

# IN THE INTEREST OF OUR CUSTOMERS AND SOCIETY

RESPONSIBLE BUSINESS REPORT 2024  
CREDIT AGRICOLE BANK POLSKA S.A.

#WECARE





# TABLE OF CONTENTS

Supporting Clients in Energy Transition	3
---	---

## Organizational governance

Shareholder – international Crédit Agricole Group	5
Crédit Agricole Group companies in Poland	5
Basic information about Credit Agricole	5
Governance structure	7
Strategy	8
Strategic approach to sustainability and ESG	9
Stakeholders	19
Ethical principles	21
Memberships of associations	21

## Fair operating practices

Relations with suppliers	23
Ethics in relations with business partners	23
Combating corruption	24
Combating money laundering and financing of terrorism	24
Compliance	24

## Consumer issues

Customer-focused universal bank	26
Offering	26
Customer service	27
Customer experience	28
Serving customers with special needs	29
Marketing communication	30
Complaint handling	30
Personal data protection	31
Information security	31

## Labor practices

Bank employees	33
Employee development	33
Employee competency assessment	34
Remuneration policy	34
Employee benefits	35
Employee health & safety	36
Employee well-being	37

## Human rights

Diversity	39
Employee diversity	40
Preventing mobbing and discrimination	40

## Environment

Strategic approach to the natural environment	42
Development of sustainable banking	44
Reducing direct environmental impact	44

## Community involvement and development

Charitable activity	49
Financial education	49
Promotion of French culture in Poland	49

## About the report

Drafting process	51
Priority reporting aspects	51
Application of the ISO 26000 standard in the report	51
Support for United Nations Sustainable Development Goals	51
Exemption from Sustainability Reporting	51

GRI Table	53
Contact details	55
EU Taxonomy Related Disclosures	57

# Supporting Clients in Energy Transition

We asked Mr Piotr Kwiatkowski, President of the Management Board, and Mr Bernard Muselet, Senior Country Officer and First Vice-President of the Management Board of Credit Agricole Bank Polska S.A. about the year 2024 at Credit Agricole, the bank's main achievements, and sustainable development and ESG plans for 2025.

**Discussions on the EU's competitiveness, farmers' protests against the Green Deal, the Omnibus deregulation initiative, the USA's plans to withdraw from the Paris Agreement... Is Credit Agricole's sustainable development and ESG strategy still relevant in this context?**

**Bernard Muselet:** Yes, absolutely! Climate change is a fact. Just look out the window, or think of last year's flood in southern Poland. Business undertakings, particularly those that operate in high-emission sectors, have a massive impact on the environment, and they must assume responsibility for that impact, taking all efforts to mitigate it as much as possible. Hence, the role of banks is increasingly important, and our strategy, which demonstrates that we want to play an important part in the green transition, perfectly corresponds with that role. Our objectives include taking action on the climate and the transition to a low-carbon economy, and strengthening social cohesion and inclusion. This year, we will put even more emphasis on the message that we assist our customers and clients in their energy transition processes.

**What initiatives brought Credit Agricole closer towards the achievement of its strategic goals in 2024?**

**B.M.:** For me, developing the range of our products and services is always the key, because this is the best and most effective way to support our customers and clients in their energy transition projects. In 2024, we added new products across all business lines. In the Corporate Banking area, we granted another SLL (Sustainability-Linked Loan) as part of a bank consortium. This loan is a financial instrument whose terms depend on the company's progress towards the achievement of KPIs such as climate goals. We also continued our collaboration with the Crédit Agricole Group companies CAL&F and CAT&E to finance RES (renewable energy sources) projects. We were one of the first banks in Poland to sign an agreement with the Export Credit Insurance Corporation (KUKE), which allows us to hedge investment loans for energy transition projects with KUKE guarantees. We also signed an agreement with Bank Gospodarstwa Krajowego (BGK), which enables us to offer our clients the Eco Loan with a non-repayable EU subsidy from the European Funds for Modern Economy (FENG) programme. This way, we can help them implement projects aimed at improving their energy performance. Ekomax

and Biznesmax Plus, which are new products added to our offering for SME and SOHO clients, are also supported by the FENG programme in collaboration with BGK.

As for individual customers, in Q4 2024, we launched the Cash Loan for Green Purposes to help them finance the purchase of green products and services and pursue pro-environmental investments. Thanks to this, they will be able to finance the purchase of green vehicles, RES-related and energy-efficient equipment, as well as thermal insulation and renovation services on preferential terms. Furthermore, we developed our existing products, such as the Green Home mortgage loan. From 2024 onwards, it can be used by customers not only to buy energy-efficient houses, but also energy-efficient apartments.

**Piotr Kwiatkowski:** ESG is also about risk management. For this reason, we carried out an analysis of nature-related risks, including the risks of loss of biodiversity and ecosystem balance. We also took a close look at the individual sectors of our clients' operations to assess that risk against various time-horizon scenarios, which allowed us to prepare sectoral heatmaps. At the same time, we developed ESG risk assessment questionnaires for SOHO, SME and AGRI clients.

In Q3 2024, we formed the ESG Risk Assessment Committee, where we discuss ESG-sensitive transactions carried out by our clients and take decisions regarding our future business relationship with them. We also implemented our sectoral ESG policy, which sets out terms and conditions for maintaining business relationships with our clients operating in the thermal coal, mining, metallurgical and transport infrastructure sectors.

**One of the commitments made by the entire CA Group, including our bank, is to achieve zero net emissions from its activity and its financing portfolio by 2050. What measures has the bank taken to achieve that goal?**

**B.M.:** Our emission reduction commitment is an important component of the bank's strategy. Among the goals that we have set to achieve this ambition are financing the development of renewable energy sources, supporting customers and clients in their energy transition processes and reducing their emissions, and phasing out financing fossil fuel-related projects.

In 2024, we became the fourth bank in Poland to join the Partnership for Carbon Accounting Financials (PCAF). PCAF has developed the most popular methodology for calculating the carbon footprint of financed assets used by the financial sector. We used that methodology to calculate the CO2 emissions of our credit portfolio in 2023. The next steps we intend to take are setting emission reduction goals and preparing a detailed decarbonisation



**Piotr Kwiatkowski**  
prezes Zarządu

strategy for our bank. When it comes to direct emissions, we achieved the reduction target of 73% between 2019 and 2024.

In order to raise awareness of carbon footprint issues in our environment (customers, employees), in 2024, we launched a free carbon footprint calculator in collaboration with the high-impact start-up TerGo. It is available on our website and via our CA24 Mobile app. This tool makes it possible for everyone to determine the amount of CO2 generated based on their lifestyle. Everyone who responds to the questionnaire in the calculator may download a guide to reducing their personal carbon footprint.

Last year, we were also involved in numerous pro-environmental initiatives such as the Clean Oder Campaign and the Clean Vistula Campaign, and we provided financial support for activities aimed at protecting a local ecological site, Pracze Forest in Wrocław.

**We have discussed environmental issues in detail, but are there also any successes in the social impact area that the bank can be proud of?**

**P.K.:** Of course! In Q4 2024, we signed the Responsible Sales Declaration after passing the audit. This is an initiative put forward by the financial sector and hosted by the Consumer Federation under the auspices of the Polish Bank Federation. The declaration is designed to raise awareness and popularise ethical standards for customer relations, educating businesses and consumers, developing trust in the financial sector, and counteracting unfair practices. We did well in the audit, but we will keep on making efforts to ensure responsible and transparent lending. Making financial services accessible to an ever-wider range of customers, preventing over-indebtedness, counteracting financial exclusion, and helping customers manage their financial affairs are some of the goals of our educational campaign #wyzwanieoszczędzanie (#savingchallenge), which we have now been running for several years.

Among many other social initiatives, it would be worth pointing to our engagement in bringing help to the victims of flood in southern Poland. Together with other Crédit Agricole Group companies, we made a donation to the Polish Humanitarian Action. Our employees also helped the victims of flooding in south-western Poland by organising the cleanup and fundraising campaigns for the victims.

**What are Credit Agricole's plans for 2025 in terms of sustainable development and ESG?**

**B.M.:** First of all, I would like to emphasise that we are pursuing a long-term strategy for the development of a relational proximity bank. We want to meet our customers' and clients' expectations and develop our business relationships with them, including in the context of ESG. We want to be



**Bernard Muselet**  
Senior Country Officer  
I wiceprezes Zarządu

their partner in energy transition, help them overcome the challenges they face, advise them, and help them to change. Of course, they also need to be open to talks with. As Philippe Brassac, the CEO of the Crédit Agricole Group, said: Bank financing does not come before projects. The financial sector provides the oxygen needed for change, but it is not the change in itself. Other participants in the economy – in the public and private sectors – must initiate investments to reduce global warming. I am sure that all those efforts are an opportunity that will translate into benefits for our clients and make Polish companies more competitive, including on the global market.

So, yes, our strategy is absolutely valid. In 2025, we will reduce our operational carbon footprint by a further 3% compared to 2024. We also want to set emission reduction goals and paths for the first business sectors in which our clients operate. We will do this by developing a sustainable product offering across all business lines, offering sustainability-linked products, and implementing various tools that are meant to support customers and clients: emission calculators, advisory services provided in collaboration with external experts, and educational activities. We will also continue to develop our sectoral policies, and phase out financing fossil fuel-related projects.

**P.K.:** When it comes to social issues, we will continue our financial education initiatives. We want our customers to know how to use banking products responsibly, and what such products entail. At the same time, we will ensure we are working to make the bank accessible to customers with different needs, ensuring that our services meet the requirements of the Polish Accessibility Act. And all of this will be done in line with our raison d'être: "Working every day in the interest of our customers and society." ■

**Piotr Kwiatkowski**  
prezes Zarządu

**Bernard Muselet**  
Senior Country Officer  
I wiceprezes Zarządu

**Interview by: Ewa Deperas-Jarczewska,  
Corporate Sustainability Team Director**

# ORGANIZATIONAL GOVERNANCE

NO POVERTY		
ZERO HUNGER		
GOOD HEALTH AND WELL-BEING		
QUALITY EDUCATION		
GENDER EQUALITY		
CLEAN WATER AND SANITATION		
AFFORDABLE AND CLEAN ENERGY		
DECENT WORK AND ECONOMIC GROWTH		
INDUSTRY, INNOVATION AND INFRASTRUCTURE		
REDUCED INEQUALITIES		
SUSTAINABLE CITIES AND COMMUNITIES		
RESPONSIBLE CONSUMPTION AND PRODUCTION		
CLIMATE ACTION		
LIFE BELOW WATER		
LIFE ON LAND		
PEACE, JUSTICE AND STRONG INSTITUTIONS		
PARTNERSHIPS FOR THE GOALS		



# SHAREHOLDER

## international Crédit Agricole Group

Crédit Agricole Bank Polska has been a part of the Crédit Agricole Group since 2001. Our French shareholder boasts a history going back 130 years. Today, the Group ranks among the ten largest financial institutions in the world in terms of asset value. It is also the largest retail bank in Europe and insurance leader in France. The Crédit Agricole Group is present in 46 countries around the world, covers the financial needs of 54 million customers.

The Crédit Agricole Group ("CA Group") pursues a unique model of universal, customer-oriented retail banking based on collaboration between retail banks and mutually supporting specialized business lines. Thanks to this approach, the Group can offer its customers a broad range of banking and non-banking products and services across all distribution channels, such as insurance, real property, payments, asset management, leasing and factoring, Consumer Finance, as well as corporate and investment banking. ■

# Basic information about Credit Agricole

Crédit Agricole Bank Polska S.A. ("Credit Agricole") is a universal bank with an over 20-year presence in the Polish market. We serve retail customers, small and medium enterprises (SMEs), as well as agri-business (Agri) and corporate banking clients.

We offer daily banking services (accounts, cards, term deposits, etc.) and a fully-fledged loan offering, with specialists in leasing, factoring, corporate and investment banking standing ready to assist our customers.

However, our offering extends beyond financial services as we also offer a selection of motor vehicle, property and life insurance, and boast extensive experience in the consumer credit market (Consumer Finance). Our installment loans are available in nearly 12,000 partner retail locations throughout Poland, and our payment cards grant membership in the Benefits Club, which offers discounts at close to 10,000 points of sale nationwide.

In 2024, the Fitch Ratings rating agency assigned us a long-term issuer default rating (LT IDR) of A+ with a stable outlook, a Viability Rating (VR) of bb- and a Shareholder Support Rating (SSR) of a+. The LT IDR of A+ is among the best ratings among Polish banks. The high rating demonstrates the validity of the path we have chosen and consistently

LT IDR:

**A+**

(perspektywa stabilna)

ST IDR: F1

NAT LT: AAA (Pol, stabilny)

Viability: BB-

follow. We focus on improving efficiency based on our own resources and organic growth. This stable foundation, together with solid support from the CA Group, makes us a sound, reliable partner for any business in the Polish market.

We are a bank that is "100% digital, 100% human," combining the empathy of responsible employees with modern, smart technologies. True to this motto, we strive to facilitate remote access to our services, while focusing on the growth of our employees and maintaining high-quality customer service in face-to-face interactions.

Our services and products are easily accessible: they can be used not only in-person at bank branches but also through our CA24 eBank internet service or CA24 Mobile app. We also operate a vast network of 397 own and partner branches, including 169 cashless locations, four corporate centers (in Warsaw; Cracow, with a branch office in Katowice; Gdańsk; and Wrocław with a branch office in Poznań) and a Warsaw-based center serving international corporations. We are based and operate in Poland. Our head office is located in Wrocław, at ul. Legnicka 48 C-D. ■

GRI 2-1, GRI 2-2, GRI 2-6

## Crédit Agricole Group companies in Poland

The presence of the Crédit Agricole Group in Poland dates back to 2001. It serves individual customers as well as micro, small and medium enterprises (SMEs), large domestic and international corporations, companies from the agribusiness sector and individual farmers. The Group is able to provide a comprehensive offering by leveraging synergies between all its companies.

The Group's companies in Poland include: Credit Agricole Bank Polska, Credit Agricole Ubezpieczenia ("CA Ubezpieczenia"), Europejski Fundusz Leasingowy ("EFL") and its subsidiaries, Amundi Polska Towarzystwo Funduszy Inwestycyjnych ("Amundi Polska TFI") and Crédit Agricole Personal Finance & Mobility and its subsidiaries. On 1 July 2024, Amundi changed its visual identity. ■



# CREDIT AGRICOLE IN NUMBERS

235

own branches

162

partner branches

515

CDMs

4

corporate centers

525

ATMs

almost

12 000

partners'  
points of sale

almost

10 000

shops and service outlets  
in the Benefits Club





# Governance structure

Credit Agricole has a Management Board and a Supervisory Board, both deemed herein to be management bodies.

## Management Board

The Management Board is a collective body that represents the bank, manages its operations and assets, and manages affairs not reserved for the General Meeting or the Supervisory Board. As at 31 December 2024, the Management Board comprised the following members:

- Piotr Kwiatkowski – President of the Management Board
- Bernard Muselet – First Vice-President of the Management Board
- Małgorzata Milczarek-Bukowska – Vice-President of the Management Board (appointed on 1 July 2024)
- Jędrzej Marciniak – Vice-President of the Management Board
- Bartłomiej Posnow – Vice-President of the Management Board
- Damian Ragan – Vice-President of the Management Board
- Philippe Enjalbal – Vice-President of the Management Board
- Lech Zasławski – Vice-President of the Management Board

Management Board members are appointed by the Supervisory Board for a five-year term of office. The Supervisory Board determines the number of members of the Management Board and approves the internal division of responsibilities within the Management Board. Below is an overview of the organization of the Management Board as at 31 December 2024.

President of the Management Board Piotr Kwiatkowski was in charge of the following areas:

- Internal Audit
- Compliance
- Legal
- Administration
- Macroeconomic Analyses

and the following function:

- Data Protection Officer

He was also responsible for:

- The day-to-day functioning of procedures governing the anonymous reporting of violations based on the whistleblowing procedure, and
- Receiving reported violations.

First Vice-President of the Management Board Bernard Muselet was in charge of:

- Change and Digitalization Management
- Corporate and Investment Banking
- Financial Markets

Vice-President of the Management Board Małgorzata Milczarek-Bukowska was in charge of:

- Human Resources

In August 2024, the Management Board established the ESG Risk Assessment Committee. Its main task is to analyze loan applications with respect to ESG risks and compliance with the bank's sustainable development and ESG strategy.

Vice-President of the Management Board Jędrzej Marciniak was in charge of:

- Marketing
- Communication
- Corporate Social Responsibility

Vice-President of the Management Board Philippe Enjalbal was in charge of:

- Back Office, operacje i wsparcie,
- IT,
- bezpieczeństwo informacji.

Vice-President of the Management Board Bartłomiej Posnow was in charge of:

- Material Risk – Credit Risk
- ESG Risk Management
- Risk Management and Permanent Control
- Debt Collection

Vice-President of the Management Board Damian Ragan was in charge of:

- Retail Banking
- Consumer Finance
- Remote Channels
- Small and Medium Enterprises
- Sales Network

Vice-President of the Management Board Lech Zasławski was in charge of:

- Finance
- Treasury

Moreover, the Management Board operated under the following governance principles:

- The President of the Management Board is in charge of the internal audit area.
- There is a separate position of Management Board member in charge

- of the management of risk material to the bank's operations.
- The roles of President of the Management Board and Management Board member in charge of the management of risk material to the bank's operations cannot be combined.
- The President of the Management Board cannot be in charge of an area of the bank's operations that generates risk material to the bank's operations.
- The member of the Management Board in charge of managing risk material to the bank's operations cannot be in charge of an area of the bank's operations that generates the risk whose management they are in charge of.
- Members of the Management Board bear responsibility for the risk of non-compliance of the bank's operations with the provisions of law, internal regulations and market standards, as well as areas of accounting and financial reporting, including financial control.

The appointment of the President of the Management Board and the member of the Management Board in charge of managing risks material to the bank's operations and the assignment of these duties to them are subject to the approval of the Polish Financial Supervision Authority (KNF).

## Management Board committees

Committees are permanent or ad hoc collective bodies that have consultative or decision-making authority. There are twelve Management Board committees: the Assets and Liabilities Committee; Model Validation Committee; New Activities and Products Committee; Crisis Committee; Compliance Committee; Development Committee; Credit Portfolio Review Committee; Credit Committee; Risk, Safety, Internal Control and Data Management Committee; Portfolio and Project Committee, Customer Relations Committee; and the ESG Risk Assessment Committee.

The ESG Risk Assessment Committee was established by the Management Board in August 2024. Its main task is to analyze credit applications with respect to ESG risks and compliance with the bank's sustainable development and ESG strategy before submitting them to the Credit Committee. Its operating procedures are set out in the committee's bylaws. Since 2022, the bank has also had a project group (ESG Committee) with its operating procedures set out in the Sustainable Development and ESG Policy, which was most recently updated in 2024.

## Supervisory Board

The Supervisory Board supervises the bank's operations in all areas. It operates pursuant to the Code of Commercial Companies, Banking Law and other laws, the bank's Statutes and its own bylaws.

Members of the Supervisory Board are appointed by the General Meeting of Shareholders for a five-year term of office. The Supervisory Board comprises three members with independent status. As at 31 December 2024, the Supervisory Board comprised the following members:

- Michel Le Masson – Chairperson of the Supervisory Board
- Olivier Guilhamon – Vice-Chairperson of the Supervisory Board
- Elżbieta Jarzeńska-Martin – member of the Supervisory Board
- Jarosław Myjak – member of the Supervisory Board (independent member)
- Liliana Anam – member of the Supervisory Board (independent member)
- Laurent Bennet – member of the Supervisory Board (appointed on 26 April 2024)

- Barbara Misterska-Dragan – member of the Supervisory Board (independent member)
  - Véronique Faujour – member of the Supervisory Board
  - Olivier Desportes – member of the Supervisory Board
- The Supervisory Board may appoint committees and delegate its members to serve on them in a supervisory capacity.

To ensure proper delivery of our sustainable development objectives, we invited Ms. Liliana Anam to join the Supervisory Board. A recognized expert in ESG, Liliana Anam has authored various publications on sustainable development reporting and the development and implementation of ESG strategies. Furthermore, she is an active participant in Chapter Zero Poland – The Directors' Climate Forum, a program dedicated to enhancing the competences of management and supervisory bodies.

## Supervisory Board Committees

The Supervisory Board has the following committees: the Audit Committee, the Nomination & Remuneration Committee and the Risk Committee. ■

GRI 2-9, GRI 2-10, GRI 2-11, GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-15, GRI 2-17, GRI 2-18

### Main internal documents governing this area:



- Statutes of Credit Agricole (updated on 5 October 2022) – Legal Department and Corporate Affairs Office
- Credit Agricole Management Board Regulations (updated on 30 June 2023) – Legal Department and Corporate Affairs Office
- Internal Division of Powers in Credit Agricole's Management Board (updated on 1 July 2024) – Legal Department and Corporate Affairs Office
- Bylaws of the Supervisory Board of Credit Agricole (updated on 30 June 2023) – Legal Department and Corporate Affairs Office
- Bylaws of the Audit Committee of the Supervisory Board of Credit Agricole (updated on 30 June 2023) – Legal Department and Corporate Affairs Office
- Bylaws of the Nomination & Remuneration Committee of the Supervisory Board of Credit Agricole (updated on 30 June 2023) – Legal Department and Corporate Affairs Office
- Bylaws of the Risk Committee of the Supervisory Board of Credit Agricole (updated on 19 November 2021) – Legal Department and Corporate Affairs Office
- Bylaws of the ESG Risk Committee (updated on 17 December 2024) – Credit Risk Department for Corporate Banking
- Sustainable Development and ESG Policy of Credit Agricole (updated on 16 April 2024) – Corporate Sustainability Team

# Strategy

In November 2022, we announced our strategy for 2023-2025, setting out the directions of our development. Its key assumptions are consistent with the strategy of the Crédit Agricole Group.

## Reason for being and strategic objective

The foundation of all activities pursued by Credit Agricole is our Raison d’Être (reason for being): “Working every day in the interest of our customers and society.” At the same time, we continue to pursue our long-term strategy of transforming into a universal proximity bank. Our strategic goal is:

**Develop a profitable universal bank that addresses the financial needs of all customer groups. Focus on dynamic growth in the number of active customers thanks to top-quality human and digital relationships. Maintain our leading position in Consumer Finance.**

- Our ambitions through the end of 2025 include:
- Dynamically increasing the number of active customers thanks to top-quality human and digital relationships.
  - Maintaining a leading position in Consumer Finance thanks to our know-how and experience.
  - Increasing and diversifying revenue thanks to development of all business lines, with a focus on SMEs.
  - Playing a visible role in the green transformation through our clear ambition and sustainable business model

GRI 2-23

## Pillars of the strategy

In 2025, we will continue pursuing our strategic objective as part of a three-pillar strategy, which includes: the Customer Project, the Human-Centric Project and the Social Project.

Continue reading to find out more about our objectives.



### Customer Project

EXCELLENCE IN CUSTOMER RELATIONS  
WITH DIGITAL TRANSFORMATION

#### Accelerate digital transformation

- Develop a TOP3 mobile app for individual customers
- Become TOP3 in electronic channels for SMEs
- Increase corporate client satisfaction from usage of electronic channels
- Make all key products and services (including acquisition) available in digital channels
- Increase customer acquisition through internet through diverse product offering (on top of accounts and cash loans)

#### Deliver best customer experience

- Increase product equipment and hit ratio by developing CRM tools
- Develop one strong brand
- Become TOP1 in customer relations through human relations and digital channels
- Deliver exceptional customer experience using Customer Journey Mapping
- Explore innovations for internal use and customers

#### Adapt distribution channels to future role

- Develop omnichannel and intercompany processes through channel transformation
- Transform EFL/bank distribution model
- Enhance position of long channel

#### Offer full range of products and services

- Grow retail customer base
- Improve long channel customer acquisition
- Build added value for the affluent segment
- Close gap in offering for individual customers
- Complete offering for SMEs and Agri clients
- Expand offering for corporate clients
- Build competitive advantage by developing VAS offering

#### Enable business growth by operational efficiency, forward-looking IT and risk control

- Improve time to market by scaling up towards agile organization
- Improve IT stability and security for customers, partners and employees
- Develop flexible and open IT architecture
- Optimize, digitalize non-customer-facing processes, reduce paper consumption
- Grow credit portfolio with risk under control
- Monetize data to accelerate business

### Human-centric Project

PEOPLE DRIVEN ORGANIZATION WITH  
EMPOWERED TEAMS FOR CUSTOMERS

#### Make our employees ready for future challenges

- Create opportunities for growth & strengthen internal mobility
- Develop employees' skills to operate in future world
- Leadership transformation to empower employees & focus on strengths

#### Make our teams empowered for customers

- Expand agile and new working methods to improve teams' effectiveness
- Extend teams' autonomy to accelerate decision making

#### Make the bank a great place to work

- Develop productive and adaptive hybrid work environment supported with digital technology
- Ensure exceptional employee experience based on individual approach to diverse needs
- Optimal financial and non-financial compensation model

### Social Project

IN EVERYDAY BUSINESS  
ECO AND SOCIALLY ENGAGED

#### Acting for the climate and the transition to a low-carbon economy

- Reduce carbon footprint of our own activity and our financing portfolio
- Offer customers support in ESG
- Incorporate ESG criteria into our financing approach for Corpo, SME and Agri clients

#### Strengthen social cohesion and inclusion

- Offer a range of products and services for customers with diverse needs
- Integrate young people through employment, training and access to financing
- Improve customers' knowledge of finance management and prevent their over-indebtedness

In 2024, we also launched work on defining the bank's long-term vision for 2026-2028-2032.

GRI 2-23

## Implementation of business strategy and financial performance

Throughout 2024, we achieved various strategic successes, including both financial and operational changes: considerable growth of our base of active customers with an active account – now surpassing one million, satisfactory cash and installment loan sales, and significantly improved profitability. We also strengthened our partnerships with Polish CA Group companies enabling us to market more comprehensive and harmonized products for shared customers.

In 2024, the bank's financial performance improved substantially, driven by increased revenues, the continued rollout of innovative projects, a firm grasp on operating costs and keeping cost of risk under control. As a result, we recorded our highest net profit ever, while our cost-to-income ratio continued its downward trend.

This was another year marked by a strong focus on improving operational efficiency metrics. Our efforts extended across all business lines and were supported by marketing initiatives and a strong media presence, significantly enhancing brand awareness. Despite substantial marketing spending, the bank is committed to reducing expenses and improving profitability, primarily through measures that increase revenue.

Our performance was significantly affected by provisions booked for potential claims from customers with FX-denominated mortgage loans.

Thanks to all these efforts, our final net profit exceeded the budget target by over 20%. 📈

FINANCIAL PERFORMANCE IN 2024	
	PLN million
Revenues	2 202.7
Koszty operacyjne <sup>1</sup>	- 1 441.7
Payments to investors	no dividend payments
Payments to the state (CIT, Bank Guarantee Fund, bank tax, KNF, VAT, Borrower Support Fund)	- 236.4
Net profit	316.4

GRI 201-1

<sup>1</sup> Wraz z podatkiem od niektórych instytucji finansowych



# Strategic approach to sustainability and ESG

In 2015, all UN member states adopted the resolution Transforming our world: the 2030 Agenda for Sustainable Development, which contains 17 Sustainable Development Goals (more on p. 51). These goals cover three areas: environment, society and economy, which at the company level translate into environmental, social and governance aspects, i.e. ESG. Through our strategic efforts under the Social Project, we contribute to achieving the following Sustainable Development Goals in particular:

## Approach to sustainability and ESG

In our corporate sustainability efforts, we are guided by Paolo Taticchi's and Melissa Demartini's definition, according to which corporate sustainability is an integral approach to business aimed at enhancing competitive positioning and profitability through the sustained creation of shared value, co-creation practices with stakeholders and the integration of ESG factors in decision-making.

At our bank, we see corporate sustainability and ESG as an integral part of all areas of our operations and as running our business in a responsible way that takes into account the expectations, impacts, and needs of all stakeholders in the bank's entire value chain. We also perceive corporate sustainability and ESG as the mindset to earn profits ethically and responsibly, embedded in the day-to-day practice of each employee.

## Sustainability and ESG Strategy – Social Project

Sustainability and ESG are part of our business strategy within the Social Project (p. 8), which we announced in November 2022. Updated regularly every couple of years, the strategy is developed by the Corporate Sustainability Team and Top Executive Managers and approved by the Management Board and the Supervisory Board. The preparation of the strategy is informed by the CA Group's strategy, the findings of the most recent analysis of the materiality of ESG issues and risks at the bank, and the most recent dialogue with our stakeholders. Each time, the sustainable development and ESG strategy goals are mapped to the corresponding Sustainable Development Goals.

Our strategic aspiration is to play a visible role in green transformation through our clear ambition and sustainable business model. Our strategic objectives are: Acting for the climate and the transition to a



Nasza strategiczna aspiracja to odgrywanie istotnej roli w zielonej transformacji, dzięki jasno sprecyzowanej ambicji i zrównoważonemu modelowi biznesowemu.

Nasze założenia strategiczne to:

- Działamy na rzecz klimatu i przejścia na gospodarkę nisko-emisyjną;
- Wzmacniamy spójność społeczną i przeciwdziałamy wykluczeniu.

low-carbon economy, and Strengthen social cohesion and inclusion. Our strategic goals are to:

- Reduce carbon footprint of our own activity and our financing portfolio
- Offer our customers support in ESG
- Incorporate ESG criteria into our financing approach for Corpo, SOHO and Agri clients
- Offer a range of products and services for customers with diverse needs
- Integrate young people through employment, training and access to financing
- Improve customers' knowledge of finance management and prevent customer over-indebtedness

Our key KPIs for 2025 include:

- Carbon footprint of our own activity (direct): 2,378 tCO<sub>2</sub>e (-76% compared to 2019)
- Carbon footprint of our financing portfolio (indirect): calculation and setting reduction targets
- Green financing exposure: 2 billion zlotys

GRI 2-23, GRI 3-3

## Sustainability and ESG management

The response to the bank's strategic approach to sustainability and ESG is a new, more centralized management system developed in 2022. The system comprises the Corporate Sustainability Team reporting directly to the Vice-President of the Management Board in charge of corporate

social responsibility, and an interdisciplinary project group (ESG Committee). Effective 13 September 2023, responsibility for ESG risks transitioned to the Credit Risk Control Department, which reports directly to the Vice-President of the Management Board in charge of the risk area.

Established on 1 April 2022, the Corporate Sustainability Team is responsible for:

- Coordinating all ESG-related activities across the bank, including the work of the ESG Committee
- Developing ESG strategies and policies in partnership with other bank units
- Ensuring alignment with the bank's strategy, including strategy co-ordination and KPI tracking
- Ongoing performance monitoring, reporting, and communication around strategy execution
- Supporting business units as they develop and promote green or sustainability-linked products and scale up sustainable finance
- Working, in collaboration with other bank units, to establish and implement the bank's climate policies and strategies

The ESG Committee consists of three groups: the Sustainability Board, the Sustainability Leadership Team and an operational team.

Sustainability Board members include Management Board members, persons managing the bank's overall strategy, the Director of the Credit Risk Control Department, and the Director of the Corporate Sustainability Team. The Board's responsibilities include defining the directions for ESG development and overseeing the ESG area and decision-making. It also ensures that all sustainability and ESG actions align with the bank's strategy. The Sustainability Board meets at least quarterly.

The Sustainability Leadership Team coordinates, organizes, supervises and monitors the bank's sustainability and ESG efforts. Its members develop and ensure the implementation of the strategy, create and maintain an ESG and sustainability initiatives map, and support the team working in this area. The Leadership Team's work is arranged into eleven dedicated streams.

The Team is composed of Vice-Presidents of the Management Board in charge of corporate social responsibility, risk, and finance, the director of the Legal Department and Corporate Affairs Office, the individual responsible for the bank's strategy, the Director of the Corporate Sustainability Team, experts from the Team, leaders (and their deputies) of each work stream. Meetings of the Sustainability Leadership Team are held monthly.

The operational team of the ESG Committee consists of business owners of sustainability and ESG initiatives, ESG Committee leaders, the Director of the Corporate Sustainability Team, and the team's experts. They analyze risks and opportunities tied to their projects. The operational team meets as often as required to address business needs.

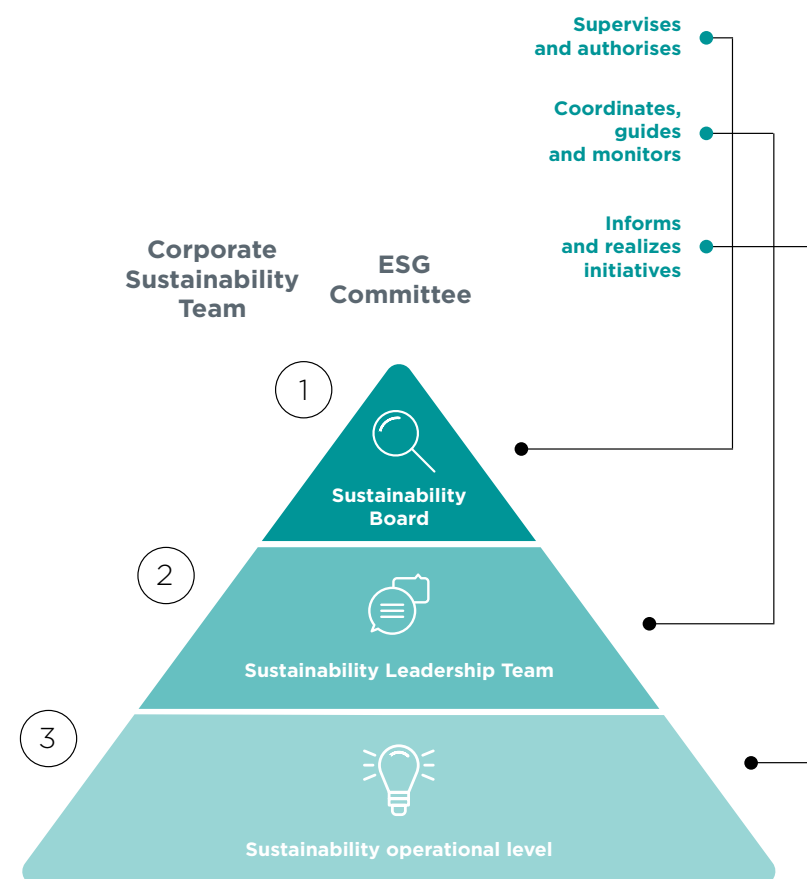
The ESG Committee's work is governed by the Sustainable Development and ESG Policy, updated on April 16, 2024. Beyond defining the principles of managing sustainability and ESG in the bank, this document also describes our approach to this topic, identifies our stakeholders, and explains how we fund these activities.

## Partnerships

In 2024, we continued our involvement in several sustainability and ESG partnerships, notably: the Climate Positive initiative by the Global Compact Network Poland Foundation (UNGC), Climate Leadership, the

Finished on p. 10

## Sustainability and ESG management at Credit Agricole



Together for the Environment Partnership of the UNEP/GRID Warsaw Centre, and the Responsible Business Forum Partnership Program. We also remained active with the French-Polish Chamber of Commerce through the ESG – Energy Transformation Committee and the Electromobility Committee, with the French Embassy in the Energy Club, and with the Polish Bank Association, notably within the Sustainable Finance Committee. Additionally, Vice-President of the Management Board Jędrzej Marciniak continued his involvement in the Chapter Zero Poland – The Directors' Climate Forum program.

### Education and participation in expert projects

In 2024, we pursued many educational initiatives related to sustainable development and ESG. Above all, we implemented a mandatory e-learning course for all bank employees, ABC of ESG Sustainability. More advanced colleagues, including members of the Management Board and Supervisory Board, gained access to a multimedia training platform, e-Mission, where completion of all modules are confirmed by a certificate. We also hosted our first ESG Unlocked Sustainability Week, an event series designed to broaden employees' understanding of ESG. It featured a series of webinars and workshops on diverse sustainability challenges, a business breakfast with our Management Board, in-person sessions promoting our carbon footprint calculator, and an employee quiz called ESGame. A total of 464 staff signed up for ESG Unlocked activities.

All employees were likewise invited to Climate Mosaic workshops and webinars, led by both internal and external experts, focusing on topics such as sustainable finance, regenerative agriculture and the EU Taxonomy, as well as access the bank's free ESG knowledge resources. We also continued distributing our monthly ESG newsletter and provided an internal knowledge base on ESG. For our Corpo, SME, and Agri clients, as well as commercial partners and suppliers, we organized webinars led by experts from the Responsible Business Forum. These sessions addressed ESG reporting, carbon footprints, and managing diversity. We also offered a webinar series, Benefit from Your Company's Energy Transition, delivered by an ESG specialist from Velma ESG. In 2024, we partnered with the startup TerGo to introduce a carbon footprint calculator for individuals. By answering questions about their lifestyle, users can estimate their emissions and learn practical steps to reduce their environmental impact. This tool is available on our website at [www.credit-agricole.pl/kalkulator-co2](http://www.credit-agricole.pl/kalkulator-co2), in our CA24 Mobile banking app, and in the MobilCA internal app for employees.

We also took part in various conferences and expert forums on sustainability and ESG, and worked intensively with universities. For instance, we were a partner of the Save the Earth – Sustainability Matters International Creative Contest at Kozminski University, engaged with WSB Merito University in Wrocław to serve on its Sustainable Development Council, and cooperated with the Wrocław University of Economics and Business in organizing the Climate Days for Wrocław's Academic Community. ▀

GRI 2-12, GRI 2-13, GRI 2-14, GRI 2-16, GRI 2-17, GRI 2-23, GRI 2-24, GRI 2-28, GRI 3-1

In 2024, we launched, ABC of Sustainable Development and ESG, an e-learning course mandatory for all bank employees.





# Material issues and ESG risks

In 2022, we conducted a materiality assessment to determine which ESG issues and risks are most important to us in the context of our operations and the point of view of stakeholders. This process helps us identify which activities we should focus on strategically and operationally, and which we must consider in our decision-making process.

We conducted the materiality assessment in line with the double materiality principle, according to GRI non-financial reporting standards and the Corporate Sustainability Reporting Directive (CSRD). This means we examined both how the external environment affects our bank's development and financial results and how the bank itself impacts the environment and its stakeholders. This principle underpins our planning related to sustainable development and ESG. The assessment covered the analysis of competition (nine banks), workshops and questionnaires with bank staff (27 employees) and interviews with representatives of selected external stakeholder groups (13 persons). It was also reviewed by four external experts. For more details, see p. 20.

Drawing on the results of the analysis, we identified material ESG topics and risks across the entire value chain (see tables below).

This enabled us to define management priorities in the bank's sustainability and ESG strategies and policies, and within the framework of current activities, as well as to build a sound basis for sustainability reporting.

In 2023, we revisited our assessment evaluating the materiality of individual topics and risks, to reflect emerging regulations, stakeholder queries, supervisory expectations, market standards, and the socio-economic context. This process involved representatives from various areas of the bank, including Risk Management, Compliance, Legal, Customer Experience, Administration, Human Resources, Corporate Communications, and the unit responsible for the bank's strategy. During dedicated workshops, we decided to raise the priority of the Risk Management System while lowering the priority of Payment Practices. We then consulted an external expert to validate our updated materiality study findings before aligning them with relevant GRI indicators.

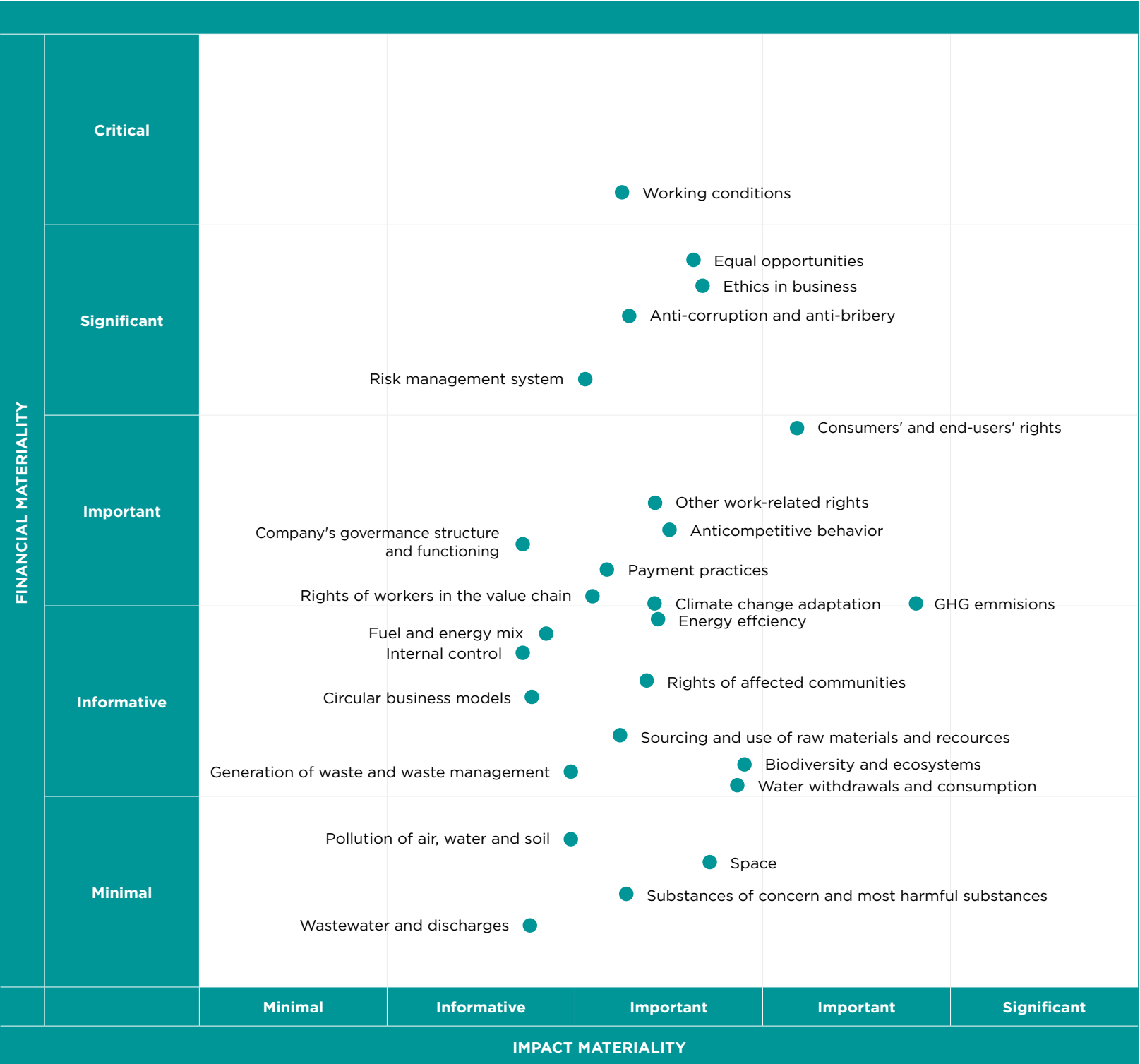
In 2024, we conducted an additional survey among 443 respondents, including 277 customers and 115 employees, to confirm that the ESG topics covered in our responsible business report still resonate with stakeholders. The findings showed a demand for more information on ESG, especially on decarbonization, transparent conduct of business, risk management, cybersecurity, and data protection. We reflected these insights in our 2024 report.

We also made an ESG feedback survey permanently available on our website in the ESG tab, enabling stakeholders to share opinions on our sustainability efforts whenever they see fit.

We plan to run another full materiality assessment in 2025. ■

MATERIAL ISSUES AND ESG RISKS AT CREDIT AGRICOLE	
Highest Priority	
<ul style="list-style-type: none"><li>• Energy efficiency</li><li>• Fuel and energy mix</li><li>• Greenhouse gas (GHG) emissions</li><li>• Climate change adaptation</li><li>• Biodiversity and ecosystems</li><li>• Working conditions</li><li>• Equal opportunities</li><li>• Other work-related rights</li><li>• Consumers' and end-users' rights</li></ul>	
Medium priority	
<ul style="list-style-type: none"><li>• Pollution of air, water, and soil</li><li>• Space</li><li>• Rights of workers in the value chain</li><li>• Risk management system</li><li>• Ethics in business</li></ul>	
Normal priority	
<ul style="list-style-type: none"><li>• Rights of community members</li><li>• Structure and functioning of the company's governing bodies</li><li>• Anti-corruption and anti-bribery</li><li>• Anticompetitive behavior</li><li>• Payment practices</li></ul>	

GRI 3-1, 3-2, 3-3



# Value chain

The value chain of banking products is defined as a chain that spans the entire lifecycle of a product, from the initial concept for a product or service to its withdrawal from the market. It also indicates how the bank creates value in its products and services, which is particularly relevant in the context of operating in line with the concept of sustainable development.

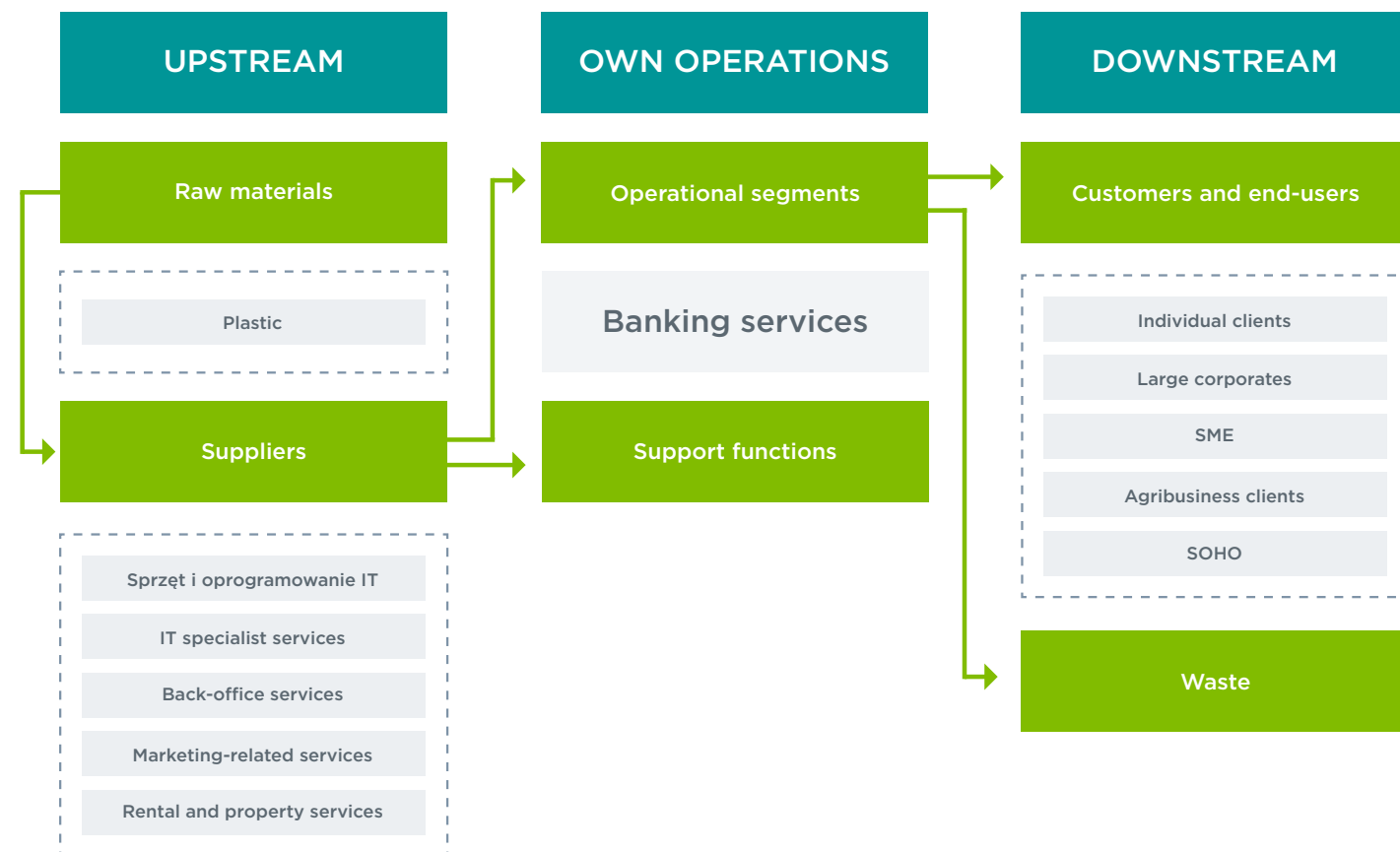
We understand the Credit Agricole value chain as a set of interrelated business activities at every stage of a product's lifecycle, enabling value creation for all stakeholders. It ensures commercial success and, at the same time, improves social well-being and the state of the natural environment.

In assessing the materiality of ESG issues and risks, we examined their impact across five stages of the value chain:

- Upstream
- Direct suppliers, subcontractors and service providers
- Bank's operations
- Customers, consumers, end users
- Downstream, until the end of a product's/service's lifecycle

Our goal is to apply due diligence throughout the entire value chain regarding human rights and environmental responsibility. More about our approach to customers/consumers on p. 53 and about the supply chain on p. 23. ■

GRI 2-6, GRI 2-24, GRI 3-1, GRI 3-2, GRI 3-3



## Main internal documents governing this area:

- Sustainable Development and ESG Policy of Credit Agricole (updated on 16 April 2024)
- Corporate Sustainability Team





# ESG risk management

In 2023, we formalized our approach to managing ESG risks by introducing the ESG Risk Management Policy at Credit Agricole. This document sets out our overarching ESG risk management strategy consistent with legal regulations and supervisory guidance. It defines ESG risks, indicates the processes where they should be identified, specifies the tools to assess them and sets out responsibilities for ESG risk.

In July 2024, we established an ESG Risk Assessment Committee tasked with evaluating individual financing transactions for potential heightened ESG risks and ensuring compliance with the Sectoral Policy, also introduced in the same year. For more information, see p. 7.

## ESG risk definitions

The European Banking Authority defined ESG risks for financial institutions as “the risks of any negative financial impact on an institution stemming from the current or prospective impacts of ESG factors on its counterparties or invested assets,” and ESG factors as: “environmental, social or governance conditions that may have a positive or negative impact on the financial performance or solvency of an entity, sovereign or individual.” For management purposes, ESG risks are categorized into environmental (climate and other environmental/nature-related), social, and governance risks. Environmental and nature-related risks are further split into physical and transition risks.

## Transmission channels and the position of ESG risk in the bank management system

ESG risk can influence the bank’s typical financial and non-financial risk categories through various transmission channels, to differing degrees. We defined these transmission channels and analyzed the effect ESG factors have on risk management and individual risk categories. The key and material risk categories that ESG risk affects include credit risk, operational risk, compliance risk, and reputational risk. Liquidity risk, market risk, and business model risk are considered to be of lesser importance.

ESG risk management follows the double materiality principle, assessing both the impact of ESG factors on the bank’s operations, financial performance, and growth, as well as the bank’s impact on society and the environment. As ESG risk is a cross-cutting risk rather than existing as a standalone category, it is managed within the broader spectrum of risk management. Thus, it was integrated into Credit Agricole’s Risk Strategy and other key documents that define our risk management framework. The bank’s acceptable level of ESG risk in pursuit of its business objectives will be determined in the bank’s 2025 Risk Appetite Statement.

ESG risk can influence the bank’s typical financial and non-financial risk categories through various transmission channels and to varying degrees.



## Key processes for ESG risk management

To support the ESG risk management process, we identified the bank’s key stakeholders, sustainability topics, and ESG risks and opportunities, as well as evaluated the impact of ESG factors across all our operations through a stakeholder, issue, and ESG risk materiality study. We review these findings at least annually and conduct a comprehensive re-assessment every three years or more often if needed (see p. 20). We also identified the key internal processes that merit the most attention from an ESG risk perspective, factoring in how each risk is managed or mitigated. The relevant processes include: the credit process, the collateral valuation process, ESG risk monitoring and reporting, internal capital adequacy assessment process (ICAAP), compliance risk management, reputational risk management and the NAP process (approval of new products in the bank).

## ESG risk management in the credit process

The credit process is central to both ESG risk management and our business operations. Loans for business clients are granted taking into account ESG factors. Primary tools for ESG risk assessment in the credit process include:

Podstawowe narzędzia oceny ryzyka ESG w ramach procesu kredytowego to:

- Sectoral heatmaps, which assign a preliminary ESG risk level to each sector
- An ESG questionnaire for corporate clients, used to evaluate their exposure to ESG risk and their risk mitigation strategies, forming part of the credit package in accordance with our Corporate Banking Credit Policy and Collection of Corporate Banking Credit Procedures
- ESG risk assessment criteria for corporate clients, which are defined in Credit Agricole’s Corporate Banking Credit Policy Agro, a na początku 2025 r. obejmie ona także klientów small office / home office (SOHO).

In 2024, we extended the ESG risk assessment to include Agribusiness clients; from early 2025, it will also apply to SOHO customers

## Scope of ESG risks responsibilities

In the context of Credit Agricole’s ESG Risk Management Policy, we established clear responsibilities of the bank’s various units. The role of the Supervisory Board is to oversee ESG risks within its scope of activities and competencies. The Management Board’s primary responsibility is to integrate ESG risks into the bank’s overall operational strategy and risk management framework, and to exercise effective supervision over the bank’s exposure to and management of ESG risks. The management of

ESG risk is the responsibility of the member of the Management Board in charge of managing risks material to the bank’s operations, with the Credit Risk Control Department designated as the unit responsible. Moreover, the policy emphasizes that every bank unit should incorporate ESG risk into its operations, identifying and managing them appropriately. Business units, including the Corporate Clients Division, Small and Medium Enterprises and Agribusiness Division, Consumer Finance Sales Division, and the Segments and Products Management Division, along with the Credit Risk Division, Corporate Sustainability Team, Compliance Division, and the Internal Audit Department, play an essential role in the management of ESG risks.

## ESG risk in the internal control system

ESG risks are also integrated into the bank’s three-line defense system. The first line of defense encompasses all bank units, particularly business units and the Corporate Sustainability Team. The second line of defense comprises the Compliance Division and the Risk Management and Permanent Control Division. The third line of defense consists of the Internal Audit Department. ■

GRI 2-12, GRI 2-13, GRI 2-16, GRI 2-23, GRI 2-24, GRI 2-26, GRI 3-3, GRI 201-2

## Main internal documents governing this area:

- Credit Agricole Risk Strategy (updated on 4 October 2024) – Credit Risk Control Department
- ESG Risk Management Policy of Credit Agricole (introduced on 14 November 2023) – Credit Risk Control Department
- Credit Agricole Corporate Banking Credit Policy (updated on 3 December 2024) – Credit Risk Control Department
- ESG Sectoral Policy of Credit Agricole (introduced on 7 August 2024) – Credit Risk Department for Corporate Banking
- Collection of Corporate Banking Credit Procedures (updated on 7 October 2024) – Credit Risk Department for Corporate Banking



# Management of climate and nature-related risks

Credit Agricole's approach to climate and nature-related risk management reflects our understanding of these risks' potential financial impacts on banking operations. Our approach to climate and nature-related risks is framed according to the categories defined in TCFD (Task Force on Climate-related Financial Disclosures) and TNFD (Task Force on Nature-related Financial Disclosures) guidelines, encompassing governance, strategy, risk management, and metrics and targets.

## Governance

Responsibility for sustainable development and ESG, including climate and nature-related strategies and policies, at the bank lies with the Corporate Sustainability Team. The team reports directly to the Management Board Vice-President in charge of sustainability and ESG. This team also coordinates the work of the ESG Committee, an interdisciplinary project group. For more details, see p. 20. Additionally, since 2023, the Credit Risk Control Department, reporting directly to the Vice-President of the Management Board in charge of material risk management, has been tasked with managing ESG risks, including environmental risk. For more details, see p. 9. Importantly, each organizational unit within the bank is expected to consider, identify, and appropriately manage climate and nature-related risks in its operations.

## Strategy

Our portfolio spans over 30 sectors of the economy and diverse business types. The financing we provide to our clients drives economic growth and helps us achieve ambitious objectives. However, we recognize that our clients' operations can have a negative impact on the natural environment, particularly on the climate, ecosystems, and biodiversity. This is particularly applicable to the burning of fossil fuels and greenhouse gas emissions across the energy, industrial, agricultural, and transportation sectors. Infrastructure development, construction, and adapting land for agriculture also contribute to deforestation, while waste, effluents, and other pollutants harm ecosystems and biodiversity.

The world is witnessing increasingly severe and frequent extreme weather events driven by the rise in the global average temperature, signaling the onset of more dire climate changes in the future.

At the same time, there is growing awareness that much of the economy, including businesses that are our clients, depends on healthy ecosystems –for instance, natural resources and services like pollination and filtration. Recent research indicates that the health and resilience of ecosystems are declining, as are biodiversity metrics, primarily due to human activities like deforestation, overexploitation of ecosystems and the spread of invasive

species. Additionally, climate change and rising temperatures are among the leading causes of biodiversity loss.

In response to these already-evident threats, the European Union (EU) is implementing strategies and regulations under the European Green Deal, designed to transform entire industries. The nature and extent of activities significantly influence the degree of transformation required by the EU and the specific challenges facing companies in Poland. We realize that not all businesses will navigate the future and current market disruptions equally. The vulnerability of various sectors and individual companies to climate change risks and their dependence on nature also play a crucial role.

## Bank's strategy

As a bank, we aim to support our clients in transitioning toward a low-carbon economy, including helping them tackle systemic and social challenges.

Our strategic assumptions include:

- Acting for the climate and the transition to a low-carbon economy
  - Strengthening social cohesion and inclusion
- For more details about our strategy, see p. 9. To read more about our environmental and climate policies, and our policy of managing our impact on biodiversity and natural capital, along with our commitments and targets, please refer to p. 42.

## Impact of risks on operations and strategy

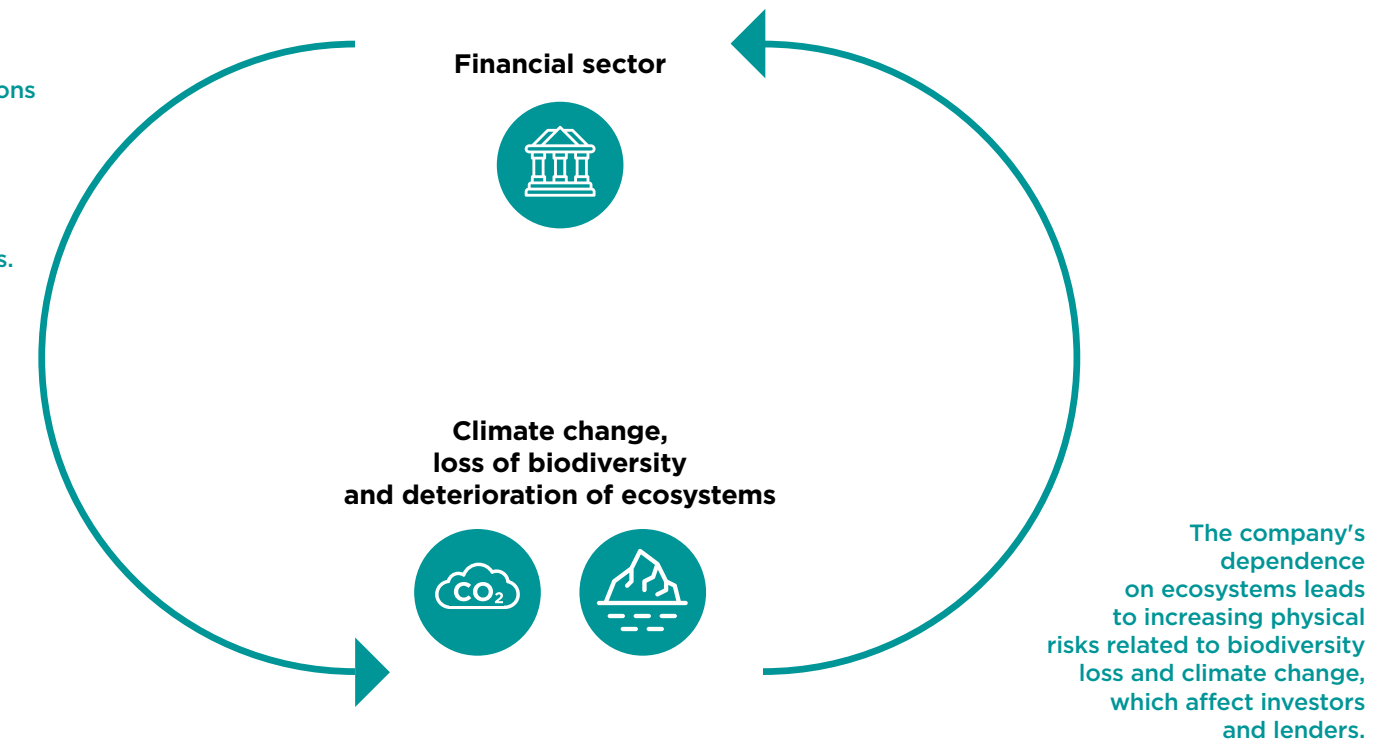
At the sectoral level, risks to the bank may materialize in varying degrees depending on the exposure scale and each sector's share in the total loan portfolio. With the advent of new European standards, ambitious decarbonization targets, different sensitivities to climate change (including direct impacts), and reliance on ecosystem goods and services, companies might face devaluation, reduced profitability and repayment capabilities, and unforeseen expenses. Businesses and the financial sector are facing mounting pressure from regulators and NGOs to cease supporting high-emission or environmentally harmful operations.

All of this translates into heightened credit, business, market, and operational risks for the bank, which itself must meet decarbonization targets and remains vulnerable to climate-related risks in its own operations.

## Climate and nature-related risks

In our analyses, we assume that the greater a sector's impact on the climate and nature (for example, through greenhouse gas emissions or intensive agricultural activities), the higher the transition risk related

Direct and indirect impacts on biodiversity loss, ecosystem degradation and contributing to climate change through own operations and the supply chain lead to transformational risks, including regulatory, litteral and reputational risks.



to anticipated regulations aimed at mitigating the impact. Similarly, the greater a sector's reliance on nature or weather conditions, the higher its physical risk exposure.

## Transition risks related to climate and nature

Sectors reliant on fossil fuels are particularly susceptible to regulatory changes aimed at accelerating the shift towards a low-carbon economy. Due to the characteristics of Poland's energy mix, the level of transition risks related to regulations, stricter reporting requirements, and higher CO<sub>2</sub> emission costs is inherently higher, which is evident in many industries. Some of these not only affect the climate but also biodiversity and natural ecosystems. For instance, mining activities not only generate significant greenhouse gas emissions but also lead to habitat degradation, loss of biodiversity, and groundwater pollution. Transforming these sectors will be challenging, costly, but necessary. A prime example is the automotive industry, where falling costs of electric vehicles and expected EU regulations could negatively impact assets in the internal-combustion supply chain, spurring investment in more innovative companies. In the context of nature, new regulations on forest protection may require changes in wood procurement practices, leading to investments in greener technologies and methods, thus increasing

operating costs. Companies that fail – or take too long – to adjust to these regulatory or market shifts risk losing competitive advantage and market share. Banks holding stakes in such enterprises face potential risks associated with the potential devaluation of their interests or even insolvency concerns if those businesses cannot keep pace with growing pressures to transform.

While traditional analyses cover the risk levels for individual sectors, the TNFD Recommendation additionally highlights systemic risks related to potential problems across the entire financial sector. These arise from the degradation and consequent collapse of entire ecosystems upon which the economy depends.

## Physical risks related to climate and nature

The bank perceives risks arising from climate change and biodiversity loss as a significant concern. These risks can be broadly divided into physical and transition risk and are associated with climate and nature-related aspects. Physical risks include extreme weather events, such as storms and floods, and chronic threats associated with gradual temperature increases, resulting in phenomena like ice mass melting and sea-level rise.



Summary of physical and transformation risks according to TCFD and TNFD	
Category	Description
Physical risks (according to TCFD and TNFD)	
Acute risks	Specific short-term events, e.g. increased severity of extreme weather phenomena such as cyclones and floods, oil spills, or forest fires
Chronic risks	Gradual environmental changes, climate change, increase in average temperature or pollution that accumulates in the local environment
Transition risks (in accordance with TCFD and TNFD)	
Policy & legal	Changes in the regulatory context that result from new policies related to the transition towards a low-emission economy and reducing the negative impact on nature
Market	Evolving market dynamics, including shifts in consumer preferences
Technology	Substitution of products or services with lower impact on climate or nature due to technological advancements
Reputation	Changing perceptions as a result of an organization's actual or perceived impact on climate or nature
Liability	Risks of liability arising directly or indirectly from legal claims
Systemic risks (according to TNFD)	
Ecosystem collapse	Risk that a critical natural system no longer functions (summing of numerous physical risks)
Aggregated risk	Impacts of nature and biodiversity loss on levels of transition and physical risk across one or more sectors
Contagion effect	Risk that financial difficulties at one or more financial institutions linked to failure to account for exposure to climate or nature-related risks spill over to the financial system as a whole

p. 14

Nature-related risk factors are associated with the decreased availability of goods, for example, in the context of sourcing valuable natural materials for the production of pharmaceuticals and the disruption of ecosystem services such as pollination, natural flood protection, filtration, or water flow maintenance. When these ecosystem services are disturbed (e.g. by constructing large parking areas that may hinder water retention and/or drainage), the local flood risk increases. In the longer term, the bank identifies as significant the risk associated with the deterioration of Poland's hydrological situation and potential droughts. Water shortages and inadequate retention systems can negatively impact, among others, agricultural activities and the energy sector, limiting energy production capacities in combined heat and power plants.

These risks can reduce companies' business value and decrease their ability to generate profits and meet financial obligations, thereby endangering business continuity.

Climate scenarios

Following the TCFD recommendations, we integrated scenario analysis into our strategic planning and risk management. This approach helped us identify and evaluate climate-related risks and opportunities, and explore possibilities to improve our strategic and business resilience to potential climate-related risks and opportunities. We also plan to use this analysis to assess the potential resilience of our strategic plans against these scenarios. It was also incorporated into our non-financial disclosures, enhancing our bank's credibility and aligning with stakeholders' expectations.

We considered two scenarios: <2°C and -4°C, across three time horizons: short-term (2025), medium-term (2030), and long-term (2050). Our analysis covers the entire value chain and considers all markets in which the bank operates. Next, we assessed the impact of these risks and opportunities on the bank's financial standing and its ability to achieve strategic goals. We also took into account the bank's current resilience to climate change in the residual risk assessment. Each scenario is founded on a comprehensive set of reference scenarios that provide the necessary data for our analysis. The analysis of climate risks and opportunities also allowed us to develop standards of cooperation with clients. Our goal is to reduce the bank's exposure to such risks and to develop a process for assessing whether clients' transitions plans align with the bank's portfolio decarbonization strategy. In addition, the analysis of climate risks and opportunities will facilitate sourcing data on client-related exposures, taking into account the European Central Bank's (ECB) best practices, e.g. regarding climate risk management through collateral valuation and management.

While our climate risk analysis is currently embedded in a heatmap based on the aforementioned climate scenarios, it does not yet incorporate a comparable scenario approach for biodiversity and ecosystem factors. In 2025, we plan to continue integrating both heatmaps fully and to explore relevant market standards.

In response to the escalating challenges facing various sectors of the economy, we assess both climate and nature-related risks, including risks related to the observed decline in biodiversity. To this end, we conducted a scenario-based assessment of climate risks and evaluated the impact factors on nature and its dependencies using the ENCORE tool. We embedded our assessment of nature-related risks within the 2°C scenario, with a horizon until 2030. Both aspects are presented on a coherent, 5-tier risk heatmap. ■



<2°C

Aggressive emissions reduction scenario

Implementation of the Paris Agreement through global cooperation between governments, society and industry to radically decarbonize

- Transformation risks and market opportunities are dominant, e.g.:
- globally coordinated efforts to reduce emissions to net zero by 2050 to deliver on the Paris Agreement and achieve significant decarbonization
  - accelerated transition to renewable energy (RES)/ electrification; aggressive regulations limiting the extraction and use of fossil fuels in most sectors and in all economies
  - average GDP per capita growth in high-income countries
  - achievement of the European Union's (EU) emission reduction targets in 2030 and 2050
  - Poland adopts and achieves goal of climate neutrality or achieves it with a slight delay
  - significant increase in emission costs and energy prices
  - significant increase in consumer environmental awareness, greater demand for low-emission products
  - faster-than-before rise in the efficiency of RES technologies

4°C

Emissions scenario assuming no changes in existing government policies

Maintaining the baseline level – changes in emissions without changes in policies

- Physical risks are dominant (which then determine market risks), e.g.:
- emission reduction policies limited to existing policies
  - continued use of fossil fuels and energy-intensive activities
  - high growth of GDP per capita on a global scale
  - increasingly manifest effects of climate change, significant investment in adaptation measures to protect assets, infrastructure, communities
  - failure to meet EU emission reduction targets in 2030 and 2050
  - Poland fails to meet climate neutrality goal, and significantly deviates from it
  - moderate increase in emission costs
  - significant increase in consumer environmental awareness, greater demand for low-emission products
  - slower-than-before RES technology efficiency growth

<sup>1</sup> Encore (exploring natural capital opportunities, risks and exposure), <https://www.encorenature.org/en/explore>, 25 stycznia 2024 r.

# SECTORAL HEATMAP OF PHYSICAL AND TRANSITION RISKS

Exposure in 2050 2 deg C	Cimate risks 2025		Cimate risks 2030		Nature-related risks 2030		Cimate risks 2050		Share of portfolio
	RF	RT	RF	RT	RF	RT	RF	RT	
Construction									12,8%
Construction materials	1	2	1	3	3	4	▲	▲	0,8%
Construction services	2	2	2	3	3	5	▲	▲	12,0%
Energy									10,8%
Energy (electric power)	3	3	3	4	3	3	▲	▲	7,3%
Oil & Gas	2	3	3	5	3	5	▲	▲	3,5%
Food and beverage									17,2%
Growing plants	3	2	3	3	5	4	▲	▲	2,1%
Raising animals	3	2	3	3	5	4	▲	▲	1,8%
Mixed farming	2	2	3	3	4	4	▲	▲	3,6%
Other agriculture	3	2	3	3	5	4	▲	▲	0,4%
Production and Processing	2	2	3	3	3	3	▲	▲	6,5%
Wholesale	2	2	3	3	2	3	▲	▲	2,9%
Manufacturing industries									7,2%
Chemicals	2	3	3	4	3	4	▲	▲	0,6%
Miscellaneous manufacturing industries	2	2	3	3	3	3	▲	▲	2,1%
Metal production	2	3	3	4	2	4	▲	▲	1,7%
Mining (excl. coal)	2	3	3	3	3	5	▲	▲	2,9%
Furniture and retail trade									6,6%
Furnitures and retal trade	1	2	2	3	3	4	▲	▲	6,6%
Production of textiles and clothing, including leather products	1	3	2	4	3	4	▲	▲	0,0%
Real estate	1	3	2	2	2	4	▲	▶	4,9%
Telecommunications	1	1	2	2	2	2	▲	▶	4,8%
Other financial activities	2	2	3	3	1	1	▲	▲	5,4%
Other manufacture industries	2	2	3	2	3	4	▲	▲	3,1%
Other transportation	2	2	3	3	3	4	▲	▲	3,0%
Motor vehicles	2	3	3	4	3	4	▲	▲	3,1%
Wood and paper products	2	2	2	3	4	4	▲	▲	1,6%
Information	1	1	2	2	1	3	▲	▲	1,2%
Shipping	2	3	3	4	3	3	▲	▲	0,9%
Computer and technology	2	1	3	2	2	3	▲	▲	0,9%

Exposure in 2050 4 deg C	Cimate risks 2025		Cimate risks 2030		Cimate risks 2050		Share of portfolio
	RF	RT	RF	RT	RF	RT	
Construction							12,81%
Construction materials	1	2	1	2	▲	▶	0,77%
Construction services	2	2	2	3	▲	▶	12,04%
Energy							10,81%
Energy (electric power)	3	3	4	3	▲	▶	7,33%
Oil & Gas	2	3	3	4	▲	▲	3,48%
Food and beverage							17,20%
Growing plants	3	2	3	3	▲	▶	2,10%
Raising animals	3	2	3	3	▲	▶	1,79%
Mixed farming	2	2	3	3	▲	▶	3,61%
Other agriculture	3	2	3	3	▲	▶	0,36%
Production and Processing	2	2	3	3	▲	▶	6,49%
Wholesale	2	2	3	3	▲	▶	2,86%
Manufacturing industries							7,18%
Chemicals	2	3	3	3	▲	▲	0,57%
Miscellaneous manufacturing industries	2	2	3	2	▲	▲	2,09%
Metal production	2	3	3	2	▲	▲	1,65%
Mining (excl. coal)	2	3	3	3	▲	▲	2,87%
Furniture and retail trade							6,58%
Furnitures and retal trade	1	2	2	2	▲	▲	6,56%
Production of textiles and clothing, including leather products	1	3	2	3	▲	▲	0,02%
Real estate	1	3	2	4	▲	▶	4,88%
Telecommunications	1	1	3	2	▲	▶	4,78%
Other financial activities	2	2	3	2	▲	▲	5,42%
Other manufacture industries	2	2	3	2	▲	▲	3,13%
Other transportation	2	2	3	3	▲	▲	3,00%
Motor vehicles	2	3	3	4	▲	▲	3,12%
Wood and paper products	2	2	3	3	▲	▶	1,61%
Information	1	1	2	2	▲	▲	1,17%
Shipping	2	3	3	3	▲	▶	0,89%
Computer and technology	2	1	3	1	▲	▶	0,90%

Climate and nature-related risk rating scale		
Risk rating	Transition risks	Physical risks
1 Very low	The sector is minimally exposed to regulations and other transition risk factors, e.g. due to low greenhouse gas emissions or minimal impact on biodiversity.	The sector's exposure to physical risks is minimal.
1 Low	There are reasons to believe that there may be some regulations or challenges in the supply chain in the longer term. However, the exposure to transition risks is relatively low compared to other sectors.	The sector's exposure to physical risks is low.
3 Me- dium	The sector requires significant investment to reduce greenhouse gas emissions. Policies and regulations are likely to negatively impact the sector, or there will be supply chain challenges due to economic transformation.	It is likely that this sector will face disruptions due to physical risks, which are expected to occur systematically. The sector may rely significantly on ecosystem goods and services.
4 High	This sector e.g. emits more greenhouse gases or has a substantial negative impact on ecosystems compared to other sectors, making it more susceptible to regulations and societal opposition.	It is very likely that this sector will face long-term exposure to disruptions caused by physical risks. Companies within this sector may be dependent on the health of ecosystems due to the nature of their activities.
5 Very high	The sector is heavily reliant on fossil fuels, requires significant investment and restructuring, or has a highly negative impact on biodiversity and the natural environment. There are concern's regarding the sector's ability to undergo transformation.	It is almost certain that this sector will face long-term exposure to disruptions caused by physical risks. Companies operating within the sector may be particularly vulnerable to physical risks and highly dependent on the condition of ecosystems.

LEGEND

▲ Upward trend

▶ Constant trend

Very low

Low

Medium

High

Very high



Risk exposure

Based on a sectoral analysis of both climate-related physical and transition risks, we developed an aggregated overview of risk exposure.

In the scenario predicting a 2°C temperature rise by the century’s end, by the year 2025, risk exposure does not surpass a medium level (3), with the majority of the analyzed exposure being classified as low (2). Given the short horizon of this analysis, no variances emerge from different climate scenarios. By 2030, transition risks increase, with 18% of the financing portfolio rated high (4) and 3% very high (5).

In a 4°C temperature increase scenario, over half of the financing portfolio is assessed at a medium risk level, with 7% at high risk in the context of physical risks. For transition risks, the share of sectors with medium risk decreases, while exposure to high risks rises to 11%.

Because our activities are quite fragmented across multiple sectors, 17% of the portfolio was not included in the analysis.

Climate and nature-related opportunities

Transitioning to a low-emission economy presents not just risks but opportunities. New regulations, decarbonization targets, shifting consumer preferences, and the necessity to adapt to climate change are trends that offer new business opportunities for banks, including ours.

Over the next 1–3 years, we plan to capitalize on the potential growth of new climate-related financial products and services: for instance, credit solutions linked to climate and nature transition, or investment funds that support clean energy projects or improve climate resilience.

We also see an opportunity in raising capital and providing strategic advisory for companies that actively contribute to nature and climate change mitigation efforts, particularly financing sustainable development projects in sectors such as energy and transport. At the same time, we can offer advice and financial support on those fronts.

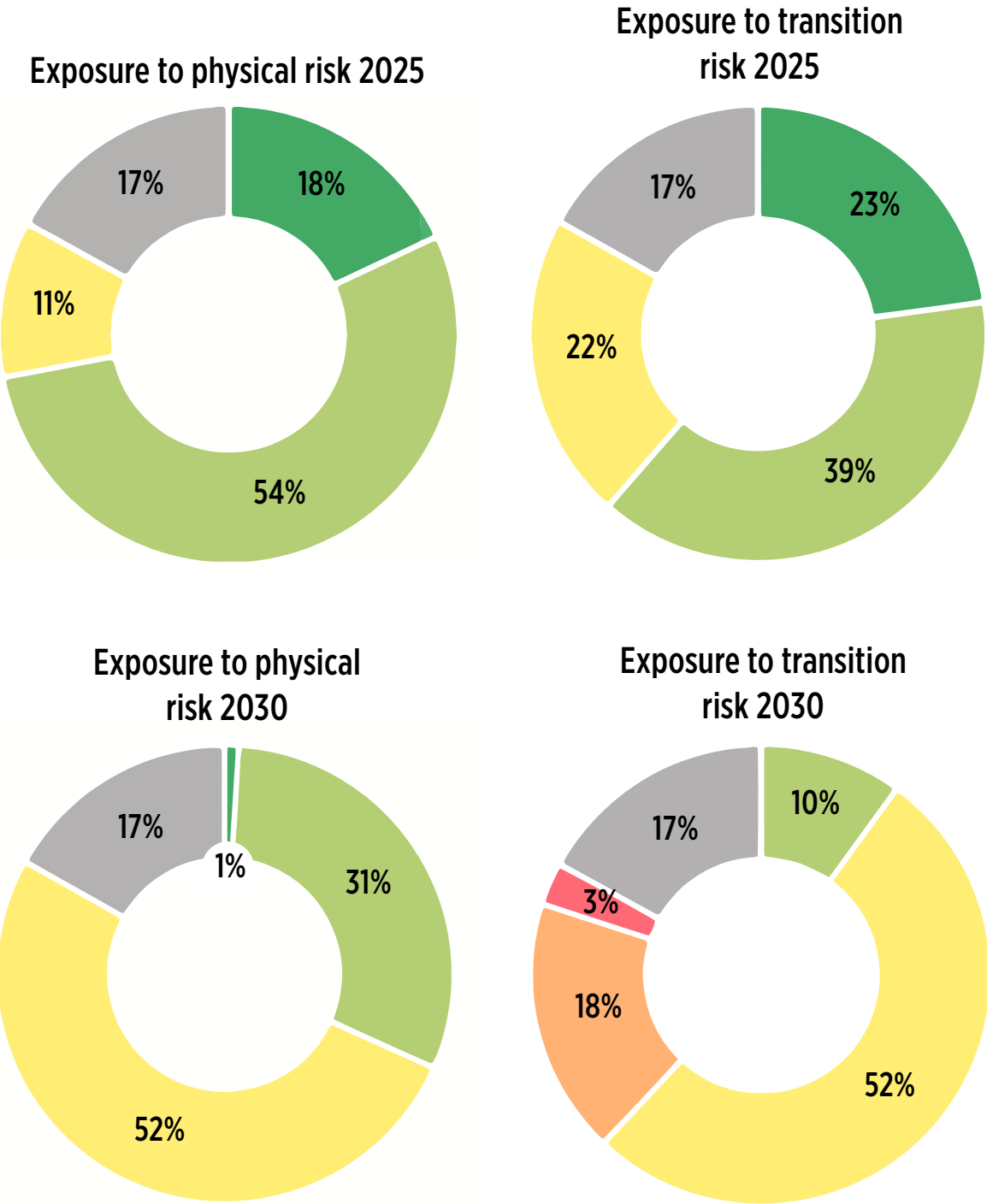
Another prospect is partnering with startups and emerging companies in the climate tech sector and financing innovative technologies.

The potential of green mortgage products and environmentally oriented investment funds tied to energy-efficient and low-carbon construction is also promising. This creates opportunities for retail banking as well, enabling us to support household energy transitions.

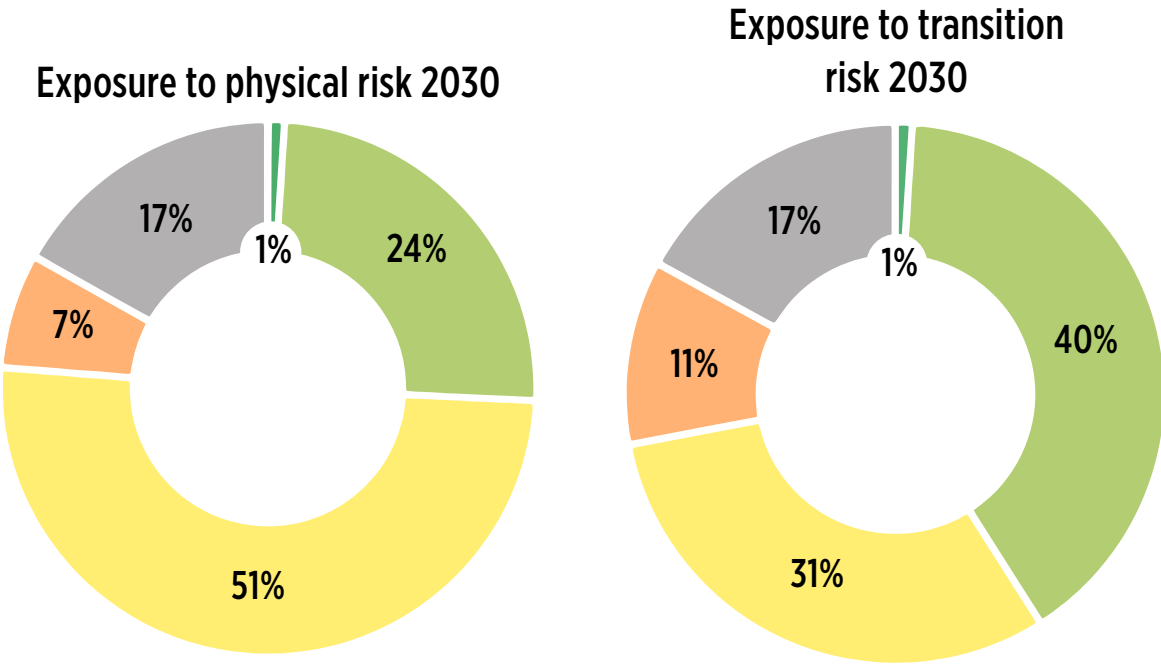
Strategy resilience

Thanks to our business diversification and varied portfolio structure, the bank is resilient in the near term to risks arising from the economic shifts induced by climate change. However, we are currently conducting in-depth analyses of climate and nature-related risks to gather more detailed insights and enhance the effectiveness of our risk management strategies. These efforts are set to not only strengthen the resilience of our strategy in the short- and medium-term but also position us to respond effectively to the long-term challenges and opportunities presented by climate change. ▀

CLIMATE RISK - SCENARIO 2°C



CLIMATE RISK - SCENARIO 4°C



LEGEND

Very low
Low
Medium
High
Very high
Due to the substantial dispersion of activities across various sectors, 17% of the portfolio was excluded from the analysis.

# Risk management

## Climate risk management and risk management system

We treat climate risk as part of broader ESG risk, which it impacts. It affects the classic risk categories estimated as part of standard processes in the risk management system. We apply an approach based on the double-materiality assessment, meaning that we analyze the impact of climate change on the bank’s operations and the impact of the bank’s activity on the climate. For more details, see p. 11.

## In-depth analyses and risk management in sensitive sectors

A point-based assessment, even when prepared on the basis of climate scenarios, is not sufficient to provide actionable insights. Our analysis of risks related to nature also leveraged the ENCORE tool, offering an average rating for impact factors and dependencies across various sectors of the economy. Consequently, to identify sector-specific issues relevant to their unique nature and operations in Poland, we conducted a more detailed, qualitative sector analysis. The table below highlights recurrent significant issues identified through our qualitative analysis.

We will use the list of material topics to complete the questionnaires designed to assess our clients in terms of ESG risk (for more details, see p. 13). Client responses to these questionnaires will improve our understanding of climate- and nature-related risks in our portfolio, allowing us to manage those risks more effectively and address stakeholder expectations.

- The questionnaires are structured to:
- Gather information about business models, including the identification of key activities in terms of their impact and dependency on climate and nature, taking into account the supply chain
  - Determine whether the organization conducted risk analyses related to climate and nature (including an analysis of the findings) and whether it has established appropriate risk management procedures and mechanisms
  - Identify the organization’s disclosures concerning climate and nature risk in its non-financial report
  - Gather information about business opportunities associated with climate and nature

Our initial focus will be on a comprehensive analysis of sectors that, according to climate and nature risk assessments, were rated as high or very high, or where the bank’s exposure to a particular industry is significant.

CLIMATE RISKS	RISK FACTORS	VULNERABLE SECTORS
PHYSICAL RISKS	<ul style="list-style-type: none"><li>• Sudden weather events, floods, heatwaves</li><li>• Progressive changes, such as rising temperatures, sea-level increases, more frequent and prolonged droughts</li></ul>	Virtually all sectors are vulnerable to physical risks to some extent, such as extreme weather events and natural disasters
TRANSITIONAL RISKS	<ul style="list-style-type: none"><li>• Challenges in adapting to climate protection regulations</li><li>• Higher production costs due to adaptation to new standards and climate protection regulations</li><li>• Rising energy prices</li><li>• Renewable energy availability in Poland</li><li>• Shifting consumer preferences</li><li>• Social pressure</li><li>• Investor preference shifts and the risk of divestment (abandoned assets)</li><li>• Higher insurance costs due to greater vulnerability to physical risks</li></ul>	<ul style="list-style-type: none"><li>• Energy sector</li><li>• Textile and apparel manufacturing</li><li>• Transportation</li><li>• Real estate</li><li>• Oil and gas sector</li><li>• Chemicals</li><li>• Metal production</li><li>• Automotive sector</li><li>• Shipping</li></ul>
NATURE-RELATED RISKS	RISK FACTORS	SENSITIVE SECTORS
PHYSICAL RISKS (DEPENDENCIES)	<ul style="list-style-type: none"><li>• Water access, clean water access</li><li>• Clean air access</li><li>• Reliance on natural flood defenses</li><li>• Soil degradation and reduced land productivity</li><li>• Increase in pests and plant diseases</li><li>• Decline of natural pollinators</li><li>• Higher insurance costs due to greater vulnerability to nature-related physical risks</li></ul>	<ul style="list-style-type: none"><li>• Agriculture</li><li>• Wood and paper products</li></ul>
TRANSITIONAL RISKS (IMPACT)	<ul style="list-style-type: none"><li>• Difficulty in adjusting to regulations linked with stricter environmental protection laws</li><li>• Higher production costs related to compliance with new standards and climate protection regulations</li><li>• Challenges in adopting eco-friendly production technologies and adjusting business models</li><li>• Shifting consumer preferences</li><li>• Social pressure</li><li>• Investor preference shifts and the risk of divestment (abandoned assets)</li></ul>	<ul style="list-style-type: none"><li>• Construction materials</li><li>• Construction services</li><li>• Oil and gas sector</li><li>• Agriculture</li><li>• Chemicals</li><li>• Metal production</li><li>• Mining</li><li>• Furniture production and retail</li><li>• Textile and apparel manufacturing</li><li>• Real estate</li><li>• Automotive sector</li></ul>

We treat climate risk as an element of ESG risk.

## Metrics and targets

ESG risks impact the bank’s traditional financial and non-financial risks in various ways and through multiple transmission channels. The bank defined the transmission channels and analyzed the effect ESG factors have on risk management and individual risk categories. To capitalize on opportunities and mitigate risks associated with climate and nature, we embraced ambitious commitments and set specific targets. Detailed information about our strategic assumptions and goals in this context is available on p. 42. ■

GRI 2-12, GRI 2-13, GRI 2-16, GRI 2-23, GRI 2-24, GRI 2-25, GRI 3-3, GRI 201-2, GRI 304-2





# Stakeholders



At Credit Agricole, we attach great importance to building relationships with the internal and external environment. The accurate identification of stakeholder groups we affect and those affecting us is a crucial element of the communication process. We developed the latest stakeholder map and identified key groups in 2022 during the assessment of the materiality of ESG issues and risks at the bank (p. 11). For a detailed map, see the table below.

Our bank has internal and external stakeholders who have a direct or indirect effect on the bank or are affected by its operations. The bank's significant stakeholder groups include shareholders, auditors, suppliers and subcontractors, customers and clients (individuals and businesses), the media, supervisory authorities and regulators, the social environment and local communities, business partners, commercial partners, employees, the capital market, including rating agencies and the natural environment. Our key stakeholders include customers and clients, employees and the natural environment.

We determined the significance of stakeholders in the process of identifying the intensity of bidirectional impacts: the strength of the bank's impact on the stakeholder and the strength of the stakeholder's impact on the bank. The strength of the impact was determined using a six-point scale: no impact, minimal, lower than average, above average, strong and very strong. ■

Our key stakeholders include customers and clients, employees and the natural environment.

Main internal documents governing this area:

- Sustainable Development and ESG Policy of Credit Agricole (updated on 16 April 2024) – Corporate Sustainability Team



INTERNAL STAKEHOLDERS

- Employees
- Other CA Group companies
- Shareholders
- Trade unions

EXTERNAL STAKEHOLDERS

- Customers and clients (individuals and businesses)
- Suppliers and subcontractors
- Business partners
- Commercial partners
- Social environment and local communities
- Non-governmental organizations
- Universities and students
- Media
- Supervisory authorities and regulators
- Capital market, including rating agencies
- Industry organizations
- Competition
- Auditors
- Natural environment

GRI 2-29, GRI 3-1, GRI 3-2, GRI 3-3

# Stakeholder challenges

We reviewed stakeholder expectations towards the bank's strategy and identified our main impact areas on sustainable economic, social and environmental growth. In addressing these expectations, we focused on key stakeholders, answering four main questions:

- What is our effect on the stakeholder?
- What challenges are we facing?
- What are our potential benefits?
- What actions are we taking and could be taking?

We discuss these questions in the table below. We use these findings to guide initiatives within our Social Project strategy.

In the coming year, we plan to conduct a double materiality assessment, which will result in an updated stakeholder map and a refreshed set of challenges for each stakeholder group. ■



CUSTOMERS	
<b>What is our effect on the stakeholder?</b> We safeguard the funds entrusted to us by customers, build personalized, lasting relationships, analyze needs and sell responsibly.	<b>What challenges are we facing?</b> To ensure high-quality service and a personalized approach to the growing number of customers, ensure the reliable operation of processes at the bank and introduce enhancements that customers need, to support customers with diverse needs.
<b>What are our potential benefits?</b> We will gain a competitive advantage as an attentive bank that listens to its customers, and offers products they need.	<b>What actions are we taking and could be taking?</b> We change our selling standards, streamline processes, facilitate access to services in branches and via remote channels, and safeguard customers' funds, personal data, and privacy.
EMPLOYEES	
<b>What is our effect on the stakeholder?</b> We foster employee engagement, ensure job stability, fair wages and facilitate work-life balance.	<b>What challenges are we facing?</b> To enhance employee engagement and their identification with the company and its strategic goals.
<b>What are our potential benefits?</b> We will improve work effectiveness and business performance, we will be perceived as a good employer.	<b>What actions are we taking and could be taking?</b> We run programs that promote work-life balance, improve employee communication, ensure the right to personal data protection and privacy.
NATURAL ENVIRONMENT	
<b>What is our effect on the stakeholder?</b> We support stakeholders, and above all customers and clients, in transitioning to a low-emission economy, we consume electricity and office supplies in a sustainable way, we manage waste responsibly.	<b>What challenges are we facing?</b> To consistently follow our environmental policy, implement a comprehensive tool for reporting and monitoring environmental data, develop a policy on waste, pollution, and other environmental issues.
<b>What are our potential benefits?</b> We will reduce our environmental footprint throughout the entire value chain, we will optimize the bank's processes and save energy, fuels, water, etc., we will reduce charges for environmental pollution.	<b>What actions are we taking and could be taking?</b> We expand sustainable and sustainability-linked products, create tools to support our stakeholders' transitions, reduce our direct carbon footprint, measure our credit portfolio emissions, monitor resource use and introduce reduction measures, educate customers, clients and employees about environmental protection and we adopted a climate and biodiversity policy.

GRI 2-23, GRI 2-24, GRI 2-29, GRI 3-1, GRI 3-2, GRI 3-3



## Dialogue with stakeholders

For many years, we have engaged in an active dialogue with both internal and external stakeholders to learn about their expectations and recommendations for our actions. We use the outcomes to shape our strategy, update our internal initiatives map, and determine which matters to report. Our most recent dialogue process took place in 2022, as part of the bank's ESG materiality and risk assessment, where we spoke with representatives of 13 stakeholder groups. In 2024, we once again invited stakeholder feedback on the material topics included in our responsible business report. More information about this process is available on p. 11. Since we engage in ongoing stakeholder dialogue, we have published an online survey on our website about how our approach to sustainability and ESG is perceived.

We also regularly analyse employee engagement and gather their feedback. All our employees participate in the annual Social Responsibility Index (IMR) survey and all employees and workers in quarterly pulse surveys. Our staff share their insights on how the bank's and Crédit Agricole Group's strategies are implemented. They also assess aspects of their work environment that shape the organizational culture and affect their level of engagement. The insights and feedback from these surveys help us effectively develop solutions that meet the current and genuine needs of our teams. They also serve as a tool for evaluating the effectiveness of our past actions. 87% of our employees took part in this year's survey (the same rate as last year). Our IMR stands at 83%, which is 2 pp higher than in 2023 and 3 pp above the Crédit Agricole Group average.

There are no collective bargaining agreements at the bank. ■

GRI 2-29, GRI 2-30, GRI 3-3

## Management Board's award for the best employees



For over 20 years, the Management Board of Credit Agricole has been presenting AS (ACE) awards to employees with the highest contribution to achieving business objectives, embodying the values and attitudes promoted at the bank. This recognition underscores how individual and team efforts effect real change in the bank. AS awards are given to both sales network and head office employees. In 2024, winners were honored in person at the AS Awards Gala, with invitations going to all nominees and recipients. ■

GRI 2-29, GRI 2-30, GRI 3-3

## Communication with key stakeholders

At Credit Agricole, we place great importance on internal and external communication, particularly with our stakeholder groups – customers and employees. Effective communication translates into operational efficiency and is a prerequisite for maintaining good relations with stakeholders.

### Communication with customers

Our communication with customers is rooted in our strategic objectives. We strive to provide them with relevant offers and genuine benefits. Our messaging must be clear, necessary, and present in the channels customers choose. We continue to improve our availability and omnichannel approach – from our website, through the mobile app, CA24 eBank service, and chatbot, to in-branch materials. We want to make self-service banking as simple as possible. If a customer needs guidance from our advisors, they can connect via in-app chat or schedule an in-branch appointment.

In 2024, we discontinued paper flyers for most products and services. After meeting a customer, our advisor sends them an email outlining relevant offers and linking back to our website.

We're expanding our direct communication with customers, providing targeted information primarily through our mobile app (used by most of our customers), but also via SMS and email.

Beyond these direct channels, we continuously update our website to keep information fresh and user-friendly. We also run the CAsfera.pl blog and maintain an active social media presence on Facebook, Instagram, Google, and LinkedIn.

### Communication with employees

Internal communication is crucial for achieving our business objectives. We want employees to be business-oriented, focused on priorities, and have a sense of pride and community. That is why we keep them informed about strategic assumptions, plans, activities and performance and emphasize

the role individual units have in achieving our objectives. We also strive to present individual topics in the best possible way, using engaging language and presenting them in an attractive form to grab the attention of recipients. Our everyday communication uses multiple channels, and the content in our CAnews intranet is conveyed using plain, approachable language, as confirmed by the Plain Polish Language Certificate awarded in July 2024 – the first intranet site in Poland to receive this recognition. Furthermore, we are advancing our tools to make internal communication more effective and responsive to our audience's expectations. This year, we ran an internal communication survey to assess the changes implemented in 2023 and gauge the usefulness of new tools. We want employees to feel more and more informed each year. Through regular communication and constant access to information through relevant tabs, particularly about the 2025 strategy and sustainability/ESG, that we provide, employees have a clear understanding of the company's objectives, strategy and their contribution to these aims. ■

GRI 2-29, GRI 3-3

**87%**  
of employees participated  
in the IMR survey.





# Ethical principles

At Credit Agricole, the observance of ethical principles is our priority. Our bank has in place codes of ethics that form the basis of our system of standards and principles of conduct, namely the Code of Ethics and Code of Conduct, developed and adopted by the entire CA Group. These documents set out our values – customer focus, responsibility, and solidarity – and the ethical principles we follow in our dealings with customers and clients, shareholders, suppliers, and all other market participants. These principles revolve around respect for others, loyalty and transparency. They also address social and environmental issues, combating corruption, conflicts of interest and safeguarding the bank's and the Group's reputation. We thus fulfill the requirements of the KNF's Corporate Governance Principles for Supervised Institutions and Recommendation Z on internal governance in banks.

We reinforce employees' knowledge of ethics through mandatory training. Every new employee learns about our ethical codes during onboarding and follow-up sessions. In addition, we produce an annual ethics quiz to solidify employees' awareness. The quiz results contribute to the Group's ethical awareness index, featured in the Group's consolidated report.

The bank's Management Board regularly reviews and evaluates compliance with these ethical standards.

Both the Code of Ethics and the Code of Conduct are available in Polish and English language versions, and are accessible on our website and intranet. ■

GRI 2-6, GRI 2-23, GRI 2-24, GRI 2-26

## Main internal documents governing this area:

- Code of Ethics of Credit Agricole (introduced on 12 June 2017) – Compliance Division
- Ethics Charter of the Crédit Agricole Group (introduced on 12 June 2017) – Compliance Division
- Code of Conduct of the Crédit Agricole Group (introduced on 25 July 2023) – Compliance Division
- Code of Ethical Standards for Business Partners (introduced on 20 December 2022) – Compliance Division
- Internal Governance Policy of Credit Agricole (introduced on 19 November 2021) – Compliance Division



## Ethics in employee relations

All employees of Credit Agricole must be familiar with the principles set out in the codes and observe them in their daily work. We make sure that the values and principles applicable at the bank are promoted in their actions.

We base our internal relationships on ethical principles, meaning we reject discrimination, uphold equal treatment, and promote personal development, particularly through diverse training and career pathways. We aim to foster equality, encourage social dialogue and quality of working life, and cultivate a safe work environment where everyone is treated with dignity and respect. We avoid situations that could lead to conflicts of interest through a proactive, preventive policy.

We continuously monitor and report on compliance with ethical principles. All employees can report observed violations of the Code of Ethics and the Code of Conduct to their supervisor or directly to the director of the Compliance Division.

The bank maintains a confidential whistleblowing system, overseen by the Compliance Division, for reporting suspected breaches of law, bank procedures and ethical standards. This process is governed by the Whistleblowing Procedure of Credit Agricole, which we review annually and update as needed. Whistleblowers can use dedicated, independent, and widely available communication channels, with guaranteed anonymity throughout the process. In 2024, we registered eight whistleblowing submissions, with no investigations pending as at year-end. ■

GRI 2-25, GRI 2-26, GRI 3-3

## Main internal documents governing this area:

- Code of Ethics of Credit Agricole (updated on 12 June 2017) – Compliance Division
- Ethics Charter of the Crédit Agricole Group (introduced on 12 June 2017) – Compliance Division
- Code of Conduct of the Crédit Agricole Group (updated on 25 July 2023) – Compliance Division
- Code of Ethical Standards for Business Partners (updated on 20 December 2022) – Compliance Division
- Internal Governance Policy of Credit Agricole (updated on 19 November 2021) – Compliance Division
- Anti-Corruption Policy of Credit Agricole (updated on 8 December 2023) – Compliance Division
- Policy of Managing Conflicts of Interest of Credit Agricole (updated on 8 December 2023) – Compliance Division
- Whistleblowing Procedure of Credit Agricole (updated on 11 October 2024) – Compliance Division



## Due diligence procedures

At Credit Agricole, we have defined rules for working with customers, clients and partners that enhance the functioning of our bank while fully safeguarding the interests of internal and external stakeholders. Our goal is to improve all processes, both internal and external. By creating transparent procedures and acting in accordance with established standards, taking into account the principles of responsible business management, we are able to build relationships with customers, clients, suppliers, employees, and other stakeholders.

We ensure full transparency in our due diligence process. Our decisions and actions are independent and impartial, relying on objective criteria and a fair, responsible approach to customers, clients and partners.

Our customer and partner due diligence process is defined in internal regulations, which, in addition to codes of ethics, include the Procurement Policy, the Outsourcing Policy, the ESG Risk Management Policy, and anti-money laundering and counter financing of terrorism procedures, which form the basis of our client and partner verification and assessment process. ■

GRI 2-12, GRI 2-16, GRI 2-23, GRI 2-24, GRI 2-29

## Main internal documents governing this area:

- Code of Ethics of Credit Agricole (updated on 12 June 2017) – Compliance Division
- Ethics Charter of the Crédit Agricole Group (introduced on 12 June 2017) – Compliance Division
- Code of Conduct of the Crédit Agricole Group (updated on 25 July 2023) – Compliance Division
- Code of Ethical Standards for Business Partners (updated on 20 December 2022) – Compliance Division
- Procurement Policy of Credit Agricole (updated on 1 September 2018) – Integrated General Services Area
- Outsourcing Policy in Credit Agricole (updated on 19 March 2024) – Operational Risk and BCP Team
- ESG Risk Management Policy of Credit Agricole (introduced on 14 November 2023) – Credit Risk Control Department
- Compliance Policy at Credit Agricole (updated on 13 December 2024) – Compliance Division
- Anti-Money Laundering and Countering the Financing of Terrorism (AML/CFT) Policy in Credit Agricole (updated on 5 April 2024) – Compliance Division
- Procedure: Procurement in Credit Agricole (updated on 1 July 2023) – Integrated General Services Area



## Memberships of associations

Credit Agricole is an active member of several industry and non-financial organizations.

We are a longstanding member of the Polish Bank Association (ZBP), an organization that initiates and supports efforts to develop the Polish economy within the European Union and foster international cooperation. Additionally, the ZBP acts as a consultative and advisory body in the legislative process related to banking. Our bank adheres to the recommendations formulated by ZBP and engages in multiple working groups addressing issues vital to our customers. These include new regulations in the financial market, KNF recommendations, PSD3, unauthorized transactions, biometrics, BMR, CHF-denominated loans, WIBOR loans, payment protection insurance, complaints, DORA, outsourcing, plain language, sustainable finance and sustainability reporting.

We are also a member of the French-Polish Chamber of Commerce, whose mission includes promoting commercial ties between France and Poland. The Chamber acts as a forum for business collaboration and knowledge sharing, as well as a platform for advancing best business practices.

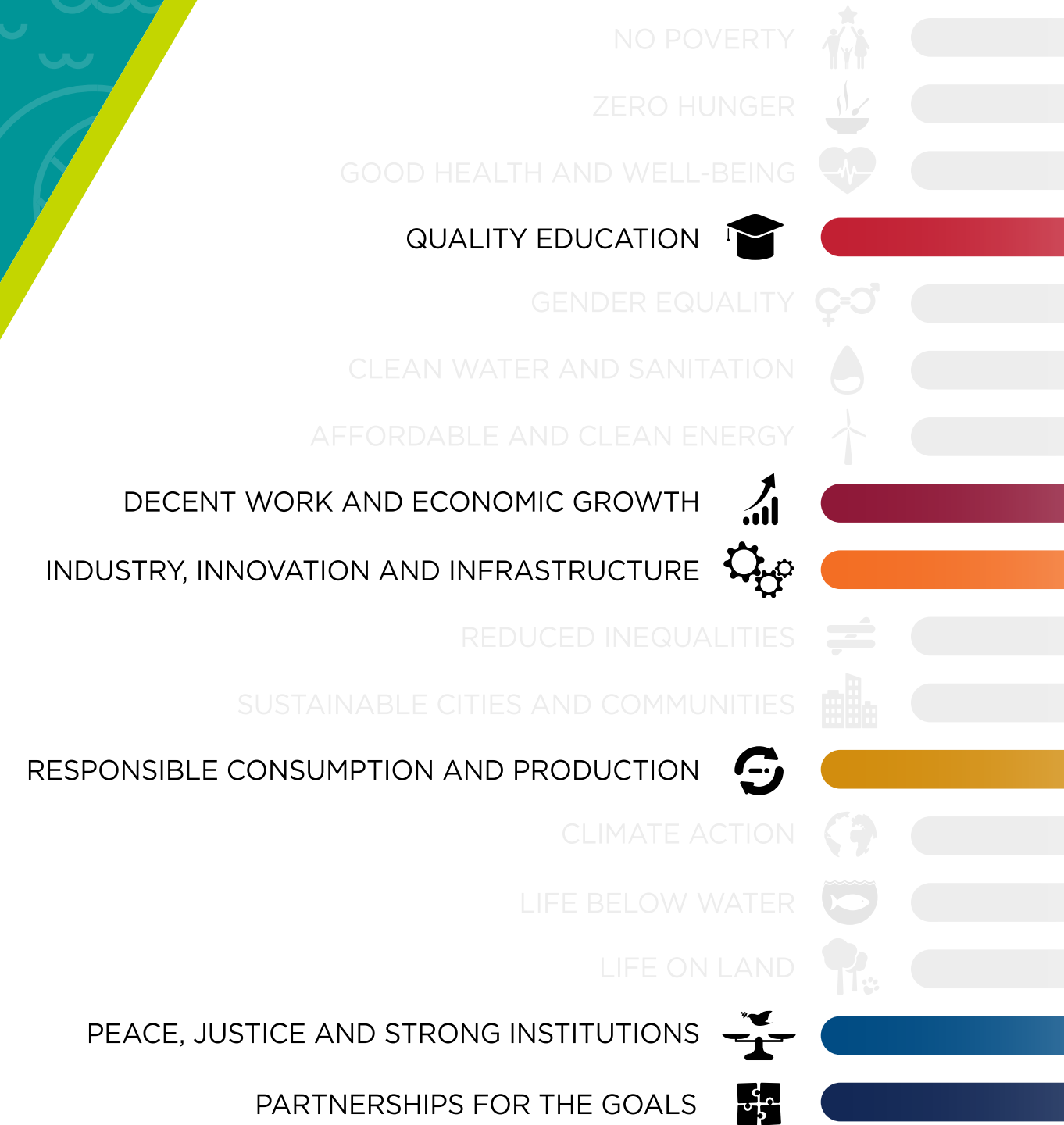
Furthermore, the bank is a member of the Polish Organization of Advertisers, a body dedicated to representing the collective interests of companies promoting their brands and products through the media. This organization focuses on developing and promoting responsible marketing practices and helps shape industry trends in the coming years. ■

GRI 2-28



# FAIR OPERATING PRACTICES

Sustainable Development Goals supported by us  
through the initiatives described in this section:





# Relations with suppliers

At Credit Agricole, we value relationships with our suppliers based on partnership and transparency. We want our suppliers to act responsibly and consider social and environmental issues in their activities. That is why the bank has in place the Procurement Policy and the Procurement Procedure, which set out uniform and consistent rules underlying the procurement process.

## Supply chain management

The supply chain is an element of the bank's entire value chain (more details are available on p. 25). Effective and responsible supply chain management is crucial for all companies, particularly those operating in the financial sector. Credit Agricole's supply chain includes both suppliers of services and products and their recipients. In our bank, we leverage tools to optimize supply chain management and observe the following rules:

- We use a platform for procurement processes and supplier communications, optimizing and expediting our interactions.
- Procurement needs are fulfilled through tenders, which lead to contracts or orders with the winning suppliers.
- Relevant business units in the bank manage the agreements for each product or service category.
- We periodically assess our relationships with our largest suppliers in line with the bank's established principles.
- The procurement process is documented, archived and audited.

In 2024, there were no major modifications to the supply chain. We did not identify any suppliers having either an actual or potentially negative impact on hiring practices in the supply chain.

GRI 2-6, GRI 2-23, GRI 2-24, GRI 2-25, GRI 2-29

## ESG questionnaire in the procurement process

In 2024, continuing the practice of previous years, our bank's procurement processes included a mandatory ESG questionnaire for suppliers. We asked potential suppliers various questions, including whether they implemented a sustainable development and ESG strategy, calculated their carbon footprint,

The ESG questionnaire is a mandatory element of all procurement processes, covering the management of environmental, social and governance factors.

established procedures to counteract discrimination, mobbing or harassment, and whether they executed policies supporting marginalized persons and groups. The questionnaire results are one of the criteria in final bid evaluations.

Last year, in our procurement processes, we paid particular attention to environmental protection issues, which had a bearing on the selection of suppliers; for example, in our tender for the purchase of electricity. For more details, see p. 47. ■

GRI 2-24, GRI 3-3

### Main internal documents governing this area:

- Procurement Policy of Credit Agricole (introduced on 1 September 2018) – Integrated General Services Area
- Procedure: Procurement in Credit Agricole (updated on 1 July 2023) – Integrated General Services Area



# Ethics in relations with business partners

At Credit Agricole, we aim to work with our business partners based on a shared system of values and common principles of socially responsible and ethical business, in line with sustainability principles.

We adhere to ethical standards, fair competition, human rights, and employee rights in all dealings with business partners and in our everyday work.

In 2017, we adopted the Code of Ethical Standards for Business Partners, incorporating it into existing and new contracts with commercial partners and suppliers. The Code is also available on our website, in Polish and English. We expect our business partners to observe the ethical standards set out in the Code in their relations with us and their dealings with other clients and customers. If a business partner observes any actions by the bank's employees that breach the rules and standards of conduct set out in the Code, they should report it immediately. Reports can be made via email to a designated address or through the whistleblowing system.

Our model agreement signed with partners includes clauses concerning international sanctions, observance of human rights, natural environment protection, and combating corruption and anti-competitive practices. Before establishing a new partnership, we conduct a due diligence analysis of information and documents concerning the partner, a process necessary to assess the risk associated with the relationship and protect the bank's reputation.

These measures allow us to mitigate the risk related to partners, particularly conduct and reputation risks. ■

GRI 2-6, GRI 2-26, GRI 2-27, GRI 3-3

### Main internal documents governing this area:

- Code of Ethical Standards for Business Partners (updated on 20 December 2022) – Compliance Division
- Code of Ethics of Credit Agricole (updated on 12 June 2017) – Compliance Division
- Code of Conduct of the Crédit Agricole Group (updated on 25 July 2023) – Compliance Division



# Combating corruption

At Credit Agricole, we follow a policy of zero tolerance for corruption. Our Anti-Corruption Policy outlines the fundamental principles of combating improper practices that could expose the bank to corruption and reputational risk. In this regard, we also apply the principles set out by the Crédit Agricole Group.

We monitor new regulations on an ongoing basis and inform employees about them.

Instances of corruption are treated as a breach of employee duties. Employees may not solicit gifts or benefits from third parties with whom they have a professional relationship (or on account of their position within the bank), if this could affect their independence in decision-making. Our partners, too, are required to follow the bank's anti-corruption rules. Consequently, the contracts we sign with them contain anti-corruption clauses.

The bank's Management Board reviews the effectiveness of the anti-corruption system annually.

The bank has obtained ISO 37001 certification, confirming our compliance with that ISO standard.

In 2024, we did not identify any instances of corruption. ■

GRI 2-24, GRI 2-26, GRI 205-3

## Main internal documents governing this area:

- Code of Ethics of Credit Agricole (updated on 12 June 2017) – Compliance Division
- Code of Conduct of the Crédit Agricole Group (updated on 25 July 2023) – Compliance Division
- Anti-Corruption Policy of Credit Agricole (updated on 8 December 2023) – Compliance Division



# Combating money laundering and financing of terrorism

At Crédit Agricole, we are committed to ensuring compliance with the Anti-Money Laundering and Countering the Financing of Terrorism Act. The management of money laundering risk within our bank is governed by the Money Laundering and Terrorism Financing Risk Strategy, along with the Anti-Money Laundering and Countering the Financing of Terrorism Financing (AML/CFT) Policy.

These key documents outline the essential requirements derived from legislation applicable to anti-money laundering and countering financing of terrorism. Moreover, we adhere to the relevant principles established by the Crédit Agricole Group. Each year, the Management Board reviews the effectiveness of our anti-money laundering and counter-terrorism financing system. The bank also ensures financial security through the procedure: Know Your Customer (KYC), which details the principles for gathering and refreshing information about customers and clients and their affiliated individuals and entities.

Because employees must comply with AML/CFT laws, they should consistently enhance their awareness and knowledge in this regard. That is why we communicate any changes and run regular mandatory AML/CFT training. ■

## Main internal documents governing this area:

- Anti-Money Laundering and Countering the Financing of Terrorism Financing (AML/CFT) Policy in Credit Agricole (updated on 5 April 2024) – Compliance Division
- Money Laundering and Financing of Terrorism Risk Strategy in Credit Agricole – (introduced on 5 April 2024) – Compliance Division
- Assessment of the Risk of Money Laundering and Financing of Terrorism at Credit Agricole Bank Polska S.A. (updated on 19 March 2024) – Compliance Division
- Procedure: Know Your Customer (KYC) (updated on 29 October 2024) – Compliance Division



# Compliance

At Credit Agricole, we take all measures to ensure compliance with the law, internal regulations and market standards in all areas of our operations. We continuously monitor new regulations, evaluate their impact on the bank, and take steps to meet new requirements. The Legal Department regularly organizes legislative and regulatory briefings, and circulates legal alerts on upcoming regulations and legislation affecting the bank. This gives the bank units concerned lead time to plan and prepare changes and reduce legal risk. Tracking regulatory developments also forms part of our compliance risk assessment process.

Moreover, the bank's representatives are involved in teams and working groups organized as part of the Polish Bank Association (p. 21), which offers an opportunity to share experiences with other banks and thus enhance our legal security.

We monitor new regulations on an ongoing basis and inform employees about them.

In 2022, as a result of administrative proceedings, the General Inspector of Financial Information (GIFI) imposed a fine on our bank of 7 million zlotys for failure to fulfill the obligations arising from the Anti-Money Laundering and Countering Financing of Terrorism Act of 1 March 2018. We responded by promptly implementing all post-inspection recommendations from the GIFI and introducing remedial measures to strengthen processes ensuring compliance with AML/CFT obligations. The bank appealed this decision to the Provincial Administrative Court in Warsaw, citing an incorrect interpretation of the legislation by the supervisory body and a failure to consider part of the evidence we submitted. In 2024, the court dismissed the bank's complaint; we have since appealed to the Supreme Administrative Court. ■

GRI 2-27

## Main internal documents governing this area:

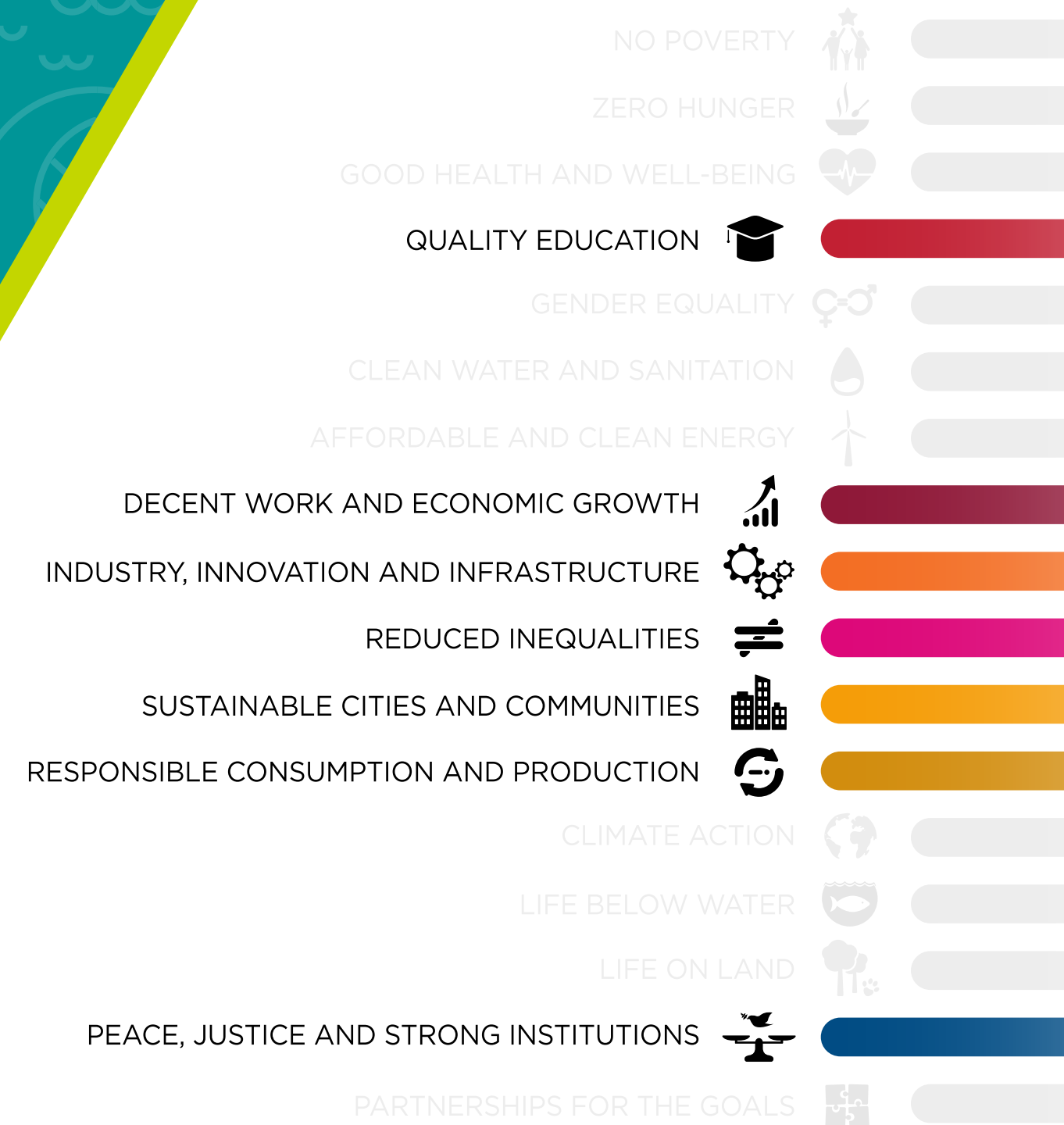
- Compliance Policy at Credit Agricole (updated on 13 December 2024) – Compliance Division
- Procedure: Monitoring of Changes in Laws and Other Regulations (updated on 1 March 2024) – Legal Department and Compliance Division





# CONSUMER ISSUES

Sustainable Development Goals supported by us  
through the initiatives described in this section:



# Customer- -focused universal bank

At Credit Agricole, we pursue a universal, customer-oriented proximity banking model based on close cooperation between retail banking and specialized business lines – small and medium enterprise (SME) banking, agribusiness (Agri) banking and corporate banking. ▀

## Offering

We always listen to our customers’ and clients’ needs in creating and developing our offering serving both individuals and SMEs, as well as Agri and corporate clients. In late 2024, we had almost 2.32 million customers and clients. ▀

2.32 million

In late 2024, we had almost  
2.32 million customers and clients.

RETAIL BANKING	BANKING FOR SMEs	AGRIBUSINESS BANKING	CORPORATE BANKING
<b>Daily banking</b> <ul style="list-style-type: none"><li>Personal accounts</li><li>FX accounts</li><li>Debit cards</li></ul>	<b>Daily banking</b> <ul style="list-style-type: none"><li>Business accounts</li><li>FX accounts</li><li>Debit cards</li><li>Split payments and VAT accounts</li></ul>	<b>Daily banking</b> <ul style="list-style-type: none"><li>Business / Agricole accounts</li><li>FX accounts</li><li>Debit cards</li></ul>	<b>Transaction banking</b> <ul style="list-style-type: none"><li>Bank accounts</li><li>Charge cards</li><li>Standard deposits</li><li>Cashless transactions</li><li>Domestic and international transfers; Mass payment identification; Cash pooling (real and virtual); Balance consolidation; Direct debit; MT101</li><li>Cash transactions</li></ul>
<b>Savings</b> <ul style="list-style-type: none"><li>Term deposits</li><li>Savings accounts</li></ul>	<b>Savings and investment funds</b> <ul style="list-style-type: none"><li>Term deposits in PLN</li><li>Savings accounts in PLN</li><li>Investment funds</li></ul>	<b>Savings and investment funds</b> <ul style="list-style-type: none"><li>Term deposits in PLN</li><li>FX term deposits</li><li>Savings accounts in PLN</li><li>Investment funds</li></ul>	<b>Trade finance</b> <ul style="list-style-type: none"><li>Bank guarantees</li><li>Import and export documentary letters of credit (including confirmation of export letters of credit and discounting)</li><li>Import and export documentary collection</li><li>Reserved accounts and fiduciary accounts</li><li>Lines for guarantees / counter-guarantees / sureties and letters of credit</li><li>Financing of receivables and forfaiting</li></ul>
<b>Investment products</b> <ul style="list-style-type: none"><li>Investment funds</li><li>Unit-linked insurance products</li><li>Investment advice</li><li>Individual retirement accounts</li><li>Individual retirement security accounts</li></ul>	<b>Card acceptance – POS terminals</b> including Cashless Poland program (with ELAVON)	<b>Card acceptance – POS terminals</b>	<b>Financial markets</b> <ul style="list-style-type: none"><li>Currency exchange</li><li>FX Spot – over-the-phone negotiations, electronic exchanges; FX hedging transactions; FX Forward; FX Swap; FX options – Vanilla and Asian</li><li>Interest rate risk hedging transactions</li><li>FRA; IRS; CIRS; CAP and FLOOR interest rate options</li><li>Investment products</li><li>Negotiated term deposits; Treasury bills and bonds</li></ul>
<b>Credit products</b> <ul style="list-style-type: none"><li>Cash loans</li><li>Debt consolidation loan</li><li>Green cash loan</li><li>Installment loans</li><li>Car loans</li><li>Mortgage loans</li><li>Current account overdrafts</li><li>Credit cards</li></ul>	<b>Financing</b> <ul style="list-style-type: none"><li>Working capital financing</li><li>Investment financing</li><li>Revolving credit facility</li><li>Leasing</li></ul>	<b>Financing</b> <ul style="list-style-type: none"><li>Agri investment loan</li><li>Bridge loan</li><li>Farm loan</li><li>Welcome loan (debt consolidation loan)</li><li>Financing of agricultural production cycles</li><li>Agri overdraft facility</li><li>Agri loan</li><li>Revolving credit facility</li><li>Leasing</li><li>Preferential loans granted in cooperation with the Agency for Restructuring and Modernisation of Agriculture (ARiMR)</li></ul>	<b>Standard financing</b> <ul style="list-style-type: none"><li>Overdraft facility</li><li>Working capital loans</li><li>Investment loans</li></ul> <b>Export financing</b> <ul style="list-style-type: none"><li>Loans with Export Credit Insurance Corporation (KUKE) Guarantee</li></ul> <b>Sustainable Finance</b> <ul style="list-style-type: none"><li>Eco loan</li><li>Loans with Export Credit Insurance Corporation (KUKE) Green Guarantees</li></ul>
<b>Insurance</b> <ul style="list-style-type: none"><li>Life and health</li><li>Property</li><li>Payment protection insurance</li><li>Assistance</li></ul>	<b>Insurance</b> <ul style="list-style-type: none"><li>Business insurance</li><li>Insurance of renewable energy sources</li><li>Construction and assembly risk insurance</li><li>Life insurance for borrowers</li><li>AGRI Business</li></ul>	<b>Insurance</b> <ul style="list-style-type: none"><li>Life insurance for borrowers</li><li>Crop insurance</li><li>AGRI Business</li><li>Generali AGRI Expert package</li><li>Generali Farm</li><li>Insurance of renewable energy sources</li><li>Construction and assembly risk insurance</li><li>Livestock insurance</li></ul>	<b>Investment banking and structured financing</b> <ul style="list-style-type: none"><li>Project financing</li><li>Syndicated loans</li><li>Real property financing</li></ul>
	<b>Guarantees</b> <ul style="list-style-type: none"><li>BGK de minimis guarantee</li><li>Biznesmax Plus Guarantee with interest or principal subsidy</li><li>Ekomax Guarantee with principal subsidy</li></ul>	<b>Guarantees</b> <ul style="list-style-type: none"><li>BGK guarantee from the Agricultural Guarantee Fund with interest subsidy</li><li>BGK de minimis guarantee</li></ul>	



# Customer service

At Credit Agricole, we build and foster a culture of quality in line with the 'CARE. We care' approach. CARE is our standard of daily work and a way to improve advisor competencies. CARE also stands for offering products tailored to customers' needs. Our effort to build and foster a culture of quality is supported by sales and customer service standards.

A fundamental tool for our advisors, whether in bank branches or on the CA24 Infoline, is the Standards of Working with the Customer, a collection of rules and guidelines on approaches, behaviors and skills essential in serving customers, be it the sale of products or daily omnichannel support. We pay special attention to aspects such as the stages of a sales conversation, guidelines concerning confidentiality, discretion and personal data protection, rules for handling complaints, or tips on greeting and saying goodbye to customers.

Our actions follow our Good Sales Practice Code, a document subject to regular updates to accommodate evolving market needs and regulatory guidelines. The Code sets out the rules for selling products for individuals and the principles of building relationships with customers based on integrity and business ethics. By writing down and applying these principles in our daily work, we provide our customers with the information they need to make independent, informed purchasing decisions. We update and develop all standards based on the evolution of customer needs, expectations and trends prevailing in the banking sector.

We also consistently monitor the observance of standards by advisors. We suspended the QUICK CARE process (quality assessment) for phone calls in favor of in-house training for advisors. To this end, we deployed a platform mirroring the external Mystery Caller process, allowing managers, trainers, and sales support representatives to step into the auditor role. The year 2024 brought high-set goals for market research, focusing on customer feedback from our chat channel. We implemented CRI (Customer Recommendation Index) satisfaction surveys following chat interactions – whether with our advisors or our virtual assistant, Asia. We gathered insights from retail customers, SME/Agri clients, and mortgage borrowers. We also monitored service standards in all non-voice channels (internal email, forms, social media, chat) via the QUICK CARE process. Branches also offered a customer survey to gauge service quality, which was also extended to include SMEs and Agri clients. Additionally, mystery shopping was used in branches, and we consistently analyzed customer satisfaction surveys from CA24 Infoline calls, CRI feedback (see p. 28), and Google Business Profile reviews.

We are dedicated to regularly training and supporting our advisors, ensuring they meet customer needs with expertise and empathy.

In 2024, we continued to improve our service quality to increase customer satisfaction at the points of contact with our bank. We maintain best practices for clients with all kinds of needs. Our standards emphasize respect and empathy for every individual, regardless of gender, age, religion, ethnicity, or sexual orientation. Last year, we added guidelines

In 2024, our LGBTQ+ and allies employee network developed a guide on inclusive communication.

for engaging with non-binary and transgender customers, detailing how advisors should address them (if that is the customer's preference).

## Inclusive communication guide

In 2024, our LGBTQ+ and allies employee network produced a guide on inclusive communication. It explains how to use language that respects diversity and supports openness toward LGBTQ+ individuals. The guide also lists support resources offering psychological help. ▀

GRI 2-6, GRI 2-24, GRI 2-29, GRI 3-3

## Main internal documents governing this area:

- Good Sales Practice Code of Credit Agricole (introduced on 21 July 2021) – Retail Banking Competences Department
- Me and My Relationship with the Customer: Standards of Working with the Customer (updated in July 2022) – Retail Banking Support Department
- The Customer and I in the Contact Center: Standards of Sales and Customer Service (updated on 8 September 2022) – Retail Banking Support Department



**Deklaracja  
Odpowiedzialnej  
Sprzedaży**

In 2024, we became a signatory to the Declaration of Responsible Selling. From April to August, external auditors examined our processes and services. They concluded that the bank's practices align with Level 1 requirements under the Declaration, awarding us 197 points (or 75.2% of the maximum). The audit confirmed that the bank's internal policies are transparent and customer-friendly, meaning we operate ethically and have systems to safeguard our customers' best interests. The auditors recommended improvements around verifying customers' product knowledge, phone-based customer service, refining creditworthiness assessments, improving procedures for service violations, and creating a policy to prevent misselling. This Declaration is a strategic project for the bank. It aims to raise and promote ethical standards in customer relationships, educate businesses and consumers, build trust in the financial sector, and prevent unfair practices. ▀

GRI 2-6, GRI 2-24, GRI 2-29, GRI 3-3





# Customer experience

Fostering customer relationships and continuously improving their experiences are central to our strategy. In 2024, we launched several initiatives to promote a customer-centric culture.

In developing what sets the CA brand apart, we introduced the first elements of the Relational Model, one of our key CX (Customer Experience) programs involving all employees, whether they contribute directly or indirectly to cultivating customer relationships. One component of the Relational Model (adopted in 2024) is a set of attitudes and behaviors specific to Credit Agricole tailored to meet the expectations of both our external and internal customers.

Throughout the past year, we actively shared both positive and negative customer feedback within the bank and communicated customer needs identified through research to our employees. We established the Voice of Customer HUB, a repository featuring key consumer research reports and analyses conducted at Credit Agricole. The database also features an educational section where we introduce employees to research-related issues, so that everyone implementing projects can take customer needs into account. In 2025, we plan to further align the HUB to the needs of our business units.

We are committed to improving our services and products by engaging customers in their development and considering their needs. We use Design Thinking and Service Design methodologies (developing offline and online services around real customer needs). These methodologies underpinned numerous initiatives in 2024. This year, focusing on customer centricity, we enhanced our branch banking experience, strengthened customer loyalty, and optimized our Contact Center interactions. We also launched a new credit card after thoroughly applying user-centric design processes.

We trained several hundred employees, including all new hires, in customer-centric methods, integrating principles of behavioral economics. In 2025, we plan to continue employing these methodologies in further projects.

We strengthened our customer-centric standards in agile teams, adding metrics that track how well we deliver value to the customer. We also established the Customer Relations Committee under the sponsorship of a Vice-President of the Management Board. The Committee is an interdisciplinary group tasked with reviewing customer feedback, opinions and satisfaction metrics. The CA Group monitors the progress and execution of initiatives aimed at enhancing consumer experiences.

The Customer Journey Map remains an essential tool in identifying necessary improvements and embracing the customer perspective. In 2024, we analyzed the journey of consumers applying for cash loans, as well as the onboarding of new business partners for installment loans. In 2025, we plan to map the experience of customers using our insurance products and revisit the customer journey for active bank account users.

Because we want employees to have broad access to knowledge and best practices, we run many educational initiatives – including another edition of the Customer Experience Week in 2024. ■

GRI 2-6, GRI 2-24, GRI 2-29

## Customer Recommendation Index (CRI/NPS)

The primary measure for tracking the customer experience at the bank is CRI, the Customer Recommendation Index (otherwise known as Net Promoter Score, NPS), which measures the propensity of customers to recommend the bank's services and products. In our internal NPS transactional study, we monitor the opinions of customers with an active personal account. We analyze the reasons behind the given scores, consider feedback to improve elements customers are unhappy with and reinforce the ones that were well received. According to a strategic study conducted by Kantar, in late 2024 we ranked second among Poland's most often recommended banks. At the end of 2024, in an internal survey, our CRI stood at 55 points, representing a one-point improvement on the year prior. ■

# Second

**We ranked second among Poland's most often recommended banks.**





# Serving customers with special needs

At Credit Agricole, we prioritize the comfort of customers with disabilities and ensure that our advisors approach them appropriately. The rules of serving such customers are regulated by the Procedure: Serving Customers with Special Needs. However, other standards in place at the bank also consider the needs of persons requiring special attention and support.

When serving customers, our advisors are supported by MIGAM, a remote Polish Sign Language (PJM) interpretation system. The system can be accessed via smartphones or tablets in all our branches, as well as during calls to the CA24 Infoline. Advisors in branches can instantly connect to MIGAM whenever necessary to assist customers. We also introduced the MIGAM system in our business partners' stores. Moreover, we equipped sixteen branches in Poland's largest cities with induction loops that boost the signal received by hearing aids, allowing customers to interact with our bank comfortably. We are adapting our bank branches to the specific needs of this group of customers, soundproofing and illuminating our service desks according to the recommendations of the Polish Foundation for the Hard of Hearing. In 2024, there were a total of 152 connections to interpreters, including 73 from our branches and 79 from our website.

Furthermore, the filters in our bank branch search engine available on our website include criteria that allow customers to find those with such amenities as a PJM interpreter, wheelchair and pram ramps, kids' corner, staff call bell for people requiring assistance with entering a branch, parking spaces for people with disabilities and induction loops.

Customers with special needs may order bank documents printed in Braille, with a font size convenient to read and adapted to their needs, a video recording of their contents in Polish sign language (PJM) or an audio recording.

Moreover, we translate into sign language advertisements and offers published on the Internet and aired on TV before programs translated into PJM.

Since 2021, we have provided a free account package for deaf customers, which includes a multi-currency card, global ATM withdrawals, and Express Elixir transfers.

To further support the deaf community, we are running the I'm All Ears program (p. 49).

Additionally, in 2024, we introduced a bank card featuring a blind notch design to help visually impaired customers correctly insert the card into payment devices.

Every newly hired advisor completes an e-learning course, Serving Customers with Special Needs, covering best practices for customers with visual, hearing, intellectual, or mobility impairments, and providing guidance on how to respond if a customer expresses suicidal thoughts.

All newly hired advisors complete an e-learning course, Serving Customers with Special Needs, as part of their onboarding process.

We continuously review customer needs and adapt our IT systems to help advisors better serve clients with different disabilities.

In 2024, we launched the Accessibility Act interdisciplinary project to ensure our services and processes comply with the Polish Act on Ensuring Economic Operators Meet Accessibility Requirements for Certain Products and Services of 26 April 2024 (hereinafter the "Accessibility Act").

## Bank branch accessibility

As of late December 2024, more than half of our bank branches were fully accessible to wheelchair users, and approximately 75 with some restrictions (entrance steps over 10 cm high, but equipped with folding wheelchair ramps).

## ATM and CDM accessibility

All Credit Agricole ATMs and CDMs, including those with touch screens, are equipped with Braille keypads and a tactile marker on the central "5" key.

## Website, CA24 eBank and CA24 Mobile accessibility

Working on adapting remote services to meet the needs of people with special requirements is very important to us. Our electronic banking services

(CA24 eBank) are designed to be accessible for people with disabilities. We regularly review customer feedback and make improvements as needed.

The CA24 Mobile app is already fully accessible for blind users. With assistive technology, they can open an account or perform any transaction with ease. We are working diligently to ensure the app meets all requirements of the Accessibility Act, focusing on testing and improvements in contrast, assistive technology (e.g., screen readers), and more. We aim to continue these efforts, seeking ways to optimize and expedite our progress.

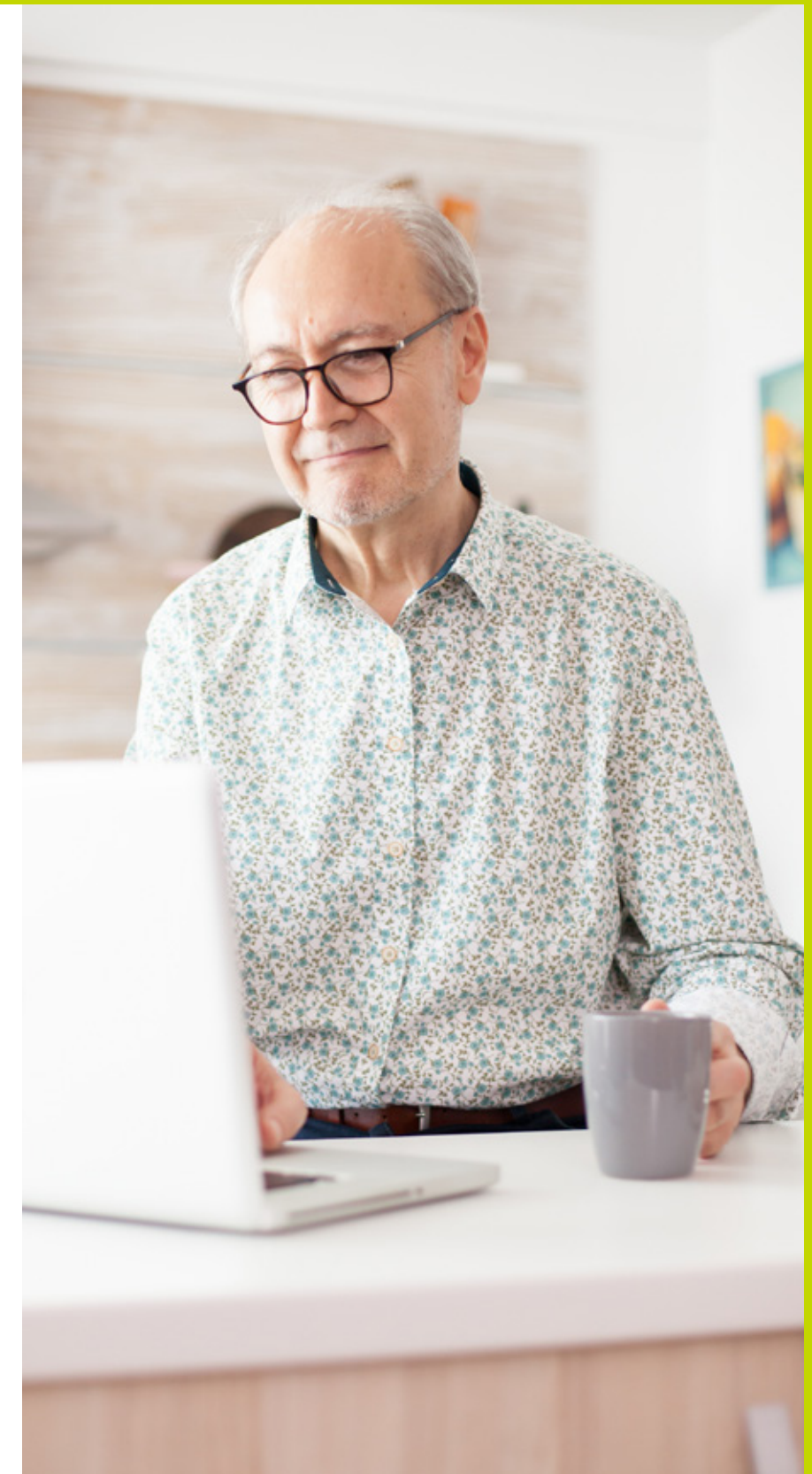
We test both CA24 eBank and CA24 Mobile against WCAG 2.2 (Web Content Accessibility Guidelines) guidelines. We have already resolved several issues related to keyboard navigation and focus indicator visibility for screen readers. We are reviewing all existing and new functions in our services to eventually fully conform to WCAG 2.2. To embed knowledge and best practices among our workforce, we regularly host workshops for testers and developers devoted to the accessibility of our services. This ensures we can spot and address accessibility needs as early as the design phase (screen reader, keyboard navigation accessibility). During the further development of CA24 eBank and CA24 Mobile, we plan to maintain compliance with the WCAG standard and continuously monitor the accessibility status of electronic channels to meet the requirements of the Accessibility Act.

Toward the end of the year, we also began updating our bank website in line with the Polish Act on Digital Accessibility for Public Websites and Mobile Apps of 9 March 2023. We started this process by conducting an audit and compiling a report to inform necessary improvements. ▀

GRI 2-6, GRI 2-23, GRI 2-24, GRI 2-29

## Main internal documents governing this area:

- Diversity Policy of Credit Agricole (introduced on 24 February 2020) – HR Strategic Initiatives Team
- Procedure: Serving Customers with Special Needs (updated on 1 October 2024) – Retail Banking Support Department



# Marketing communication

Throughout 2024, we continued our communication strategy, aiming for clear, inclusive messages that align with customers’ needs and are presented in easily understandable formats and channels. We consistently simplify the language of our materials, tailoring both wording and visuals to our audience. Our printed materials have been using large, legible fonts and strong contrast for many years now; our digital content follows WCAG 2.2 standards for accessibility.



When preparing communications about our product offers or crucial topics like cybersecurity, we use data from consumer trends, Google search analytics, and other sources that signal current customer needs. This approach guided our campaigns on new products and complimentary home appliance repair insurance.

In our overall communication, we follow internal regulations, such as the Procedure: Creating and Reviewing Advertising Materials at Credit Agricole, while also adhering to all regulatory guidelines. We pay special attention to communication related to loans, following the Act on Consumer Credit and the recommendations of the Polish Bank Association.

Before rolling out any customer-facing communications, we check for potential greenwashing, ensuring they are appropriate, transparent, and compliant with all regulations. Every communication and material is reviewed by the Compliance Division. In addition, we conduct multiple research studies at key stages of our campaigns, spanning product benefit validations, creative concept tests (so-called “animatics”), and campaign effectiveness monitoring.

In 2024, as in previous years, we found no instances of non-compliance with regulations and codes. ■

### Main internal documents governing this area:

- Code of Ethical Advertising (adopted in 2016)
  - Integrated Marketing and Digital Communication Department
- Plain Language Policy (introduced on 6 July 2021) – Segments and Products Management Division
- Procedure: Creating and Reviewing Advertising Materials at Credit Agricole (introduced on 2 July 2020) – Compliance Division
- Plain Language Tactics (introduced on 21 February 2022) – Segments and Products Management Division



## Clear agreements and plain communication language

For eight years, we've focused on plain language – simplifying our documents, policies, and website text. Our goal is for all customer-facing content to be understandable and transparent, free of complicated terms or industry jargon, employing straightforward wording and examples. This approach helps customers engage with our products and services more easily.

Our achievements have been recognized via plain Polish language certificates from the University of Wrocław. These certificates have been granted to:

- Five product agreements (account opening agreement, credit limit agreement, cash loan agreement, debt consolidation loan agreement and loan agreement for the purchase of goods and services)
- Four insurance products offered in partnership with CA Ubezpieczenia

The CA24 Mobile app and our partnership agreement for business partners We treat these certificates as a quality mark, reflecting our commitment to straightforward, user-friendly communication.

As part of the Language Renewal program, we focus on simplifying documents in line with the Plain Language Policy. We also hold training sessions led by certified language experts, assisted by plain language ambassadors from key bank divisions who help maintain our communication standards.

Our commitment to clear language is not just day-to-day work but also a reason to celebrate achievements. Each year, we organize Plain Language Days, hosting sessions with experts to spread the rules of accessible communication to employees. ■

GRI 2-24, GRI 2-29

# Complaint handling

We welcome all forms of customer feedback, as it helps us improve the bank’s operations. Customers can submit their complaints electronically, in a branch, via phone, or by post.

To streamline the complaint process, we have appointed a Customer Ombudsman. This role, supported by a dedicated team, sets quality standards in all units involved in handling complaints, with a focus on prioritizing customer interests and satisfaction with our services.

Thanks to complaint investigations, we often detect irregularities in our processes that we can then address. Business owners responsible for relevant bank areas decide how to rectify issues, which helps us eliminate identified irregularities, while the Ombudsman is tasked with implementing remedial measures.

In 2024, we saw a 3% drop in complaint volume compared to 2023, despite our expanding customer base.

2024 was a year dedicated to developing solutions leveraging robotic process automation (RPA) within entire processes or their elements. These solutions significantly reduced the time required to address complaints and enhanced the overall quality of our responses. Our capabilities now include automatic sentiment analysis of customer feedback, thematic categorization of complaints, and expedited response times. Our objective is to resolve any customer queries or issues during their initial interaction with branch staff or the CA24 Infoline. We continue to adapt our complaint-handling process to the evolving regulatory and market landscape. In 2025, we aim to further expand the use of RPA and AI in our complaint handling processes.

In 2024, we saw a 3% drop in complaint volume compared to 2023, despite our expanding customer base.

The Customer Ombudsman and their team also handle submissions from institutions representing customers, like the Banking Arbitrator at the Polish Bank Association, the Financial Ombudsman, or the Financial Supervision Authority, which accounted for only 0.6% of all complaints. ■

GRI 2-25, GRI 2-26, GRI 418-1



### Main internal documents governing this area:

- Procedure: Complaint Resolution Process in the Bank’s Head Office (introduced on 20 December 2024)
  - Customer Service Quality Development Department
- Procedure: Handling of Complaints and EMIR Disputes Submitted by Corporate Clients (introduced on 2 May 2022)
  - Corporate Banking Operations Department
- Procedure: Reporting Events and Operational Losses at Credit Agricole (introduced on 29 February 2024) – Financial and Operational Risk Control Department
- Manual: Management of Irregularities Identified in the Course of Handling Customer Complaints (introduced on 15 December 2017) – Customer Service Quality Development Department
- Guide: Registration and Handling of Cases in the Remedy Application - Complaints via Bank Branches and Partner Branches (introduced on 20 December 2024) – Customer Service Quality Development Department
- Guide: Registration and Handling of Cases in the Remedy Application - Complaints via Contact Center (introduced on 20 December 2024) – Customer Service Quality Development Department
- Guide: Handling Complaints Concerning Unauthorized Transactions (introduced on 20 December 2024) – Customer Service Quality Development Department





# Personal data protection

Personal data protection is one of the foundations of trust and relationships between Credit Agricole, and our customers and employees. We have been following the General Data Protection Regulation (GDPR) for many years now. The purpose of the regulation is to protect the freedom of natural persons and the right to privacy, a fundamental right.

We have a range of internal policies on data protection, with the cornerstone being the Personal Data Protection Policy of Credit Agricole, which defines our approach to protecting data subject rights, data processing methods, and the technical and organizational means used for this purpose. Protecting these rights is paramount to us, which means we act with transparency and thoroughly review any requests we receive and adhere to the principle of data protection by default and by design. Minimizing the impact of data protection violations is critical, with a significant emphasis on addressing the risks to those affected

by such breaches. We ensure data processing integrity and collaborate with partners who align with our privacy standards. Moreover, we maintain data security mechanisms as part of our information security management and uphold data quality through our data quality management efforts, following the personal data protection values applicable at the CA Group.

To oversee these efforts, the bank appointed a Data Protection Officer (DPO) who leads the DPO Office. This role's responsibilities include monitoring compliance in privacy matters, informing employees on how to protect personal data, providing advice and educating staff on GDPR requirements, emphasizing the importance of observing specific timelines and exercising due diligence in customer service. ■

GRI 2-24, GRI 3-3

## Main internal documents governing this area:

- Personal Data Protection Policy of Credit Agricole (updated on 10 December 2024) – Data Protection Officer
- Procedure: Process of Handling Complaints with the President of the Office of Personal Data Protection and Requests Submitted Pursuant to Articles 15-22 of the GDPR (updated on 24 December 2024) – Data Protection Officer
- Procedure: Managing Personal Data Protection Violations (updated on 24 December 2024) – Data Protection Officer
- Procedure: Data Protection Impact Assessment (updated on 30 September 2024) – Data Protection Officer
- Procedure: Balance Test (introduced on 28 December 2021) – Data Protection Officer
- Procedure: Transfer of Personal Data Outside the European Economic Area (updated on 22 May 2024) – Data Protection Officer
- Procedure: Register of Processing Activities (updated on 24 December 2024) – Data Protection Officer
- Procedure: Register of Categories of Processing Activities (updated on 18 October 2021) – Data Protection Officer



# Information security

At Credit Agricole, safeguarding information crucial to the bank's operations is a top priority, recognizing its fundamental importance. Our comprehensive approach to information security management encompasses a wide array of measures including technical and organizational strategies, physical and personnel security, access management to both internal and external resources, continuous monitoring, rigorous auditing, incident response, and comprehensive educational programs.

This approach is grounded in well-structured risk management, including ICT-related risks. The comprehensive set of related processes is governed by the Information Security Policy, the principal document in this area, alongside domain-specific policies and operational regulations. In 2024, we introduced a number of updates prompted by the Digital Operational Resilience Act (DORA), which covers ICT security, risk management, resilience against threats, and incident response.

We proactively support all initiatives that enhance information security, whether through new solutions, modifying existing ones or replacing older systems with updated versions. We also help identify threats to data and processes, select the right safeguards, and validate their effectiveness. Through vigilant monitoring of the business landscape, we aim to swiftly incorporate necessary adjustments, especially those prompted by technological progress and new threats, into our security measures.

We consistently pursue initiatives to spread awareness of the importance of security in both professional and private life among our employees and customers. These include recurring and ad hoc actions taken in response to any new developments, in particular, information about new forms of security breaches or other threats. This way we are able to build relevant knowledge and improve our resilience to threats, an effort mostly led and coordinated by the Information Security Office (ISO).

We aim to reach as many people as possible – customers, clients and beyond – who need current security information or are simply interested in the topic. We also want to quickly broadcast critical warnings and recommendations. To that end, we leverage all available channels: direct messages in our transaction platforms, articles on our website and on the CAsfera.pl blog, social media posts (Facebook, Instagram), YouTube videos, newsletters and email campaigns. Our customers regularly receive the latest information via CA24 eBank, CA24 Mobile and, occasionally, through SMS. For those visiting our branches, we prepared short animated tutorial videos displayed on digital signage. Another avenue for disseminating security information is the chatbot available on our website.

In 2024, we also published the Online Safety report to promote cybersecurity awareness.

We consistently pursue initiatives to raise awareness of the importance of security in both professional and private life among our employees and customers.

We also organize many similar educational and warning initiatives for employees and associates, leveraging a variety of platforms like CAnews intranet articles, emailing campaigns, SMS alerts and screensavers. We share additional resources such as videos, guides, recorded webinar training sessions and organize simulated phishing attacks. We also encourage employees to test the available threat reporting tools. Our onboarding process involves relevant mandatory and optional e-learning courses for new hires and existing employees.

In 2024, we launched an employee competition, inviting staff to submit ideas on improving security. ■

GRI 2-7, GRI 2-24

## Main internal documents governing this area:

- Information Security Policy (updated on 10 December 2024) – Information Security Office
- Personal Data Protection Policy of Credit Agricole (updated on 10 December 2024) – Data Protection Officer
- Guide: ABC of Information Security (updated in November 2024) – Information Security Office



# LABOR PRACTICES

Sustainable Development Goals supported by us  
through the initiatives described in this section:





# Bank employees

As at the end of 2024, Credit Agricole employed 3,903 people under employment contracts, including 2,715 (70%) women and 1,188 (30%) men. A total of 3,795 people (97%) worked full-time, and 3,154 were contracted for an indefinite period.

In 2024, we hired 579 new employees and had 807 leavers.

By definition, the bank is not an undertaking conducting seasonal activity; therefore our employment level remains stable throughout the year. ▀

GRI 2-7, GRI 2-8, GRI 401-1

EMPLOYEES ON EMPLOYMENT CONTRACTS BY TYPE OF CONTRACT AND WORKING TIME			
	WOMEN	MEN	TOTAL
Total employees on employment contracts by type of contract			
for a definite period	433	179	612
for an indefinite period	2 245	997	3 242
for a definite period in relation to replacement	37	12	49
Total number of employees on employment contracts by working time			
full time	2 657	1 138	3 795
part time	58	50	108
TOTAL	2 715	1 188	3 903

EMPLOYEE TURNOVER <sup>1</sup>						
	WOMEN			MEN		
Age	≤ 30	31-50	> 50	≤ 30	31-50	> 50
Number of new hires	214	174	13	99	73	6
Percentage of new hires	42	8	6	38	8	4
Number of leavers	186	286	19	132	173	11
Percentage of leavers	37	14	9	51	20	7

<sup>1</sup> We assumed that the percentage of leavers is the ratio of the number of employees leaving in 2022 to the average number of all employees working in 2022 in their age group, separately for women and men. Similarly, the percentage of newly hired employees is the ratio of the number of employees hired in 2022 to the average number of all employees working in 2022 in their age group.

GRI 2-7, GRI 2-8, GRI 401-1

# Employee development

At Credit Agricole, we want our employees to grow from their first day at work. All new hires participate in an onboarding program to familiarize them with our culture and work rules. They also attend sessions with representatives from various areas to learn about the bank's strategy, the wider Crédit Agricole Group, HR policies, and internal/external communication practices. Moreover, new employees and colleagues returning to work after prolonged absences are supported through our Buddy program. Buddies help and support them during their first weeks at work. They also answer questions, help with technical issues and explain our organizational culture.

Further in their employment, all employees can participate in a variety of internal and external training.

In 2024, our employees spent a total of 209,393 hours (47.50 hours per employee) in training. For more details, see the table below.

One highlight of 2024 was introducing our Relational Model project, enhancing relationship-building skills in three dimensions: Customer, Colleague and Subordinate. This project is a set of promoted attitudes and practices developed by our employees. By the end of the year, we had trained 628 employees.

To enhance the skills of specialists and managers, we run various programs involving internal training to grow social (communication, building relationships, improving cooperation, persuasion), personal (professional burnout issues, mental hygiene, emotional resilience, strengths) and purely business (management by objectives, project management, feedback, management

In 2024, our employees spent a total of 209,393 hours (47.50 hours per employee) in training.

competencies, etc.) skills. Some training courses are also conducted by expert employees in accordance with the knowledge-sharing model and competencies useful in business.

Key growth efforts are carried out as continuous improvement projects implemented over a long-term horizon. In 2024, we continued our programs for Middle Management and Top Management, focusing on enhancing knowledge and skills, as well as strengthening leadership abilities. We are also developing and improving our training process associated with the results of the annual competence review, both in terms of enhancing the knowledge and skills of specialists and managers.

Another important growth aspect is the development of skills related to advanced leadership competencies based on leveraging the potential offered by employees' strengths in the performance of tasks and teamwork, as well as the implementation of coaching management tools.

In 2025, we will continue our key development projects.

Additionally, we offer training and workshops for all employees as part of our People Power program. The program's goal is to foster our organizational culture and promote productive meetings and hybrid work styles that allow us to grow as a socially responsible organization, leverage our staff's strengths, and support their energy to act on a daily basis.

Furthermore, we offer our employees workshops and training organized as part of CAreer Days, an event promoting internal mobility, career development, and a learning organization culture.

In 2024, we continued our Mentoring Program in partnership with six other companies. A total of 104 mentor-mentee pairs formed, of which 65 were cross-company. We plan to continue the program in 2025 as well. We also provided sustainability and ESG training, with over 97% of employees (3,554) participating in at least one development activity on these topics.

Beyond internal options, we also financed our employees' participation in external training in hard and soft skills, subsidized foreign language learning and other courses, as well as postgraduate or MBA studies. So far, no employee has applied for a leave for research purposes. ▀

GRI 404-1, GRI 404-2

TRAINING BY EMPLOYEE CATEGORY		
Average number of training hours per employee by employment category		
	KOBIETY	MĘŻCZYŹNI
Management Board, Top Management, Middle Management	77,29	57,56
Specialists	45,80	37,72
Total	50,51	41,44

GRI 2-17, GRI 404-1

### Main internal documents governing this area:

- Procedure: Development Activities at Credit Agricole (introduced on 31 October 2023)
- Recruitment and Development Department



# Employee competency assessment

Competency assessment is an essential process affecting the development of our employees. In 2024, we continued monitoring our employees' competence level and conducted a performance review in the first quarter. The assessment system was based on a model defining the competencies required for specialist and managerial positions. In each case, the process involved a summary of the achievement of business goals and competencies. It also comprised the identification of development goals and potential directions for further professional growth. We used the findings for internal recruitment purposes and to draft a training plan for 2024. The competency assessment process was supported by an IT system, where we archive the

Over 97% of the bank's employees took part in the annual performance review.

outcomes and conclusions from the discussions between employees and their supervisors. The process only covered employees with at least a three-month work history with their current supervisor. Long-term absentees and persons with a work history shorter than three months were not subject to assessment. 97.1% of the bank's employees participated in the annual assessment, of which 67% were women and 33% were men. Among all evaluated employees, specialists accounted for 82.8%, with managers representing 17.2%. ■

GRI 404-3

### Main internal documents governing this area:

- Procedure: Regular Progress Analysis at Credit Agricole (introduced on 8 January 2024) – Recruitment and Development Department



# Remuneration policy

The bank's remuneration policy ensures equal pay for the same or equivalent work, regardless of gender, age, health status, ethnic origin, beliefs, or any other factor that could be perceived as discriminatory. Our remuneration and internal promotion policy is transparent, as are the salary brackets for each pay grade. Relevant information is provided in our Remuneration and Bonus Rules. At our bank, job positions are evaluated using Korn Ferry's market methodology. In 2024, we participated in a banking sector salary survey to verify changes in the economic environment. In the second half of the year, we began auditing our remuneration policy. Following the audit, we took steps to review the evaluation of our positions using the Korn Ferry approach. We update the remuneration policy annually to offer our employees an attractive remuneration level consistent with prevailing market rates. We adjust salary brackets for each grade according to Korn Ferry's Banking Sector Salary Report. Using this model, salaries for the same or equivalent work typically range from 80% to 120% of market rates. Moreover, each year we benchmark employee remuneration against the market and the applicable remuneration policy and, where budgets allow, allocate additional funds for raises. In awarding this salary-increase budget, we account for wage levels, business performance, turnover rates, and findings from exit interviews. In 2024, we conducted three salary adjustment processes in response to changes in minimum wages and market medians, ensuring our employees receive attractive, market-aligned salaries. The remuneration rules in place support the implementation of our strategy, including our ESG-related objectives. The goals of selected members of the Management Board, as well as senior management staff, include ESG risk management and have a direct impact on their variable pay. Our bank has set a minimum salary. Wages at the bank are variable and depend on the pay grade, business area (job family) and location, and are fully gender-neutral. After reviewing salary ranges against market data, we perform a pay review. As of late 2024, we paid only eight active bank employees (an inactive employee being one who reported a long-term absence) the national minimum salary. All other staff received base pay above that threshold, plus a performance-related variable pay. The average basic salary of women in our bank is 99.7% of the average basic salary of men at the same pay grade. The biggest difference was recorded among women in Middle Management, where the ratio stands at 92.6%. The highest difference between base pay plus bonus and base pay alone appears in Top Management, standing at 1.55%. Compared to 2023, the women-to-men pay ratio – accounting for job grading – rose by 1.29% for base pay and 1.27% for total pay (including bonuses). The ratio of the total annual compensation of the bank's highest-paid employee compared to the median annual total compensation for all employees amounted to 19.78%. To calculate the total annual compensation ratio and ensure an objective comparison, we converted all employees' salaries to full-time annual equivalent. We operate exclusively in the territory of Poland, under Polish labor laws. ■

GRI 2-19, GRI 2-20, GRI 2-21, GRI 202-1, GRI 405-2

RATIO OF THE REMUNERATION OF WOMEN (BASE PAY AND BONUSES) TO THE REMUNERATION OF MEN <small>Average for the same pay grades, weighted by the proportion of employees at each grade</small>		
	Base pay (in %)	Base pay with bonus (in %)
All employees	99,7	99,7
Top management	105,3	106,9
Middle management	92,6	92
Specialists	100,7	100,4

GRI 405-2

### Main internal documents governing this area:

- Remuneration and Bonus Rules of Credit Agricole (updated on 1 March 2024) – Payroll and Administration Department
- Procedure: Determining Employee Remuneration at Credit Agricole (updated on 2 November 2020) – Personnel Controlling Team





# Employee benefits

Our employees can take advantage of many benefits, including medical care, group insurance and social benefits available as part of the Company Social Benefits Fund operated by the bank. Social benefits include co-financing sports activities and leisure, a Christmas benefit for current and retired employees, and support for colleagues experiencing hardship.

Employees taking care of children may take leaves related to parenthood provided for in the Labor Code (maternity, paternity, parental and childcare leaves).

Retiring senior employees receive retirement severance as outlined in the Remuneration and Bonus Rules of Credit Agricole.

## Employee benefits from Company Social Benefits Fund

Benefits under the Company Social Benefits Fund are available to all staff hired under an employment contract, regardless of their employment status (full-time or part-time). Additionally, the benefits extend to retirees and pensioners for whom the bank was the last employer.

In 2024, as part of the Company Social Benefits Fund operating at the bank, employees and pensioners used the following benefits:

- Co-financing for holidays – 2,547 persons
- Co-financing for Multisport card (with access to a sports activities program) – 1,312 persons (monthly average)
- Co-financing for recreational and sports activities for children - 302 children of employees (monthly average)
- Financial assistance for people experiencing financial hardship or medical issues – 101 persons
- Christmas benefit – 2,946 persons

In 2024, the number of people receiving the Christmas benefit and vacation subsidies increased, while assistance for employees experiencing financial hardship or medical issues remained at the same level as the previous year.

GRI 401-2

W 2024 r. wzrosła liczba osób, które skorzystały ze świadczenia świątecznego oraz z dofinansowania do wypoczynku.

## Medical care and group insurance

Our bank provides private medical care to all employees.

In 2024, a total of 3,083 employees used our private medical care packages, which included:

- 1,851 employees opting for the package co-financed by the employer (1,763 comfort packages available to all employees and 88 packages available to Top Management members)
- 1,232 selecting extended medical care packages (including those available to employees’ family members)

Until November 2024, our employees had group insurance with Allianz; from 1 December, we switched providers to UNUM, but enrollment remained stable. In 2024, 2,084 employees were insured, similar to prior years, and coverage terms stayed roughly the same.

GRI 401-2

## Parental leave

In 2024, 273 employees of our bank were entitled to parental leave, including:

- 211 for maternity leave,
- 62 for the parental entitlements of the father.

249 eligible employees (91%) took parental leave, including:

- 204 women
- 45 men

Compared to the previous year, the rate of return to work after parental leave is stable, with a slight upward trend. ■

GRI 401-3



## PARENTHOOD LEAVES

	WOMEN	MEN	TOTAL
Employees eligible for parental leave in 2024	211	62	273
Employees who took parental leave in 2023	197	38	235
Employees returning to work in 2024 after taking parental leave	173	45	218
Employees who returned to work in 2023 after taking parental leave and worked all of 2024	121	36	157
Durable return to work (RTW) rate as a percentage of employees with a service period exceeding 12 months to all employees returning to work after maternity/parental leave in the year preceding the analysis, i.e. 2023	70	80	72

GRI 401-3

## Main internal documents governing this area:

- Remuneration and Bonus Rules of Credit Agricole (updated on 1 March 2024) – Payroll and Administration Department
- Regulations of the Credit Agricole Company Social Benefits Fund (introduced on 1 April 2024) – Payroll and Administration Department



# Employee health & safety

Our employees’ health and safety are paramount to us, which is why we actively promote these values in both their professional and personal lives.

## Occupational health and safety

In 2024, we carried out numerous initiatives to encourage healthy lifestyles, prevention, and constructive habits:  
In terms of preventive health care, 84 employees had screening exams, 44 had hearing tests, and 54 checked their glucose levels. An additional 165 underwent hydration measurements. We ran a 10-session series called Keep an Eye on Your Eye, led by a vision therapist, with 894 employees participating. We also hosted webinars on voice health (118 participants), diabetes prevention and hydration (77 participants). Furthermore, we provided an e-book with guidance and exercises for vocal hygiene.

Over 97% of the bank's employees took part in the annual assessment.

To promote physical activity, we offered webinars on training, recovery, and safe exercise attended by a total of 221 employees.  
We also addressed workplace ergonomics. 35 employees working remotely received individualized workstation ergonomics consultations. We continue encouraging short “regenerative breaks” via screensavers with suggested exercises and healthy tips.  
To ensure employee safety, we organized additional first-aid courses for 200 participants, who learned how to provide assistance during cardiac arrest, use an automated external defibrillator (AED), respond in cases of choking or massive bleeding, and how to recognize and provide aid in emergency situations such as heart attack, stroke, hypoglycemia, or seizures. We held animal first-aid training for 53 employees.  
Our safety at work efforts also involved updating and simplifying our Occupational Health and Safety (OHS) training and instructions.  
We organized a Road Safety Day with 300 participants, offering car rollover and collision simulators, a darkroom demonstration on the impact of reflectors on visibility, and child car seat safety stations.  
We installed a new AED at our renovated Warsaw office to ensure quicker responses if someone experiences cardiac arrest.  
These initiatives have improved overall work comfort, health and safety, enhancing awareness in building healthy habits. We will continue fostering a health-conscious and safe work culture that meets employees’ evolving needs. 📌

GRI 403-9

NUMBER OF WORK-RELATED INJURIES AT WORK AND RELATED ABSENCES				
	2021	2022	2023	2024
Number of work-related injuries	11	11	11	20
Number of lost days	165	354	80	732

ACCIDENT SEVERITY RATE			
	WOMEN	MEN	TOTAL
Number of work-related fatalities	0	0	0
Number of light work-related injuries	18	2	20
Number of high-consequence work-related injuries	0	0	0
Total work-related injuries	18	2	20
Injury rate (in relation to all bank employees) <sup>3</sup>	6,62	1,681	5,11
Number of lost days as a result of work-related injuries	717	15	732
Accident severity rate	39,83	7,5	36,6

GRI 403-9

NUMBER OF INJURIES BY GENDER			
	WOMEN	MEN	TOTAL
Number of work-related injuries as a result of commuting incidents	13	2	15
Number of work-related injuries	18	2	20
Number of fatalities	0	0	0

### Main internal documents governing this area:

- Organizational Bylaws of the HR Division (updated on 24 May 2021) – Recruitment and Development Department
- Ordinance on Providing First Aid (introduced on 6 November 2020) – Health and Safety at Work Office
- Ordinance on Assessing Occupational Risks on Job Positions (updated on 16 July 2021) – Health and Safety at Work Office
- Ordinance on Employee Training in Health and Safety at Work (introduced on 1 March 2023) – Health and Safety at Work Office
- Ordinance on Establishing Rules for Providing Prescription Glasses or Contact Lenses to Employees at Screen-Equipped Workstations (introduced on 18 December 2023) – Health and Safety at Work Office
- Ordinance on Establishing the Health and Safety at Work Committee (introduced on 20 February 2024) – Health and Safety at Work Office





# Employee well-being

In 2024, we focused on all aspects of well-being, i.e. mental, emotional and social well-being and physical health.

We worked to raise awareness of emotional health and mental well-being among both managers and staff. For managers, we launched a certified Wellbeing Leader program aimed at strengthening their skills in caring for their own well-being as well as that of their teams. A total of 36 managers participated in the program.

All bank employees were invited to regular webinars focusing on physical and emotional health (for instance, on World Cancer Day, Depression Awareness Day, Diabetes Day, Burnout Prevention Day), which attracted 451 participants. We also reran our People Power Days – a series of well-being webinars centering on work-life balance, with the aim of offering inspiration and motivation to form healthy habits at work and in daily life, as well as conveying knowledge and skills concerning well-being. During the webinars, we addressed issues of psychological resilience, effective work organization, proper recovery, and physical health and fitness. Employees participated in these webinars a total of 3,445 times, including 600 times during People Power Days.

As in prior years, we sponsored 100 employees in the Wrocław Business Run, a charity event that also encourages physical activity.

Throughout the year, employees could join various physical activities and log them in the Active app as part of three rounds of the PowerON program. Across these three rounds, we saw a record 1,428 participants, including 609 unique participants.

As part of our preventative health measures, we offered free ultrasound check-ups for employees – 65 colleagues took advantage of this opportunity.

We also continued providing free online sessions with mental health professionals via our external partner, HearMe. In 2024, employees booked 1,173 hours of these expert consultations. ■

# 1173

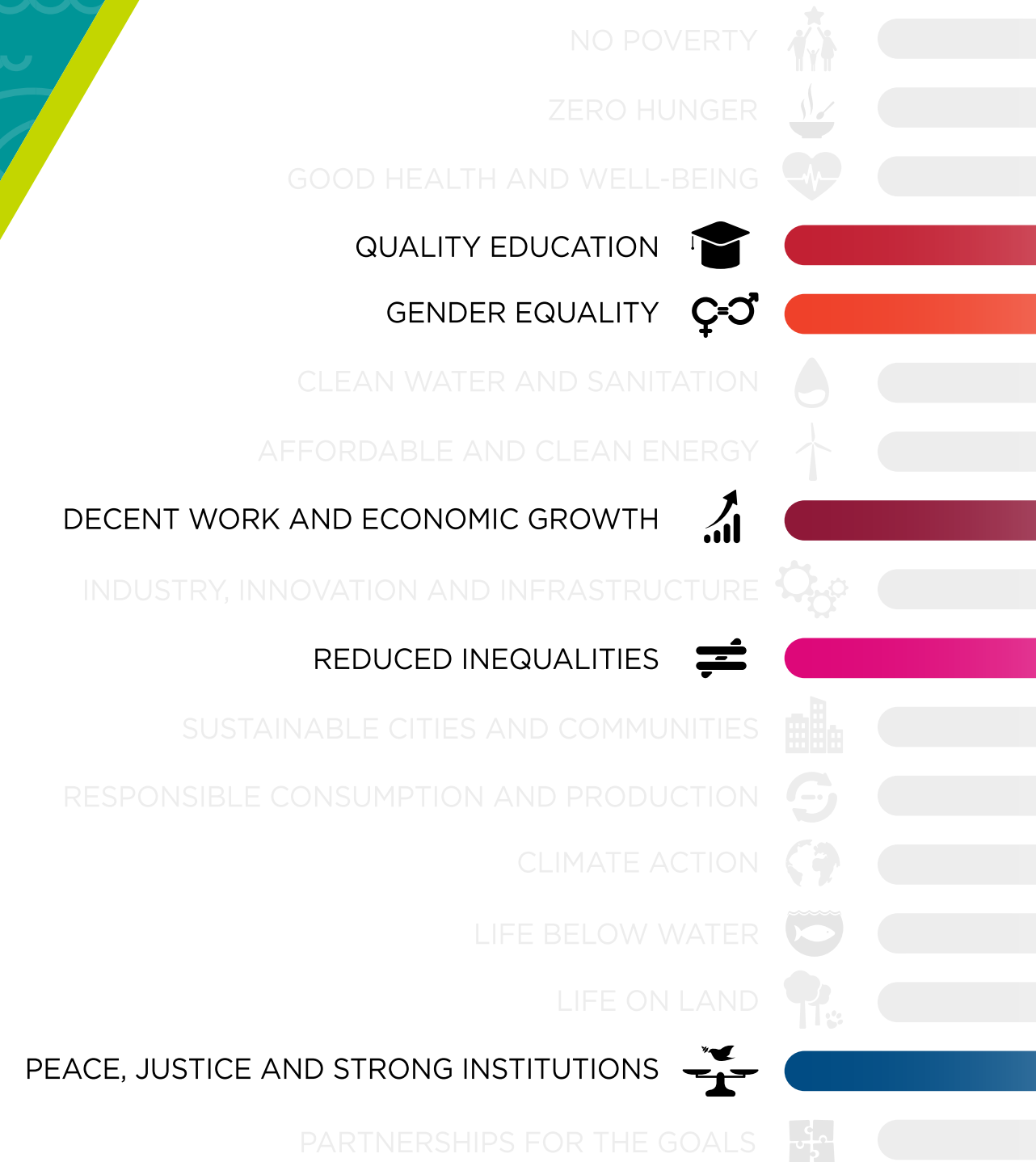
**that's how many times employees participated in sessions with mental health experts.**





# HUMAN RIGHTS

Sustainable Development Goals supported by us  
through the initiatives described in this section:





# Diversity

In 2018, Credit Agricole signed the Diversity Charter and in 2020 introduced the Diversity Policy. The policy defines our understanding of diversity and sets out the basic principles of managing this area in the bank and our obligations, which include:

- More diversified recruitment, involving people with disabilities
- Supporting gender diversity in senior positions
- Education and active promotion of awareness and acceptance of diversity within and outside the bank
- Regular discovery of employee needs and implementing solutions that align with their expectations
- Developing talent management programs
- Counteracting mobbing, discrimination and other unacceptable actions or behaviors
- Conducting an audit of remuneration and striving to eliminate any discrepancies due to gender or age in the same job positions
- Updating internal regulations and developing new procedures in line with the Diversity Charter
- Partnering with NGOs and other market actors
- Developing the product offering with respect for customers' diversity
- Adapting service standards across all channels to the needs of customers with disabilities, including ensuring appropriate infrastructure in the bank's branches

In 2023, we launched a development program for managers – Inclusive Leader – to equip them with a comprehensive understanding of diversity and inclusion, so leaders can apply inclusive practices daily and engage in promoting inclusivity within the organization. Seventeen participants earned the Inclusive Leader certificate. We will continue this program in 2025.

Throughout 2024, we also ran Inclusive Teams for all employees, aiming to deepen their knowledge of diversity and daily inclusive practices, such as neurodiversity and inclusive language, with plans to further develop this program in 2025.

In 2023, following the enactment of an EU directive granting new rights to fathers and guardians, we also focused on encouraging balanced parental roles. Our employees participated in a series of webinars dedicated to equal parental responsibility and promoting active fatherhood.

We also joined the Equal at Home-Equal at Work campaign organized by the Share the Care Foundation, promoting a family model based on partnership.

We continued supporting internal employee networks: LGBTQ+ and allies, parents and caregivers of children with special needs and a volunteer network. We helped each group bolster its community and provide everyday support.

In 2024, we also held two Diversity Power Days events, featuring meetings, webinars, and contests attracting a total of 2,217 participants.

Over the year, we monitored the following indicators related to diversity:

We achieved a high position in the Cashless for Equality ranking, attesting to our commitment to creating an inclusive workplace.

cashless.pl

dla  
równości

- Perceived importance of team diversity: 82% agreed with the statement that "My company values diversity of teams" (+ 5 pp vs. 2023)
  - Managerial roles held by women: 64%
  - Use of paternity leaves: 38 fathers used their entitlement (eight for seven days, 30 for the full duration)
  - Supplementary allowance: 14 men (36% of all fathers on parental leave) took advantage of the top-up to 100% pay for the first 14 calendar days if they use parental leave before their child turns two. For more information, see the Remuneration Policy section on p. 34.

In 2024, we again participated in the Cashless for Equality project's ranking for financial institutions committed to professional and social equality for members of the LGBTQ+ community, scoring an impressive 95 out of 100 points, reaffirming our dedication to fostering an inclusive workplace.

We also took part in Diversity IN Check (a list of employers in Poland most advanced in diversity and inclusion), where we scored 85% on the monitored diversity and inclusion metrics. ■

GRI 2-24, GRI 405-2

## Main internal documents governing this area:

- Code of Conduct of the Crédit Agricole Group (introduced on 25 July 2023) – Compliance Division
- Diversity Policy of Credit Agricole (introduced on 24 February 2020) – HR Strategic Initiatives Team



# Employee diversity

The dominant group among the bank's employees is people between 31 and 50 years of age, as they account for 72% of our staff, with women making up 71% of that age group. The smallest group is men over 50 (4% of total staff). The average employee age is 39.

Regardless of gender, specialists are the most numerous group in every age category. Middle Managers and Top Managers are most common in the 31-50 age range.

As of year-end, the Management Board comprised eight people, including one woman; seven members were over age 50.

On average, 17.18% of FTEs hold managerial roles, with 64% of these positions occupied by women.

39

## the average age of our employees.

The bank has in place the Policy of Ensuring the Suitability of Members of the Management Board, Supervisory Board and Key Function Holders, in line with the European Banking Authority's guidelines on the assessment of the suitability of members of the management body and key function holders. We implement this policy guided by the values set out in the Diversity Charter.

We currently employ 34 people with various disabilities, five fewer than last year. ■

GRI 405-1

### Main internal documents governing this area:

- Policy of Ensuring the Suitability of Members of the Management Board and the Supervisory Board and Key Function Holders at Credit Agricole (updated on 26 April 2024) – Recruitment and Development Department
- Diversity Policy of Credit Agricole (introduced on 24 February 2020) – HR Strategic Initiatives Team



EMPLOYEE DIVERSITY BY GENDER AND AGE			
	WOMEN	MEN	TOTAL
≤ 30	470	225	695
31-50	2019	805	2824
>50	226	158	384
Suma	2715	1188	3903

SHARE OF EMPLOYEES FROM DIFFERENT CATEGORIES IN AGE GROUPS						
	WOMEN (PERCENT)			MEN (PERCENT)		
Age	≤ 30	31-50	>=51	≤ 30	31-50	51≥ (50 >)
Management Board	0	0	13	0	13	75
Top Management	0	32	14	0	39	15
Middle Management	1	57	9	1	27	5
Specialists	14	52	5	7	19	3

GRI 405-1

# Preventing mobbing and discrimination

At Credit Agricole, we make every effort to ensure that no employee suffers from mobbing or any discriminatory practices. These issues are governed by the Work Regulations and the Anti-Mobbing Policy of Credit Agricole, which sets out ways to prevent mobbing and specifies the rules of conduct in the event of its occurrence, particularly the manner of reporting mobbing and conducting explanatory proceedings.

Each non-anonymous report is analyzed by an anti-mobbing commission. In its proceedings, the commission primarily verifies the persistence and duration of negative actions directed against a given employee consisting in harassment or intimidation, resulting in undermined professional self-worth, humiliation, ridicule, isolation or elimination from a team. Each employee is obliged to read the Anti-Mobbing Policy and be familiar with the path for reporting violations.

To prevent mobbing and discrimination, all bank employees, partner branch staff and our associates undergo mandatory e-learning training entitled Counteracting Mobbing and Discrimination in the Workplace. The training provides information on these issues and ways of counteracting them. In 2024, 3,234 people completed this training. For our managerial staff, we hold "Fair Play in Management" sessions dedicated to the legal and psychological aspects of mobbing and similar practices and ways of counteracting them. Last year, the training sessions were attended by 49 managers. We also offered an additional e-learning module, Good Managerial Practices Supporting Anti-Mobbing and Anti-Discrimination Efforts, completed by 52 employees in 2024. We will continue these educational programs in subsequent years.

Employees can report discrimination both anonymously, through the existing whistleblowing channel, and via the channel set out in the Anti-Mobbing Policy. In 2024, we received one report containing an allegation of unequal treatment and, as per the applicable Policy, we considered it via the anti-mobbing path. The Commission diagnosed the underlying issues, identified the root causes and manifestations of the conflict, and recommended solutions. The proceedings will be completed in early 2025. ■

GRI 2-24,GRI 406-1

### Main internal documents governing this area:

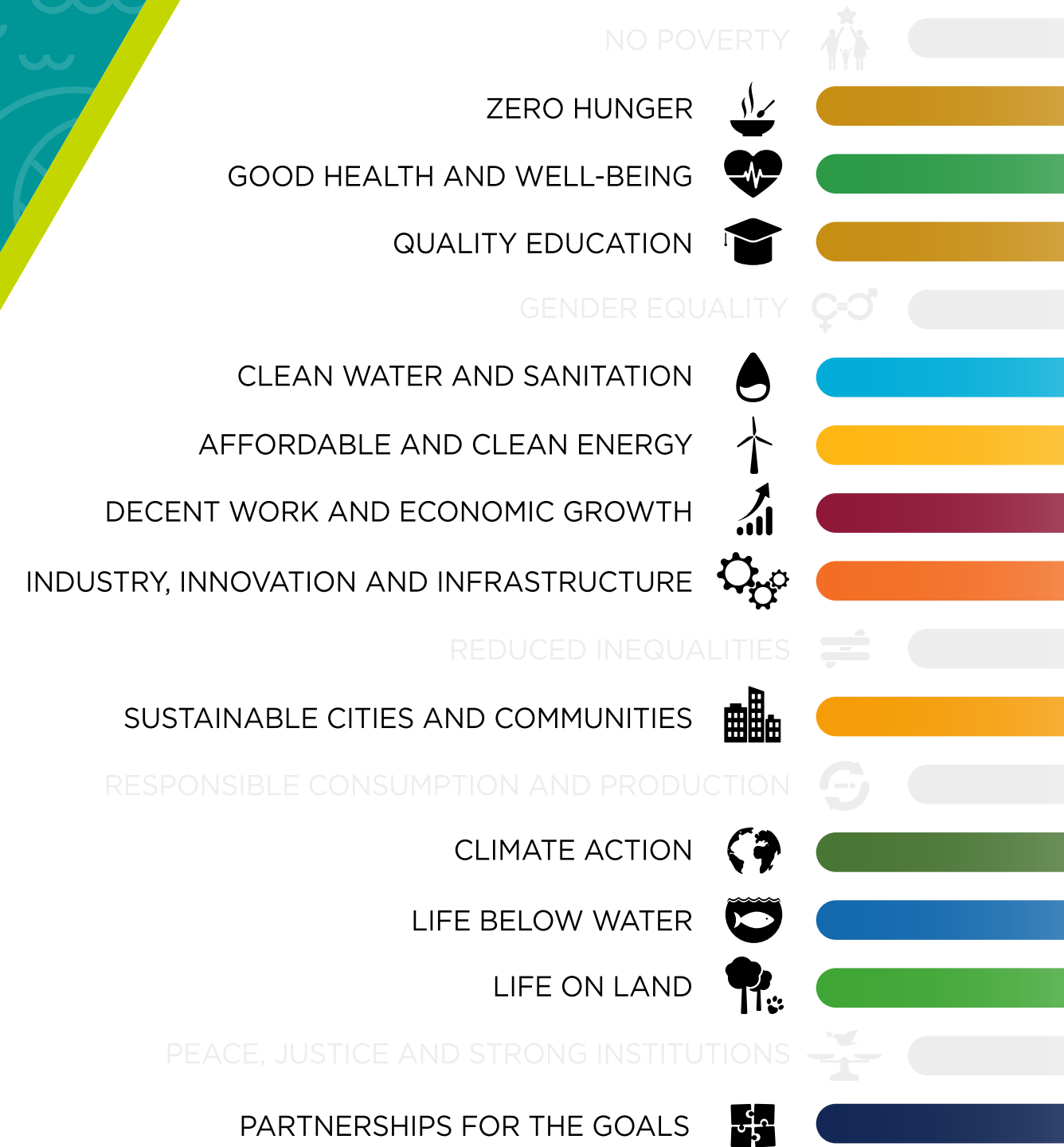
- Anti-mobbing Policy of Credit Agricole (introduced on 19 June 2017) – Payroll and Administration Department
- Whistleblowing Procedure of Credit Agricole (updated on 11 October 2024) – Compliance Division





# THE ENVIRONMENT

Sustainable Development Goals supported by us  
through the initiatives described in this section:



# Strategic approach to the natural environment

At Credit Agricole, we prioritize environmental protection and actively engage in the fight against climate change. Environmental considerations are integrated into the bank's overall strategy, and several internal documents guide our approach – most notably, the Environmental Policy, Climate Policy, Biodiversity and Natural Capital Impact Management Policy, ESG Risk Management Policy, and ESG Sectoral Policy.

In addition to reducing the negative environmental impact of our own operations and our financing, we pursue a range of eco-friendly initiatives that engage employees and external stakeholders.

## Environmental policy

Credit Agricole's overarching commitments related to environmental protection and counteracting climate change are set out in the Environmental Policy, adopted and introduced in 2021.

In December 2024, we further introduced two detailed documents – the Climate Policy and the Biodiversity and Natural Capital Impact Management Policy.

The Climate Policy defines our principles and objectives for tackling climate change, mitigating and adapting to it, and managing our climate impacts. It provides a framework that guides our actions on climate issues.

The Biodiversity and Natural Capital Impact Management Policy is a key document outlining how we manage our impact on biodiversity, natural capital, nature, and ecosystems. It describes our approach to biodiversity and natural capital, the main definitions, the goals of our actions, and how we assess risks and opportunities for the bank. It also lays out our strategic priorities in managing biodiversity and natural capital, including accountability, monitoring, reporting, communication, and funding.

GRI 2-23, GRI 2-24, GRI 2-25

## Environmental protection strategy

Environmental protection and addressing climate change are part of our strategy (p. 8). Our environmental efforts are part of our Social Project: Eco and Social Commitment on a Daily Basis, and our strategic objective is: Acting

### ENVIRONMENTAL AND CLIMATE PROTECTION – CREDIT AGRICOLE STRATEGY

#### Acting for the climate and the transition to a low-carbon economy

- Reduce carbon footprint of our own activity and our financing portfolio
- Offer our customers support in ESG
- Incorporate ESG criteria into our financing approach for Corpo, SOHO and Agri clients

for the climate and the transition to a low-carbon economy, with the strategic goals related to environmental protection specified in the table below.

Our principal climate-related ambition is to reach net-zero emissions by 2050, covering both direct and indirect emissions. The strategic goals in support of this ambition include:

- Financing the development of renewable energy sources
- Supporting customers and clients in energy transition and efforts to reduce emissions
- Phasing out financing of fossil fuel-related projects

Specific measures for reaching these goals are detailed in our Climate Strategy introduced in December 2024.

Beyond climate action, we also intend to support biodiversity and natural capital, helping our clients minimize negative impacts on biodiversity and reduce their dependence on natural capital. We identified five priority areas to meet these challenges:

- Assessing the significant effects of biodiversity loss on our operations and associated risks
- Incorporating biodiversity and natural capital considerations into ESG sector policies
- Securing funds for pro-environmental initiatives
- Supporting collective initiatives aiming to counteract biodiversity loss and reduce dependence on natural capital

e) Reducing our own direct carbon footprint and supporting biodiversity  
More details on how we pursue these goals are available in the Biodiversity and Natural Capital Impact Management Policy.

We also integrated climate and biodiversity protection into the ESG sectoral policies we introduced in 2024, focusing on corporate clients. These policies reference the International Finance Corporation's Performance Standard 6 (Biodiversity Conservation and Sustainable Management of Living Natural Resources) and include exclusion criteria for financing certain projects in protected sites (UNESCO World Heritage Sites, Ramsar sites, etc.). As part of the ESG Sectoral Policy, we have developed specific policies for thermal coal, the metals and mining sector, and transport infrastructure. Next in line, we are planning to adopt policies for the oil and gas sector and forest protection, with the latter referencing international deforestation standards. By factoring climate and biodiversity considerations into these ESG sectoral policies, we ensure these issues are taken into account when evaluating general-purpose financing, as well as project and investment lending. We plan to continually roll out new policies and update existing ones.

Our specific targets for the protection of the environment and the fight against climate change include:

- By 2025 reducing the bank's CO<sub>2</sub> emissions by 76% relative to 2019, including by transitioning at least 80% of our vehicle fleet to low-emission options (electric and hybrid vehicles)
- Growing our green financing exposure to 2 billion zlotys by 2025
- Stop financing industries that support and participate in coal mining – coal-related industries by 2030<sup>1</sup>

In addition, in 2021, the Crédit Agricole group joined the Net-Zero Banking Alliance established by the Financial Initiative of the UN Environmental Program (UNEP FI). One of the commitments associated with this membership involves achieving climate neutrality, in terms of own activity and client portfolio, by each of the Group's companies. To this end, the Group identified 10 key sectors critical to reaching climate neutrality by 2050. These sectors account for over 75% of the emissions from the financing portfolio and approximately 60% of the Group's entire portfolio. In 2022, emission reduction targets for 2030 (compared to the base year of 2020) were set for the first five sectors: energy production (-58%), automotive (-50%), commercial real property (-40%), cement production (-20%), and the oil and gas sector. The target for the oil and gas sector was revised in December 2023, tightening from a -30% reduction to -75% of total emissions. Additionally, in December 2023, the Group announced decarbonization targets for three more sectors: aviation (-25%), maritime transport (-36%), and the steel industry (-26%). The agricultural and residential real estate sectors have not yet been assigned reduction targets.

GRI 2-23, GRI 2-24, GRI 2-28

## Carbon footprint monitoring

To monitor our direct environmental impact, since 2018 we have been measuring the bank's carbon footprint. The base year for these measurements is 2019, when our Scope 1 and 2 CO<sub>2</sub> emissions amounted to 2,443 tCO<sub>2</sub>e and 7,147 tCO<sub>2</sub>e, respectively. We are working to reduce our negative impact on the environment and greenhouse gas emissions. We calculate our carbon footprint in accordance with the GHG Protocol standard and the Science Based Targets methodology. Moreover, we measure Scope 1 and 2 indicators for emissions from natural gas and electricity (without the server room) consumption and emissions generated by the



<sup>1</sup> Credit Agricole nigdy nie finansował wydobycia węgla.



bank’s car fleet. For Scope 3, we include business travel in the bank’s direct operations. We do not monitor greenhouse gases other than CO<sub>2</sub>.

In 2024, we met our year-end target of a 73% emissions reduction from the 2019 baseline. Our 2024 footprint was 2,659 tCO<sub>2</sub>e, down from 9,785 tCO<sub>2</sub>e in 2019. Our Scope 1 carbon footprint for 2024 was 1,861 tCO<sub>2</sub>e, Scope 2 was 706 tCO<sub>2</sub>e and Scope 3 was 92 tCO<sub>2</sub>e.

Year after year, we primarily reduce our footprint by switching to electricity from renewable sources (RES) (see p. 47) and by using more sustainable transport (see p. 46).

Since 2023, we have also been measuring and reducing the emissions of our financing portfolio, calculating them using the PCAF (Partnership for Carbon Accounting Financials) methodology for seven asset classes under the “investments” category, divided into sectors with high decarbonization potential, in line with the methodology adopted across the entire CA Group. We started with the agricultural sector, then moved on to electricity generation. We will calculate the financing portfolio’s carbon footprint annually and monitor progress toward the set reduction goals on the same cycle. We want

CO <sub>2</sub> EMISSIONS IN CREDIT AGRICOLE					
	2020 (tCO <sub>2</sub> e)	2021 (tCO <sub>2</sub> e)	2022 (tCO <sub>2</sub> e)	2023 (tCO <sub>2</sub> e)	2024 (tCO <sub>2</sub> e)
Energy (Scope 1 and 2)	6 559	5 946	2 393	1 805	1 266
including Natural gas	861	921	712	567	560
including Electricity	5 698	5 025	1 681	1 237	706
Car fleet	726	992	1 214	1 295	1 301
Business trips (Scope 3)	32	30	87	96	92
TOTAL	7 317	6 968	3 694	3 196	2 659
Emission reduction vs. 2019 (percentage)	-25	-29	-62	-67	-73

GRI 305-1, GRI 305-2, GRI 305-3

to work together with our customers and clients to address decarbonization issues, expand their environmental awareness and improve the quality of our data about customers and clients across all business lines. Furthermore, we will analyze data provided by customers and clients in more detail in terms of their business activity and the investment project to be financed. In our pursuit of decarbonization, we use the Science Based Targets initiative (SBTi) methodology to set reduction targets and transform our business activities. ▀

GRI 2-24, GRI 2-25, GRI 3-3, GRI 305-1,  
GRI 305-2, GRI 305-3, GRI 305-7

We ranked high in the Cashless for Equality ranking, confirming our commitment to creating an inclusive workplace.



# Development of sustainable banking

At Credit Agricole, we are expanding our range of sustainable products and sustainable financing solutions across all business lines. Our goal is to meet the needs of clients in different sectors while promoting environmentally friendly practices among them. By offering products that encourage clients to choose renewable energy, clean transportation, green real estate, and lower energy consumption, we support them in using the environment consciously and responsibly, promoting the transition to a low-carbon economy. Our development of sustainable products and services is complemented by support for clients in the adoption of ESG through educational initiatives and value-added services (VAS). Our portfolio of sustainable products primarily includes loans and investment products, such as funds emphasizing environmental and social aspects.

In defining green and sustainable loans, the bank relies on The Green Loan Principles document, published and periodically updated by the Loan Market Association (LMA). We also classify client investments according to the EU Taxonomy and our shareholder's Crédit Agricole Green Bond Framework, issued in 2023. Internally, this is governed by our Procedure: Classifying Corporate Banking Credit Products as Green or Sustainable Financing, introduced in 2024. For investment funds, we rely on the definitions from the EU Sustainable Finance Disclosure Regulation (SFDR). Funds that promote environmental or social objectives (without making them the primary investment objective) are referred to as "light green" and those that treat sustainable development as their core investment objective are "dark green." These frameworks and market guidelines enhance transparency in communication and guard against greenwashing.

At the end of 2024, ESG financing accounted for 9.1% of the bank's total credit assets.

GRI 2-29

## Sustainable products

We are constantly developing our offering of sustainable products for customers. In 2024, we expanded it to include a green cash loan for individual customers. Additionally, since early 2024, individuals can use our Green Home mortgage loan to buy energy-efficient apartments, not only houses. We also expanded our offering for businesses with new products, including Ekomax Guarantee Loans, Biznesmax Plus Guarantee Loans, the FENG Eco Loan, and a KUKE Guarantee Loan.

The table below provides a full list of our bank's sustainable products, broken down by business line.

We are also developing Sustainability-Linked Loans (SLL), which link financial terms to specific corporate ESG or sustainability metrics, typically the reduction of CO<sub>2</sub> emissions.

In 2025, we plan to further expand our range of sustainable products for customers across all business lines. ■

GRI 2-6



SUSTAINABLE PRODUCTS
GREEN HOME MORTGAGE LOAN
<ul style="list-style-type: none"><li>Mortgage loan on preferential terms for purchasing an energy-efficient house or apartment, or building an energy-efficient house</li></ul>
GREEN CASH LOAN
<ul style="list-style-type: none"><li>Cash loan on preferential terms for purchasing electric vehicles, energy-efficient consumer electronics/household appliances, installing renewable energy systems (e.g., solar panels, heat pumps), or thermally upgrading houses or apartments</li></ul>
HIRE PURCHASE LOAN FOR RES
<ul style="list-style-type: none"><li>Hire purchase loan for purchasing and installing solar panels, heat pumps and other green-energy systems</li><li>Cooperation with partners, leaders of Poland's renewable energy market</li></ul>
ESG INVESTMENT FUNDS
<ul style="list-style-type: none"><li>Amundi Stars Global Ecology finances sustainable investments to a limited extent (it promotes environmental and social aspects, with at least 10% allocated to sustainable investments)</li><li>Amundi Stars Silver Age finances sustainable investments to a limited extent (promoting environmental and social aspects, with at least 10% allocated to sustainable investments)</li></ul>

SMALL AND MEDIUM ENTERPRISES (SMES)
GREEN LOAN
<ul style="list-style-type: none"><li>Loan on preferential terms to finance: RES, machinery and equipment (energy certificate, e.g. Energy Star, or those meeting a minimum energy efficiency class of C), vehicles, machinery, and equipment selected (based on drive specifications), purchase and development of real property (energy performance certificate or incorporating energy efficiency specifications in the building permit design) and thermal efficiency upgrade of properties (based on ex-ante audit)</li></ul>
EKOMAX GUARANTEE LOAN
<ul style="list-style-type: none"><li>Guarantee securing investment loans for thermal upgrades of service, retail, office and industrial buildings, as well as other projects aimed at reducing primary energy consumption, such as modernizing production lines and machinery, installing renewable energy systems, developing energy storage facilities for business operations, implementing low-waste or zero-waste production technologies, installing recycling and waste-sorting systems to reduce raw material consumption in production processes, upgrading heating and cooling systems, and solutions for water treatment and purification, including technologies to reduce water consumption in production processes and the creation of closed-loop water systems</li></ul>
BIZNESMAX PLUS GUARANTEE LOAN
<ul style="list-style-type: none"><li>Guarantee securing investment loans for zero-emission vehicles, the purchase of newer, more energy-efficient machinery, renewable energy systems, development of energy storage facilities for business operations, implementation of low-waste or zero-waste production technologies, installation of recycling and waste-sorting systems to reduce raw material consumption in production processes, upgrading heating and cooling systems, and solutions for water treatment and purification, including technologies to reduce water consumption in production processes and the creation of closed-loop water systems</li></ul>

AGRIBUSINESS CLIENTS
GREEN LOAN
<ul style="list-style-type: none"><li>Loan on preferential terms for financing (including through partner programs): RES, energy efficiency upgrades of buildings, investment projects related to environmental and climate protection, investment projects related organic farming technologies, hybrid and electric vehicles, machinery and equipment, as well as co-financing of investment projects as part of EU and national programs related to supporting eco-friendly investments</li></ul>

CORPORATE BANKING
FENG ECO LOAN
<ul style="list-style-type: none"><li>Loan with BGK incentives aimed at improving energy efficiency, lowering CO<sub>2</sub> emissions, and using RES, including thermally upgrading commercial buildings and modernizing machinery and production lines</li></ul>
LOANS WITH EXPORT CREDIT INSURANCE CORPORATION (KUKE) GUARANTEE
<ul style="list-style-type: none"><li>Loan secured by guarantees for energy-transition investment projects such as green energy production, improving energy efficiency, and reducing carbon footprint</li></ul>
RES PROJECT LOAN
<ul style="list-style-type: none"><li>Loan for RES projects, including onshore and offshore wind farms and solar arrays</li><li>The bank offers comprehensive financial support for investors building or operating wind or solar farms, thus increasing the share of renewable energy in the national mix</li></ul>

GRI 2-6

### Main internal documents governing this area:

- Procedure: Classifying Corporate Banking Credit Products as Green or Sustainable Financing (introduced on 30 October 2024) – Corporate Banking Products Division





## Financing taxonomy-eligible economic activities

Pursuant to Article 10(5) of Regulation 2021/2178, from 1 January 2024 we will disclose in the bank key performance indicators for credit institutions (notably the Green Asset Ratio - GAR) and accompanying information (as specified in the relevant annexes to the regulation). These disclosures relate to the funding of specific activities defined in Regulation 2021/2139, as amended by Regulation 2022/1214, addressing six environmental objectives: (1) climate change mitigation, (2) climate change adaptation, (3) sustainable use and protection of water and marine resources, (4) transition to a circular economy, (5) pollution prevention and control, and (6) protection and restoration of biodiversity and ecosystems.<sup>1</sup>

### Approach to calculating the Green Asset Ratio in accordance with the EU Taxonomy

Pursuant to Article 10(7) of Regulation 2021/2178, from 1 January 2024 to 31 December 2025, banks will only disclose indicators that concern the proportion of Taxonomy-eligible and Taxonomy non-eligible economic activities (as well as relevant qualitative information), for activities specified in Regulation 2023/2485<sup>2</sup> (amending Regulation 2021/2139) and for the activities specified in Regulation 2023/2486.

We classified exposures that finance the activities listed and described in Delegated Regulations 2021/2139 (as amended) or 2023/2486 as Taxonomy-eligible economic activities, regardless of whether these activities fulfill the EU Taxonomy's technical compliance criteria.

Exposures financing activities that contribute to achieving an environmental objective without causing harm to other environmental objectives are deemed as Taxonomy- aligned. These activities satisfy the technical criteria for substantial contribution and do no significant harm (DNSH), as specified in the relevant delegated regulations, and are conducted in accordance with the minimum social safeguards established in Article 18 of Regulation 2020/852.

### Context relating to key performance indicators (KPIs) for activities defined in Regulation 2021/2139, as amended by Regulation 2022/1214

In line with Annex V to Regulation 2021/2178, we identified the following KPIs for credit institutions related to assets:

- Total GAR for financing activities directed at financial undertakings.
- Total GAR for financing activities directed at non-financial undertakings.
- GAR for residential real estate exposures, including house renovation loans, for the objective of climate change mitigation.
- GAR for retail car loans, for the objective of climate change mitigation.
- GAR for loans to local governments for house financing and other specialized lending.
- GAR for commercial and residential reposessed real estate collateral held for sale.

GAR aggregates all the above partial KPIs.  
For indicators regarding Taxonomy-aligned exposures the disclosure templates in Annexes VI and XII to Regulation 2021/2178 also mandate the disclosure of relevant proportions of Taxonomy-eligible assets.

Additionally, pursuant to Annex V to Regulation 2021/2178, we disclosed EU Taxonomy KPIs for off-balance-sheet exposures, namely for certain financial guarantees granted and for assets under management.

We determined the GAR ratio based on the gross balance sheet value of specific asset items included in it.

- The GAR numerator covers:
- Debt and equity exposures towards European Union enterprises subject to the Corporate Sustainability Reporting Directive (CSRD), and their subsidiaries.
  - Exposures to households in the following three categories of loans: residential mortgages, loans for the energy performance upgrade of buildings, and car loans granted after the first application date of the EU Taxonomy.
  - Exposures to local governments for house financing and other specialised lending.
  - The balance sheet value of reposessed real estate collateral (if presented in the bank's balance sheet).

- Beyond the components of the numerator, the GAR denominator includes:
- Exposures to EU undertakings not encompassed by the CSRD.
  - Exposures to non-EU counterparties.
  - Exposures to households relating to loan categories other than residential mortgages, building energy performance upgrade loans, and car loans.
  - On demand interbank loans.
  - Cash and cash equivalents.
  - Derivative instruments hedging the banking book.
  - Other assets (including tangible fixed assets, intangible assets, deferred income tax assets).

In the calculation of the GAR indicator, we did not take into account exposures to governments and central banks, local governments (using working capital financing) and supranational organizations. These exposures fall outside the scope of both the numerator and the denominator.

For off-balance-sheet exposure KPIs, there is a distinction between the asset scopes included in the numerator and the denominator of each indicator. Specifically, the numerator of green financial guarantees KPIs includes financial guarantees granted to EU counterparties subject to the NFRD (and their subsidiaries), while its denominator encompasses all financial guarantees.

We provide quantitative details relevant to the aforementioned KPIs, utilizing the detailed tabular templates set out in Annex VI of Regulation 2021/2178.

For exposures to financial and non-financial undertakings included in partial asset indicators and off-balance-sheet values, following the requirements set out in Annex V to Regulation 2021/2178 and Annex XII to Regulation 2022/1214, we implemented the following methodology to assess eligibility and alignment with the EU Taxonomy:

- **For general purpose financing**, we assessed eligibility and alignment based on data obtained either through providers or directly from our clients' non-financial reports., i.e. based on the turnover KPIs and CapEx KPIs published by clients or client's parent entities. Accordingly, in compliance with Regulation 2021/2178, we performed our key performance indicator calculations twice: first, based on our clients' turnover KPIs, and then, based on our clients' CapEx KPIs<sup>3</sup>.

- **For use-of-proceeds financing**, we assessed eligibility and alignment based on our analysis of the specific objectives of the financing. To this end, we utilized questionnaires that collect necessary information from clients to verify adherence to the EU Taxonomy's technical criteria and minimum social safeguards.

We identified companies eligible to be included in the numerator of the GAR (i.e., entities required to report under the EU Taxonomy or included in such reporting through consolidation by a parent entity) based on publicly accessible databases and through an expert review of the portfolio (for subsidiaries listed in the databases and for entities located outside Poland).

- To define the partial indicator for household financing related to residential properties:
- We assumed that all mortgage loans granted for home construction, home purchase, or apartment purchase are eligible under the EU Taxonomy within the environmental objective of mitigating climate change.
  - We assessed the alignment of mortgage loans with the EU Taxonomy based on data pertaining to primary energy demand and by examining the loan's exposure to physical risk (for property purchase loans). For loans financing property construction, we incorporated additional do no significant harm (DNSH) criteria related to water usage, waste management from construction, and biodiversity into our analysis.
  - We determined that household credit products aimed at enhancing the energy performance of residential properties are Taxonomy-eligible within the environmental goal of climate change mitigation.

We have not reported Table 5 of Annex XII of Regulation 2022/1214 as we have not identified exposures that would qualify for disclosure in this table.

### Tables with detailed data on the EU Taxonomy:

Table 0. Summary of KPIs to be disclosed by credit institutions under Article 8 Taxonomy Regulation (Appendix 1)

- Tables based on the turnover KPIs:
- Table 1. Assets for the calculation of GAR (Appendix 2)
  - Table 2. GAR sector information (Appendix 3)
  - Table 3. GAR KPI stock (Appendix 4)
  - Table 4. GAR KPI flow (Appendix 5)
  - Table 5. KPI off-balance sheet exposures (Appendix 6)

- Tables based on the CapEx KPIs:
- Table 1. Assets for the calculation of GAR (Appendix 7)
  - Table 2. GAR sector information (Appendix 8)
  - Table 3. GAR KPI stock (Appendix 9)
  - Tabela 4: Table 4. GAR KPI flow (Appendix 10)
  - Table 5. KPI off-balance sheet exposures (Appendix 6)

### Tables with detailed data on the EU Taxonomy for nuclear and fossil gas related:

Table 1. Nuclear and fossil gas related activities (Appendix 11)  
Tables based on the turnover KPIs:



- Table 2. Taxonomy-aligned economic activities (denominator) (Appendix 12)
- Table 3. Taxonomy-aligned economic activities (numerator) (Appendix 13)
- Table 4. Taxonomy-eligible but not taxonomy-aligned economic activities (Appendix 14).

- Tables based on the CapEx KPIs:
- Table 2. Taxonomy-aligned economic activities (denominator) (Appendix 15)
  - Table 3. Taxonomy-aligned economic activities (numerator) (Appendix 16)
  - Table 4. Taxonomy-eligible but not taxonomy-aligned economic activities (Appendix 17). ▀

<sup>1</sup> Commission Delegated Regulation (EU) 2021/2139 of 4 June 2021 supplementing Regulation (EU) 2020/852 of the European Parliament and of the Council by establishing the technical screening criteria for determining the conditions under which an economic activity qualifies as contributing substantially to climate change mitigation or climate change adaptation and for determining whether that economic activity causes no significant harm to any of the other environmental objectives.

<sup>2</sup> Commission Delegated Regulation (EU) 2023/2485 of 27 June 2023 amending Delegated Regulation (EU) 2021/2139 establishing additional technical screening criteria for determining the conditions under which certain economic activities qualify as contributing substantially to climate change mitigation or climate change adaptation and for determining whether those activities cause no significant harm to any of the other environmental objectives

<sup>3</sup> In the case of our clients who are financial undertakings, we use taxonomic KPIs published by our clients based on the turnover or CapEX of the entities that these clients finance.



# Reducing direct environmental impact

We have primarily reduced our direct environmental impact by decreasing CO2 emissions and cutting down on paper consumption.

## Transportation

At Credit Agricole, we actively promote sustainable means of transport. Our head office staff who commute by bike or electric scooter are offered several amenities. Beyond providing men's and women's changing rooms, we also allocate designated bicycle spaces in both our underground and aboveground car parks. As at the end of 2024, our vehicle fleet included 47 hybrid and 8 electric vehicles, the latter recharged at our bank's branches equipped with RES-powered charging stations. Our goal is to bring the share of low-emission vehicles in our fleet to 50% by the end of 2025. We are also expanding our shared vehicle pool (carsharing), which is available to employees through our business car rental service. Employees using their own cars are encouraged to practice eco-driving.

GRI 2-24, GRI 2-25

Our goal is to bring the share of low-emission vehicles in our fleet to 50% by the end of 2025.

ENERGY CONSUMPTION				
2020	2021	2022	2023	2024
Total consumption of electricity from non-renewable sources [TJ]				
0,980	0	0	0	0
Total consumption of electricity from renewable sources [TJ]				
0,977	0,295	0,328	0,335	0,31
Total consumption of electricity [TJ/GWh]				
1,956/0,543	0,295/0,082	0,328/0,091	0,335/0,093	0,31/0,086
Total consumption of heat energy [TJ/GWh]				
1,344/0,373	0,535/0,149	0,542/0,151	0,552/0,153	0,379/0,105
Total consumption of energy [TJ]				
3,300	0,830	1,198	1,222	0,999



## Head office with LEED Platinum certification

Credit Agricole's head office in Wrocław is located within the Business Garden complex. It is a LEED Platinum Class A building, which stands out for its many environmentally friendly solutions, including:

- Building materials incorporating recycled raw materials
- Infrastructure for more than 100 cyclists and convenient access to public transport
- Underground car park designed using green roof technology
- Low-flow valves that reduce water consumption
- Energy-saving LED light bulbs and an HVAC system with highly efficient heat exchangers
- Smart facades and automatic external blinds, that regulate the impact of weather on energy consumption
- Reducing the use of disposable plastic and promoting a zero-waste concept
- Our own apiary – we are the patron of two beehives

## Paper consumption

We constantly strive to reduce paper usage at Credit Agricole, both in customer service processes by promoting e-statements and within the bank. We consistently digitize internal processes to ensure an electronic document flow and have in place a fully electronic invoice workflow and secure printing on demand. Most promotional items we order are made from recycled materials – for example, our desk calendars use covers made from repurposed marketing materials – and we seek out reusable giveaway items.

GRI 2-24, GRI 2-25

95%

of our branches are powered by renewable energy.

## Energy consumption

Reducing energy consumption is very important to us, which is why we introduce energy-saving solutions and educate employees on the importance of this topic. All our head office buildings currently rely exclusively on renewable energy sources for power and we operate under a hybrid working model. In 2024, we also renegotiated contracts with our energy provider for ten bank branches. Overall, about 95% of branches currently use certified renewable energy. We also work to improve their energy efficiency; for example, in 2024, we switched 17 more branches to LED lighting, totaling 204 LED-lit branches, or 87% of all locations.

Since 2023, our server rooms have also been powered by renewable energy from biogas sources, further increasing the share of RES in the bank's energy mix.

GRI 2-24, GRI 2-25, GRI 302-1, GRI 302-3

## Water consumption

At the bank, we monitor the total consumption of water provided by suppliers. In 2024, water consumption in our branches amounted to 7,864.96 m3, meaning we used 2.1% less water than in 2023. However, we do not monitor the volume of discharged water because we do not have accurate data from our utility suppliers.

GRI 303-3, GRI 303-4



## Consumption of raw materials

In 2020, we initiated an analysis of our consumption of utilities and office space maintenance practices (consumption of electricity, water, hygiene products and cleaning agents) and introduced the first measures to optimize them. We continued waste sorting in the Wrocław head office, the Warsaw office, and in branches.

We ran furniture and IT equipment sales so employees could purchase items no longer needed after our workspace optimization at highly discounted prices.

In 2024, we transitioned to payment cards made from recycled plastic, delivering approximately 689,000 cards to customers using 3,615 kg of materials, including 139,000 cards produced from 729 kg of recycled plastic.

GRI 301-1, GRI 301-2

## Space

One of the elements of the environment is space, which already presents a challenge, especially in big cities. The space we have at our disposal is a finite resource. Hence, it demands judicious management and planning to avoid excessive development pressure or to promote the reuse of space, ultimately restoring green areas and limiting suburban sprawl.

In the coming years, financial institutions will also have to take this challenge into account when providing their customers with financing, a trend that will surely spread to the entire value chain.

In 2024, we completed reorganizing our Warsaw office space and made changes at our head office in Wrocław – downsizing from two floors to one in Warsaw, and from five floors to four in Wrocław. This renovation and space optimization effort, done in line with the latest standards, will provide our employees with a modern workspace that supports various activities, enhancing productivity in a hybrid work model. Our efficiency improvements include installing LED lighting in our new offices.

## Engagement in environmentally friendly efforts

Over the past year, we initiated several educational campaigns targeting customers, employees, and the wider community to raise awareness about environmental hazards and climate change. For the fifth consecutive year, we continued our #mniejplastiku (#lessplastic) campaign, highlighting how plastic waste harms both the environment and the climate.

Flagship events under this initiative include the Clean Oder and Clean Wisła River campaigns, both organized with environmentalist Dominik Dobrowolski. Combined, these events engaged over 43,000 participants, who collected more than 645 metric tons of waste.

In 2024, we concluded the #ODROdzenie (#ODERenewal) community campaign, seeking to restore the Oder River after the 2022 ecological disaster. Our bank donated 30,000 zlotys and together with funds from a public collection, we raised over 100,000 zlotys. These funds were used to breed new fry of the most affected fish species – pike, zander, barbel, vimba bream, and ide – releasing 1.5 million young fish into safe backwaters, reed beds, Oder tributaries, and Międzyodrze channels. This drive was accompanied by educational activities. We also helped finance protection efforts for Pracki Forest, an ecological site near Wrocław, safeguarding valuable natural habitats and protected animal species as part of the Re:Generation Programme run by UNEP/GRID Warsaw Center.

In 2024,  
we transitioned  
to payment cards  
made from  
recycled plastic.

Another initiative under the umbrella of the #lessplastic campaign is the Less is More project aimed at promoting a waste-free lifestyle among elementary and high school students, conducted in partnership with the Polish Zero Waste Association. In 2024, around 8,000 students from 2,000 schools participated in an educational program and environmental contest. We also worked with the Wywrotka association on Trashmageddon in Police, a trail race that includes trash cleanup in a forest. This year's edition saw some 1,000 participants collect 25 metric tons of rubbish. We further supported Dominik Dobrowolski's documentary film Polish Okawango, on the unique Międzyodrze wetland ecosystem.

Other green initiatives in 2024 included planting nearly 6,000 tree seedlings in the Oleśnica Śląska Forest District and an e-waste collection drive at our Wrocław and Warsaw offices. ■

GRI 2-23, GRI 2-28

### Main internal documents governing this area:



- Code of Conduct of the Crédit Agricole Group (introduced on 25 July 2023) – Compliance Division
- Environmental Policy of Credit Agricole (updated on 21 December 2021) – Integrated General Services Area
- Climate Policy of Credit Agricole (introduced on 10 December 2024)
- Biodiversity and Natural Capital Impact Management Policy of Credit Agricole (introduced on 10 December 2024) – Corporate Sustainability Team
- ESG Sectoral Policy of Credit Agricole (introduced on 7 August 2024) – Credit Risk Department for Corporate Banking
- ESG Risk Management Policy (introduced on 14 November 2023) – Credit Risk Control Department





# COMMUNITY INVOLVEMENT AND DEVELOPMENT

Sustainable Development Goals supported by us  
through the initiatives described in this section:





# Supporting for society

In 2024, Credit Agricole was involved in a range of social efforts contributing to the development of the local community. These focused on supporting the deaf community and promoting French culture in Poland.

## Charitable activity

In 2024, we introduced a charitable transfer function in our CA24 Mobile app, simplifying the process of donating to partnered nonprofit organizations. Through this feature, customers can access a predefined transfer form, with the beneficiary name and account details already filled in, then simply enter the desired amount and send the payment. Both individual and business customers can use charitable transfers. Before making a donation, customers can review key information about each organization, its main goals, photo gallery, and website. The app currently partners with 22 foundations and associations active across Poland. In 2024, customers completed 3,516 charitable transfers totaling 201,931.46 zlotys.

We also continued our efforts designed to enhance the accessibility of banking services for deaf persons (I'm All Ears program). These mainly focused on our partnership with the FONIS Foundation, which, thanks to our financial backing, was able to organize various initiatives for its charges, such as events for the International Day of the Deaf.

In September, we assisted people affected by floods in southern Poland, donating 500,000 zlotys to Polish Humanitarian Action (PAH) jointly with other Crédit Agricole Group entities.

Other initiatives include the collection of starter kits for children from the Provincial Specialist Hospital in Wrocław, support for the Matuzalki Animal Aid Foundation, and the involvement of our volunteers in the Golden Hearts picnic for a dog shelter in Stary Sącz. Another important initiative involved blood drives for employees under the patronage of the Ultrakrew Association, which saw 95 donors contribute approximately 42 liters of blood in Wrocław and Warsaw.

Our sponsorship and charitable efforts are guided by the Sponsorship and Charitable Activities Policy. While our Corporate Communications Office is the policy owner, every organizational unit at the bank can conduct such activities in line with a clear division of responsibilities specified in the policy. Charitable efforts are coordinated by the Corporate Communications Office, and the decisions to grant donations are made by the members of the Management Board on a case-by-case basis.

## Financial education

Making financial services available to an increasing number of customers, preventing over-indebtedness, combating financial exclusion and supporting customers in managing their finances are some of the goals of the #wyzwanieoszczedzanie (#savingchallenge) educational initiative. The initiative seeks to promote prudent money management, reviewing daily expenses and considering whether all of them are truly necessary. We are consis-

tly building a community of people who share their experiences and tips on saving in a dedicated Facebook group called Wyzwanie Oszczędzanie (Saving Challenge).

Now 7.5-thousand member-strong, the group offers free content promoting saving and smart money management. In 2024, as part of the project we also collaborated with influencer Beata Ciechan. We also conducted a survey on saving behaviors and released the findings to media outlets. Moreover, we expanded our content on [www.wyzwanieoszczedzanie.pl](http://www.wyzwanieoszczedzanie.pl), focused on saving and smart spending.

## Promotion of French culture in Poland

Every year, in recognition of our French roots, we actively promote French culture in Poland. In 2024, we supported the next edition of the Wrocław Days of French-Speaking Countries. 🇫🇷

### Main internal documents governing this area:

- Sponsorship and Charity Policy (updated on 15 November 2022)
- Corporate Communications Office



Over  
200 thousand

our clients donated  
through a charity transfer  
in the CA24 Mobile application.

## Social engagement of employees

In 2022, as part of the Power of Sharing initiative, we introduced five fully paid volunteering days, enabling our staff to contribute to social organizations throughout the year. In 2024, 314 employees used these volunteer days, devoting a total of 517 days to social projects ranging from environmental protection and supporting local associations to assisting flooded areas (#powódź, i.e. #flood campaign), working at animal shelters, and helping with charity collections (Children's Day, Easter, back-to-school campaigns). 🇫🇷

GRI 2-7, GRI 2-23, GRI 2-28, GRI 2-29





# ABOUT THE REPORT



## Drafting process

The content of the Responsible Business Report: In the Interest of Our Customers and Society and the material reporting aspects were developed in 2022 during the assessment of the materiality of the bank's ESG issues and risks, and updated in 2023 during internal workshops. In 2022, representatives of the bank's key areas, including the President of the Management Board and Vice-Presidents in charge of sustainable development and ESG, HR and the risk area, actively participated in the assessment process. The workshops in 2023 were conducted with the participation of a wide and diverse group of representatives from key areas of the bank, and we presented the results to selected members of the bank's Management Board. In 2024, we conducted a survey among over 400 internal and external stakeholders to confirm the relevance of the topics covered.

When drafting the 2024 edition of this report, we remained focused on the 2022 materiality assessment but factored in the 2023 update and 2024 survey findings (see p. 11). We also considered the results of stakeholder panels from 2021 and 2019 (conducted in accordance with the AA1000SES standard) and stakeholder opinions that we regularly collect during various events.

We analyzed climate risks in accordance with the TCFD recommendations and nature-related risks in line with the TNFD standards.

The report was prepared in accordance with the 2021 GRI (Global Reporting Initiative) standards. It covers the 2024 calendar year. The data provided herein is valid as at 31 December 2024. The document was not subject to external review and is not a consolidated report. The report is prepared on an annual basis – the previous report was issued in 2024 and covered 2023. There were no material changes to the reporting to render the data we have been presenting since 2018 comparable, in line with the principle of comparability. However, we updated the reported indicators, taking into account the changes in the GRI standard from 2021. We also verified whether we respond to the indicators in the content of the report in accordance with the "comply or explain" principle and the principle of completeness. This year, we dedicated more space to disclosing environmental issues and their impact on climate and biodiversity.

This report concerns Credit Agricole Bank Polska S.A. ■

GRI 2-2, GRI 2-3, GRI 2-4, GRI 2-5, GRI 2-14

## Priority reporting aspects

According to the materiality assessment, which included interviews with stakeholders, the bank's most important ESG issues are:

- Energy efficiency
- Fuel and energy mix
- Greenhouse gas (GHG) emissions
- Climate change adaptation
- Biodiversity and ecosystems
- Working conditions
- Equal opportunities
- Other work-related rights
- Consumers' and end-users' rights

In addition to the above, in the context of non-financial reporting, the following aspects have a medium priority:

- Pollution of air, water, and soil
- Space
- Rights of workers in the value chain
- Risk management system
- Ethics in business

The following aspects are also relevant:

- Rights of community members
- Structure and functioning of the company's governing bodies
- Anti-corruption and anti-bribery
- Anticompetitive behavior

The management approach (clarification of material issues and their scope, main components) and the evaluation of the management approach are described in the sections devoted to the material topics presented in this report. ■

GRI 2-4, GRI 3-2

## Application of the ISO 26000 standard in the report

The aspects described in the Responsible Business Report are structured in accordance with the seven areas of corporate social responsibility (CSR) defined in the ISO 26000 standard. These areas include:

- Organizational governance
- Human rights
- Labor practices
- The environment
- Fair operating practices
- Consumer issues
- Community involvement and development

We named the subsequent sections of this report according to the names of these areas. ■

GRI 2-23

## Support for United Nations Sustainable Development Goals

In 2017, the Crédit Agricole Group mapped several ongoing activities that may contribute to the achievement of the United Nations (UN) Sustainable Development Goals. These are focused on three areas: Ethics, Climate and Social Inclusion. Our support for the Sustainable Development Goals through Credit Agricole's strategy is presented on p. 19. To strengthen our commitment to supporting the Goals, we assigned the relevant Sustainable Development Goals to the individual sections of the Responsible Business Report, in which we describe our specific activities.

1. No poverty
2. Zero hunger
3. Good health and well-being
4. Quality education
5. Gender equality
6. Clean water and sanitation
7. Affordable and clean energy
8. Decent work and economic growth
9. Industry, innovation and Infrastructure
10. Reduced inequalities
11. Sustainable cities and communities
12. Responsible consumption and production
13. Climate action
14. Life below water
15. Life on land
16. Peace, justice and strong institutions
17. Partnerships for the goals

GRI 2-23



## Exemption from Sustainability Reporting

Credit Agricole has exercised its right to an exemption from sustainability reporting, meeting the joint conditions of Article 63u(1) of Poland's Act on Accounting of 29 September 1994, as amended.

Information regarding the bank and its subsidiaries will be included in the sustainability reporting for the Crédit Agricole S.A. group of companies, in the group management report prepared by our parent entity, Crédit Agricole S.A., with its registered office at 12 Place des États-Unis, 92127 Montrouge Cedex, France.

The consolidated management report of the Crédit Agricole S.A. group, along with its sustainability reporting assurance statement, will be made available within 12 months of the bank's balance-sheet date (i.e. by 31 December 2025) at [www.credit-agricole.com/en/finance](http://www.credit-agricole.com/en/finance) and will remain accessible for at least five years. Polish translations of the above documents will also be posted on the bank's website: [www.credit-agricole.pl](http://www.credit-agricole.pl). ■





# GRI TABLE



BASIC INDICATORS		
INDICATOR NUMBER	INDICATOR NAME	PAGE
2-1	Organizational details	<u>5</u> , <u>55</u>
2-2	Entities included in the organization’s sustainability reporting	<u>5</u> , <u>51</u>
2-3	Reporting period, frequency and contact point	<u>51</u> , <u>55</u>
2-4	Restatements of information	<u>51</u>
2-5	External assurance	<u>51</u>
2-6	Activities, value chain and other business relationships	<u>5</u> , <u>12</u> , <u>21</u> , <u>23</u> , <u>26</u> , <u>27</u> , <u>28</u> , <u>29</u> , <u>44</u>
2-7	Employees	<u>31</u> , <u>33</u> , <u>49</u>
2-8	Workers who are not employees	<u>33</u>
2-9	Governance structure and composition	<u>7</u>
2-10	Nomination and selection of the highest governance body	<u>7</u>
2-11	Chair of the highest governance body	<u>7</u>
2-12	Role of the highest governance body in overseeing the management of impact	<u>7</u> , <u>10</u> , <u>13</u> , <u>18</u> , <u>21</u>
2-13	Delegation of responsibility for managing impacts	<u>7</u> , <u>10</u> , <u>13</u> , <u>18</u>
2-14	Role of the highest governance body in sustainability reporting	<u>7</u> , <u>10</u> , <u>51</u>
2-15	Conflicts of interest	<u>7</u>
2-16	Communication of critical concerns	<u>10</u> , <u>13</u> , <u>18</u> , <u>21</u>
2-17	Collective knowledge of the highest governance body	<u>7</u> , <u>10</u> , <u>33</u>
2-18	Evaluation of the performance of the highest governance body	<u>7</u>
2-19	Remuneration policies	<u>34</u>

BASIC INDICATORS		
INDICATOR NUMBER	INDICATOR NAME	PAGE
2-20	Process to determine remuneration	<u>34</u>
2-21	Annual total compensation ratio	<u>34</u>
2-22	Statement on sustainable development strategy	<u>3</u>
2-23	Policy commitments	<u>8</u> , <u>9</u> , <u>10</u> , <u>13</u> , <u>18</u> , <u>19</u> , <u>21</u> , <u>23</u> , <u>29</u> , <u>42</u> , <u>43</u> , <u>47</u> , <u>49</u> , <u>51</u>
2-24	Embedding policy commitments	<u>10</u> , <u>12</u> , <u>13</u> , <u>18</u> , <u>19</u> , <u>21</u> , <u>23</u> , <u>24</u> , <u>27</u> , <u>28</u> , <u>29</u> , <u>30</u> , <u>31</u> , <u>39</u> , <u>40</u> , <u>42</u> , <u>43</u> , <u>46</u>
2-25	Processes to remediate negative impacts	<u>18</u> , <u>21</u> , <u>23</u> , <u>30</u> , <u>42</u> , <u>43</u> , <u>46</u>
2-26	Mechanisms for seeking advice and raising concerns	<u>13</u> , <u>21</u> , <u>23</u> , <u>24</u> , <u>30</u>
2-27	Compliance with laws and regulations	<u>23</u> , <u>24</u>
2-28	Membership associations	<u>10</u> , <u>21</u> , <u>43</u> , <u>47</u> , <u>49</u>
2-29	Approach to stakeholder engagement	<u>19</u> , <u>20</u> , <u>21</u> , <u>23</u> , <u>27</u> , <u>28</u> , <u>29</u> , <u>30</u> , <u>44</u> , <u>49</u>
2-30	Collective bargaining agreements	<u>20</u>
3-1	Process to determine material topics	<u>10</u> , <u>11</u> , <u>12</u> , <u>19</u>
3-2	List of material topics	<u>11</u> , <u>12</u> , <u>19</u> , <u>51</u>
3-3	Management of material topics	<u>9</u> , <u>11</u> , <u>12</u> , <u>13</u> , <u>18</u> , <u>19</u> , <u>20</u> , <u>21</u> , <u>23</u> , <u>27</u> , <u>31</u> , <u>43</u>

DETAILED INDICATORS		
INDICATOR NUMBER	INDICATOR NAME	PAGE
201-1	Direct economic value generated and distributed	8
201-2	Financial implications and other risks and opportunities due to climate change	13, 18
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	34
205-3	Confirmed incidents of corruption and actions taken	24
301-1	Materials used by weight or volume	47
301-2	Recycled input materials used	47
302-1	Energy consumption within the organization	46
302-3	Energy intensity ratio	46
303-3	Water withdrawal	47
303-4	Water discharge	47
304-2	Significant impacts of activities, products and services onbiodiversity	18
305-1	Direct (Scope 1) GHG emissions	43
305-2	Energy indirect (Scope 2) GHG emissions	43
305-3	Other indirect (Scope 3) GHG emissions	43
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significantair emissions	43
401-1	New employee hires and employee turnover	33
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	35
401-3	Parental leave	35
403-9	Work-related injuries	36
404-1	Average hours of training per year per employee	33

DETAILED INDICATORS		
INDICATOR NUMBER	INDICATOR NAME	PAGE
404-2	Programs for upgrading employee skills and transition assistance programs	33
404-3	Percentage of employees receiving regular performance and career development reviews	34
405-1	Diversity of governance bodies and employees	40
405-2	Ratio of basic salary and remuneration of women to men	34, 39
406-1	Incidents of discrimination and corrective actions taken	40
417-3	Incidents of non-compliance concerning marketing communications	30
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	30







# Contact details

## **Ewa Deperas-Jarczewska**

Corporate Sustainability Team Director  
[edeperas@credit-agricole.pl](mailto:edeperas@credit-agricole.pl)

## **Jan Parol**

ESG Reporting Expert  
[jparol@credit-agricole.pl](mailto:jparol@credit-agricole.pl)

Credit Agricole Bank Polska S.A.  
ul. Legnicka 48 bud. C-D  
54-202 Wrocław



GRI 2-1, GRI 2-3





# **DISCLOSURES RELATED TO THE EU TAXONOMY**



Table 0. Summary of KPIs to be disclosed by credit institutions under Article 8 Taxonomy Regulation

		Total environmentally sustainable assets	KPI****	KPI*****	% coverage (over total assets)***	% of assets excluded from the numerator of the GAR (Article 7(2) and (3) and Section 1.1.2. of Annex V)	% of assets excluded from the denominator of the GAR (Article 7(1) and Section 1.2.4 of Annex V)
Main KPI	Green asset ratio (GAR) stock	119 967,32	0,23	0,45	68,66	11,28	31,34
		Total environmentally sustainable activities	KPI	KPI	% coverage (over total assets)	% of assets excluded from the numerator of the GAR (Article 7(2) and (3) and Section 1.1.2. of Annex V)	% of assets excluded from the denominator of the GAR (Article 7(1) and Section 1.2.4 of Annex V)
Additional KPIs	GAR (flow)	60 521,32	0,30	0,56	66,47	9,21	33,53
	Trading book*						
	Financial guarantees	0,00	0,00	0,00			
	Assets under management	0,00	0,00	0,00			
	Fees and commissions income**						



### Tables based on the turnover KPIs:

Table 1. Assets for the calculation of GA

[illegible]



Breakdown by sector - NACE 4 digits level (code and label)		a	b		c	d		e	f		h	i	j		k	l	m	n		o	p	q	r		s	t	u		v	w	x	y	z	aa	ab						
		Climate Change Mitigation (CCM)								Climate Change Adaptation (CCA)								Water and marine resources (WTR)								Pollution (PPC)				Biodiversity and Ecosystems (BIO)				TOTAL (CCM + CCA + WTR + CE + PPC + BIO)							
		Non-Financial corporates (Subject to [Gross] carrying amount)				SMEs and other NFC not subject to [Gross] carrying amount				Non-Financial corporates (Subject to [Gross] carrying amount)				SMEs and other NFC not subject to [Gross] carrying amount				Non-Financial corporates (Subject to [Gross] carrying amount)				SMEs and other NFC not subject to [Gross] carrying amount				Non-Financial corporates (Subject to [Gross] carrying amount)				SMEs and other NFC not subject to [Gross] carrying amount				Non-Financial corporates (Subject to [Gross] carrying amount)				SMEs and other NFC not subject to [Gross] carrying amount			
		Thousands of PLN		Of which environmentally sustainable (CCM)		Thousands of PLN		Of which environmentally sustainable (CCM)		Thousands of PLN		Of which environmentally sustainable (CCA)		Thousands of PLN		Of which environmentally sustainable (WTR)		Thousands of PLN		Of which environmentally sustainable (CE)		Thousands of PLN		Of which environmentally sustainable (CE)		Thousands of PLN		Of which environmentally sustainable (PPC)		Thousands of PLN		Of which environmentally sustainable (BIO)		Thousands of PLN		Of which environmentally sustainable (BIO)		Thousands of PLN		Of which environmentally sustainable (BIO)	
		Thousands of PLN	Of which environmentally sustainable (CCM)	Thousands of PLN	Of which environmentally sustainable (CCM)	Thousands of PLN	Of which environmentally sustainable (CCA)	Thousands of PLN	Of which environmentally sustainable (WTR)	Thousands of PLN	Of which environmentally sustainable (CE)	Thousands of PLN	Of which environmentally sustainable (CE)	Thousands of PLN	Of which environmentally sustainable (PPC)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)				
		C16.21	260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00					
C22.19	35 097,93	9,01			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	9,01							
C24.42	19 403,63	52,05			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	52,05							
C28.11	5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00							
C27.12	11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00							
C29.20	49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00							
C33.12	1 360,86	4,02			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	4,02			1 360,86	4,02							
D35.11	11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00							
D35.13	51 121,63	7 157,03			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	7 157,03			51 121,63	7 157,03							
F41.10	57 702,86	12 636,93			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	12 636,93			57 702,86	12							

[illegible]



**Table 4. GAR KPI flow**

[illegible]

Table 5. KPI off-balance sheet exposures

% (compared to total eligible off-balance sheet assets)	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	z	aa	ab	ac	ad	ae
	Disclosure reference date T																													
	Climate Change Mitigation (CCM)				Climate Change Adaptation (CCA)			Water and marine resources (WTR)			Circular economy (CE)			Pollution (PPC)			Biodiversity and Ecosystems (BIO)			TOTAL (CCM + CCA + WTR + CE + PPC + BIO)										
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)										
	Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)			Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)										
			Of which Use of Proceeds	Of which transitional	Of which enabling			Of which Use of Proceeds	Of which enabling			Of which Use of Proceeds	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 enabling			Of which Use of Proceeds	Of which transitional	Of which enabling
1 Financial guarantees (FinGuar KPI)	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00																	0,00	0,00	0,00	0,00	0,00
2 Assets under management (AuM KPI)	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00																	0,00	0,00	0,00	0,00	0,00





### Tables based on the CapEx KPIs:

Table 1. Assets for the calculation of GAR

[illegible]

Table 2. GAR sector information

Breakdown by sector - NACE 4 digits level (code and label)		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	aa	ab
		Climate Change Mitigation (CCM)		Climate Change Adaptation (CCA)		Water and marine resources (WTR)		Circular economy (CE)		Pollution (PPC)		Biodiversity and Ecosystems (BIO)		TOTAL (CCM + CCA + WTR + CE + PPC + BIO)															
		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [Gross] carrying amount		Non-Financial corporates (Subject to [Gross] carrying amount)		SMEs and other NFC not subject to [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	
		Thousands of PLN	Of which environmentally sustainable (CCM)	Thousands of PLN	Of which environmentally sustainable (CCM)	Thousands of PLN	Of which environmentally sustainable (CCA)	Thousands of PLN	Of which environmentally sustainable (CCA)	Thousands of PLN	Of which environmentally sustainable (WTR)	Thousands of PLN	Of which environmentally sustainable (WTR)	Thousands of PLN	Of which environmentally sustainable (CE)	Thousands of PLN	Of which environmentally sustainable (CE)	Thousands of PLN	Of which environmentally sustainable (PPC)	Thousands of PLN	Of which environmentally sustainable (PPC)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)	Thousands of PLN	Of which environmentally sustainable (BIO)
1	C16.21	260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00			260 177,51	0,00		
2	C22.19	35 097,93	165,36			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	0,00			35 097,93	165,36		
3	C24.42	19 403,63	99,26			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	0,00			19 403,63	99,26		
4	C26.11	5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00			5 518,71	0,00		
5	C27.12	11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00			11 362,27	0,00		
6	C29.20	49 976,05	3 498,32			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	0,00			49 976,05	3 498,32		
7	C33.12	1 360,86	0,10			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,00			1 360,86	0,10		
8	D35.11	11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00			11 186,58	0,00		
9	D35.13	51 121,63	36 449,73			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	0,00			51 121,63	36 449,73		
10	F41.10	57 702,86	4 500,82			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	0,00			57 702,86	4 500,82		
11	F41.20	14 241,19	1 295,35			14 241,19	0,00			14 241,19	0,00			14 241,19	0,00			14 241,19	0,00			14 241,19	0,00			14 241,19	1 295,35		
12	F42.11	113,31	0,00			113,31	0,00			113,31	0,00			113,31	0,00			113,31	0,00			113,31	0,00			113,31	0,00		
13	F42.12	1 599,00	0,00			1 599,00	0,00			1 599,00	0,00			1 599,00	0,00			1 599,00	0,00			1 599,00	0,00			1 599,00	0,00		
14	F42.13	20 090,20	86,39			20 090,20	0,00			20 090,20	0,00			20 090,20	0,00			20 090,20	0,00			20 090,20	0,00			20 090,20	86,39		
15	F42.21	2 045,98	0,00			2 045,98	0,00			2 045,98	0,00			2 045,98	0,00			2 045,98	0,00			2 045,98	0,00			2 045,98	0,00		
16	F43.29	15 922,03	0,00			15 922,03	0,00			15 922,03	0,00			15 922,03	0,00			15 922,03	0,00			15 922,03	0,00			15 922,03	0,00		
17	G46.46	65 365,73	626,55			65 365,73	0,00			65 365,73	0,00			65 365,73	0,00			65 365,73	9,28			65 365,73	0,00			65 365,73	635,83		
18	G46.51	5 865,71	0,08			5 865,71	0,00			5 865,71	0,00			5 865,71	0,00			5 865,71	0,00			5 865,71	0,00			5 865,71	0,08		
19	G46.72	1 243,75	0,00			1 243,75	0,00			1 243,75	0,00			1 243,75	0,00			1 243,75	0,00			1 243,75	0,00			1 243,75	0,00		
20	G46.75	256 999,50	0,00			256 999,50	0,00			256 999,50	0,00			256 999,50	0,00			256 999,50	0,00			256 999,50	0,00			256 999,50	0,00		
21	G46.90	24 399,07	0,00			24 399,07	0,00			24 399,07	0,00			24 399,07	0,00			24 399,07	0,00			24 399,07	0,00			24 399,07	0,00		
22	G47.19	54 287,90	2 714,40			54 287,90	0,00			54 287,90	0,00			54 287,90	0,00			54 287,90	0,00			54 287,90	0,00			54 287,90	2 714,40		
23	G47.43	61 052,31	0,00			61 052,31	0,00			61 052,31	0,00			61 052,31	0,00			61 052,31	0,00			61 052,31	0,00			61 052,31	0,00		
24	G47.91	383 860,11	0,00			383 860,11	0,00			383 860,11	0,00			383 860,11	0,00			383 860,11	0,00			383 860,11	0,00			383 860,11	0,00		
25	H49.20	993,57	0,00			993,57	0,00			993,57	0,00			993,57	0,00			993,57	0,00			993,57	0,00			993,57	0,00		
26	H49.50	364 734,03	0,00			364 734,03	0,00			364 734,03	0,00			364 734,03	0,00			364 734,03	0,00			364 734,03	0,00			364 734,03	0,00		
27	H52.24	121 086,95	0,00			121 086,95	0,00			121 086,95	0,00			121 086,95	0,00			121 086,95	0,00			121 086,95	0,00			121 086,95	0,00		
28	H53.20	174 077,08	0,00			174 077,08	0,00			174 077,08	0,00			174 077,08	0,00			174 077,08	0,00			174 077,08	0,00			174 077,08	0,00		
29	J61.10	240 336,52	0,00			240 336,52	0,00			240 336,52	0,00			240 336,52	0,00			240 336,52	0,00			240 336,52	0,00			240 336,52	0,00		
30	J61.20	338 801,67	0,00			338 801,67	0,00			338 801,67	0,00			338 801,67	0,00			338 801,67	0,00			338 801,67	0,00			338 801,67	0,00		
31	J61.30	24 983,97	0,00			24 983,97	0,00			24 983,97	0,00			24 983,97	0,00			24 983,97	0,00			24 983,97	0,00			24 983,97	0,00		
32	M71.12	6 285,96	27,03			6 285,96	0,00			6 285,96	0,00			6 285,96	0,00			6 285,96	0,00			6 285,96	0,00			6 285,96	27,03		
33	N77.11	172 553,84	0,00			172 553,84	0,00			172 553,84	0,00			172 553,84	0,00			172 553,84	0,00			172 553,84	0,00			172 553,84	0,00		





[illegible]

Table 4. GAR KPI flow

		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	z	aa	ab	ac	ad	ae	af	
		Disclosure reference date T																															
		Climate Change Mitigation (CCM)					Climate Change Adaptation (CCA)					Water and marine resources (WTR)				Circular economy (CE)				Pollution (PPC)				Biodiversity and Ecosystems (BIO)				TOTAL (CCM + CCA + WTR + CE + PPC + BIO)					
		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-eligible)					Proportion of total new assets covered
		Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)				Proportion of total covered assets funding taxonomy relevant sectors (Taxonomy-aligned)					
			Of which Use of Proceeds	Of which transitional	Of which enabling			Of which Use of Proceeds	Of which enabling			Of which Use of Proceeds	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 enabling			Of which Use of Proceeds	Of which transitional	Of which enabling			
	GAR - Covered assets in both numerator and denominator																																
1	Loans and advances, debt securities and equity instruments not HfT eligible for GAR calculation	8,42	0,65	0,00	0,00	0,48	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,06	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	8,48	0,65	0,00	0,00	0,48	57,26	
2	Financial undertakings	19,31	3,07	0,00	0,10	1,68	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	19,31	3,07	0,00	0,10	1,68	2,10	
3	Credit institutions	27,03	3,19	0,00	0,10	0,18	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	27,03	3,19	0,00	0,10	0,18	0,67	
4	Loans and advances	27,03	3,19	0,00	0,10	0,18	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	27,03	3,19	0,00	0,10	0,18	0,67	
5	Debt securities, including UoP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
6	Equity instruments	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00	0,00	0,00	
7	Other financial corporations	15,67	3,01	0,00	0,10	2,38	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	15,67	3,01	0,00	0,10	2,38	1,42	
8	of which investment firms	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
9	Loans and advances	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
10	Debt securities, including UoP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
11	Equity instruments	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00	0,00	0,00	
12	of which management companies	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
13	Loans and advances	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
14	Debt securities, including UoP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
15	Equity instruments	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00	0,00	0,00	
16	of which insurance undertakings	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
17	Loans and advances	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
18	Debt securities, including UoP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
19	Equity instruments	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00	0,00	0,00	
20	Non-financial undertakings	6,67	2,86	0,00	0,00	2,25	0,00	0,00	0,00	0,00	0,02	0,00	0,00	0,00	0,31	0,00	0,00	0,00	0,01	0,00	0,00	0,00	0,02	0,00	0,00	0,00	7,03	2,86	0,00	0,00	2,25	10,72	
21	Loans and advances	6,67	2,86	0,00	0,00	2,25	0,00	0,00	0,00	0,00	0,02	0,00	0,00	0,00	0,31	0,00	0,00	0,00	0,01	0,00	0,00	0,00	0,02	0,00	0,00	0,00	7,03	2,86	0,00	0,00	2,25	10,72	
22	Debt securities, including UoP	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
23	Equity instruments	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00		0,00	0,00	0,00	0,00		0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		0,00	0,00	0,00	
24	Households	8,32	0,01	0,01	0,00	0,00	0,00	0,00	0,00	0,00				0,00	0,00	0,00	0,00										8,32	0,01	0,01	0,00	0,00	44,45	
25	of which loans collateralised by residential immovable property	98,27	0,09	0,09	0,00	0,00	0,00	0,00	0,00	0,00				0,00	0,00	0,00	0,00										98,27	0,09	0,09	0,00	0,00	2,62	
26	of which building renovation loans	100,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00				0,00	0,00	0,00	0,00										100,00	0,00	0,00	0,00	0,00	0,48	
27	of which motor vehicle loans	100,00	0,00	0,00	0,00	0,00																					100,00	0,00		0,00	0,00	0,64	
28	Local governments financing	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00		
29	Housing financing	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
30	Other local government financing	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
31	Collateral obtained by taking possession: residential and commercial immovable properties	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	
32	Total GAR assets	7,25	0,56	0,00	0,00	0,42	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,05	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	0,00	7,31	0,56	0,00	0,00	0,42	66,47		





Tables with detailed data on the EU Taxonomy for nuclear and fossil gas related:

Table 1. Nuclear and fossil gas related activities

Row	Nuclear energy related activities	YES/NO
1.	The undertaking carries out, funds or has exposures to research, development, demonstration and deployment of innovative electricity generation facilities that produce energy from nuclear processes with minimal waste from the fuel cycle.	YES
2.	The undertaking carries out, funds or has exposures to construction and safe operation of new nuclear installations to produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production, as well as their safety upgrades, using best available technologies.	YES
3.	The undertaking carries out, funds or has exposures to safe operation of existing nuclear installations that produce electricity or process heat, including for the purposes of district heating or industrial processes such as hydrogen production from nuclear energy, as well as their safety upgrades.	YES
Fossil gas related activities		
4.	The undertaking carries out, funds or has exposures to construction or operation of electricity generation facilities that produce electricity using fossil gaseous fuels.	YES
5.	The undertaking carries out, funds or has exposures to construction, refurbishment, and operation of combined heat/cool and power generation facilities using fossil gaseous fuels.	YES
6.	The undertaking carries out, funds or has exposures to construction, refurbishment and operation of heat generation facilities that produce heat/cool using fossil gaseous fuels.	YES



Tables based on the turnover KPIs:

Table 2. Taxonomy-aligned economic activities (denominator)

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	81,85	0,00	81,85	0,00	0,00	0,00
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	61 128,92	0,23	58 777,31	0,22	2 351,61	0,01
8.	Total applicable KPI	61 210,77	0,23	58 859,16	0,22	2 351,61	0,01





Tabele na podstawie kluczowych wskaźników wyników Taksonomii UE dla obrotu (przychodów):

Table 3. Taxonomy-aligned economic activities (numerator)

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	81,85	0,07	81,85	0,07	0,00	0,00
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the applicable KPI	119 876,19	99,92	119 876,10	99,92	0,09	0,00
8.	Total amount and proportion of taxonomy-aligned economic activities in the numerator of the applicable KPI	119 958,04	99,99	119 957,95	99,99	0,09	0,00



Table 4. Taxonomy-eligible but not taxonomy-aligned economic activities

Row	Economic activities	Proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	8 005,16	0,03	8 005,16	0,03	0,00	0,00
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	74,50	0,00	74,50	0,00	0,00	0,00
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	9,95	0,00	9,95	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
7.	<b>Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI</b>	4 651 535,02	17,26	4 630 065,35	17,18	21 469,67	0,08
8.	<b>Total amount and proportion of taxonomy eligible but not taxonomy-aligned economic activities in the denominator of the applicable KPI</b>	4 659 624,63	17,29	4 638 154,96	17,21	21 469,67	0,08





Tables based on the CapEx KPIs:

Table 2. Taxonomy-aligned economic activities (denominator)

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,23	0,00	0,23	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	3 331,60	0,01	3 331,60	0,01	0,00	0,00
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	114,12	0,00	114,12	0,00	0,00	0,00
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
7.	Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI	116 512,09	0,43	116 512,00	0,43	0,09	0,00
8.	Total applicable KPI	119 958,04	0,45	119 957,95	0,45	0,09	0,00



Tabele na podstawie kluczowych wskaźników wyników Taksonomii UE dla nakładów inwestycyjnych (CapEx):

Table 3. Taxonomy-aligned economic activities (numerator)

Row	Economic activities	Amount and proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,23	0,00	0,23	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	3 331,60	2,78	3 331,60	2,78	0,00	0,00
4.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	114,12	0,10	114,12	0,10	0,00	0,00
5.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the numerator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
7.	<b>Amount and proportion of other taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the numerator of the applicable KPI</b>	116 512,09	97,12	116 512,00	97,12	0,09	0,00
8.	<b>Total amount and proportion of taxonomy-aligned economic activities in the numerator of the applicable KPI</b>	119 958,04	99,99	119 957,95	99,99	0,09	0,00





Table 4. Taxonomy-eligible but not taxonomy-aligned economic activities

Row	Economic activities	Proportion (the information is to be presented in monetary amounts and as percentages)					
		CCM + CCA		Climate change mitigation (CCM)		Climate change adaptation (CCA)	
		Amount	%	Amount	%	Amount	%
1.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.26 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
2.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.27 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
3.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.28 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	0,00	0,00	0,00	0,00	0,00	0,00
4.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.29 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	212,49	0,00	212,49	0,00	0,00	0,00
5.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.30 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	192,74	0,00	192,74	0,00	0,00	0,00
6.	Amount and proportion of taxonomy-eligible but not taxonomy-aligned economic activity referred to in Section 4.31 of Annexes I and II to Delegated Regulation 2021/2139 in the denominator of the applicable KPI	2 711,33	0,01	2 711,33	0,01	0,00	0,00
7.	<b>Amount and proportion of other taxonomy-eligible but not taxonomy-aligned economic activities not referred to in rows 1 to 6 above in the denominator of the applicable KPI</b>	4 719 160,04	17,51	4 636 527,21	17,20	82 632,83	0,31
8.	<b>Total amount and proportion of taxonomy eligible but not taxonomy-aligned economic activities in the denominator of the applicable KPI</b>	4 722 276,60	17,52	4 639 643,77	17,21	82 632,83	0,31

