integrated more than ever into the evolution of our business lines. In this context, the Mission Committee contributed to the group's discussions to ensure the use of artificial intelligence within a framework of trust, respectful of French and European law, and based on the group's mutualist values.

After defining this trust framework, the group has drawn up an ethics charter based on five founding principles:

Protect our customers and members' data and digital privacy;

Guarantee a transparent and documented use of AI;

Commit to an AI that is inclusive and respectful of the environment;

Develop an AI trust contract with our customers and employees;

Ensure the robustness of Artificial Intelligence-based technological solutions.

2023 figures

60,000 employees use AI on a daily basis

Our raison d'être: ensemble, écouter et agir (listening and acting together)

- **Together**, because we are mutualists. It is the power of our collective of women and men, elected members and employees, who have carried our values of freedom, democracy and solidarity for nearly 150 years.
- **Listen**, because our mission has always been to serve our members and customers according to their needs and to be attentive to the major changes in the world to build a fairer and more sustainable society.

- **Act**. This is proof of mutualism. It is about transforming our collective ability to listen into action. It means developing regions by financing everyone's projects, from individuals to companies, and protecting their savings. It means being at the service of society as a whole by acting over the long term for the common good.

Through our *raison d'être*, we reaffirm not only our historical mutualist values, but also their relevance to meet the major challenges of tomorrow on a daily basis.

* See the full performance overview. The indicators may vary depending on the commitments and their nature.

PERSPECTIVES: WHAT DOES BEING A BENEFIT CORPORATION CHANGE?

Becoming a benefit corporation has helped to give new life to mutualism and to accelerate our collective action in the face of the challenges of the company's transformation. Environmental and societal commitments resonated strongly with employees, elected members and, more generally, civil society.

"The actions of *Crédit Mutuel Alliance Fédérale* must irrigate the regions and support the inhabitants who need them. This is why I am particularly delighted to see that the Societal Dividend initiatives make it possible to strengthen social ties and show our solidarity with the most vulnerable."



Marie-Jean Boog
Chairwoman of the Sarrebourg district
(Fédération Crédit Mutuel Centre Est Europe)



Damien Ernst
Deputy Chief Executive Officer
of Euro-Information

"I am particularly proud of the commitment to digital privacy because it not only protects customer-members' privacy, but also proves that it is possible to innovate and implement cutting-edge technologies in France for everyone. This requires strong convictions and daring to trust each other!"

"Being a benefit corporation represents clear, concrete commitments that give meaning to our cooperative life and our mutualism. Doubling the votes at our local banks' Shareholders' Meetings is an objective that unites elected members and employees and that leads us to better communicate our operating methods to our members, because we must explain to them why their vote is important."



Emilie Lidome
Deputy Chief Executive Officer
Crédit Mutuel Equity

"Investing the group's equity in French companies to promote innovation, growth and employment in our regions is a commitment of which the teams are proud because we give useful meaning to their actions. We are strengthening the human and sustainable vision of private equity driven by *Crédit Mutuel Equity*. This allows us to align ourselves with a common project, among ourselves, but also with the company directors that we support."



Véronique De Sesmaisons
Chairwoman of the
Crédit Mutuel Chantenay
Sainte Anne local bank in
Nantes (Fédération Crédit
Mutuel de Loire-Atlantique,
Centre-Ouest)

“As a benefit corporation, we are determined to go further on the environmental front. Since 2019, the reductions in the carbon footprint of our own business and our portfolios have been aimed at aligning us with the objectives set by the Paris Agreement. With the new strategic plan, we are amplifying our requirements by integrating ESG criteria into our business models to spearhead the environmental and societal revolution. In this context, the Mutualist Environmental and Solidarity Institute will play a key role in supporting our teams and customers in these transformations.”



Marion Cluzeau
Director of the ESG Deployment division, Mutualist Environmental and Solidarity Institute



Laurent Dunat
Chairman of the Crédit Mutuel de Caudry local bank (Fédération de Crédit Mutuel Nord Europe)

“The strength of our mutualist movement lies in its ability to constantly renew itself and adapt to a changing world. Its modernity is based on a medium- and long-term vision that enables us to meet the major challenges of tomorrow. Finally, the vitality of our movement depends on active directors representing all generations. As elected members, we have a major role to play in promoting this model and bringing it to life. In this respect, the commitment of everyone in the field, in the Boards and Shareholders’ Meetings, is essential. Thanks to the fifteen commitments of the benefit corporation, we are able to grow Crédit Mutuel, embody its ambitions and prepare a better future for our customers and members.”

“Our commitments to gender equality, the work-study recruitment of young people excluded from employment and, more generally, non-discrimination are priorities of our diversity and inclusion policy. It means questioning our role as an employer, refusing all forms of discrimination and allowing everyone to develop according to their potential and aspirations. Beyond the numbers, the actions we take demonstrate our desire to take concrete and collective action to guarantee an inclusive work environment that respects all forms of diversity.”



Laurent Torre
Director representing employees of Caisse Fédérale de Crédit Mutuel

“Fighting against all forms of discrimination is our profession of faith, a constant fight led by all our employees and elected members.”

Pascale Ruquet
Head of Diversity and Inclusion
Crédit Mutuel Alliance Fédérale





FIVE MISSIONS TO GUIDE ACTION

Mission 1

"As a cooperative and mutualist organization, we support our customers and members in their best interests"



Mission 2

"As a bank for all, members and customers, employees and elected members, we act for everyone and refuse any discrimination"

Five missions

Mission 3


"Respectful of everyone's privacy, we place technology and innovation at the service of people"

Mission 4

"As a solidarity-based company, we contribute to regional development"

Mission 5

"As a responsible company, we actively work for a fairer and more sustainable society"



100% of commitments achieved in 2023

Crédit Mutuel Alliance Fédérale has defined an ambition that places its customers at the heart of its daily action, broken down into fifteen concrete commitments to fight against all forms of discrimination, to protect digital privacy, to act for regional development and to build a fairer and more sustainable society.

- 1 Bring democracy to life in the bank by doubling the number of members voting at Shareholders' Meetings.
- 2 Guarantee to each customer a dedicated, non-commissioned advisor.
- 3 Give more place to young people and move towards parity on Boards of Directors.
- 4 Train all our employees and elected members in the fight against discrimination.
- 5 Recruit 25% of work-study students from priority neighborhoods and rural areas.
- 6 Defend gender pay equality at all levels of the bank.
- 7 Guarantee the privacy of our customers' data by processing 99% of their information in our infrastructures and systems located in France.
- 8 Invest productivity gains from artificial intelligence in employment and development.
- 9 Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at local banks or branches.
- 10 Offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers.
- 11 Invest 5% of our equity mainly in French companies to promote innovation, growth and employment in our regions.
- 12 Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12%*.
- 13 Promote the energy transition by no longer financing new oil and gas projects.
- 14 Insure the home loan of our loyal customers without any medical formalities.
- 15 Commit to customers in financial difficulty with an account at €1 net per month without any incident fees.

* By the end of 2022.

Mission 1

SUPPORTING OUR CUSTOMERS AND MEMBERS IN THEIR BEST INTERESTS

As a cooperative and mutualist organization, **Crédit Mutuel Alliance Fédérale's mission is to support its customers and members in their best interests.** By becoming a benefit corporation, our bank wanted to strengthen the listening and voice of its members by giving Shareholders' Meetings a major role. The Shareholders' Meetings are essential moments for bringing the group's democracy to life and defending its mutualist values, which is why the mutualist bank is committed to doubling the number of shareholders at the Shareholders' Meetings of their local bank.

In 2023, members were able to vote in person, on a tablet or remotely (*via* their online banking or smartphone) or delegate their power of decision. This objective was achieved with more than 746,000 members voting in 2023, compared to 248,000 in 2019.

Actions are also carried out, in particular, by the Cooperative and Mutualist Life department to ensure better representation of the company. The changes are encouraging and the governance reform made it possible to achieve parity on the boards of the umbrella bodies in early 2024. Efforts must continue to be made, in particular, on the representation of young people on Boards of Directors.

With the creation of the Cooperative and Mutualist Life department, a dynamic of actions for the next four years has been defined to strengthen the membership, develop the recruitment of elected members and attract new generations (launch of recruitment guides for elected members, etc.). The training of elected members is also essential to fully fulfill their mission. Launched in 2023, the Mutualist University has trained more than 8,000 elected members in ecological and societal transformation.

→ **99.6%** of customers benefited from a dedicated non-commissioned advisor.

The close relationship remains at the heart of our development with the commitment to provide each of our clients with a dedicated, non-commissioned advisor. The excellence of the relationship was rewarded: for the twelfth time with the *Podium de la Relation Client*® in the banking category and once again in the top 10 for Customer Relations, all sectors of activity combined.

"Anchored in society, at the heart of the economic fabric and associations, elected members are united around the values of freedom, responsibility and solidarity. It is important to strengthen their support to carry out their duties under the best possible conditions (training, recruitment, representation, etc.) because the group's future will depend on its ability to mobilize a collective rich in its diversity and expertise."

Jean-Louis Maître
Chairman of the Fédération
du Crédit Mutuel Savoie-Mont Blanc



Trajectory of our operational commitments

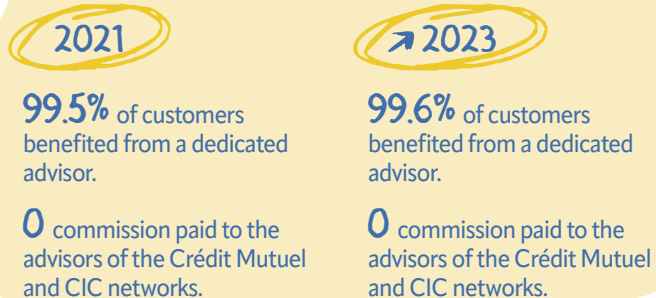
→ Commitment #1

Bring democracy to life in the bank by doubling the number of members voting at Shareholders' Meetings



→ Commitment #2

Guarantee to each customer a dedicated, non-commissioned advisor



→ Commitment #3

Give more place to young people and move towards parity on Boards of Directors from 2022



Mission Committee opinion

The trajectory of mission 1 is the right one. The Mission Committee welcomes the doubling in 2023 of the number of voters at Shareholders' Meetings, which proves the strong mobilization of local banks. It welcomes the various measures put in place in the Crédit Mutuel Alliance Fédérale federations to increase the number of women and younger people on the Boards of Directors. The results are very encouraging and the momentum must be maintained. Lastly, the committee reiterates the importance of promoting the service of a dedicated non-commissioned advisor for each customer and member, in line with the group's DNA.

* The percentage of young people under the age of 35 among elected members was 3.26% in 2023 compared to 2.14% in 2021.

Mission 2

ACTING FOR EVERYONE AND REFUSING ALL DISCRIMINATION

As a bank for all, members and customers, employees and elected members, we act for everyone and refuse any discrimination. It also means having a strong employer promise that is consistent with our purpose and missions. A social contract that promotes employment in all regions and builds employee loyalty. As part of the 2024-2027 strategic plan, we have set ourselves the target of more than 75% of employees and elected members being proud of their company.

The fight against discrimination first took the form of a national training plan. In 2023, more than 45,000 Crédit Mutuel Alliance Fédérale employees (98.7% of the social base) and more than 14,000 elected members (95.2% of the elected members) received a comprehensive training course on representations and stereotypes, our values and expected behaviors, etc. Other more targeted actions, in particular for HRDs, social partners and managers, have been undertaken.

Making differences our greatest asset.

Among the causes defended in the company, gender equality is a priority, particularly with regard to wages. We are committed to reducing salary gaps to a maximum of 3% by category and age group. In 2023, 674 employees benefited from a corrective measure. In addition, a comprehensive program of long-term commitments has been made to promote and support the careers of women.

After joining the #StOpE initiative against ordinary sexism on January 25, 2023, the group renewed its support in early 2024 and launched a manifesto and an internal communication campaign. The whistleblowing system will be strengthened.

Where training is concerned, no session of the School for directors starts without parity. A "Crédit Mutuel-Elles" female network was created in July 2023, with the aim of contributing to the acceleration of the professional success of the group's women.

In a difficult economic context, the group stepped up its action to promote the integration of young people into the professional world. In 2023, Crédit Mutuel Alliance Fédérale exceeded its target: 33% of young people were recruited in priority city neighborhoods and rural areas. More generally, many actions are rolled out in the regions for young people (job dating, integration actions, support for many initiatives at *École de la 2^e Chance*, Sport in the city, etc.).



Camille Putois
Chief Executive Officer of the
Business for Inclusive Growth
(B4IG) business coalition

"Crédit Mutuel Alliance Fédérale confirmed its long-term commitment to combating discrimination, and promoting gender equality and diversity. The Mission Committee will continue to closely monitor the impact of these actions on gender and inclusion, and progress towards an ever more inclusive company."

Trajectory of our operational commitments

→ Commitment #4

Train all our employees and elected members in the fight against discrimination

2022

97.8% of employees

91.1% of elected members trained in the fight against discrimination.

→ 2023

97.8% of employees

95.2% of elected members trained in the fight against discrimination.

→ Commitment #5

Recruit 25% of work-study students from priority neighborhoods and rural areas

2021

1,515 work-study students recruited of which 38.2% from priority neighborhoods and rural areas.

2023

1,852 work-study students recruited of which 32.8% from priority neighborhoods and rural areas*

→ Commitment #6

Defend gender pay equality at all levels of the bank

2022

3,872 employees benefited from a corrective measure.

2023

674 employees benefited from a corrective measure.

Mission Committee opinion

The Mission Committee applauds the achievement of the indicators and the mission. The measures implemented to ensure gender equality, particularly in terms of pay, to promote women's careers and to combat ordinary sexism in companies, have made real progress possible. With regard to the integration of young people into employment, the committee is delighted at the number of work-study students recruited from priority city neighborhoods and rural areas. The Mission Committee will be particularly attentive to the HR challenges and objectives of the 2024-2027 strategic plan, including those in terms of gender equality. The representation of women in the governing bodies will be one of the points of vigilance of the Mission Committee.

*See the full performance overview.

Mission 3

PUTTING TECHNOLOGY AND INNOVATION AT THE SERVICE OF PEOPLE

Respectful of everyone's privacy, Crédit Mutuel Alliance Fédérale puts technology and innovation at the service of people. Because banking is a technological industry, it is essential to constantly innovate, to master the technologies of the future and to ensure that they guarantee the group's sovereignty.

As the first bank to develop artificial intelligence solutions, Crédit Mutuel Alliance Fédérale continues to deploy its cognitive and OCR (optical character recognition) tools in all its business lines for the benefit of customer relations and the time that the advisor can devote to better meeting the needs of their customers. In 2023, more than 2.6 million hours were freed up on administrative tasks in the networks, equivalent to 1,671 FTE. In addition, the group continues to maintain employment with 2,584 permanent hires in 2023.

The challenge of accelerating the adoption of tools by all is major while continuing to keep customers and employees at the heart of a human relationship.

Today, we are at the dawn of a new breakthrough combining generative and quantum artificial intelligence, which should enable transactional improvement and free up even more consulting time for customers.

In an increasingly digital world, data protection is a priority for French people. Crédit Mutuel Alliance Fédérale gives itself the technical and financial resources to preserve the integrity and confidentiality of the data entrusted to it and undertakes to process more than 99% of the information in its infrastructures and systems located in France.

To ensure that all these developments continue to be fully controlled, the Mission Committee took part in discussions on the implementation of an AI ethics charter that reflects our values and guarantees a contract of trust with our customers and employees.

"Artificial intelligence is a tremendous asset for facilitating the work of banking advisors and renewing the customer experience. Nevertheless, it must be deployed in a reasoned and structured manner, taking care not to dehumanize the banking relationship. By developing a trust charter, we reaffirm that technology and innovation must remain at the service of people in accordance with our missions."



Xavier Jaravel

Professor at the London School of Economics (LSE) and member of the Economic Analysis Council (CAE)

Trajectory of our operational commitments

→ Commitment #7

Guarantee the privacy of our customers' data by processing 99% of their information in our infrastructures and systems located in France

2021

>99.9% of processing performed on infrastructure hosted in the company's data centers.

2023

>99.9% of processing performed on infrastructure hosted in the company's data centers.

→ Commitment #8

Invest productivity gains from artificial intelligence in employment and development

2021

Productivity gains equivalent to **900** FTE
Job retention with **1,596** permanent hires.

→ 2023

Productivity gains equivalent to **1,671** FTE
Job retention with **2,584** permanent hires.*

"Technology is everywhere in society, it is normal that it is at the heart of the challenges of our banking and insurance business lines. Our group continues its revolution and continues to develop the digital solutions and tools of tomorrow for responsible use in all our businesses, guaranteeing data security and an enhanced relationship of the customer and employee experience."



Laurent Nallet
Representing CIC employees

Mission Committee opinion

The Mission Committee notes the achievement of the indicators contributing to the achievement of the mission. It confirms the importance of current and future technological transformations, including investments in quantum. It proposes to reflect on the evolution of the commitment to productivity gains and artificial intelligence. Work on trusted AI, in collaboration with the Mission Committee, made it possible to define an AI ethics charter applicable to the entire group. During its discussions on AI, the committee was attentive to the challenges of transparency, data protection, and the deployment of an inclusive and environmentally-friendly AI.

*See the full performance overview.

Mission 4

CONTRIBUTING TO REGIONAL DEVELOPMENT

As a solidarity-based company, **Crédit Mutuel Alliance Fédérale's mission is to contribute to regional development.** Thanks to its decentralized organization, the mutualist bank acts in an appropriate and efficient manner to meet the needs of its customers.

→ In 2023, **92.9%** of loans decisions are taken locally.

As the leading banking partner of associations, Crédit Mutuel Alliance Fédérale strengthens its commitment to those who develop the life of associations and contribute to the vitality of the regions. Established during the COVID crisis to help associations, Pay Asso is now free, as is the civil liability of executives.

With the Societal Dividend, Crédit Mutuel Alliance Fédérale is stepping up its support for local associations. Since September 2023, local cultural, sports and leisure associations have been 100% exempt from all general operating expenses associated with managing their accounts. These associations benefited from nearly €2 million thanks to the 100% reimbursement of their banking package.

Lastly, Crédit Mutuel Alliance Fédérale, through its subsidiary Crédit Mutuel Equity, supports the initiatives and innovative projects of 280 companies by investing the bank's equity over time with a constant concern for financial, economic, social and environmental impacts. The acquisition of equity investments in SMEs and mid-sized companies helps to develop innovation, growth and employment in our regions.

"Each French region, each territory is a source of wealth and future. Thanks to the density of its network of branches, Crédit Mutuel Alliance Fédérale has always been at the heart of economic and social ecosystems. Today, the challenge is to support all local players, whether they are individuals, associations or innovative companies, who bring these regions to life."



Sandrine Pelletier

Chairwoman and Chief Executive Officer
of APLIX group and Director of CIC Ouest

Trajectory of our operational commitments

→ Commitment #9

Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at local banks or branches

2021

91.3% of lending decisions were taken locally within the Crédit Mutuel and CIC networks

→ 2023

92.9% of lending decisions were taken locally within the Crédit Mutuel and CIC networks

→ Commitment #10

Offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers

2021

100% of eligible associations can benefit from the Pay Asso solution and free Civil Liability plan for Managers.

2023

100% of eligible associations can benefit from the Pay Asso solution and free Civil Liability plan for Managers.

→ Commitment #11

Invest 5% of our equity mainly in French companies to promote innovation, growth and employment in our regions

2021

5.05% of the group's equity invested by Crédit Mutuel Equity in French companies that have been analyzed for maturity in terms of innovation, growth and/or job creation

→ 2023

5.83% of the group's equity invested by Crédit Mutuel Equity in French companies that have been analyzed for maturity in terms of innovation, growth and/or job creation*

Mission Committee opinion

The Mission Committee welcomes the actions put in place to contribute to the development and vitality of the regions. It is particularly attentive to the means deployed to combat the social isolation of people living in solidarity deserts, by supporting non-profit organizations. The Mission Committee encourages the deployment of future actions in all regions in a balanced manner and according to needs.

* More than 85% of companies are considered to be innovative, growing and/or creating jobs. See the full performance overview.

Mission 5

BUILDING A FAIRER AND MORE SUSTAINABLE SOCIETY

As a responsible company, Crédit Mutuel Alliance Fédérale wants to work for a fairer and more sustainable society. With its 2024-2027 strategic plan, the mutualist group is strengthening its commitments to the ecological transition and the decarbonization of the economy.

Crédit Mutuel Alliance Fédérale has committed to reducing its carbon emissions by 20% and the carbon footprint of its investment portfolios by 12% by the end of 2022. After announcing in 2020, its total exit from coal by 2030, the group stopped any financing of new oil and gas exploration, production, infrastructure or transformation projects in 2021.

The launch of the Societal Dividend has accelerated the financing of the ecological and societal transformation. New offers with subsidized pricing encourage customers to switch to soft mobility; more than €6 million were committed in 2023 with the 0% bicycle loan, which already has more than 30,000 beneficiaries - a boost of €200 per beneficiary customer. Significant investments have also been made by the Environmental and Solidarity Revolution Fund in sustainable energy production and food. The Fondation Crédit Mutuel Alliance Fédérale launched its first call for biodiversity projects in the amount of €2.5 million and supports more than 36 associations, particularly for the restoration of marine and ultra-marine ecosystems and terrestrial wetlands.

→ In 2023, **55%** of the group's customers purchasing their main residence did not have any medical formalities compared to approximately 25% at the national level according to the Financial Sector Advisory Committee.

Because health should not be an obstacle to access to home ownership, from November 2021, Crédit Mutuel Alliance Fédérale insured the home loan of its loyal customers for their main residence, without any medical formalities, by going well beyond the legal obligations. In a context of rising consumer prices that is reducing the purchasing power of the most disadvantaged, Crédit Mutuel Alliance Fédérale is reaffirming its desire to act for those in a situation of financial fragility. It undertakes for them with an account at €1 net per month with no incident fees.

"Today, the ecological transition has become obvious for society as a whole. Local banks and branches are on the front line to support our customers, particularly in terms of eco-renovation or clean mobility. To do this, we are adapting our offers, our skills and our tools. Training, particularly for local managers and directors, is becoming an essential link in this transformation."



Audrey Hammerer
Director representing employees of Caisse
Fédérale de Crédit Mutuel
(Fédération du Crédit Mutuel Dauphiné-Vivarais)

Trajectory of our operational commitments

→ Commitment #12

Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12% by the end of 2022*

2020

-20.7% reduction in the group's carbon footprint between the end of 2018 and the end of 2020.

-27.9% reduction in the carbon footprint of customer portfolios between June 2018 and June 2021.

→ 2022

-30.4% reduction in the group's carbon footprint between the end of 2018 and the end of 2022.

-57.6% reduction in the carbon footprint of customer portfolios between June 2018 and June 2023.

→ Commitment #13

Promote the energy transition by no longer financing new oil and gas projects

2021

0 new financing projects in oil & gas since October 2021.

2023

0 new financing projects in oil & gas and strengthening of the Hydrocarbons sectoral policy with new requirements for energy companies producing oil and gas.**

→ Commitment #14

Insure the home loan of our loyal customers without any medical formalities

2021

80,400 beneficiaries.

0 medical formality (up to €500,000 per borrower and for policyholders under the age of 62).

→ 2023

Since the launch in 2021, more than 165,400 beneficiaries.

→ Commitment #15

Commit to customers in financial difficulty with an account at €1 net per month without any incident fees

2022

53,033 beneficiaries.

1st year of this measure as a commitment of the benefit corporation.

→ 2023

58,333 beneficiaries.

Mission Committee opinion

The Mission Committee applauds the achievement of the commitments of mission 5. The trajectory of the group's carbon footprint is remarkable. The first actions rolled out as part of the Societal Dividend have accelerated the momentum. The environmental and societal objectives will have to be adapted in line with the ambitions set in the 2024-2027 strategic plan, and with the support of the Mutualist Environmental and Solidarity Institute.

* See non-financial performance statement for 2023, France scopes 1, 2 and 3 energy consumption, refrigerant gas leaks, motor fleet and business travel. This indicator is limited to 2022. Planned overhaul of future objectives in line with the new 2024-2027 strategic plan.

** Detailed commitment in the hydrocarbon sector policy, available on the website www.bfcm.creditmutuel.fr.

COMPLETE PERFORMANCE OVERVIEW

Mission 1

As a cooperative and mutualist organization,
we support our customers and members in their best interests

1 Bring democracy to life in the bank by doubling the number of members voting at Shareholders' Meetings.		
Indicators: <ul style="list-style-type: none"> • 2023: 12.3% of members voting at Shareholders' Meetings at 12/31/2023. • 2022: 4.5% • 2021: NS (Covid situation) • 2019: 5.4% 	Scope: Crédit Mutuel local banks.	Means: <ul style="list-style-type: none"> • Launch of remote voting on smartphones and tablets in 2022. • Deployment of specific communication actions. • Deployment of the Cooperative and Mutualist Life department.
2 Guarantee to each customer a dedicated, non-commissioned advisor.		
Indicators: <ul style="list-style-type: none"> • 2023: 99.6% of customers assigned to a dedicated non-commissioned advisor. • 2022: 99.5% • 2021: 95.5% <p>The proportion of customers who do not have a dedicated advisor corresponds to transitional periods, particularly in the event of a change in the assignment of advisor.</p>	Scope: French banking network (Crédit Mutuel: Crédit Mutuel local banks, corporate business center, Crédit Mutuel and Caisse Fédérale de Crédit Mutuel regional banks, CIC: all regional banks except for CIC DIF restricted to the branch network only).	Means: Human resources policy: no commercial incentive or individual variable compensation.
3 Give more place to young people and move towards parity on Boards of Directors from 2022.		
Indicators: <ul style="list-style-type: none"> • 2023: 41.8% of women among elected members, 3.26% of young people among elected members and 19.8% of young people (under 35 as of 12/31) among the newly elected members. • 2022: 40.0% of women among elected members, 2.37% of young people among elected members and 12.8% of young people among the newly elected members. • 2021: 39.0% of women among elected members, 2.14% of young people among elected members and 8.7% of young people among the newly elected members. 	Scope: Crédit Mutuel local banks.	Means: <ul style="list-style-type: none"> • Strengthening communication with the support of the local banks' Boards of Directors. • Deployment of the Cooperative and Mutualist Life department.

Mission 2

**A bank for all, members and customers, employees and elected members,
we act for everyone and refuse any discrimination**

4 Train all our employees and elected members in the fight against discrimination.

Indicators:

- **2023: 98.7%** of employees present and **95.2%** of elected members trained in the anti-discrimination module.
- **2022: 97.8%** of employees present and **91.1%** of elected members.

Scope:

- Social base: Global scope of the group agreement.
- Local banks: all elected members.

Means:

- Mandatory training module for all employees.
- Mandatory awareness-raising session for Boards of Directors from 2022.
- Deployment of the Mutualist University online for elected members.
- Overhaul of the alert and monitoring system.

5 Recruit 25% of work-study students from priority neighborhoods and rural areas.

Indicators:

- **2023: 32.8%** of work-study students from priority neighborhoods and rural areas.
- **2022: 42.1%**
- **2021: 38.2%**

Scope:

Social base: Global scope of the group agreement.

Comment:

The target has been exceeded. However, there has been a decrease in the recruitment rate in rural areas (ZRR) and priority neighborhoods (QPV). The number of work-study students recruited in 2023 (1,852 vs. 1,515 in 2021) was up by 22%. The number of work-study students from the ZRR and QPV has decreased, despite the offers proposed.

Means:

- Participation in dedicated "job dating" sessions.
- Strengthening partnerships with associations.
- Testing of new measures to develop integration actions.

6 Defend gender pay equality at all levels of the bank.

Indicators:

- **2023:** As the majority of discrepancies had been addressed in 2022, **674** employees benefited from a corrective measure in 2023 (**561 women and 113 men**). The indicator monitored is the percentage of average pay gap between women and men by age group and category.

Additional work to the scope defined was carried out in the main subsidiaries (TARGOBANK in Germany, Cofidis France, Banque de Luxembourg).

- **2022:** there were still 37 women out of 27,500 (or 0.1%) whose situation needed to be analyzed. For the others, average gap of less than 3% in categories by age group. 0.5% of payroll expense allocated to correcting gender pay gaps in 2022.

3,872 employees benefited from a corrective measure.

- **2021: NA**

Scope:

Social base: Global scope of the group agreement.

Means:

- Negotiation of a group agreement with the representatives of the trade unions for 2022.
- Permanent monitoring of pay gaps with implementation of a dedicated management tool for the HR department.

3

Mission 3

Respectful of everyone's privacy, we place technology and innovation at the service of people

7

Guarantee the privacy of our customers' data by processing 99% of their information in our infrastructures and systems located in France.

Indicators:

- **2023:** >99.9% of data processed in our infrastructures.
- **2022:** >99.9% (1st year of implementation).

Scope:

Bancassurance activities in France concerning the processing of customer data. Number of hits for eligible external services: outsourced services are excluded for regulatory or market reasons (interbank systems, market standards, etc.).

Means:

- Strong growth in investments in the group's IT infrastructures, via highly secure data centers and private cloud.
- Establishment of two new data centers owned exclusively by Euro-Information, a subsidiary of Crédit Mutuel Alliance Fédérale.
- Internalization of SAAS solutions on the private cloud operated by the internal teams.

8

Invest productivity gains from artificial intelligence in employment and development.

Indicators:

- **2023:** 1,671 productivity gains in FTE, 2,584 permanent hires.
- **2022:** 1,570 productivity gains in FTE, 2,378 permanent hires.
- **2021:** 900 productivity gains in FTE, 1,596 permanent hires.

Scope:

- Scope of FTE gains: France network.
- Scope of recruitment: common social base in France.

Means:

- High-growth investments in technology and artificial intelligence.
- Social policy that favors training, career development and job creation.

Comment:

- Technological innovation (OCR, email analyzer, electronic signature, digitization of contracts, etc.) frees up administrative time for advisors who can thus focus on supporting their clients in their projects.
- These productivity gains, translated into FTE equivalents, are reinvested in the development of customer relations and employment in accordance with the group's social policy.

Mission 4

**As a solidarity-based company,
we contribute to regional development**

9	Anchor decision-making centers in the regions with more than 90% of our lending decisions taken at local banks or branches.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 92.9% of loans granted locally. • 2022: 91.7% • 2021: 91.3% 	<p>Scope:</p> <p>Crédit Mutuel and CIC networks.</p>	<p>Means:</p> <ul style="list-style-type: none"> • Decentralized organization with predominantly local lending decisions. <p>Comment:</p> <ul style="list-style-type: none"> • Achievement of this objective depends on economic developments (impacts of the economic situation on the granting of credit) or regulatory changes (risk management, levels of delegations).
10	Offer the Pay Asso digital payment solution to our associations and civil liability coverage to their managers.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 100% of sports and cultural associations have been benefiting from the Pay Asso solution since January 2022 and 100% of managers of customer sports and cultural associations are eligible for free civil liability cover. • 2022: 100% • 2021: 100% 	<p>Scope:</p> <p>France network (Crédit Mutuel local banks and CIC branches).</p>	<p>Means:</p> <ul style="list-style-type: none"> • Free Pay Asso solution for eligible associations. • Free civil liability for eligible executives.
<p>Eligibility:</p> <ul style="list-style-type: none"> • The Pay Asso solution is free of charge for associations governed by the law of July 1, 1901 or under the local law of Alsace-Moselle, with an exclusively sporting or cultural object and a non-profit purpose, with an annual budget of less than €500,000, and a Crédit Mutuel account holder. • Free civil liability for directors of sports and cultural associations, up to a ceiling. 		
11	Invest 5% of our equity mainly in French companies to promote innovation, growth and employment in our regions.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 5.83% of group shareholders' equity mainly in innovative French companies. • 2022: 5.04% • 2021: 5.05% <p>Sub-indicators: Maturity of innovation, revenue growth and employment development of portfolio companies at Crédit Mutuel Equity: more than 85% of companies are considered innovative, growing and/or creating jobs.</p>	<p>Scope:</p> <p>Crédit Mutuel Equity.</p>	<p>Means:</p> <ul style="list-style-type: none"> • Dedicated shareholders' equity structure. • Implementation of a dynamic mapping of investments. <p>Methodology for the sub-indicators:</p> <ul style="list-style-type: none"> • Innovation: annual analysis. • Growth: calculation of revenue differential between year n-1 and first-time investment. • Employment: calculation of revenue differential between year n-1 and first-time investment.

Mission 5

**As a responsible company, we actively work
for a fairer and more sustainable society**

12	Reduce the group's carbon emissions by 20% and the carbon footprint of our investment portfolios by 12% by the end of 2022.	
<p>Indicators:</p> <ul style="list-style-type: none"> • Reduction of the group's carbon footprint: energy, refrigerants, motor fleet, business travel scope - comparison at the end of 2018. <ul style="list-style-type: none"> - December 2022: - 30.4% - December 2021: - 21.4% - December 2020: - 20.7% • Reduction of the carbon footprint of the corporate loan portfolio comparison with June 2018. <ul style="list-style-type: none"> - June 2023: - 57.6% - June 2022: - 54.6% - June 2021: - 27.9% 	<p>Scope:</p> <p>See explanations, scope and methodological details in the group's 2023 non-financial performance statement, included in the 2023 universal registration document available online. As part of the 2024-2027 strategic plan, new indicators and calculation methods will be based on the work carried out by the Mutualist Environmental and Solidarity Institute.</p>	<p>Means:</p> <ul style="list-style-type: none"> • Sectoral policies (coal, mobility, agriculture, hydrocarbons, etc.). • Energy sobriety policy (office life and travel).
13	Promote the energy transition by no longer financing new oil and gas projects.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 0 financing of new oil and gas projects. • 2022: 0 • 2021: 0 since October 	<p>Scope:</p> <p>Crédit Mutuel Alliance Fédérale group.</p>	<p>Means:</p> <p>Detailed commitment in the hydrocarbon sector policy, available on the website www.bfcm.creditmutuel.fr.</p>
14	Insure the home loan of our loyal customer without any medical formalities.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 40,000 beneficiaries. • 2022: 45,000 beneficiaries. • 2021: 80,400 beneficiaries. <p>The situation of many customers was regularized following this measure, which explains the large number of beneficiaries in the first year.</p>	<p>Scope:</p> <p>Crédit Mutuel and CIC networks - France network (Crédit Mutuel local banks and CIC branches).</p>	<p>Means:</p> <ul style="list-style-type: none"> • Elimination of the health questionnaire for loyal customers. • End of pricing based on the customer's pathology or body mass index. • End of exclusions of specific risks.
<p>Eligibility:</p> <p>Customers domiciling their main income for seven years; insured amount up to €500,000 per borrower for the purchase of the primary residence; policyholder under 62 years of age at the time of underwriting.</p>		
15	Commit to customers in financial difficulty with an account at €1 net per month without any incident fees.	
<p>Indicators:</p> <ul style="list-style-type: none"> • 2023: 58,333 beneficiaries. • 2022: 53,033 beneficiaries. <p>1st year of this measure as a commitment of the benefit corporation.</p>	<p>Scope:</p> <p>Crédit Mutuel and CIC networks - France network (Crédit Mutuel local banks and CIC branches).</p>	<p>Means:</p> <p>Development of a vulnerable customer offer marketed since August 2022.</p>

KPMG SA, an accounting and statutory audit firm registered with the Paris Order of Chartered Accountants under number 14-30080101 and attached to the *Compagnie régionale des commissaires aux comptes de Versailles et du Centre*. French company, member of the KPMG network consisting of independent firms affiliated with KPMG International Limited, a company incorporated under English law ("private company limited by guarantee").

Société anonyme à conseil d'administration (joint-stock company with a Board of Directors)
Registered office:
2 avenue Gambetta
CS 60055
92066 Paris La Défense Cedex
Share capital: €5,497,100
775 726 417 RCS Nanterre

REPORT OF ONE OF THE STATUTORY AUDITORS, APPOINTED AS AN INDEPENDENT THIRD PARTY, ON THE VERIFICATION OF THE EXECUTION OF SOCIAL AND ENVIRONMENTAL OBJECTIVES

3

Year ended December 31, 2023

To the company's Shareholders' Meeting,

In our capacity as statutory auditor of your company (hereinafter "entity"), designated as an independent third party ("third party"), accredited by COFRAC under number 3-18841, we carried out work aimed at formulating a reasoned opinion expressing a conclusion of moderate assurance on the historical information related to the achievement of the social and environmental objectives that your entity has set for the scope concerned by the status of benefit corporation as presented in the Mission Committee's reports for the period from January 1, 2022 to December 31, 2023, appended to the management reports pursuant to the provisions of Article L.210-10 of the French Commercial Code.

Conclusion

Compliance with all social and environmental objectives

Based on the procedures we implemented, as described in the "Nature and scope of the work" section, and the information we collected, we did not identify any significant anomalies that would call into question, for the scope concerned by the status of benefit corporation and at the end of the period covered by our audit:

- the fact that the entity has achieved the operational objectives it has defined for each social or environmental objective selected pursuant to paragraph 2 of Article L.210-10 and included in its articles of association, and
- consequently, Crédit Mutuel Alliance Fédérale complies with each of the social and environmental objectives that it has set itself the mission of pursuing, in line with its *raison d'être* and its activity with regard to its social and environmental challenges.

Comments:

Without calling into question the conclusion expressed above, we make the following comments:

- Based on our review of the consistency of the entity's objectives, *raison d'être* and activity with regard to its social and environmental issues, carried out in accordance with applicable professional doctrine, it appears to us that the link between the group's *raison d'être* "*Ensemble, écouter et agir*" (Listening and acting together)" and its activities could be better specified, this link being nevertheless detailed in the Mission Committee's report. Nevertheless, we understand that the generic nature of the *raison d'être* is partly dictated by the diversity of the group's activities.
- Regarding the operational objective "Investing productivity gains from artificial intelligence in employment and development", we note that it could be clarified, in particular concerning the correlation sought between productivity gains resulting from intelligence on the one hand, and employment and development within the company on the other.

Preparation of information related to the implementation of social and environmental objectives

The absence of a generally accepted and commonly used framework or established practices on which to base the assessment and measurement of information allows for the use of different, but acceptable, measurement techniques that may affect comparability across entities and over time.

Consequently, information related to the implementation of social and environmental objectives must be read and understood with reference to the entity's procedures (hereinafter the "Guidelines"), the significant elements of which are presented in the reports of the Management Committee (or available on the entity's website or on request).

¹ Cofrac Inspection accreditation, No. 3-1884, scope available on the website www.cofrac.fr

Limitations inherent in the preparation of information related to the implementation of social and environmental objectives

As stated in the Statement, the Information may be subject to uncertainty inherent in the state of scientific or economic knowledge and in the quality of the external data used. Certain information is sensitive to the methodological choices, assumptions and/or estimates made in preparing it and presented in the Statement.

The entity's responsibility

The entity is responsible for:

- setting up a Mission Committee responsible for preparing an annual report in accordance with the provisions of Article L.210-10 of the French Commercial Code;
- selecting or establishing appropriate criteria and procedures to prepare the entity's Guidelines;
- designing, implementing and maintaining internal control over the relevant information for the preparation of the engagement committee report as well as implementing the internal control that it deems necessary for the preparation of the information related to the execution of the social and environmental objectives that are free from material misstatements, whether due to fraud or error;
- preparing information related to the implementation of social and environmental objectives in accordance with the Guidelines and made available to the Mission Committee.

It is the responsibility of the Mission Committee to prepare its reports on the basis of the information related to the implementation of social and environmental objectives provided by the entity and by carrying out any checks it deems appropriate.

These reports are attached to the Board of Directors' management reports.

Responsibility of the statutory auditor appointed as an independent third party

Pursuant to the provisions of Article R. 210-21 of the French Commercial Code, it is our responsibility to issue a reasoned opinion expressing a conclusion of moderate assurance on the entity's compliance with the objectives. social and environmental issues that it has set for itself as a benefit corporation.

As it is our responsibility to make an independent conclusion on the information related to the execution of social and environmental objectives, we are not authorized to be involved in the preparation of said information, as this could compromise our independence.

Regulatory requirements and applicable professional doctrine

Our work described below was carried out in accordance with the provisions of Article R.210-21 of the French Commercial Code, the professional doctrine of the *Compagnie nationale des commissaires aux comptes* relating to this intervention taking into account the verification program and the international standard ISAE 3000 (amended)².

Independence and quality control

Our independence is defined by the provisions of Article L.822-11 of the French Commercial Code and the profession's code of ethics. Furthermore, we implemented a quality control system that includes documented policies and procedures intended to ensure compliance with professional standards and applicable regulations and legislation, ethical rules and the professional doctrine of the *Compagnie nationale des commissaires aux comptes*.

Means and resources

Our work was conducted by a skilled team of four persons, took place between December 2023 and April 2024 and lasted for seven weeks.

To assist us in carrying out our work, we called on our specialists in sustainable development and social responsibility. In particular, we conducted around 20 interviews with those responsible for preparing historical information related to the execution of social and environmental objectives.

Nature and scope of the work

We have planned and carried out our work taking into account the risk of material misstatement of the information relating to the execution of the social and environmental objectives that the entity sets itself the mission of pursuing in the scope concerned by the status of benefit corporation.

We believe that the procedures we conducted in the exercise of our professional judgment enable us to provide a moderate assurance engagement.

We obtained an understanding of the entity's activities in the scope concerned by the status of a benefit corporation, the formulation of its *raison d'être* as well as its social and environmental challenges.

Our work focused on:

- on the one hand, the consistency of the social and environmental objectives adopted pursuant to paragraph 2 of Article L.210-10 and included in its articles of association, and the purpose of the entity specified in its articles of association (hereinafter: after "*raison d'être*") and its activity with regard to its social and environmental issues;
- on the other hand, the execution of these objectives.

² ISAE 3000 (amended) – Assurance engagements other than audits or reviews of historical financial information.

Concerning the consistency of the entity's objectives, *raison d'être* and activity with regard to its social and environmental challenges:

- We conducted interviews to assess the commitment of management and members of governance with regard to the expectations of the main internal or external stakeholders affected by the entity's activity.
- We assessed the processes put in place to structure and formalize this approach by relying on:
 - the information available in the entity (for example, minutes of Board meetings, discussions with the Social and Economic Committee, minutes or support for meetings with internal or external stakeholders, risk analyses);
 - the roadmap of the benefit corporation and the last reports of the Mission Committee drawn up since the last audit;
 - where applicable, its publications (e.g. sales brochure, management report, integrated report, non-financial performance statement, on the website).
- Given the entity's activity with regard to its social and environmental challenges, we assessed the consistency between:
 - the information collected;
 - the *raison d'être* and
 - the social and environmental objectives set out in the articles of association.

With regard to the implementation of the social and environmental objectives, we inquired about the existence of operational objectives and key indicators for monitoring and measuring their achievement by the entity at the end of the period covered by the audit for each social and environmental objective, and we verified whether the operational objectives were achieved with regard to the trajectories defined by the entity in the scope concerned by the status of benefit corporation.

To do this, we carried out the following procedures:

- we took note of the documents prepared by the entity to report on the exercise of its mission, in particular the provisions specifying the operational objectives and the associated monitoring procedures, as well as the reports of the Mission Committee;
- we inquired about the assessment of the execution of the social and environmental objectives from the Mission Committee and we corroborated the information collected with the perception that the stakeholders have of the effects and impacts of the entity. In addition, we reviewed the analysis presented in the Mission Committee reports and the results achieved at the maturity of the operational objectives in relation to their defined trajectories, to assess compliance with social and environmental objectives;
- we asked the entity's Executive Management about the financial and non-financial resources implemented to meet the social and environmental objectives;
- we verified the presence in the Audit Committee reports of

indicators consistent with the operational objectives and able to demonstrate the positioning of the operational objectives on their defined trajectories;

- we assessed the adequacy of the resources implemented to meet the operational objectives in relation to their trajectories, compared to the evolution of business over the period;
- we verified the accuracy of all these indicators, and in particular:
 - assessed the appropriateness of the entity's Guidelines with regard to its relevance, completeness, reliability, neutrality and understandability;
 - verified that the indicators cover the entire scope concerned by the status of benefit corporation;
 - took note of the internal control procedures implemented by the entity and assessed the collection process aimed at ensuring the accuracy of these indicators;
 - implemented analytical procedures consisting of verifying the correct consolidation of collected data as well as the consistency of changes to them;
 - implemented detailed tests based on sampling or other selection methods, consisting of verifying the proper application of definitions and procedures, and of reconciling data with supporting documents. This work was carried out by audits at the entity's head office and covers 100% of the data used to calculate the indicators;
 - assessed the overall consistency of the Mission Committee's reports with regard to our knowledge of the entity and the scope concerned by the status of benefit corporation.

The procedures performed for a moderate assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with professional doctrine of the Compagnie nationale des commissaires aux comptes; a higher level of assurance would have required more extensive audit work.

Paris la Défense, April 9, 2024
KPMG SA



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