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ECONOMIC, SOCIAL AND ENVIRONMENTAL INFORMATION

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OUR KEY COMMITMENTS

RESPONSIBLE INSURER



Achieve **€28 billion**
in **Responsible Labelled UA**
by 2025.

At end-2023, **unit-linked assets**
exceeded **€23.4 billion**.



Design and reworking of newly created
offerings based on a

100%
CSR framework by 2025.

RESPONSIBLE INVESTOR



Increase the production capacity
of the **renewable energy** facilities that
Créditi Agricole Assurances helps to finance to:

14 GW
By end-2023, this capacity was **13.5 GW**.



Reduction of the carbon footprint of investment
portfolios in equities and corporate bonds by

25%
between 2019 and 2025 as part of NZAOA.

RESPONSIBLE COMPANY



Reduction of the carbon footprint
(scope 1, 2 and 3) by
17% by 2025:
SBTI commitment



Launch of the **“J’AGIS”**
skills sponsorship program.

In 2023, more than
200 missions were performed.



Commitment to plant or protect **4 million trees** between 2018 and 2025.

By end-2023, **3.3 million trees** had been planted or protected.

2.1 INTRODUCTION: SETTING SOCIETAL RESPONSIBILITY AT THE HEART OF CRÉDIT AGRICOLE ASSURANCES' BUSINESS LINES

As of 2018, the annual CSR report required by the 2012 Grenelle II law has been replaced by a Non-Financial Performance Statement (NFPS) governed by the Ordinance of 19 July 2017 and its implementation decrees. The law does not require Crédit Agricole Assurances to produce an NFPS. It contributes to the consolidated NFPS produced by Crédit Agricole S.A., which is published in its annual Universal Registration Document. Crédit Agricole Assurances therefore takes a voluntary approach to corporate social responsibility (CSR) reporting.

Aligned with the *raison d'être* ⁽¹⁾ of Crédit Agricole Group, since 2010, Crédit Agricole Assurances has deployed a corporate social responsibility approach in all its business lines and activities. CSR is a strategic issue, as confirmed in Crédit Agricole S.A.'s "Ambitions 2025" strategic plan, presented in 2022.

2.1.1 ANALYSING CSR TOPICS

Crédit Agricole Group's societal project published in December 2021 is structured around three themes:

- acting for the climate and the transition to a low carbon economy;
- strengthening social cohesion and inclusion;
- supporting the agricultural and agri-food transitions.

*Crédit Agricole Assurances makes it a priority to integrate these societal challenges into all its business lines and to ensure the impact of its actions on each of the three themes makes a difference on a **local level**, where its customers live and work.*

By identifying its main CSR challenges, Crédit Agricole Assurances has built a structured CSR policy based on three main thrusts, within which the themes of the Group's societal project sit.

The Sustainable Development Goals (SDGs) addressed by Crédit Agricole Assurances' societal actions in each main axis of its CSR policy are detailed below.

Axis No. 1: Acting as a responsible insurer

Crédit Agricole Assurances' overriding responsibility is to protect its customers by providing products, advice and a quality service tailored to their needs and expectations. When developing its products, it systematically considers the preventive angle. Crédit Agricole Assurances also strives to embed social and environmental issues throughout the entire value chain.

Warn customers about upcoming weather events and inform them of the preventive action to take to limit their impacts (e.g. weather warnings and personalised prevention advice)



Enable everyone access to insurance *via* offers tailored to each individual's needs and capacities



Allow customers to save in a responsible manner by increasing outstandings of labelled UA



Uphold the **sustainability of farms** and agricultural businesses as they deal with climate change








Continue support to **French forests** (One of the leaders in French forest insurance, partnership with Plantons pour l'Avenir, actions implemented with Reforest'Action, tree planting and protection backed by a wide range of savings and protection products)



(1) The *Raison d'Être* of Crédit Agricole Group, formulated as part of the Group project and its 2022 strategic plan, engages and sustains all the Group's activities and business lines. It does not fall within the scope of Article 1835 of the French Civil Code according to which "the articles of association may specify a *Raison d'Être*, consisting of the principles which the company adopts and for the respect of which it intends to allocate resources in carrying out its activity".

Axis No. 2: Acting as a responsible investor

As a leading institutional investor, Crédit Agricole Assurances has a major responsibility regarding the choice of the companies in which it invests. Crédit Agricole Assurances fulfils this responsibility by taking a selective approach to issuers based on extra-financial criteria.

Develop our commitment to renewable energy	 
Reduce the carbon footprint of listed equity and corporate bond investment portfolios (in particular by signing up to the Net-Zero Asset Owner Alliance, NZAOA)	
Encourage and promote investments that ensure as many people as possible, across French territories, can access housing, digital services, healthcare, etc.	 

Axis No. 3: Acting as a responsible company

In its operations, Crédit Agricole Assurances strives to take into account the social and environmental impacts of all aspects of its work, as much in its purchasing processes as in managing resources and waste, for example. Crédit Agricole Assurances also places a strong focus on employee development, which involves improving the Quality of Life at Work (Q.L.W.), guaranteeing fair treatment and promoting diversity.

Measure and reduce Crédit Agricole Assurances' direct carbon footprint	 
Increase employee awareness of societal challenges and implement eco-action programs for Crédit Agricole Assurances employees	  
Nurture employee commitment	  
Continue the commitment to supporting carers	 

2.1.2 IN STEP WITH THE APPROACH

Crédit Agricole Assurances is part of Crédit Agricole S.A. Group's CSR strategy, which is based in particular on the FReD process, the Group's internal system for managing and measuring progress Regarding CSR. In use since 2012, FReD is based on three pillars relating to trust and customer relations (Fides), respect for employees and the company's ecosystem (RESPECT) and environmental protection (DEMETER). Each year, a FReD action plan is drawn up by Crédit Agricole Assurances and validated by the Executive Committee. An index is used to measure progress in the plan.

This performance evaluation using the FReD index forms one of the criteria for incentive plans which affect the variable compensation of employees at Crédit Agricole Assurances Solutions and directors of UES Pacifica. To create a secure framework for the FReD approach and the self-assessment process, all actions taken by Crédit Agricole Assurances falling within the FReD scope were audited and validated in 2023 by Mazars, one of Crédit Agricole S.A.'s statutory auditors.

2.1.3 COMMITMENTS AND CERTIFICATION

Crédit Agricole Assurances has formalised its commitment by joining major national and international initiatives. Today, this commitment is also reflected in the labels and awards issued from independent organisations.

	Responsible insurer	Responsible investor	Responsible company
Joined initiatives	<ul style="list-style-type: none"> ▶ Signatory to the Insurers' CSR Charter from France Assureurs, renewed in 2018; ▶ Signatory of the Principles for Sustainable Insurance (PSI) since 2021; ▶ Member of the Net-Zero Insurance Alliance (NZIA) since 2022. 	<ul style="list-style-type: none"> ▶ Signatory of the Principles for Responsible Investment (PRI) since 2011; ▶ Signatory of the Tobacco-Free Finance Pledge in 2020; ▶ Member of the Net-Zero Asset Owner Alliance (NZAOA) since 2021; ▶ Member of the Novethic's Circle of Institutional Investors. 	<ul style="list-style-type: none"> ▶ Signatory of the United Nations Global Compact since 2003; ▶ Signatory of the Diversity Charter since 2008; ▶ Signatory of the Responsible Purchasing Charter since 2010; ▶ Partner with the "Demographic Transitions, Economic Transitions" Chair, launched by Jean-Hervé Lorenzi; ▶ Signatory of the Gender Diversity Charter since 2018; ▶ Adhérent à l'Admical - Réseau de Mécènes.
Labels and awards	<ul style="list-style-type: none"> ▶ 242 unit-linked funds offered by Predica have received the "SRI" label, 17 have received the GreenFin label and 10 have received the Finansol label. 	<ul style="list-style-type: none"> ▶ AGEFI's "Global Invest Sustainable Insurance Company of the year" award in 2018. 	<ul style="list-style-type: none"> ▶ Argus d'Or "Civic company" 2019 award for the "Stop Illiteracy" program; ▶ Argus d'Or "Civic company" 2021 award for CSolidaire.

2.1.4 CSR GOVERNANCE

To meet the ambitious aims it has for its societal project, Crédit Agricole Assurances introduced a new societal governance structure in 2022.

The Strategic Societal Committee supervises the work of the five steering Committees, each of which addresses societal issues on a company scope:

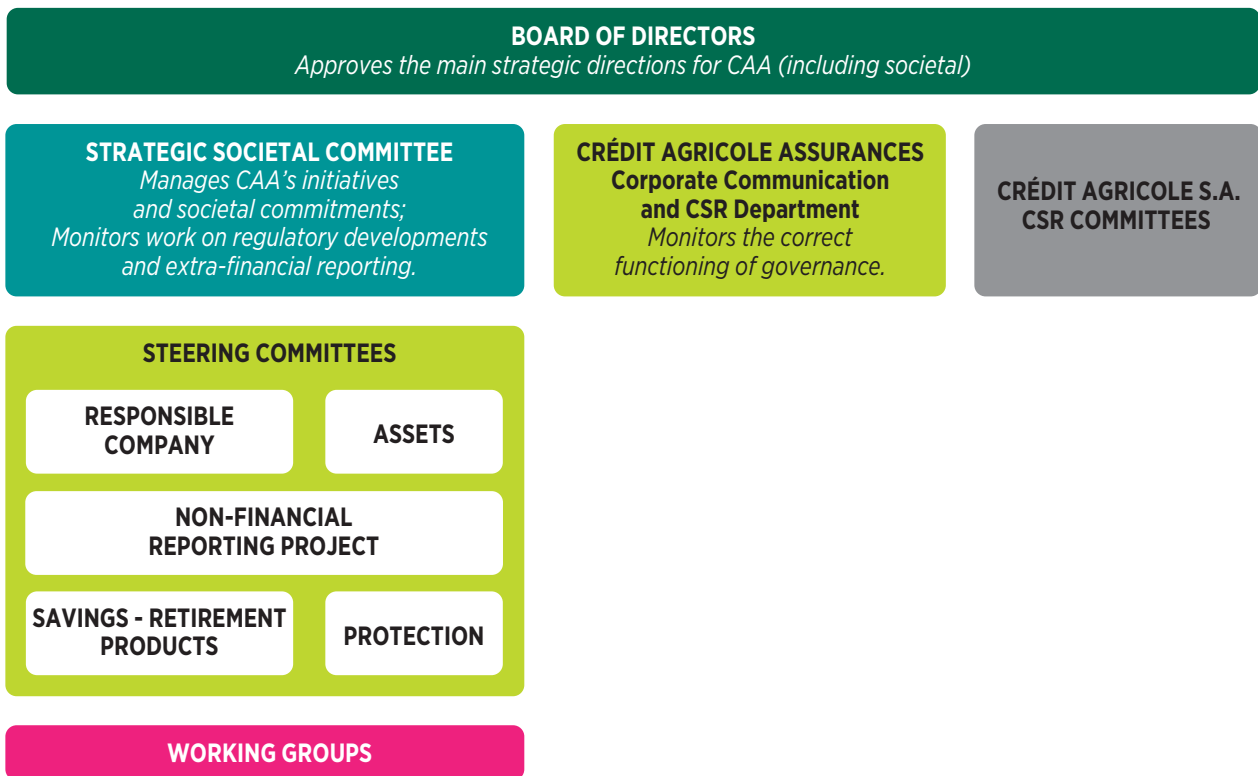
- the Assets Societal Steering Committee for investments by the various insurance companies within Crédit Agricole Assurances;
- the Protection Societal Steering Committee for property & casualty, personal protection and creditor insurance;
- the Savings-Pensions Societal Steering Committee for the savings and retirement products offered by the various insurance companies within Crédit Agricole Assurances;

- the Responsible Company Societal Steering Committee for issues relating to the operation of Crédit Agricole Assurances as a company;
- the extra-financial reporting project steering committee is responsible for both setting up the sustainability reporting that Crédit Agricole Assurances will be required to produce from 2025 on the 2024 data under the CSRD ("Corporate sustainability reporting directive") and to make the production of various extra-financial reports/indicators to be produced more reliable.

This governance structure covers all aspects of Crédit Agricole Assurances and ensures the implementation of decisions taken and of regulations relating to sustainability.

The CSR and Communications Director is a member of the Executive Committee and reports directly to the Executive Management of Crédit Agricole Assurances.

SOCIETAL GOVERNANCE INVOLVING THE MAIN BODIES AND BUSINESS LINES OF CREDIT AGRICOLE ASSURANCES



2.2 ACTING AS A RESPONSIBLE INSURER

2.2.1 COMMITTED FOR THE CLIMATE

In its will to play a greater role in the energy transition and to meet its net-zero carbon target, Crédit Agricole Assurances signed up to the Net-Zero Insurance Alliance (NZIA) in 2022. Under the aegis of

the United Nations Environment Programme, NZIA brings together insurers and reinsurers from around the world.

2.2.2 ACTING ETHICALLY

Crédit Agricole Assurances entities strive to take an ethical approach to their customers and partners, in particular by making sure that they comply with their commitments.

Within Crédit Agricole Assurances, new products and services are analysed by internal Committees (called “New Products and New Business” (NAP) Committees). These Committees are specific to each French and international entity, and are made up of representatives of the Risk, Legal, Actuarial, Marketing and Compliance functions, among others. In particular, these validating bodies ensure that the products offered to clients meet real client needs and conform to Crédit Agricole Assurances’ CSR policy. These bodies ensure compliance with legal and regulatory requirements: clarity of information provided to clients, definition of a target

market, tackling money laundering and the financing of terrorism, prevention of fraud and corruption, compliance with the Code of Conduct and internal procedures, etc.

For several years now, Crédit Agricole Assurances has been developing actions to strengthen its responsibility towards its clients:

- customers and partner networks are regularly involved in designing new products in co-creation workshops, during which their needs are assessed in depth and their reactions to new proposals are analysed;
- customers are also involved in the product life cycle *via* their representatives on the governing bodies of non-profits that have taken out life insurance contracts: in particular, these bodies must approve any changes made to the contracts.

2.2.3 BUILDING A LONG-TERM RELATIONSHIP WITH CUSTOMERS

Ensuring that products are clear and understandable

Crédit Agricole Assurances has developed a product offering suited to all types of customers (individuals, small businesses, farmers and corporations) in response to the different insurance needs of its customers.

The legibility and clarity of the guarantees and contracts constitute an ethical commitment and a guarantee of customer loyalty.

Advertising material and contracts are carefully scrutinised, with an emphasis on the objectivity and transparency of the documents; for example, risks as well as benefits must be prominently displayed.

Thanks to the partner banks operating locally, Crédit Agricole Assurances provides all its corporate customers, regardless of the segment, with a summary view of claims experience and indicates the appropriate measures taken to guarantee the technical equilibrium of the contract.

Supporting the distribution networks in providing high quality customer advice

The distribution networks are trained to identify customer needs using their customer discovery tools. Customers’ insurance needs and knowledge of financial mechanisms are assessed. The networks also receive regular training, especially in the case of new product launches or product changes. For each new product, Predica and Pacifica develop and distribute a training program (branch manager background, advisor background, e-learning, micro-learning, etc.) for the distribution networks of Crédit Agricole Regional Banks and LCL. These materials are intended to provide distributors with an understanding and explanation of the characteristics of new products in order to be able to market them appropriately. In addition, as part of the marketing of its collective insurance offering, Crédit Agricole Assurances has provided more than 30 hours of training to technical sales teams from partner banks to train and inform them on changes to regulations, the offering, and management tools and processes. Advisor training is a key marker used by Crédit Agricole Group in ensuring the excellence of its relationships. It is now reinforced by the Insurance Distribution Directive, which requires advisors to undergo 15 hours of training each year.

For personal protection and property & casualty products, an “e-Wheel” tool shared with the customer enables an approach based on exchange, listening, awareness and satisfaction. It helps discover customers’ needs so that they can be offered the appropriate protection. Accessible from the adviser’s workstation and as a tablet application, the “e-Wheel” helps advisers to present and explain all personal and property protection options to customers in a completely transparent way. A summary of the products selected by the customer is sent by email and archived at the end of each interview.

CACI, Crédit Agricole Assurances’ personal risk and creditor protection insurance subsidiary, has developed an online sign-up tool. It allows medical information to be selected and the online signature of Creditor Protection Insurance contracts. Its more systematic use is now being introduced in the LCL network to make the “100% digital” sign-up process easier and shorter.

Crédit Agricole Assurances took the decision to accelerate its digital trajectory so that advisors could maintain their long-term relationships with customers. To this end, depending on the wishes of each individual customer, advisors can provide support either face-to-face or based on a telephone conversation with documents submitted to the customer’s secure online account. Customers can finalise contracts themselves and sign them *via* a fully online process.

In June 2021, a new personal risks insurance named *Mon Assurance Décès* was launched. Crédit Agricole Assurances’ advisory approach was reinforced for this launch through the use of a simulation tool that guides customers and advisors in choosing the level of death benefits to be covered. The simulator provides a bespoke, adjustable level of benefits tailored to the protection required by the customer and their family situation.

Optimising service quality

Claims administration

For an insurer, handling claims (fire, theft, water damage, hail damage, road accidents, etc.) is a major issue in terms of responsibility. Pacifica therefore offers an active, fast service, along with quality customer support.

COMMITMENT TO THE CIRCULAR ECONOMY

The preservation of the environment and natural resources is at the heart of Crédit Agricole Assurances’ concerns. As a result, in claims management, repair is preferred as an alternative to replacement:

- household appliance repair:

For nearly 20 years, Pacifica has been leading and developing its partnership with Darty in the field of household appliance repair, replacement and recycling.

Since 1 January 2023, a new “Supporter” partner has been added to the system. Supporter carries out diagnostics and repairs to the

products of policyholders affected *via* the home insurance contract, thanks to 611 technicians throughout the country to intervene as locally as possible to policyholders.

At the end of the repair, 70% of customers opt for one of the two proposed partners.

These partnerships also improve response times and prevent customers from paying upfront costs:

- car windscreen repair:

The repair rates vary between 10% and 30% at the main partners. This approach, which is virtuous from an environmental standpoint, also contributes to the control of claims costs;

- the use of reused parts in cars:

Since 2017, ASSERCAR, Pacifica’s approved body shop network, has been promoting the use of reuse parts among 2,000 partner repairers through the management of their activity.

To provide simplified access to second-hand parts, ASSERCAR has developed, in partnership with OPISTO, the used car part specialist, its online sales portal: ASSERCAR PRE;

- refurbished devices to replace mobile devices:

For “*Tous Mobiles* device insurance” claims management, Pacifica favours repair and replacement by a refurbished device. (See *Tous Mobiles* device insurance).

CUSTOMER RECOMMENDATION INDEX FOLLOWING A CLAIM ⁽¹⁾

	2021	2022	2023
Pacifica	44 points	42 points	46 points

Index based on surveying 4,522 individual Pacifica customers making a property & casualty claim between 1 October 2022 and 30 September 2023.

In 2023, Pacifica’s customer recommendation index increased by 4 points to 46 points. As in the two preceding years, this was a positive value, indicating that there are significantly more promoting than detracting clients.

The claims management units (CMUs) and partner networks involved in this service process, work closely with clients making claims to find a solution suited to each situation.

ACCESSIBILITY FOR THE HEARING AND VISUALLY IMPAIRED

In 2018, Pacifica set up a specific partnership to make its telephone service for claims reporting and assistance accessible to people with impaired hearing, sight, speech or aphasia.

PSYCHOLOGICAL SUPPORT FOR CLAIMANTS

Each year, Pacifica manages more than a million claims ranging from a simple broken window to major events – *coups durs* – such as house or business fires or serious personal injury. For customers, those events can be significant and traumatic, requiring a response which goes beyond the issue of financial compensation.

(1) The CRI can range from -100 to +100. Its value is based on the answer to the question, “Following this claim, would you recommend Pacifica to your family, friends or colleagues?” The result represents the difference between the share of promoting clients and the share of detracting clients. A positive value indicates that there are more promoting than detracting clients and vice versa. Of the clients surveyed in 2022:

- 55% were promoters (gave a rating of 9 or 10);
- 13% were detractors (ratings of 0 to 6);
- 32% were neutral (rating of 7 or 8) and therefore not included in the index calculation.

For Pacifica this year, the value is therefore +42 (55-13).

With this in mind, psychological and tailored support can be provided in order to help clients in their daily lives and life projects. Faced with this issue, Pacifica has set up a psychological support service for the post-disaster period such as attacks, accidents, weather events, etc. This service consists of connecting customers and/or their relatives with psychologists from Work Place Options, a partner of Crédit Agricole Assurances, to help them find emotional balance. In the customer satisfaction survey carried out in 2023, 83% of customers said they would recommend the service. This remained high, but was down compared to 2022, when 90% of customers said they would recommend the service.

SUPPORT IN REBUILDING LIVES

Since 2019, Pacifica has been offering individual support to its customers who have suffered personal injury to help them rebuild their lives and overcome their disabilities. These services are externally run by Karéo Horizon and Equiphoria.

Karéo Horizon, which focuses on helping the affected person regain autonomy, operates a comprehensive Case Management system of personalised, all-round support to assist them in creating a new life plan adapted to their disability.

Equiphoria is a hippotherapy centre which uses horses to treat the whole person, taking into account both their physical and psychological needs. Victims attend personalised residential therapy courses during which they work with a horse to rebuild their confidence and in doing so reinforce their functional and cognitive abilities.

COLLECTIVE INSURANCE

In 2018, Crédit Agricole Assurances introduced an analytical approach to personal risk insurance. Since 2019, Crédit Agricole Assurances has used an absenteeism analysis tool allowing the development of a collective action plan. The employer company receives a report and, depending on absenteeism levels, solutions may be proposed to help get employees back to work. These can take the form of interviews between the employee and a social advisor to provide support in return to work or a move to a new position (career review, job-seeking tools and techniques, identification and follow-up on job interviews). This approach was cemented in 2021 with the creation of a digital dashboard laying out the information so that employers can check it at any time.

Complaints handling

Complaints are used alongside surveys to measure how satisfied customers are with their experiences. Their satisfaction is key to achieving excellence in relationships. Dissatisfied customers expect a prompt response with clear and transparent information. They want their questions to be answered and corrective action taken where necessary.

The procedure for handling customer complaints is regularly updated so that each business line can improve the existing system, particularly in terms of customer information about the avenues for making a complaint, handling times for complaints and the existence of a mediation charter.

In France, Crédit Agricole and LCL banking networks are the main contacts for handling complaints about insurance contracts.

Dissatisfied customers may also contact the insurance companies involved or the Insurance Mediator.

Predica has a set of procedures that include a periodic review of the main reasons for complaints. This may lead to improving the information provided to customers or amending procedures to make them clearer and more explicit. Information from this periodical analysis is included in a *Voix du Client* (customer voice) process intended to steer the resolution of all customer grievances identified. The key performance indicators for the complaints process and major complaints are also reported annually to the Management Committee.

Pacifica has developed key indicators to analyse complaints, thus promoting better knowledge of customer expectations, expressed through dissatisfaction. This information is reported back to Pacifica's Management Committee on a regular basis and informs changes to certain policies, to improve the understanding of the cover provided for their policyholders and provide better support in the event of a claim.

The main Crédit Agricole Assurances companies have made a commitment to honour the time frames for processing customer complaints. Pacifica is committed to a maximum processing time of 60 days, with nearly 90% of claims handled within 30 days (in 57% of cases a reply is provided in under 10 days of receipt).

Home care services

The personal services sector has seen growth in recent years due to a number of social changes such as favourable public policies (tax credits, assistance with long-term care), an ageing population, increased economic activity amongst women and changing family structures. Personal services play a key role in employment in France, accounting for 7% of the country's market employment. They are used by more than 15% of French people. All social categories use them and spend nearly 10% of their budget on them, regardless of their standard of living.

At the same time, companies in the sector are facing a shortage of employees and difficulties in recruitment, something they are seeking to reduce by offering more attractive pay and employment terms.

Crédit Agricole Assurances' partner, Europ Assistance, offers a national platform specialising in home care services. All of Crédit Agricole Group's clients can use it to set up and manage their services. Europ Assistance has a network of home care service providers following a very demanding quality charter, which makes it possible to select the best service providers according to essential criteria: quality of the customer relationship and the services offered, professionalism and training of stakeholders, compliance with the conditions of the assignment and the customer's private life, approval and required authorisations, etc. Thanks to its information system, Europ Assistance is able to manage the quality of service delivered by service providers on a daily basis based on scalable scoring.

Under this partnership with Europ Assistance, Crédit Agricole Assurances can offer its policyholders a distinctive, high-quality service that facilitates their daily lives.

Unclaimed contracts

As regards unclaimed life insurance contracts, Predica, together with Crédit Agricole Group banks (Regional Banks and LCL), has implemented procedures to find and identify the beneficiaries. If these initial efforts are not conclusive, the teams responsible for finding the beneficiaries will then call on a network of specialised service providers, including genealogy firms and private detectives.

Lastly, awareness-raising measures are taken with customers, particularly when the contract is taken out and when key life events occur. The purpose of these checks is to make sure that the beneficiary clause is still appropriate for the family situation and in accordance with the policyholder's wishes.

Customer satisfaction

Credit Agricole Assurances seeks to build a long-term relationship with customers in all its products. This recognition of the consistency of measures put in place at all levels of the value chain is reflected in the customer satisfaction rate.

Customer satisfaction rate	2021	2022	2023
Pacifica ⁽¹⁾	93%	92%	93%
Predica ⁽²⁾	90%	90%	90.5%
Europ Assistance ⁽³⁾	97%	91%	85%

(1) Index based on a survey of 4,522 individual Pacifica customers following a motor or domestic incident.

(2) Final result at the end of 2023. Index based on a survey of 6,116 customers' satisfaction with Predica's main services.

(3) Index based on telephone survey of 500 active clients conducted between 13 November and 28 November 2023 by an independent company (Becoming).

Grief support

Crédit Agricole Assurance, through its subsidiary Previso Obsèques, highlights and rewards committed players through their actions aimed at making funerals more responsible. In 2023, Previso Obsèques organised the Responsible and Solidarity Funeral Awards in support of Social and Solidarity Economy structures and non-profits providing support to the bereaved.

For example:

- non-profits providing a decent burial for people who have died living on the street or in isolation;
- the INP foundation of Grenoble, through its Étu'deuil platform, which helps students who have lost a parent during their studies;
- "Les Petites Veuvries" which creates links between young widows, i.e. under 55 years old.

On this occasion, in 2023, each winning structure received an endowment ranging from €3,000 to €5,000 for a total of €42,000.

Guaranteeing personal data protection

Credit Agricole Assurances has implemented the provisions of the General Data Protection Regulation (GDPR), which came into effect on 25th May 2018.

As well as governing the collection of information without which our insurance business could not operate successfully, this regulation requires all personal data processing to be described in detail, conducted securely and carried out by accredited staff who are regularly trained in the GDPR rules and the obligations arising from them.

Under the "Privacy by Design" approach, privacy considerations for the personal data of customers, staff and subcontractors are integrated into all new processes and new products from the design stage.

In order to respect retention periods, Crédit Agricole Assurances has introduced a data deletion project to destroy any data for which the legal retention period has expired.

2.2.4 STRENGTHENING THE RESPONSIBLE DIMENSION OF OUR INSURANCE OFFERS AND SERVICES

Crédit Agricole Assurances' product offering aims at responding to the main human and environmental societal challenges. Insurance allows policyholders to directly manage new risks.

To help all business lines incorporate societal concerns into their offering, an approach and tool ("CSR reference framework") have been created and trialled since 2020. This approach, involving internal and external stakeholders, continues to be rolled out across all business lines to integrate CSR criteria into the process of designing and redesigning 100% of new offers by 2025.

Reducing social vulnerabilities: ageing population, disability, increasing precarity of customer segments, isolation

Ageing and ageing well

FINANCIAL PREPARATION FOR RETIREMENT

The issue of pensions and retirement is a major social concern in France, and a major pillar of Crédit Agricole Assurances' targets for 2025. The goal is to reach €24 billion in retirement products by 2025. Crédit Agricole Assurances Retraite was created to support this project. This Supplementary Occupational Pension fund accommodates individual and collective pension contracts and provides the best support to policyholders in preparing for their retirement.

LONG-TERM CARE

“Ageing well” is a social issue with a double challenge: the well-being of seniors, and support for those experiencing a gradual loss of autonomy.

Key figures:

- 39% of the population will be over 55 by 2050;
- 85% of French people want to age at home;
- in 2021, there were approximately 9.3 million caregivers in France. ¼ of working people could be in a family caregiver situation by 2030;
- expenditure on long-term care for older people is likely to reach 2.78 points of GDP by 2060.

CRÉDIT AGRICOLE INNOVATES FOR AGEING WELL

Crédit Agricole Assurances thus seeks to provide solutions to seniors who need them. Thus, the customers of Crédit Agricole Regional Banks benefit from a product offering, targeted *via* a dedicated digital system set up in collaboration with other Crédit Agricole Group entities and external partners, which integrates product offerings from Crédit Agricole Assurances entities.

At present, using a tablet app, bank advisors are able to conduct an interview to identify senior customers’ life projects and needs on essential themes such as social links, daily life, the comfort and security of housing. Once the interview is completed, the application provides the customer with a range of advice and preventative messages, as well as Group solutions that can meet their needs (home services and support, home improvements, remote support and monitoring, insurance, etc.). The customers who have tried this new system have been very satisfied, as it allows them to understand their situation and to discover the solutions available to support them in their life projects. Bank advisors are also particularly positive about this process, which has allowed them to re-establish a link with their senior customers and better understand their needs.

This system is set to evolve in the medium term, in order to allow seniors access to an offer dedicated to their needs in a fully independent manner from their bank advisor. Initially, the solution will be based on an immediate response *via* an expert in the medico-social sector which will then be gradually enhanced with digital services. With these solutions, Crédit Agricole Group wants to establish itself as a key player in ageing well. This initiative to promote “ageing well at home” is part of Crédit Agricole Group’s Societal Project and contributes to the new strategic direction of the “Health and Territories” business line defined in the “Ambitions 2025” medium-term plan.

EXAMPLE OF PRODUCTS OFFERED BY PREDICA TO PROMOTE AGEING WELL

Predica has an offering which can provide financial support in the event of a loss of autonomy. Carrying the France Assureurs label, this offering provides a minimum monthly payment of between €500 and €3,000 in the event of significant long-term care needs. In particular this allows the funding of personal services to help people stay in their own homes, or the coverage of a share of care home costs. This offering also responds to the needs of families facing a close relative’s loss of autonomy, by providing a panel of services, for example the funding of a respite leave. If an insured carer needs a break and wants to be temporarily replaced in looking

after their relative, Predica will offer to organise and fund up to €1,000 inc. taxes of a range of services. Crédit Agricole Assurances’ healthcare partners are committed to provide a response within 72 hours and a solution within 30 days, for policyholders looking for a care home. Their carers of the insured can also benefit from at-home training in essential carer skills provided by a nurse. Although the subject of dependency remains a major concern for the French and despite several initiatives by certain members of Parliament and France Assureurs in terms of cover and financing of dependency, no legislative scenario is emerging in the short term, which would make it possible to better position this offer. As a result, by end-2023, 148,669 customers were covered by Predica for risk of dependence.

INDIVIDUAL HEALTH

In order to respond to the challenges of public health, Pacifica’s health offerings for individuals are based on solidarity and responsibility.

Therefore, no medical selection takes place, the coordinated healthcare circuit is followed, minimum reimbursements (such as patient contributions to consultations, pharmacy fees and hospital costs) are applied and preventive procedures are covered. To support the increase in life expectancy, Pacifica raised the age limit for taking out its contracts in June 2023 and has adapted its cover to better meet the needs of its senior policyholders (for example, housework hours if the person is unable to move, and prevention actions such as flu vaccinations).

In addition, health products and services have included “100% Santé” since 1st January 2020 in order to support the “nothing to pay” principle for customers and thereby reduce incidences of renouncement to healthcare for the most vulnerable. In addition, Crédit Agricole Assurances increased the coverage rate of its hospital cover in December 2022, in view of the economic and inflationary context.

In addition, in response to the emergence of psychological problems amongst the French population, related in particular to the health crisis, Pacifica covers psychological consultations. Henceforth, for psychology consultations, after payment under the mandatory health regime, Crédit Agricole Assurances will pay the remaining cost to the policyholder regardless of the policy held.

PERSONAL ACCIDENT INSURANCE

In addition to the “Personal Accident Insurance” subscription condition, which is reserved for people under the age of 75, Pacifica wished to pay particular attention to the oldest policyholders who already trust Crédit Agricole Assurances. Since 2018, the extension of cover to grandchildren (if they are under the age of 18) is granted to our oldest policyholders, even over the age of 75, when they have custody and in the absence of parents. In 2019, the extension of cover was expanded to nephews and nieces of the insured under the age of 17, in the event of temporary care. Childcare is costly and people are increasingly turning to family members for their childcare needs, particularly when returning to a low-paid or insecure job. It was therefore essential to find a “full” protection solution covering the children when in the care of other close family members. Pacifica has also strengthened its insurance cover with “*Coup Dur* 50/50” for seniors, which pays out €50 a day for people over the age of 50 if they are hospitalised for more than 48 hours within a limit of 60 days per insured event.

THE CHALLENGES OF AGEING WELL, A MAJOR CONCERN OVER THE YEARS

Crédit Agricole Assurances helps finance the *Chaire Transitions Démographiques Transitions Économiques* (TDTE), which is dedicated to the evaluation and analysis of the effects of the unprecedented demographic shock now being experienced in France. Since 2015, this organisation has transformed this diagnosis into proposed actions to give new life to a generational contract based around a core belief: all economic policy measures must be designed and implemented through an intergenerational prism. In addition, work is underway with the TDTE Chair on the modelling of dependency risks in the Territories.

At the same time, the company is continuing to invest in the development and management of senior care homes.

Thus, at the end of 2023, Crédit Agricole Assurances committed to guaranteeing the Clariane capital increase, which should take place in 2024, for an amount of €200 million. At the end of 2023, Crédit Agricole Assurances also entered into two real estate partnerships with Clariane.

Inclusion of vulnerable populations

ASSISTANCE TO POPULATIONS IN A STATE OF EMERGENCY

Pacifica, a subsidiary of Crédit Agricole Assurances, covers in civil liability and defence-recourse any person who usually lives under the same roof as a multi-risk home insurance policyholder.

Since 2022, Pacifica has extended these guarantees, free of charge and without prior declaration, to all Ukrainian refugees hosted by its multi-risk housing policyholders, regardless of their date of arrival and the duration of their stay.

This concerns the main or secondary residences in which Ukrainian refugees benefiting from the temporary protection of the European Union are temporarily housed. This extension allows them to be protected in the same way as a member of the insured's family.

Indeed, Pacifica has extended its Civil Liability and defence-recourse cover to Ukrainian refugees hosted by policyholders with multi-risk housing cover.

SOLIDARITY-BASED CONTRACT

Many savers wish to invest in solidarity investments, while remaining attentive to the returns offered, in order to allow the financing of activities chosen according to their social utility. Predica launched a "solidarity-based contract" in 2013, the first multi-fund ethical life insurance contract to obtain the Finansol label. It is an innovative policy that combines savings and social benefits, with:

- an ethical euro investment fund specially created for this contract, including investments of 5% to 10% in social enterprises (*via* Amundi, Crédit Agricole Group's asset manager). The remainder is managed in the same way as Predica's general assets, which includes an ESG filter;
- a range of eight Greenfin or Finansol-certified unit-linked products.

Since the introduction of the Pacte law in 2019, all life insurance contracts have been enhanced with SRI, Greenfin and Finansol-certified funds.

The majority of the contracts offered by Crédit Agricole Assurances benefit from quarterly additions of vehicles, and in particular labelled vehicles, in line with the objective of having certified UA outstandings of €28 billion by 2025, making it possible to regularly enrich the universe with labelled vehicles.

The benefits and advantages of the solidarity contract are now widely distributed through a variety of possible investments.

As a result, the Solidarity Contract was closed to sales in 2023.

PARTICIPATION IN THE COMPLÉMENTAIRE SANTÉ SOLIDAIRE SCHEME (FREE TOP-UP HEALTH INSURANCE)

On 1st November 2019, the ACS (1) and CMU-C (2) merged to become *Complémentaire Santé Solidaire* in order to improve access to healthcare for people who were eligible for the ACS (*Aide à la Complémentaire Santé*). This new scheme offers a unique and regulated level of cover. Customers are still selected based on their financial resources. Pacifica has decided to continue taking part in the scheme and has therefore modulated its product offering and updated its processes.

"POINTS PASSERELLE"

The *Points Passerelle* (Gateway Points) welcome Crédit Agricole Group customers who encounter financial difficulties as a result of a life hazard such as job loss, separation, death, illness, etc. They are supported at no additional cost by dedicated advisors to help them regain autonomy and financial stability. These customers should not have to give up their mobility or have to drive without insurance due to financial difficulties. On the contrary, a car is often essential when looking for a job. Pacifica have therefore introduced a scheme to reimburse six months of car insurance premiums for these customers, both those already insured and new subscribers. Since December 2021, the scheme also removes the deductible in the event of a claim. It has also been expanded to cover two-wheel vehicles. The financial cost is shared between Pacifica and the Regional Banks offering the scheme.

SOLIDARITY-BASED FUND

Since 2018, Crédit Agricole Assurances' collective insurance business unit has taken several social action initiatives for a few targeted large accounts by setting up a special assistance fund (fed by various mechanisms) intended to meet the exceptional healthcare needs of employees for care not covered by the collective insurance contract. This approach continued to be implemented in 2020, and the solidarity fund was deployed for all insured in all healthcare collective contracts in January 2021. Access to a solidarity fund (subject to eligibility) makes it possible to provide financial support to employees in order to respond to vulnerable situations.

PROMOTING INSURANCE FOR ALL

In the same spirit, Crédit Agricole Assurances seeks to give everyone access to insurance, notably through its entry-level offering.

As a universal bancassuror, Crédit Agricole Assurances has included an inclusive insurance solution in its new motor insurance range, with no reduction in essential cover, as everyone deserves to be properly protected against life's risks. Eko (Primo for LCL) is available to all clients and includes:

- driver injury protection, up to €2 million with no minimum amount, with cover included for all vehicles (insured, borrowed, hired, bicycles, etc.);
- civil liability;
- legal protection;
- roadside assistance, with an excess of 25 km in the event of a breakdown;
- access to an advisor and to the full range of online services;
- attractive prices.

Since the launch of the offer, 97,790 contracts have been covered by the EKO auto insurance formula, including more than 48,000 subscribed in 2023.

The multi-risk home offer for young tenants, intended for young people between the ages of 18 and 30, offered at a low price with essential guarantees has also been successful since its launch in December 2022. At the end of December 2023, nearly 91,000 new contracts had been subscribed using this formula.

Crédit Agricole Assurances hopes that by 2025, 200,000 customers will be covered by entry-level motor and home insurance contracts

Support for non-profits promoting inclusion

In 2023, Crédit Agricole Regional Banks mobilised for the “1 well protected customer = €5 donated” campaign. For four months, subject to conditions, for each death benefit contract signed, Crédit Agricole Assurances undertook to donate €5 to local non-profits organizations.

As a result, nearly €276,000 were collected and donated to 38 Organisations selected by the Regional Banks for their action in favour of cohesion and social inclusion.

Integrating climate change mitigation issues into offers

The frequency and scale of climate events (particularly heatwaves, drought, hail, floods, storms and periods of extreme cold) keeps increasing. According to experts and the latest IPCC reports, these changes are due to increased greenhouse gas emissions generated by human activity. The cost of natural disasters is increasing and in the years to come will be exponential if people do not change their behaviour. Insurance can help limit these greenhouse gas emissions by encouraging policyholders to behave in a more environmental-friendly way. Pacifica also supports its policyholders by alerting them by means of text messages of imminent risk situations (storms, risk of flooding, hail, etc.).

Comprehensive home insurance

Crédit Agricole Assurances has introduced insurance cover for renewable energy facilities (solar panels, wind turbines) as part of its comprehensive home insurance and all-risks business and farming insurance contracts. These offerings provide, at no extra cost, civil liability cover for energy producers in the event of damage to a third party.

The 25% premium reduction on the first year of home insurance initially offered to people taking out an eco-PTZ loan (interest-free loan to finance work to improve a building’s energy efficiency) was then extended to the Energy Economy Loan. More flexible than an eco-PTZ loan, this loan finances work designed to save energy.

Car insurance

Pacifica promotes the use of electric vehicles by offering the *Bonus Transition Mobilité*: a €100 refund in the first year for every policy taken out to cover an electric vehicle. This bonus can also be added as an additional clause when switching to an electric vehicle.

Pacifica is also adapting to new uses and covers insurance needs for carpooling (driver injury, protection of passengers, including when they take the wheel, and assistance). For policyholders travelling less than 7,000 kilometres a year, Pacifica applies a premium reduction of 10%.

Since 2018, Pacifica has extended its two-wheel vehicle insurance to cover new types of electric vehicles, thus meeting insurance needs and supporting new urban mobility solutions.

In addition, since 2021, the bodily protection of drivers, which is provided to auto policyholders, has been extended to all the vehicles they drive, and in particular bicycles.

Lastly, Crédit Agricole Assurances is committed to reducing uninsured motor incidents.

“Tous Mobiles” device insurance

Pacifica launched its “Tous Mobiles” device insurance in 2018 to cover all portable electronic devices in a household against theft, accidental damage, fraudulent use of mobile phones and the theft of accessories. Crédit Agricole Assurances is committed to prioritising repair or reconditioning where possible within its electronic device insurance activity.

Charity donations

From 1st April until 30 June 2023, for each payment into an eligible life insurance contract by a customer, Crédit Agricole Assurances donated €10 to local charities selected by the Regional Banks. Through the 32 Regional Banks involved in the initiative, €555,000 were donated to 81 organizations working to tackle societal and environmental issues.

This activity promotes Crédit Agricole’s solidarity commitment and local roots. This has been in place since 2021 to support clients who want to give meaning to their investment, and continue their commitment to societal and environmental issues, in line with the societal project.

Responsible Investment

Predica offers labelled unit-linked funds (SRI, Greenfin or Finansol) in the multi-fund life insurance contracts distributed by its networks. They include thematic approaches and best-in-class approaches, which consist - in the selection of companies - in favouring the best-rated companies from an ESG standpoint in their sectors of activity, without favouring or excluding a specific sector compared to the stock market index used as a starting point.

Since 2020, rolling out this responsible investment approach has formed part of an overall approach towards the networks in cooperation with Premundi and Amundi (events, sales techniques, pitch, etc.). In July 2021, an “engaged and responsible” range of life insurance contracts was launched through the Regional Banks network, accompanied by specific marketing material. With this range, customers can choose to invest in products that are working to tackle today’s major economic, social and environmental challenges. A process has also been put in place to expand customer access to responsible investment mandates. Examples include the LCL Better World mandate offered in certain LCL contracts since October 2022, and the *Stratégie mandate* (responsible management) available in some of the contracts offered to Crédit Agricole Group customers.

At the end of 2023, 263 unit-linked funds offered by Predica had received one or more of the SRI, Finansol and/or Greenfin labels.

Crédit Agricole Assurances has committed to increase funds under management in labelled unit-linked funds (ISR, Greenfin or Finansol) to €28 billion by 2025.

At the end of 2023, the figure was €23.44 billion (€14 billion at the end of 2021 and €21.8 billion at the end of 2022).

The Sustainable Finance Disclosure Regulation (SFDR) enabled increased transparency about responsible investments. As a result, life insurance contract guides provide more information for products classified as “Article 8” and “Article 9”, and for certified products. Sustainability information for the euro product is now provided in a specific contractual document.

Supporting the French forest

Reforestation campaign

Forests are the world’s largest terrestrial carbon sink and an essential element in biodiversity. Action to protect forests is essential to help limit the effects of climate change both locally and globally. Crédit Agricole Assurances has therefore announced its desire to increase carbon capture and commit to biodiversity through reforestation and sustainable forestry in France. In 2019, Crédit Agricole Assurances launched a project in partnership with Reforest’Action and with the backing of Crédit Agricole Group Regional Banks, pledging to plant or protect a tree for every eligible Predica life or personal risk insurance contract taken out. Since 1 January 2022, the operation has been extended to new life insurance contracts, thus strengthening its impact on the forest and the environment. Customers are provided with full information about the topic and they are involved in the approach, as they are invited to choose from several different projects when taking out their contract.

In 2023, the operation linking eligible life or personal risk contracts with planting or protecting a tree resulted in 588,508 trees planted or protected in France. Since 2019, more than 2.1 million trees have been planted or protected, providing more than 6.3 million shelters for animals and creating more than 300,000 days of work that cannot be moved abroad.

Promoting the sustainability of French forests

Forest areas are increasingly being promoted to conserve biodiversity, in their role of carbon sequestration, in the water cycle, and for their economic importance.

Forest insurance is one way to protect this heritage. Following a storm or fire, an insured forest will be regenerated more quickly than an uninsured forest thanks to cover for reforestation costs and financial losses. These guarantees are included in the forest insurance contracts and make it possible to ensure the regeneration of forests following a covered loss, in addition to the tax benefit granted to forest owners. Indeed, the forest benefits from a tax benefit when it is protected and replanted. In the event of the disappearance of a forest area, the owner has five years to replant it.

Pacifica has been supporting forest owners for 10 years, making it one of the leaders in this market.

Targeted exclusions

Pacifica, Crédit Agricole Assurances’ property & casualty insurance subsidiary in France, works mainly with individuals (household and motor insurance, etc.), but also with farmers (cover of up to €20 million), small businesses (revenue of up to €3 million) and, since 2020, companies (with revenue of between €2 million and €50 million or so) in France.

Insurance products for individual or professional customers are not distributed outside France. Pacifica distributes its multi-risk products to farmers and businesses exclusively in mainland France, which has little exposure to deforestation.

Pacifica offers import/export guarantees, except where these concerns embargoed countries.

Pacifica excludes the following from cover under multi-risk business insurance:

- companies involved in the extraction or transformation of coal, oil or gas. This exclusion has been in force since Pacifica started offering insurance to companies: Pacifica’s underwriting portfolio therefore has zero exposure to these sectors;
- companies designing, manufacturing, selling or transporting munitions and arms banned under international law. This exclusion has been in force since Pacifica started offering insurance to companies: Pacifica’s underwriting portfolio therefore has zero exposure to the controversial weapons sector.

2.2.5 STEPPING UP THE PREVENTIVE APPROACH

Managed under a dedicated governance structure, Crédit Agricole Assurances Prevention Committee, prevention has been at the heart of Crédit Agricole Assurances’ customer processes since 2012. Representatives from Crédit Agricole Assurances and the Regional Banks meet quarterly to identify the main risks and priority actions and to promote preventative measures for the protection of people and property adopted at the national and local levels. The Regional Banks, working with their local ecosystem and mutualist network, develop measures suited to their regions and share their experience in the field. This cooperation translates into coordinated actions, planned and evaluated in light of their usefulness for customers. It has strong unanimous support within Crédit Agricole Group.

The current context is marked by a strong change in risks. The Covid-19 crisis in 2020/2021 has put health and safety issues back

at the forefront and Crédit Agricole Assurances has seen an increase in the number of high-intensity climate and natural events as well as a digitisation of daily uses, which is revealing new “cyber” risks. The collective ambitions of virtuous and low-carbon growth are accompanied by ever-faster changes in personal and professional mobility. In this environment, Crédit Agricole Group’s prevention approach, embodied in the “act every day in your interest and that of society” brand’s slogan, offers advice and support to customers in their prevention approach raising awareness among the general public on the protection of their environment or the rules for sharing the road, including supporting business or agricultural managers in their risk prevention plan.

Increasing customer awareness

Advice

Crédit Agricole Assurances is continuing to raise the awareness of its customers and of society through prevention advice provided:

- in the general terms and conditions of all property & casualty, health and personal risks insurance contracts on the internet in the online banking customer area, and on the mobile app;
- during meetings between advisors and customers in relation to their business activity;
- on the occasion of prevention workshops at larger events led by Crédit Agricole Regional Banks and initiated by Crédit Agricole local banks at their Annual General Meeting or in their regions in partnership with committed local collectives involved in risk prevention and road safety.

This year, advice was also given on the rules for sharing the road and the new uses of mobility: on electric vehicles, on bicycles or on EDPM (Personal Motorised Travel Vehicles) whose use continues to grow in urban areas.

For farmers, and more broadly, professional and corporate customers, Crédit Agricole Assurances has focused its efforts on supporting projects to install photovoltaic panels and management's civil liability issues with respect to the workplace safety of their employees.

Crédit Agricole Assurances now offers a broad catalogue of preventative actions addressing various risks (climate, road users, life accidents, cybersecurity, health, etc.) with the following aims:

- reducing the frequency and gravity of claims;
- illustrating the cooperative and mutualist values of Crédit Agricole Group;
- contributing to the long-term development of Crédit Agricole Assurances Group's bancassurance model;
- building the reputation of the insurance business within Crédit Agricole Group;
- strengthening the professionalism and pride of employees and elected members of Crédit Agricole Group.

Support

Extra customer support is provided in relation to certain themes or for certain groups:

- a free defensive driving course is offered to young drivers, who are especially likely to be involved in road accidents. This course allows them to improve their control of a vehicle in an emergency situation and since September 2023 has included awareness of the principles of eco-driving on a daily basis. Since 2011, more than 250,000 courses have been recommended, with nearly 60,000 completed. A study conducted in 2019 shows a reduction in the frequency of accidents causing personal injury and material damage of around 17.5% over the period from 2014 to 2017 for customers who took the course, compared to a control group who had not completed the course;

- for professionals and farmers:
 - training in environmentally-friendly driving is offered to everyone taking out a business vehicle insurance contract,
 - the ability to purchase high-quality protective equipment at low prices (carbon monoxide detectors, fire extinguishers for all types of fire...),
 - the option of benefiting from negotiated services for electrical and fire prevention systems checks, CCTV systems to prevent theft and remote assistance for the elderly;
- support for customers who have made repeated claims. After two claims of the same kind, customers receive personalised advice by letter with a personalized offer for turnkey services suited to the nature of their claim, for example the contact details of a CCTV partner if the claims were for theft or the contact details of a partner to check electrical systems if the claims were for electrical damage;
- proposal of insurance products including support services to help customers and their relatives in the event of death, dependency or disability. Assistance contracts also complement the range of personal risk insurance, thereby providing access to preventive advice.

To support the security of farming and professional customers, Crédit Agricole Regional Banks have a network of more than 28 experts. These experts in agricultural and occupational risk prevention undergo extensive training at IFCAM (the University of Crédit Agricole Group) and benefit from continuous upgrades to their skills, like all employees supporting the insurance procedures of customers.

Crédit Agricole Assurances supports the Regional Banks in offering fun, educational live and digital events for their mutual shareholders on preventing road risks and personal accidents, providing first aid and on the risks of falling for the elderly as well as digital risks.

Including prevention in the business offering

The Corporate insurance offer created and rolled out from 2020 by Pacifica was strengthened in 2021 when a risk prevention engineers joined the team to support the proactive preventative measures offered. In practice this means:

- a holistic approach to prevention through a visit designed to identify risks and appropriate preventative measures, carried out before the multi-risk Corporate policy is taken out;
- technical support in prevention/protection and risk reduction for the policyholder during construction projects;
- a risk management approach allowing for exhaustive analysis and information on how to prevent the risks to which businesses are exposed (whether covered by an insurance contract or not);
- the road risk prevention pack offered to every business taking out a "Vehicle Fleet" insurance contract includes a one-hour telephone audit (analysis of the vehicle fleet, drivers, tools and the training plan) and an e-learning module (raising staff awareness of the various risks and training them in responsible driving), all provided by Actua Formation, Pacifica's "go-to" partner for road risks.

Warning about climate events

The weather warnings service launched in 2020 in partnership with Predict, the French market leader in this area, continues to be rolled out.

As of 31st December 2023, 28 Regional Banks offered this additional free service to customers with various auto, home or multi-risk contracts.

After a year of high climate intensity in 2022, with more than 13 million SMS alerts sent (43% more than in 2021), 2023 followed the trend with 12.6 million alerts sent.

These text messages provided warnings to more than 2.8 million customers affected by a weather event. They encouraged policyholders to stay safe and provided preventive advice for the weather conditions they were experiencing (storm, snow/ice, floods, and heatwaves for people over 70).

Helping policyholders look after their health

In 2018, Crédit Agricole Assurances rolled out the “Crédit Agricole *Ma Santé*” app to help policyholders look after their health, including specialist and personalised content on various health issues, guidance through the healthcare process, online advice and consultations, the option of getting specialist medical advice for important decisions (serious, rare or debilitating illnesses). At the end of 2023, 3,759 teleconsultations had taken place. In addition, the Customer Recommendation index for the teleconsultation service was +65 in 2023. Since 2021, Crédit Agricole Assurances has also supported policyholders when hospitalised, through its Hospiclaire service: help with administrative procedures and promotion of care services to ease convalescence.

Over the coming years, Crédit Agricole Assurances plans to continue to develop these prevention programs to help customers avoid traumatic and costly events and to help tackle climate change.

2.2.6 SUPPORTING CUSTOMERS FACING NEW RISKS

Helping the agricultural world make its transition a success

Contributing to increase food sovereignty

Crédit Agricole Assurances expects to help one in every four farmers deal to climate issues by 2025.

In line with the third pillar of Crédit Agricole Group societal project, Crédit Agricole Assurances has again confirmed its commitment to the agriculture and food sectors. This is reflected in the offer of cover for their harvests following climate events, to support farmers in their projects to install renewable energy and to encourage the installation of new farmers.

Pacifica helps farmers to become more resilient in the face of the challenges of climate change, by offering insurance for most types of crops (field crops, vegetables, vineyards and orchards) to protect against almost all weather events that may affect them including drought, hail, floods, frost, etc. At the end of 2023, Pacifica managed around 37,500 climate insurance contracts (crop and grassland insurance). Contribution reductions are also implemented to encourage the use of protection systems, reducing the impact of climate events on crops.

Over the last four years, the issue of the “agricultural transition” has been brought within the scope of the work, with the aim of identifying the new risks relating to new agricultural practices. Indeed, organic farming and new farming practices that are more respectful of the environment continue to attract interest. In 2023, organic crops accounted for 11% of the Harvest insurance portfolio. Pacifica draws on its research to constantly adapt its agricultural insurance offer and provide a tailored solution for farmers making the transition.

Crédit Agricole Assurances is committed to supporting the reform of crop insurance.

One of the goals of this reform is to double the number of farmers insured in France by 2025. This engagement translates into:

- active involvement in all working groups with the stakeholders to ensure that this offering provides a sustainable response to protect farmers from climate events;
- the introduction of an ambitious support structure of advisors working with farmers to help them make informed choices in the management of climate risks relative to their harvests;
- the possibility of being appointed as a contact for the management of uninsured grasslands, under the National Solidarity Fund, by all farmers.

This commitment to supporting agriculture in its transition is part of Crédit Agricole Group's societal project while taking into account the new framework of public/private agricultural risk management systems.

Support for French agriculture in the development of renewable energy

As the second biggest insurer of farmers, Crédit Agricole Assurances is committed to supporting the market and doubling the number of multi-risk insurance contracts for farmers covering renewable energy (PV, co-generation, methanisation) by 2025.

Given the focus on the transition to greener energy consumption and with agricultural incomes increasingly volatile, the development of renewable energy is a golden opportunity for farms with their considerable biomass and land resources. Thus, the number of projects to install photovoltaic panels on roofs or in fields (solar trackers, solar shades) is increasing strongly, as are, to a lesser extent, agricultural methanisation facilities. Insurance for these facilities is essential to protect the renewable energy production business and the farm itself. Pacifica has developed a specific insurance offer to ensure these facilities are covered in the event of an incident. Pacifica is at the heart of the development of the agricultural renewable

energy sector by supporting the network of Crédit Agricole Regional Banks in the field through training, webinars and technical support for advisors on these new risks. Pacifica encourages Crédit Agricole Regional Banks network to promote prevention advice to customers during the implementation of their project. As a result of all these measures, the number of farms producing renewable energy insured by Pacifica tripled between 2015 and 2023. Farming enterprises producing renewable energy now represent nearly 9% of Pacifica's portfolio of multi-risk insurance contracts for farmers.

Contracts which also cover the risks specific to farming

Crédit Agricole Assurances supports farmers and their employees in the face of life's unknowns, by offering them health and personal risk products.

As farmers are particularly exposed to illness and accidents, Crédit Agricole Assurances offers them a range of solutions which complement MSA, their obligatory insurance regime. These are designed to meet farmers' specific needs:

- through its Pacifica entity, Crédit Agricole Assurances offers top-up individual health insurance and accident insurance for farmers and their families, covering both personal and professional life;
- Crédit Agricole Assurances offers a contract that covers a loss of income in the event of inability to work, injury or invalidity of the farmer, as well as death insurance contracts, to protect the policyholder's family and ensure the continuity of their enterprise, most notably through "key person" insurance;
- workforce employers are supported to protect their non-managerial employees in health and collective protection, thanks to Groupe Agricola offers, marketed by Crédit Agricole. These offers are accredited by the social partners of their professional sector. They guarantee employers an appropriate response to their legal and regulatory obligations, and provide employees with high-level social cover and access to social action services.

Young farmers under the age of 40 or established for less than five years benefit from preferential rates that facilitate their access to the schemes, in the form of a degressive contribution reduction spread over several years.

Crédit Agricole Assurances provides close support to advisors from Crédit Agricole Regional Banks who advise farmers, to maintain and develop their knowledge of the offerings and ensuring these match customer needs, through sales support tools and training.

Managing pollution risk

The law of 1st August 2008 created environmental responsibility for companies based on the "polluter pays" principle. This law requires that the operator take preventive and protective measures for the environment. In the event of environmental damage (soil pollution, air pollution, damage to surface and underground water quality, or to species and protected natural habitats), the operator's obligations include repairing damage and restoring protected natural habitats, protected areas and species.

The biodiversity restoration law of 8 August 2016 enshrined in the Civil Code the obligation to repair any ecological damage that

anyone might cause through their activity or their products. Thus, in the event of any non-negligible damage to the elements (flora, air, non-protected species and natural habitats, water, etc.) or the functioning of ecosystems or to the benefits derived by mankind from the environment (landscape enhancement, resources, etc.), the person responsible may be required to repair it.

Pacifica has therefore introduced cover, at no additional cost, in its multi-risks business and agricultural contracts insuring the cost of preventing imminent damage to the environment or ecological damage, and repair if they occur nevertheless.

Asbestos is very common in agricultural buildings built before 1997. If a building is damaged, for example by fire or storm, the asbestos must be removed before repairing or rebuilding it. Asbestos removal is a costly operation and requires specialist skills. The all-risks agricultural and business contracts include unlimited reimbursement of asbestos removal costs following a claim event, unless another limit is included in the contract.

Since 2022, Pacifica has joined a specialised co-reinsurance pool (Assurpol), enabling it to offer more comprehensive cover of the risks of accidental and/or gradual pollution, as part of a Multi-Risk Enterprise Environment contract, for damage caused to third parties and the natural environment and that suffered by the insured. This cover is particularly important for businesses with installations that are classified for environmental protection (ICPE) reasons as they are more exposed to these risks.

Adapting products to new uses and behaviours

Portability of driver protection insurance for rented vehicles (car and two-wheel vehicle insurance)

New cooperative patterns of use are emerging in the motor sector. The main examples are car sharing and peer-to-peer vehicle rental. Pacifica accompanies them with, in particular, cover for both passengers and driver and civil liability cover for car lending. However, insurance for peer-to-peer, business-to-consumer and self-service car hire is generally of poor quality, particularly as regards driver protection. To strengthen its position as a responsible bancassurer, Pacifica's car and two-wheel vehicles insurance contracts now include portability of the "driver protection" cover for hire vehicles. Customers with a Pacifica car insurance contract will therefore be covered for driver injury protection for up to €2 million with no minimum amount in the event of an accident during the hire period, in addition to the cover provided by the car hire operator's insurance. For two-wheel vehicle insurance customers, driver injury protection cover portability is limited to €1 million. This additional feature in the car and two-wheel vehicles contracts is included in all contracts at no extra cost.

From December 2021, to help customers regardless of the mode of transport they choose and support soft mobility solutions, driver injury protection cover has been extended to include all vehicles driven or ridden by the policyholder: the insured vehicle and borrowed or hired vehicles, as well as bicycles owned or temporarily hired by the policyholder and/or their spouse.

Boat sharing with the Assurance Plaisance contract

New features offered by Pacifica include “policyholder injury protection” included in all contracts, plus a “boat hire” option to cover the boat when hired out (trips to sea or nights in dock).

Taking into account new uses with the emergence of Personal Motorised Vehicles (EPDM)

In recent years, new vehicles have appeared in the urban landscape. These individual electric vehicles include electric scooters, hoverboards, mono-wheels or speedbikes. Pacifica has devised an insurance solution for this new means of mobility by making them eligible for insurance under the two-wheel vehicle contract.

House sharing with the “rental accommodation pack” in home insurance contracts

With the boom in the sharing economy, more and more people are letting their homes out to travellers such as holiday makers, tourists and businessmen, in order to make some extra money. Hosts either make the entire home available, or just one room, for one or more nights. In most cases, hosts use dedicated platforms such as Airbnb and Aritel HomeAway. Given these conditions, Pacifica has adapted its home insurance cover to meet the new needs driven by the sharing economy. The “rental accommodation pack” is aimed at customers exposed to specific risks when they let out their main or second home:

- theft and vandalism by travellers;
- loss of income in the event of cancellation following an insured event;
- civil liability in the event of harm caused to travellers, food poisoning and the customer’s safekeeping liability.

Healthcare for young people abroad

Since 1st July 2018, Pacifica has provided a healthcare contract to students going abroad on a language course, for an au pair job or to study. Healthcare can be very costly in some countries and often, students’ healthcare cover in France is not valid in other countries. This new product offer gives Crédit Agricole Assurances an opportunity to maintain a relationship with expatriates during their stay. It is available to anyone under the age of 31 and covers

reimbursement of their healthcare costs with no excess, a 24/7 multilingual hotline and assistance cover valid worldwide.

Cover for bullying/cyber-bullying as part of Personal Accident Insurance contracts

Pacifica will pay out for the most minor after-effects of a personal accident (minimum of 1% permanent functional impairment). Children under the age of 26 can also be covered for psychological support in the event of harassment or cyber-bullying. In today’s world constant use of new communication technologies (telephones and social networks), bullying amongst schoolchildren no longer stops at the school gates. Pacifica has therefore introduced this cover to support children who are victims of bullying during these difficult moments.

Cyber-protection for small businesses, farmers, companies and non-profits

By contributing to the growth of remote working, the global pandemic has increased businesses’ vulnerability to cyber attacks. Against this background, attacks and ransom demands increased, particularly those involving medium-sized businesses. Smaller companies have seen attack numbers virtually quadruple. These cyber-attacks can affect the financial activity, brand image, reputation and solvency of a company.

This is why, since 1 January 2019, Pacifica has been helping customers manage the consequences of a cyber-attack with its Cyber-Protection product offer. Policyholders enjoy guaranteed support from specialist partners (IT experts, lawyers, communication experts and data recovery experts). In addition, contracts include cover for damage related to cyber-fraud and cyber-extortion, and “Cyber civil liability” cover for losses suffered by third parties if their data is breached, used maliciously or attacked (identity theft, virus transmission, etc.).

An income protection option is also available to cover the gross operating margin in the event of total or partial business interruption following a cyber-attack, or the policyholder cannot operate their business because their IT service provider is unavailable following a cyber-attack (cloud, etc.). This option also includes cover for restoring the policyholder’s information system if it is corrupted as a result of a cyber-attack.

2.3 ACTING AS A RESPONSIBLE INVESTOR

As a leading institutional investor and signatory of the Principles for Responsible Investment (PRI), Crédit Agricole Assurances is aware of its responsibilities with regard to the sectors and issuers in which it invests. Crédit Agricole Assurances takes environmental, social and governance (ESG) factors into account when analysing, making and monitoring investment decisions, and has an appropriate reporting system to measure the progress made. Some sectors are also given priority with regard to the importance of certain societal issues (health, renewable energy, financing of the economy) and with the consistency with Crédit Agricole Group's policy. Since the adoption

of Article 173-VI of the energy transition for green growth law, Crédit Agricole Assurances has published an ESG-Climate report now incorporating the requirements of Article 29 of the Climate Energy Law. This report is available on the website www.ca-assurances.com.

Crédit Agricole Assurances is pursuing its responsible investment strategy. At the end of 2023, Crédit Agricole Assurances held €12 billion in green bonds, more than €1.5 billion in social bonds and over €2.5 billion in sustainable bonds (estimated figures).

2.3.1 EMBEDDING ESG CRITERIA MORE DEEPLY IN INVESTMENT DECISIONS

Embedding ESG criteria in all asset classes

Amundi filter and ESG ratings

Crédit Agricole Assurances relies on the expertise of Amundi, Crédit Agricole Group's asset management company, as regards integrating extra-financial (environmental, social and governance) criteria. Amundi has produced a set of 37 criteria based on the laws and directives in force and on universally accepted principles. The weighting of each of these environmental, social and governance criteria was determined in line with the issues specific to each business sector.

Within each business sector, Crédit Agricole Assurances invests in European companies with the best ESG practices.

Crédit Agricole Assurances will not invest in issuers proven to have repeatedly breached all or some of the 10 principles of the UN Global Compact. Likewise, all issuers that design, manufacture or sell controversial weapons (cluster bombs, etc.) are excluded from the investment portfolios.

Crédit Agricole Assurances excludes certain sectors and has applied an exclusion policy to the tobacco industry since 2017.

Crédit Agricole Assurances applies the Amundi ratings methodology to all portfolios under a management mandate. For the corporate facet (listed equities and bonds), the Investment department ensures that holding limits are respected (depending on the rating of each asset) so that portfolios qualify as "ESG". Since 2022, the ESG rating of dedicated equity funds under management must be higher than the ESG index of their investment universe.

Thus, at the end of 2023, all listed securities (equities, corporate and sovereign bonds and similar) held directly by Crédit Agricole Assurances were covered by an ESG filter. This represents funds

under management of €183 billion, out of a total of €278 billion in assets invested for the purpose of euro funds and own funds.

In addition, for investments held directly by Crédit Agricole Assurances' Investment department, an internal ESG analysis in the form of a rating system has been developed. This has been gradually rolled out sector by sector, notably as part of the due diligence process (carried out prior to a new investment being made). It acts as a governance support tool, helping to identify areas of improvement, in terms of taking ESG matters into account, at companies in which Crédit Agricole Assurances invests.

Real estate investment

Crédit Agricole Assurances continues to increase the proportion of real estate assets with environmental certification (such as HQE, BREEAM and LEED) in its office property portfolio. All new programs now include environmental certification.

At end-2023, Crédit Agricole Assurances held certified real estate assets with an independent valuation of nearly €12.5 billion, representing more than 2.3 million m² of certified assets out of a total of 4.6 million m².

Developing shareholder engagement

Crédit Agricole Assurances is a committed shareholder and votes directly for its strategic investments. They are managed by the Investment department, which sits on the Board of Directors of companies in which Crédit Agricole Assurances is a shareholder. Crédit Agricole Assurances encourages the companies in which it invests to communicate more about the ESG aspects of their business. In 2023, Crédit Agricole Assurances formalised the main principles of its voting and commitment policy, which will be operational in 2024.

2.3.2 FINANCING A LOW CARBON ECONOMY

Coal divestment

Crédit Agricole Assurances has undertaken to remove thermal coal from its investment portfolios by 2030.

Investments held directly by Crédit Agricole Assurances

In 2023, Crédit Agricole Assurances decided to accelerate this approach, and recorded the early exit from 2023 of issuers whose “coal” revenue is greater than 5% for all investments held directly, *i.e.* listed and unlisted assets, made in respect of euro funds and equity.

Investments held by Crédit Agricole Assurances via funds

In order to achieve its ambition to phase out thermal coal in 2030, Crédit Agricole Assurances is pursuing a specific coal policy for securities held *via* funds.

At present, this policy is based on four exclusion criteria:

- in coal extraction, issuers generating over 20% of their revenue from this activity or producing 70 million tonnes or more of coal annually (mining extraction);
- issuers producing electricity, where revenue from coal-fuelled electricity generation represents more than 50% of revenue from this activity;
- that of issuers whose revenue directly (extraction) or indirectly (electricity production) from coal represents in total between 20% and 50% of the issuer’s total revenue;
- companies developing or planning to develop new capacity using thermal coal anywhere in the value chain (production, extraction, power generation, transport infrastructure).

Today, Crédit Agricole Assurances’ investment portfolio reflects these criteria.

Investing in renewable energy

As the leading institutional investor in renewable energy in France, Crédit Agricole Assurances is committed to expanding its renewable energy investment between 2020 and 2025, to contribute to financing installed capacity of 14 GW by 2025 (from 5.2 GW in 2020).

At the end of 2023, installed capacity stood at 13.5 GW.

Meanwhile, Crédit Agricole Assurances’ investment strategy is in keeping with Crédit Agricole Group’s policy and, in particular, the Climate strategy published in the Medium-Term Plan (MTP) in June 2022 and the societal project published on 1 December 2021. Crédit Agricole Assurances therefore invests in renewable energy through energy infrastructures.

Since 2013, Crédit Agricole Assurances has joined forces with various partners to invest in renewable energy facilities in both brownfield (already developed) and greenfield (new infrastructure) projects.

The following investments were made in 2023:

- partnership with Repsol Renovables and EIP: financing of a 400 MW capacity;
- partnership with Innergex: financing of a 330 MW capacity following the signature of a long-term partnership for the assets in operation and the development portfolio of Innergex in France.

Contributing to energy transition and financing innovative solutions

Crédit Agricole Assurances invests in green, sustainable and social bonds (over €15 billion in total at end-2023) and holds shares in three funds in the *Ambition Climat* market project coordinated by *Caisse des Dépôts* and supported by *France Assureurs* (€20 million in each fund).

Crédit Agricole Assurances has also invested in the world’s biggest dedicated clean hydrogen fund (which has total target investment of €1.5 billion), managed by Hy24, a joint venture between Ardian and FiveT Hydrogen. By investing in the future of energy and in different renewable energy sources, Crédit Agricole Assurances is playing its part in accelerating the deployment of hydrogen infrastructure to contribute to a low carbon economy.

Calculating the carbon footprint of investment portfolios

By signing up to the NZAOA in 2021, Crédit Agricole Assurances committed to reducing the carbon footprint of its listed equity and corporate bond investment portfolios by 25% between 2019 and 2025.

Crédit Agricole Assurances takes a proactive approach to reducing the carbon footprint of its asset portfolios, relying on several levers described earlier.

The carbon footprint is an indicator that measures the greenhouse gas emissions generated by the operations of companies whose securities are in the portfolio. Crédit Agricole Assurances uses two methods to calculate the indicator: an issuer by issuer approach for part of the portfolio and an overall approach for the portfolio as a whole.

Amundi’s bottom-up approach focuses on calculating greenhouse gas emissions at the level of corporate, government and similar issuers. The top-down approach developed by CACIB (Crédit Agricole Corporate & Investment Bank) maps greenhouse gas emissions across the entire asset portfolio by business sector and geographical area.

The two methods are described in the ESG-Climate report of Crédit Agricole Assurances.

The overall objective of reducing greenhouse gas emissions across the entire portfolio is based on an annual average reduction in line with national and international objectives (see Crédit Agricole Assurances ESG-Climate report).

2.4 ACTING AS A RESPONSIBLE COMPANY

2.4.1 RESPECTING BUSINESS ETHICS

In keeping with Crédit Agricole Group's values (Proximity, Responsibility, Solidarity), Crédit Agricole Assurances has begun in-depth work on developing an ethical culture that goes beyond employee engagement, which is already strong. This is a long-term project composed of several stages.

A Crédit Agricole Group Ethics Charter, drawn up by Crédit Agricole Assurances' parent company, was distributed to all employees in June 2017. It is always available on the entity's intranet.

The Code of Conduct distributed since 2018 to all Crédit Agricole Assurances employees and externally is regularly updated.

It is intended for all business lines and comprises themed guidance sheets. They reflect Crédit Agricole Assurances' commitment, implementation, sets out what to do and what not to do, and gives practical examples specific to each theme. Four areas are addressed: customer and supplier relations, environmental and social issues, anti-corruption, and reputation protection.

There is one single Code for all of Crédit Agricole Assurances' employer entities and its subsidiaries, thus strengthening a shared ethics and compliance common culture.

In support of Crédit Agricole Assurances' ethical commitments, this Code is distributed internally in all entities (available on the intranet, highlighted in ongoing news items, in a presentation video, in a specific article in the weekly newsletter), in French and in English in order to make it accessible to all employees, including those abroad. It is also available on corporate websites to ensure external visibility.

Deploying a responsible compliance approach

Compliance means adherence to legislative and regulatory provisions specific to insurance, banking and finance, to ethical standards and practices, and to the instructions issued by the executive body. Compliance contributes to the confidence of stakeholders (customers, staff, investors, regulators, suppliers, etc.) with regard to financial institutions by preventing the risk of judicial, administrative or disciplinary sanctions, significant financial loss or damage to reputation.

Crédit Agricole Assurances' Compliance department defines the policy for preventing non-compliance risks, such as the risk of money laundering, financing of terrorism, violation of embargoes, market abuses, conflicts of interest, inadequate protection of customers' or employees' personal data, or inadequate protection of customers.

The Compliance function has drawn up a number of documents, including:

- the Ethical Charter adopted by Crédit Agricole Group, translated into 10 languages and given to all new Crédit Agricole Group employees;

- the Code of Conduct, co-designed with the Corporate Social Responsibility function, given to all new hires and also accessible from the CA Assurances website;
- the Fides program, comprising procedural memos setting out the regulations in terms of compliance.

Crédit Agricole Assurances' Compliance department must also make sure that effective mechanisms are in place to ensure compliance. To do this, the Compliance function in its entities:

- advises operations staff by giving opinions on transactions where it is asked to do so and provides business lines with notices of compliance;
- intervenes in product approval, governance and monitoring processes;
- identifies conflicts of interest in line with the associated Crédit Agricole Group policy;
- draws up compliance training plans and ensures that compulsory compliance training is effectively received by employees;
- monitors the proper operation of systems and transactions.

The Compliance function uses the following resources for this purpose:

- risk mapping to evaluate non-compliance risks within each entity;
- the implementation of compliance standards in procedures, in collaboration with the business lines on all risks of non-compliance (fight against money laundering/terrorist financing and asset freezing, protection of customers and personal data, prevention of corruption and fraud, etc.);
- monitoring of, and reporting on, compliance risks enables assessment of the implementation of the compliance framework and the management of non-compliance risks;
- financial security tools including profiling software which are used to detect unusual and/or suspicious transactions, screening tools used to ensure compliance with international sanctions (asset freezes and embargoes) and information sharing tools which are used within Crédit Agricole Group;
- compliance tools used to manage employees who hold insider information, and tools to prevent and manage conflicts of interest;
- the reports enable compliance with the regulations relating to the crossing of thresholds on securities giving access to the share capital or to the voting rights of issuers.

This function is performed by 65 full-time equivalent (FTE) employees; the function is structured as a business line within Crédit Agricole Assurances Group in order to ensure the consistency of compliance and financial security practices within the Group.

A training and compliance plan (Fides) has been deployed across all Crédit Agricole Assurances entities in France and abroad. Training in the various activities of compliance is provided either face-to-face or *via* e-learning, as applicable.

Anti-money laundering and terrorism financing

Crédit Agricole Assurances places great importance on preventing money laundering and the financing of terrorism, as well as respect for international sanctions (freezing of assets and embargos).

The overall system, with respect to the fight against money laundering, the financing of terrorism and compliance with international sanctions, is continuously strengthened in response to regulatory and risk assessment developments.

Crédit Agricole Assurances implements anti-money laundering and terrorism financing training programs within its various entities.

Training has also been provided about international sanctions. Annual training for all employees is provided to help them understand international sanctions and to become familiar with, and know how, to comply with the various applicable laws and regulations.

Fraud prevention

A fraud prevention system has been deployed in all Crédit Agricole Assurances entities. In a climate of escalating external fraud attempts and growing complexity of fraud methods (particularly *via* cybercrime), the key challenges lie in a proactive approach on the part of financial system operators. In this respect, awareness is a key component of prevention as it encourages people to be more on their guard.

A training program specific to the Insurance business was implemented in 2015 for the most exposed employees in order to raise their awareness about the risk of fraud and its prevention.

In addition to specific training, actions to raise employee awareness of the different types of existing and new external fraud to which they could fall victim are regularly organised.

Prevention and detection of corruption

In line with its values, Crédit Agricole Assurances believes that fighting corruption is an important element of good business practice.

Crédit Agricole Assurances has deployed a program to bring its systems into line with the new requirements arising from the Sapin 2 anti-corruption law. Measures include appointing a lead director, the implementation of specific corruption risk mapping, the assessment of third parties and the introduction of a Code of Conduct aiming to prevent inappropriate behaviour, and a whistleblowing procedure.

Employee training on the stakes of compliance and ethics issues is provided through e-learning with modules covering the following topics:

- professional ethics and professional conduct;
- prevention of external fraud;

- fight against corruption;
- international sanctions;
- anti-money laundering;
- GDPR.

Reporting of dysfunctions

The entire compliance framework (organisation, procedures, training programs) creates an environment favourable to the enhancement of the control framework within Crédit Agricole Assurances. Nonetheless, when preventive measures do not fully play their expected role and a dysfunction occurs, it must be:

- detected and then analysed as quickly as possible;
- reported to the operational managers and the Compliance functions at the most appropriate level within each business line;
- monitored and corrected, and its causes eliminated;
- reported to the Supervisory Authority in the case of the most important dysfunctions.

Centralised reporting of dysfunctions in accordance with a specific procedure adopted by each Crédit Agricole Group entity enables exposure to non-compliance risk to be measured at the highest level of the company. Thus, employees who have reasonable grounds to suspect, or who witness, a compliance dysfunction must notify their manager, who will report it to Compliance officers.

The Compliance officers in each entity report dysfunctions to the Compliance department, which is responsible for informing Crédit Agricole S.A.'s Compliance Management Committee. This Committee reviews the report and approves proposals to remedy the dysfunctions.

This framework is completed by a whistleblowing facility enabling employees who witness an anomaly in the normal dysfunction reporting system or who feel under pressure to allow a dysfunction to occur, to notify the entity's Compliance officer of the situation without going through their management. The employee's identity remains anonymous throughout the whistleblowing procedure.

Conducting a responsible lobbying policy

Aligning to best practices

Crédit Agricole Assurances conducts its lobbying activities in accordance with best practices set out by Crédit Agricole S.A. and applied by its entities. In 2013, Crédit Agricole S.A. adopted a Lobbying Charter which applies to all of its entities. In 2014, it signed Transparency International France's joint statement, thereby committing to the transparency, fairness and integrity principles recommended by the non-profit. Lastly, in accordance with the Sapin 2 law of 9 December 2016, Crédit Agricole Assurances is registered on the digital register of interest representatives and complies with the guidelines issued by France's High Authority for Transparency in Public life.

Organising in a transparent way

The Public Affairs unit is responsible for guiding Crédit Agricole Assurances' lobbying activities. The unit has three full-time employees in Paris who are in continuous contact with Crédit Agricole S.A.'s Public Affairs department. They regularly present matters to the internal bodies, including Crédit Agricole Assurances' Executive Committee. This cross-functional body is thus made aware of future regulations and drives Crédit Agricole Assurances' lobbying activities.

Addressing the main issues

The Public Affairs unit conducts its activity at both French and European level. Most issues are addressed in close cooperation with France Assureurs and Insurance Europe. In 2023, public affairs actions targeted the French public authorities and European institutions, in the context of the review of structuring reforms for insurance such as the Green Industry law or the Retail investment strategy.

This gave the unit the opportunity to highlight the important role played by insurers in the long-term financing of the European economy and to defend the model of a universal bancassurance sector serving its customers and society. A number of measures have been taken directly and through industry associations on major issues such as the revision of prudential frameworks, sustainable finance regulations and financial products distribution. Lastly, Crédit Agricole Assurances works alongside all of the sector's stakeholders to further increase transparency for retail customers.

Work to take into account sustainability issues in the economy through regulations

In line with Crédit Agricole Group's societal project and its CSR approach, Crédit Agricole Assurances ensures that its regulatory positions are aligned with its strategy and commitments relating to sustainability. Crédit Agricole Assurances is consistent with the principles of the international alliances of which it is a member, such as the PRI, PSI and NZAOA.

2.4.2 ASSESSING AND MANAGING ESG AND CLIMATE RISKS

Crédit Agricole Assurances has for many years been involved in a sustainable finance approach, in keeping with Crédit Agricole Group's Societal Project.

Assessing and managing transition risks

In June 2019, Crédit Agricole Group published its Climate strategy with the aim of stepping up its efforts and its commitments to support the energy transition. Crédit Agricole Assurances fully adheres to this Climate strategy and plays an active role in its governance in order to ensure its implementation.

As the largest insurer in France and a major institutional investor, Crédit Agricole Assurances is committed to three key priorities alongside Crédit Agricole Group:

- supporting all customers in the transition to a low carbon economy:
 - through its investment activities:
 - Crédit Agricole Assurances is mainly subject to the transition risks resulting from adjustments that issuers will have to make in order to move to a low carbon economy. This would affect the business model of some investments and could have an impact on their value. If these adjustments are not made, the stoppage or regulatory punishment of certain activities deemed to be too polluting or emitting too many greenhouse gases could result in the impairment of the associated assets,
 - in this context, Crédit Agricole Assurances is committed to reducing the carbon footprint of its listed investments in equities and corporate bonds by 25% between 2019 and 2025, and in the development of renewable energies with the aim of contributing to finance a production capacity of 14 GW by 2025,
 - by providing information for its policyholders:
 - in terms of climate reporting, Crédit Agricole Assurances implements the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). This working group created

by the G20 during COP 21 defines and issues recommendations of best practices in terms of business transparency on climate issues. In 2017, this COP specified the reporting elements expected in Universal Registration Documents, with four main areas: governance, strategy, risk management and measurement indicators used. In addition to this extra-financial reporting, Crédit Agricole Assurances communicates to its policyholders about its ESG-Climate policy *via* a dedicated publication implementing the TNFD principles,

- by developing its range of unit-linked funds with an ESG-Climate policy in order to offer customers a wide choice;
- integrating across a broad scope environmental, social and governance criteria in its investment processes (see details in the preceding section, "Acting as a Responsible Investor"):
 - since 2020, extending the ESG assessment to all new Crédit Agricole Assurances investments and financing to ensure consistency in their economic, social and environmental impacts,
 - reinforcing the policy for coal with a scenario of withdrawing in 2030. A review of direct and indirect investments in the coal sector was conducted and resulted in the development of a plan to dispose of the main exposures identified,
 - continuing the regular improvement in measurement of the portfolios' carbon footprint, thanks to the combination of several approaches (sectorial and geographic approach, issuer-level approach, sovereign state approach),
 - continuing and stepping up partnerships in order to increase investment in the energy and ecological transition. In particular note the 2014 strategic partnership with Engie to develop renewable energies in Europe;
- continue investments in renewable energies, for example with the acquisition of a stake in the portfolio of Innergex France, but also in related activities such as battery energy storage *via* the investment in the French start-up VERKOR in 2023.

These actions bring into play the following governance framework:

- Crédit Agricole Assurances takes part in the governance bodies for Crédit Agricole S.A. Group's Climate strategy;
- internally, Crédit Agricole Assurances has introduced dedicated societal governance, with several associated steering committees, to integrate societal issues across all business lines (see the Introduction to this chapter). In addition, Crédit Agricole Assurances' Board of Directors defines and approves all strategic decisions for the company, notably on ESG-Climate matters which could affect company performance. The Investment department works for the majority of Crédit Agricole Assurances' insurance subsidiary companies. With the companies, it defines their investment strategies which incorporate ESG-Climate issues. It is then responsible for implementing them. In this respect, it manages relations with all financial services providers (asset management companies, finance and investment banks, etc.) on behalf of the insurance companies.

Assessing and managing physical risks

The objective of stepping up the energy transition and supporting customers in this transformation is also reflected in action taken by Crédit Agricole Assurances to assess and manage the physical risks related to the climate.

Due to the nature of its business, particularly in property & casualty insurance, Crédit Agricole Assurances is directly exposed to physical risks related to weather conditions (storms, flooding, hurricanes, hail, drought, etc.). These risks may concern buildings (residential buildings and business or agricultural premises), vehicles and crops in the field. The weight of climate events in the cost of claims varies from one contract to another and can be up to 100% for climate products such as crop, pasture or forest insurance.

To manage these risks and contain exposure, a physical risk monitoring and management system is in place:

- identification and assessment of physical risks through quantification based on simulations of general weather event scenarios;
- implementation of a physical risk management system to limit the impact of extreme weather events by adjusting pricing and physical risk modelling;
- specific monitoring and oversight of exposure to weather events.

To support its customers and improve their satisfaction with regard to these risks, Crédit Agricole Assurances continuously renews or adapts its products and services. The evolution of products to

protect farmers against climate risk is an example. These include hail insurance for targeted protection of crops against weather events – which was redesigned in 2023; crop insurance to protect crop yields and income against weather events (2005) and pasture insurance which guarantees a capital sum to purchase the fodder required by livestock in the event of a severe weather effect on pasture land (2015).

Pacifica seeks to bring Crédit Agricole Group's values of universality to life through the operation of its business.

Pricing, based on detailed knowledge of risks and the principle of pooling, is adapted according to the asset's exposure.

Assessing and managing responsibility risks

Responsibility risks correspond to the damages and compensation that a legal entity may have to pay if it is judged responsible for climate change.

Crédit Agricole Assurances monitors this risk indirectly through exposure to climate risks (notably *via* the indicator of exposure to coal and fossil fuels) and respect for climate commitments.

Combined risk assessment for transition risks and physical risks

At the end of 2020, Crédit Agricole Assurances took part in the climate pilot exercise organised by the ACPR to carry out stress tests of its portfolios by simulating transition risk scenarios (three scenarios towards a low-carbon economy by 2050), each paired with a physical risk scenario (IPCC "RCP 8.5" scenario). In May 2021, the ACPR published the results of this exercise in which nine banking groups and 15 insurance groups, including Crédit Agricole Assurances, took part.

In 2022, Crédit Agricole Assurances took part in preparatory workshops for a new exercise with ACPR and France Assureurs.

In 2023, Crédit Agricole Assurances renewed its participation in the climate stress test organised by the ACPR. For this second exercise, a short-term horizon (2027) was added to the long-term horizon (2050) to explore scenarios combining physical risk and transition risk. Three stress scenarios (two long-term scenarios up to 2050 and one short-term scenario) were then proposed, compared with a reference scenario.

All of these elements contribute to Crédit Agricole S.A. Group's vigilance plan.

2.4.3 EMPLOYEE DEVELOPMENT

Methodology

The scope covers entities with employees that are consolidated within Crédit Agricole Assurances.

Unless stated otherwise:

- data are presented from the employer's viewpoint and not the beneficiary's viewpoint. The difference relates to employees seconded by one entity to another (with no change in the employment contract) who report to their host entity from the beneficiary's viewpoint and to their contracting entity from the employer's viewpoint;
- the population studied is the number of "active" employees. The term "active" implies:
 - a legal relationship through a standard permanent or fixed-term employment contract (or equivalent abroad),
 - being on the payroll and in the job on the final day of the period,
 - working time percentage of 50% or more.

Each table presented below is accompanied by an indication of the proportion of employees covered (as a percentage of the total number of employees at the year-end).

As a responsible employer, Crédit Agricole Assurances took further action in 2022 to promote:

- development of employee skills and employability;
- fair treatment and diversity;
- quality of work life.

In response to the Grenelle II legislation, Crédit Agricole Assurances specifies that the ILO conventions apply to its employees.

Crédit Agricole Assurances as an employer

To support its development, Crédit Agricole Assurances continued to recruit both in France and internationally.

NUMBER OF EMPLOYEES PER TYPE OF CONTRACT

(in number)	31/12/2023			31/12/2022		
	France	International	Total	France	International	Total
Active permanent contract (CDI) employees	2,745	714	3,459	2,570	638	3,208
Fixed-term contract (CDD) employees	91	30	121	84	24	108
Total number of active employees	2,836	744	3,580	2,654	662	3,316
Non active permanent contract (CDI) employees	56	7	63	59	7	66
TOTAL EMPLOYEES	2,892	751	3,643	2,713	669	3,382
Coverage: Total France + International	100%			99.4%		

Encouraging the personal development and skills of employees

Various HR mechanisms are available to employees in this respect.

Career management

The main objectives of career management are to:

- adapt the company's human resources to its current and future needs;
- develop employee employability;
- offer motivating career prospects;
- acknowledge and reward employee engagement;
- retain talented staff.

The parties involved in career management are:

- employees themselves, who are the main protagonists in their professional development;
- managers, who know their teams best and can develop the professionalism and skills of their team members;
- the Human Resources Manager (HRM), who provides support, guidance and advice.

In addition to career management interviews that take place at least every three years, employees may ask for mobility interviews.

The HRM provides guidance on how to devise a formal career plan, rewrite one's CV, prepare for recruitment interviews and emphasise one's strengths.

In 2023, 1,481 individual career management interviews took place and 1,271 employees were received.

To prepare actively for succession and offer real opportunities for the best senior managers to develop within Crédit Agricole Assurances, the talent management system implemented in 2019 continued in 2023 with the following:

- 23 talent Committee meetings;

These various Committee meetings:

- identified the key positions, key resources, key potential resources and potential candidates on pathways that will allow them to access the positions of director or deputy chief executive officer at Crédit Agricole Assurances;
- provided information for the succession plans for the 60 key positions at Crédit Agricole Assurances, paying particular attention to gender balance;
- shared all of this information with Crédit Agricole Assurances Executive Management team;
- and thereby allowed for better identification of the needs of each area in terms of resources, taking account of gender balance issues.

A program supporting young talent launched in 2020 was continued in 2023 with 41 staff benefiting from:

- individual support to develop self-awareness;
- a day's seminar on themes relating to the three pillars of Crédit Agricole Group Project, with the goal of working on highly business-sensitive topics, introducing participants to members of the Executive Management team and helping them develop their networks.

This program, also set up with talent from international subsidiaries, was renewed this year. This second class met for the first session in the Portuguese subsidiary and for the second session in Paris.

Mobility

In line with Crédit Agricole S.A. Group policy, Crédit Agricole Assurances favours internal mobility to fill job vacancies.

Vacancies are therefore published on "MyJobs", Crédit Agricole Group's job mart, which is open to all employees. Employees can schedule alerts so that they never miss new vacancies. This year, MyJobs was also rolled out at all international entities.

Moreover, employees seeking an internal move are invited to take part in "Mobilijobs" (a Crédit Agricole Group scheme that Crédit Agricole Assurances has joined), which provides opportunities for employees to talk to operational and HR staff of the various Crédit Agricole Group entities to discover job and business line opportunities. They can also take part in pre-selection speed interviews at the same time.

In 2023, employees at the Paris, Lille and Vaison-la-Romaine sites benefited from conferences, workshops and interviews as part of the launch of the "Crédit Agricole Assurances Mobility Week".

INTERNAL TRANSFERS

(in number)	2023	2022	Scope	2023	2022
Intragroup mobility (incoming)	189	112	Total - France and International	100%	99.4%
Intragroup mobility (outgoing)	157	103	Total - France and International	100%	99.4%
Mobility within one entity - Active permanent employment contracts	127	153	Total - France and International	100%	99.4%

Incoming transfers refers to recruitment by Crédit Agricole Assurances of employees from elsewhere in Crédit Agricole Group. Conversely, outgoing transfers are those where Crédit Agricole Assurances employees join another Crédit Agricole Group entity.

As part of the Human Project, the survey on the Responsibility Index was renewed and the results were up by 6 points compared to 2022. A reflection on managerial transformation was initiated by the members of the governing bodies in 2023 for implementation during 2024.

Training

The training activity of Crédit Agricole Assurances Group is always very strong in order to cover the acquisition of key skills useful for the success of our business project. Excluding regulatory training, 2023 ended with nearly 13,000 trainees (+3,000 *versus* 2022) and 124,000 hours of training (+30,000 hours *versus* 2022).

Concrete initiatives in support of the commitments made by Crédit Agricole on societal themes have been put in place: climate frescoes, CSR web conference, awareness-raising actions on gender equality, training of hiring managers on decision-making biases, training of 100% of our managers in the prevention of psychosocial risks.

Deployment of programs promoting the empowerment of Crédit Agricole Assurances managers and employees as well as the emergence of new, more hybrid and agile working methods.

And launch of Crédit Agricole Assurances Group integration days, designed as a time for sharing and experimentation with the practices and stances put forward as part of the human project (trust, collaborative methods, feedback culture, etc.).

These actions will continue and some will be amplified in 2024.

TRAINING

<i>(in number)</i>	2023		2022	
	Number of employees trained	Number of training hours	Number of employees trained	Number of training hours
France	3,220	38,205	2,947	64,420
International	773	2,880	673	18,451
TOTAL	3,993	41,085	3,620	82,871
Coverage: France + International	99.4%		98.9%	

TRAINING THEME

<i>(in number of hours)</i>	2023				2022	
	Total	%	France	International	Total	%
Knowledge of Crédit Agricole S.A. Group	1,864	2%	1,595	269	634	0.8%
Staff and business management	8,505	8%	7,666	839	9,596	11.6%
Insurance	7,299	7%	3,793	3,506	8,649	10.4%
Banking, law and economics	618	1%	352	266	569	0.7%
Financial management (accounting, management control, tax, etc.)	5,893	6%	3,760	2,133	2,855	3.4%
Risk	159	0%	-	159	224	0.3%
Compliance	15,598	15%	12,964	2,634	10,926	13.2%
Methods, organisation, quality	8,029	8%	7,523	506	4,270	5.2%
Purchasing, marketing, distribution	703	1%	671	32	446	0.5%
IT, Networks, Telecommunications	6,424	6%	5,700	724	10,176	12.3%
Office systems, business lines' software, new ICT	5,359	5%	4,029	1,330	3,222	3.9%
Foreign languages	8,808	8%	4,806	4,002	10,488	12.7%
Health and safety	5,880	6%	4,944	936	4,066	4.9%
Human rights and the environment (sustainable development)	5,156	5%	4,481	675	427	0.5%
Personal development, communication	21,624	21%	20,714	910	14,682	17.7%
Human resources	2,786	3%	881	1,905	1,643	2.0%
TOTAL	104,702	100%	83,879	20,823	82,871	100.0%
Coverage: France + International	99.4%		97.7%			

Health and Prevention

Crédit Agricole Assurances provides various health and wellness benefits in addition to the top-up health insurance plan covering all Crédit Agricole Assurances Solutions employees. With 75% of contributions paid by the company, this plan is more advantageous than the requirements set out in the collective agreement.

Several actions have been put in place to reduce psycho-social risks, including:

- the installation of a new health at work space bringing together the multidisciplinary team available to employees, both physically and virtually, including a social worker and a psychologist-coach;
- the recruitment of an OHS specialist who assesses the risks of each of the company's activities and implements actions with all stakeholders in order to offer safe working conditions, a positive environment favourable to the development of all,
- the launch of a survey to identify and diagnose psycho-social risks and any potentially risky working conditions,

- the implementation of a charter for the prevention of PSR and the right to disconnect within one of our entities,
- training of managers in the prevention of psychosocial risks in most of our entities,
- measures to promote a good work-life balance and protect the right to disconnect.

In addition, on the occasion of Pink October, awareness-raising actions were organised throughout the month in conjunction with the sponsorship, creditor insurance and occupational health teams. A doctor from the Institut Curie enabled employees at our three main sites to learn procedures for early detection. In addition, various events made it possible to donate €31,000 to Institut Curie.

Awareness-raising actions and individual interviews to encourage smoking cessation were offered at the three main sites at the end of the year.

Lastly, a flu vaccination program was rolled out at all Crédit Agricole Assurances sites.

Guaranteeing fairness and promoting diversity

In all its HR policies, practices and initiatives, Crédit Agricole Assurances endeavours to ensure and promote fairness and diversity. In terms of recruitment, Crédit Agricole Assurances entities seek to attract diverse profiles including people with two to five years higher education, people on work-study contracts and interns as well as experienced employees. The determining factors are experience, skills and development potential.

In addition, with respect to disabilities, increased and regular awareness-raising initiatives and communications on diversity allowed Crédit Agricole Assurances target set in the sixth Crédit Agricole Group's agreement to be met in terms of the number

of disabled people recruited. This year, the theme of the SEEPH was digital inclusion with demonstrations of start-ups that have developed solutions to facilitate the daily life of employees with dyslexia and hearing impairments. The proportion of employment of employees with disabilities increased again this year to reach 3.6%.

More generally, diversity and inclusion being one of the five priority HR areas of the corporate project, the actions of the Diversity and Inclusion Committee and the ambassador networks in France and in international entities continued throughout the year with a highlight in November on the occasion of the Group's Diversity Month. On this occasion, two web conferences for all employees, meetings between ambassadors and Executive Management, and a webinar for managers were organised. In addition, an acculturation content platform on Diversity and Inclusion is now accessible to all employees.

NUMBER OF EMPLOYEES HIRED EXTERNALLY ON PERMANENT EMPLOYMENT CONTRACTS (IN FRANCE AND INTERNATIONAL SUBSIDIARIES)

(in number)	2023	2022
France	307	287
International	130	118
TOTAL RECRUITS WITH PERMANENT EMPLOYMENT CONTRACTS	437	405
Coverage: Total France	100.0%	100.0%

Gender equality in the workplace

Aware that gender equality and diversity are factors of performance for the company and of well-being for their employees, the main subsidiaries of Crédit Agricole Assurances have signed professional equality agreements aimed at ensuring this equality in the field of human resources: recruitment, training, career management, compensation, etc. These agreements also provide for measures in favour of parenthood with reserved cradles in the Babilou network and the granting of CESUs for new parents during the first year after the birth of a child.

In addition, the StOpE ordinary sexism in the workplace charter was signed in January by the Chief Executive Officer of Crédit Agricole Assurances. This charter defines eight commitments already implemented in the company. In addition, mandatory training has been set up to raise awareness among all employees on the subject and to prevent any sexist behaviour. Combating all forms of sexism in the workplace is an essential lever for gender diversity.

The gender balance remains stable, both in France and internationally.

REPRESENTATION OF WOMEN

(in number)	2023			2022		
	No.	Base	%	No.	Base	%
Among all employees	1,899	3,580	53.1%	1,762	3,316	53.1%
Among permanent contract employees	214	76	56.5%	229	405	56.5%
Among the Executive Committee	4	20	20.0%	5	25	20.0%
Among the top 10% of highest-earning employees in each subsidiary	113	354	26.8%	86	321	26.8%
Coverage: Total France + International			100.0%			99.4%

PROMOTIONS

(in number)	31/12/2023			31/12/2022
	Men	Women	Total	Total
Promotions in the non-manager category	29	92	121	104
Promotions from non-manager to manager	14	21	35	20
Promotions in the manager category	99	118	217	208
TOTAL PROMOTIONS	142	231	373	332
Percentage	38%	62%	100%	100.0%
Coverage: France		100.0%		100.0%

Moreover, company-level agreements were signed in most Crédit Agricole Assurances' employer entities. These agreements contain a number of commitments in terms of gender balance and diversity, such as:

- a guarantee that job applications will be treated equally;
- the allocation of an annual budget to reduce pay gaps;
- measures facilitating the return to work after maternity or adoption leave (HR interviews, gradual resumption of work, option to work part time with no impact on career development and compensation);
- payment of the basic salary during paternity leave.

The gender equality index exceeds 85% for all Crédit Agricole Assurances entities.

Lastly, for all new executive and senior management hires, Crédit Agricole Assurances endeavours to draw up a mixed short list of candidates.

Age equality

INTERNSHIPS AND WORK-STUDY CONTRACTS

Since December 2018, Crédit Agricole Group has been delivering on its commitment, in particular through two key measures:

- promoting the inclusion of young people from underprivileged areas by offering work experience;

- placements across Crédit Agricole Group to 13 to 15 year-olds from priority education areas;
- helping young people to access employment through work-study contacts by increasing the number of contracts offered (this objective was achieved by supporting the *Ijeune!solution* movement launched in 2020);
- welcoming **50,000 young people** in France and internationally by 2025 in all activities and business lines.

Crédit Agricole Assurances maintained and expanded its recruitment campaign this year, welcoming 66 long-term interns and 258 apprentices. They benefited from a dedicated half-day induction session, which was held on site this year.

The tutors received special training or support in most entities.

At the end of the scheme, tutors fill in a questionnaire to assess apprentices and recommend them if applicable. These students are then systematically interviewed by HR with a view to offering them permanent or temporary job opportunities within Crédit Agricole Assurances wherever possible. The rate of conversion from work-study contracts to permanent and fixed-term contracts was 49% in 2023.

Crédit Agricole Assurances gave two presentations to 13- to 15-year-old students from priority education areas and eight students were welcomed for an internship in December.

AVERAGE NUMBER OF INTERNSHIPS AND WORK-STUDY CONTRACTS OVER THE YEAR

(average number of employees over the year)

	2023	2022
Internships	28	25
Work-study contracts	182	159
Coverage: Total France	100.0%	100.0%

SENIORS

In France, each Crédit Agricole Assurances subsidiary has implemented a proactive policy to support seniors, the main objective of which is to keep them in employment. The steps frequently taken in this respect by entities include:

- commitment to professional development for seniors in terms of training and compensation;
- managing the end of career and the transition between work and retirement and implementing a system to gradually reduce hours with the option of working part time;
- specific training for employees aged over 55 on preparing for their retirement.

Negotiations should be opened in 2024 and thus enrich current arrangements.

Compensation policy

Compensation policy and practice within Crédit Agricole Assurances entities are based on a number of principles:

- equity and transparency: in order to guarantee equitable practices, Crédit Agricole Assurances is committed to defining and applying

a shared framework which is widely distributed to all management lines, notably during the launch of compensation campaigns. These campaigns conclude with wage review committees which ensure the uniform application of the framework across all organisations. In addition, with the help of information provided by internal and external benchmarking, the HR department identifies employees who, for a given function, show a significant gap with market practice (salary index < 80%): a dedicated budget is then set aside to address the most significant cases of inequality;

- reward for collective and individual performance: all employees at Crédit Agricole Assurances enjoy a compensation package including Individual Variable Compensation (recognising individual performance) and Collective Variable Compensation (incentive plans and/or profit-sharing). These systems, which are also the subject of regular communication, have been structured to ensure recognition for individual performance and a share in the value generated by collective performance and success;
- competitiveness: annual surveys of compensation help ensure that employees are offered compensation packages in line with the reference market and thus address the issues of attracting and retaining the human resources necessary to the development of Crédit Agricole Assurances.

Promoting hybrid working

In an uncertain context, marked by multiple crises and given the growing expectations of employees' for flexibility and fair balance between professional and personal life, Crédit Agricole Assurances has thus embarked on an approach to ensure the sustainability of hybrid work, thus capitalising on the widespread remote working experience linked to the health crisis.

As part of this, the main Crédit Agricole Assurances entities signed flexible remote working agreements, which give each employee more responsibility and autonomy while meeting the needs of staff and the demands of running the business:

- for example, employees can work remotely for 82 days in a full year. Their sole obligation is to be on site for at least two days in each consecutive two-week period;
- additional remote working days are granted to:

- employees who are carers,
- employees with disabilities,
- women who have made a pregnancy declaration;
- remote working arrangements are mutually agreed between the employee and their manager, taking into account the organisational and operational needs of the department.

Crédit Agricole Assurances continues to support employees who are carers, in particular by giving them more time off and more flexibility. All colleagues can donate days of leave or time off in lieu (up to a maximum of five days per year) which are given to employees who are carers. Thanks to solidarity between employees, nearly 328 days of caregiver leave were used in 2023, an increase of 13% compared to the previous year by beneficiaries. In 2023, the Group committed to continuing its support for carers, with a target of 25,000 carers supported in 2025.

2.4.4 REDUCING THE ENVIRONMENTAL FOOTPRINT OF OPERATIONS

Crédit Agricole Assurances is a financial services company and its operations do not have any major direct impact on the environment. Its main direct greenhouse gas emission is carbon dioxide (*via* the consumption of fossil fuels and electricity). The most harmful waste comes from electronic items, for which collection and processing procedures are in place. Paper is the main raw material used.

To reduce its environmental impact and serve as an example to stakeholders, it is of fundamental importance that Crédit Agricole Assurances reduce emissions relating to its operational footprint. Thus, Crédit Agricole Assurances has focused its environmental management and reporting efforts on three priority areas: mobility; company operations (consumption of energy and water, buildings management, responsible IT, freight); and purchasing. These efforts have come alongside awareness-building amongst employees to create a collective and sustainable reduction in the operational environmental footprint. The reporting scope has changed since 2022, with the sale of *La Médicale de France* to the Generali Group and the inclusion of CA Vita (Italy). In line with Crédit Agricole Group's Net Zero commitment, Crédit Agricole Assurances has undertaken to reduce the impact of its environmental footprint in order to achieve net zero emissions by 2050.

Crédit Agricole S.A. Group has defined three targets for 2030 for reducing its operational footprint using a methodology based on the GHG Protocol and aligned with a limitation of global warming to 1.5°C by 2100, in accordance with the recommendations of the Science-Based Target initiative (SBTi).

In addition, the reduction target for Crédit Agricole Group is broken down into subsidiary-level targets, taking into account the degree of decarbonisation already achieved on their respective operating

footprints (carbon footprint excluding financing and investments and excluding insurance):



Crédit Agricole Assurances' contribution to the Net Zero objectives of Crédit Agricole S.A.⁽¹⁾



-38% of greenhouse gas (GHG) emissions related to Scopes 1 & 2 by 2030 (vs. 2019)



-29% of greenhouse gas emissions related to business travel by 2030 (vs. 2019)



Crédit Agricole Assurances is in line with the Group targets of Crédit Agricole S.A. of **100% renewable electricity** for all sites in France and internationally.



Crédit Agricole Assurances is in line with the Group targets of Crédit Agricole S.A., which is committed to ensuring that its suppliers, covering **40% of its expenses** related to the purchase of goods and services, have Net Zero trajectories based on the SBTi by 2027.

⁽¹⁾ These commitments concern entities in the financial consolidation scope whose headcount exceeds 100 FTEs.

Crédit Agricole Assurances has used 100% renewable electricity for all French sites since 2022 and is working to extend this renewable energy supply to the buildings of entities internationally.

Use of resources

Paper

As a member of Citéo, Crédit Agricole Assurances is committed to Crédit Agricole Group’s “Grenelle papier” approach, which is based on two separate objectives: increasing the use of responsible paper and increasing the rate of paper recycling, for all paper use (office systems, desktop publishing, customer communications).

For this purpose, Crédit Agricole Assurances has set up a network of paper stewards, comprising employees who buy paper and/or use paper for printing on the company’s behalf. These stewards have been made aware of the environmental issues related to paper and Crédit Agricole S.A. Group’s commitments. They are not only responsible for reporting, but also for:

- encouraging the purchase of certified (PEFC, FSC, etc.) or recycled paper;
- promoting paperless communication between employees, with the banking and partner networks, and with customers that opt for paperless communications;
- reducing the amount of paper used for business correspondence by grouping life insurance (Predica) correspondence with banking correspondence, double-sided printing for business correspondence (insurance certificates, death & disability renewal notices, etc.) and for annual statements, as well as using thinner paper. Employee payslips are now paperless.

Considerable work was done by Pacifica to send 100% of eligible letters in electronic format while also reducing the weight of general terms and conditions documents. Customers can agree (or not agree) to receive their documents in electronic format. To encourage them to do so, an awareness campaign was organised in 2020. This allowed for a reduction in paper consumption as well as carbon emissions relating to transporting these documents.

Particular efforts have been made in ink use, which has been reduced by 30%, and in the manufacture of envelopes used for administrative purposes at Predica. Envelopes are made from 100% recycled, FSC-certified paper manufactured in France. The transparent window is made from transparent plant material (biodegradable bioplastic from agricultural plant waste), and the glue used is plant-based.

In the offices of the main French subsidiaries, printers are now shared and their default settings are double-sided and black and white. Launched in 2017, the system of employee badges to operate photocopiers was expanded when the company’s photocopiers were upgraded. This reduces printing, as documents are only printed when strictly necessary.

PAPER INDICATORS

	2023	2022
Total consumption	1,051 tonnes	1,304 tonnes
Proportion of responsible paper	97%	76%

Scope: Crédit Agricole Assurances France excluding CMUs + CA Vita (Italy).

Energy

Since January 2019, buildings in Paris have been managed by the General Resources and Safety team. It monitors and controls energy consumption in the buildings and contributes to Crédit Agricole Assurances’ reporting.

For buildings in the greater Paris region, various measures have been taken to better control energy use based on in-depth knowledge of the sites (occupation techniques and types) and the outcome of energy audits. These actions include:

- optimisation of lighting timer settings (reduction of time slots), of terminals (fan-coil units), air processors (ventilation), car park extractors, circulation pumps, etc.;
- replacement of lighting with LEDs in the back kitchens and car parks of certain buildings in Paris;
- replacement of air handling units;
- some equipment made responsive to the outside temperature (e.g. circulation pumps, different ventilation temperatures depending on the outside temperature, hot air curtain, etc.);
- changes to the temperature settings for hot and cold water;
- installation of innovative equipment to measure electrical signals to better understand how the buildings operate;
- installation of an energy loss sensor at the Paris sites to enable better response times;
- building closure on weekends to shut down the building in terms of energy consumption.

Since 2020, Crédit Agricole Assurances has fitted Smart Impulse technology to its buildings in Paris to track energy consumption item by item and manage it to achieve energy consumption reduction targets.

On 11th October 2022, Crédit Agricole Group signed up to the Ecowatt system and undertook to reduce its energy use for heating and lighting and take the measures necessary on each site for more frugal energy management.

Crédit Agricole Assurances, as a responsible company and employer, has adopted three measures to help reduce its electricity consumption: reducing the set temperature in offices to 19°C in winter, increasing the set temperature to 26°C in summer, shutting down the “all fresh air” treatment system in communal areas and turning off the hot water supply in WC hand basins.

In 2023, Crédit Agricole Group also signed the Commitment Charter for the sobriety of private tertiary buildings.

This approach, supported by the Sustainable Building Plan and the ADEME, aims to maintain the mobilisation of stakeholders around the issues of sobriety, to monitor the implementation of related actions and to facilitate the exchange and sharing of experience between the signatories.

Employee awareness-raising actions complement this system to sustainably reduce electricity consumption.

ENERGY CONSUMPTION AND CO₂ EMISSIONS

	2023			2022		
	Consumption (kWh)	Ratio (kWh/m ² /year)	Estimated coverage ratio	Consumption (kWh)	Ratio (kWh/m ² /year)	Estimated coverage ratio
Electricity	9,232,773	137	100%	9,786,752	146	100.0%
Steam	1,259,353	49	100%	1,075,560	44	100.0%
Fuel	91,142	26	100%	105,722	30	100%

Scope: Crédit Agricole Assurances France excluding CMUs + CA Vita (Italy).

The ratios of electricity use per m² and consumption of heating oil per m² both fell in 2023. The decreases were due notably to the energy-saving measures introduced since 2022: stopping of the system introduced under health protocols (operation of facilities on an “all fresh air” basis), reduction in the recommended temperature to 19°C in winter and increase in recommended temperature to 26°C in summer, and reduction of water temperatures in hand basins.

Furthermore, heating oil is only used on one site, which is equipped with a heat pump. The oil-fired boiler is only used to supplement the heat pump in extremely cold weather, which explains why consumption varies substantially from year to year.

Urban heating consumption appears to have increased in 2023 compared to 2022. This increase was due to low consumption in 2022 due to the closure of a building for more than a month following an outbreak of fire in a technical room.

In 2022, Crédit Agricole Assurances renewed its Green electricity agreement with EDF for two sites in Paris and its site in Vaison-la-Romaine for a further five years. At a Paris site and the Lille site, green energy contracts were also signed in 2022 with EKIVOLT and EDENKIA. Since 2022, Crédit Agricole Assurances has therefore been using 100% renewable electricity for all its French sites. This electricity is purchased under Certificates of Guaranteed Origin mostly issued by French hydroelectric electricity generators.

Crédit Agricole Assurances is committed to reducing its direct carbon footprint, in particular by designing low-carbon office buildings with Crédit Agricole Immobilier to house Pacifica’s claims management units (CMUs). These are office buildings aiming to achieve the most demanding labels and certifications in the market, such as HQE Excellent and the *Bâtiment Bas Carbone* (BBCA) low-carbon labels, E+C- level E3/C2 and BiodiverCity*.

Per 1 m² of built space, the Claims Management Units have a carbon impact 2.5 times lower than new traditional buildings.

The first two sites were inaugurated in 2023 in Caen and Grenoble. The next sites will be delivered in 2024 in Saint-Étienne, Dijon and Pau.

Waste management

In 2019, the Paris sites converted to flex offices were fitted with centralised collection points for sorting using different types of bins for cardboard, paper, cans, plastic bottles, etc. All of the Paris sites are now equipped with these collection points.

Since 2019, waste from the Paris premises are now collected and re-sorted at 36-44 boulevard de Vaugirard (and no longer taken to Montrouge) before recycling. At the Lille premises, an ESAT (a support through work organisation) is responsible for collecting and sorting paper.

WASTE INDICATORS

	2023	2022 Estimate *
Total quantity of waste	184 tons	106 tons
Quantity of recovered waste	128 tons	44 tons

Footnote : all waste collected (DIB, paper, plastic, cardboard, glass, metal, bio-waste, caps, cigarette butts and batteries) by Crédit Agricole Assurances in France excluding UGS + CA VITA (Italy).

* Extrapolation from H1 2022.

The increase in the volume of waste is mainly due to the post-Covid recovery of building activities (catering, event activity, etc.), the greater presence of employees on site and the increase in Crédit Agricole Assurances headcount.

Since 2023, waste collection and recovery have been extended at Parisian buildings thanks to new partnerships:

- with *Cyclop* for cigarette butts;
- with *Les Alchimistes* for bio-waste from company restaurants, which is now recycled into compost.

All waste paper, plastic, cardboard, glass, metal, bio-waste, stoppers, cigarette butts and batteries are now recycled.

Ink cartridges are collected exclusively by Canon, the machine supplier, which has its own sustainable development procedure.

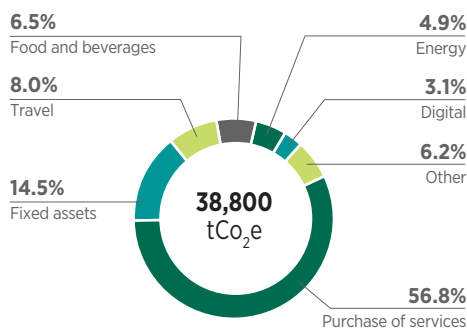
Computers (stationary and laptops) at the end of their useful life, that is to say that are more than five years old or have a “broke” status (obsolete, broken, etc.) are collected by Olinn, which ensures recycling according to D3E standards for equipment out of service or obsolete and ensures the recovery of equipment in working order. In 2023, a donation of 184 computers was made to several non-profits such as Konnio, Kodiko and *Emmaüs* Connect in response to their needs. An internal process is being validated to be able to renew this operation annually.

Greenhouse gas emissions

In 2023, Crédit Agricole Assurances carried out its *Bilan Carbone*[®] for the 2022 financial year. It showed that an employee emits an average of eight tonnes of CO₂ equivalent of greenhouse gases per year (organisational scope). On a scope identical to the previous *Bilan Carbone* carried out in 2021 (without the Viaren and UAF Life Patrimoine entities), GHG emissions were slightly down to 7.8 tCO₂e per FTE in 2022, compared to 8.2 per FTE in 2021.

By item, the results are as follows:

CRÉDIT AGRICOLE ASSURANCES 2022 BILAN CARBONE BY ITEM (FRANCE SCOPE) CARRIED OUT WITH GREENLY



To measure its footprint more accurately, Crédit Agricole Assurances has undertaken to carry out a *Bilan Carbone*[®] assessment (carbon footprint) for each of its international subsidiaries by 2025 and to carry out an annual *Bilan Carbone*[®] assessment of its French entities from 2022.

TRAVEL INDICATORS

	Distances travelled (in thousands of kilometres)		
	Rail	Air	Total
2023	6,220	2,814	9,034
2022	3,202	1,738	4,940
Changes	94%	62%	83%

Scope: Crédit Agricole Assurances France excluding CMUs + CA Vita (Italy).

In line with the transport policy, trains remain the preferred means of travel: 69% of kilometres travelled in 2023.

With regard to the car fleet policy, a new vehicle catalogue was set up in December 2022 with the aim of reducing emissions. It does not include any of the vehicles subject to the penalty that was in force in 2021. One third of the listed vehicles are fully electric, one third plug-in hybrids and the remainder standard hybrid and internal combustion engine vehicles.

In addition, the Sustainable Transport Pass (STP) allows companies to make a financial contribution to employees to help finance all or part of their “green” transport between their home and workplace. This system is in line with the ambitions of Crédit Agricole Assurances’ societal pillar and its commitment to reduce its carbon footprint. Set at €550 per year, it is free of tax and social security contributions.

Travel policy

In order to limit its direct environmental footprint, Crédit Agricole Assurances has worked on the carbon impact related to employee travel, the second largest generator of CO₂ emissions. Crédit Agricole Assurances has therefore drawn up a travel policy to encourage the use of transport with the least impact and to encourage more virtuous practices:

- rail travel to be used wherever possible and systematically for some destinations;
- better management of air travel: only permitted for journeys of more than three hours, no first class travel, direct flights preferred;
- installation of videoconferencing equipment in all premises;
- use of remote working.

Since April 2023, a new online travel booking tool has made it possible to display to users travel proposals in line with the Group’s Travel Policy (in particular in terms of CSR) as well as the associated CO₂ emissions for each transport proposal.

This is why this travel policy will change in 2024 to integrate decarbonisation issues and encourage the use of more sustainable forms of mobility (for example: transport by train preferred, introduction of bicycle mileage allowances, recommendation of electric vehicle rentals).

After two years marked by the health situation, business travel resumed in 2022. The recovery was accentuated in 2023, but travel still remains at a lower level compared to 2019 (11,589 thousand km travelled in 2019).

When combined with the compulsory reimbursement of public transport costs, the payment is increased to €650. All employees are eligible (permanent, fixed-contract, part-time and interns) and the annual amount can be paid pro rata to the date of joining the company. Only those employees with a company car are not eligible for the STP.

The eco-driving coaching with WeNow has been repeated for drivers of company cars. This program encourages employees to adopt eco-driving thanks to personalised advice and eco-driving score challenges. The average consumption score improved positively in 2023 and reflects the mobilisation of drivers to limit energy waste. This average fuel consumption score compares, over a given trip, the actual fuel consumption with the minimum fuel consumption that could have been achieved with the same vehicle.

This program also helps offset the CO₂ emissions recorded that could not be reduced by eco-driving, through projects certified by the United Nations.

WeNow's e-learning eco-driving platform was also made available to all Crédit Agricole Assurances employees in 2023, to help them learn good driving habits to reduce their fuel consumption and adopt more civil driving.

Raising employee awareness

To meet the challenges of a just ecological transition, everyone has a role to play, at the heart of their daily missions and in their behaviour in the office. Knowledge of societal issues and challenges is key so that each employee can be an actor in the Societal Project, which is why an evolving and progressive training course on CSR issues was launched in 2023 and punctuated by several highlights:

- a launch webconference in April;
- the launch in April of a mandatory e-learning training course on CSR issues that covers the key concepts of Corporate Social Responsibility (CSR), the main societal issues, as well as the commitments and actions of Crédit Agricole Group to meet these societal challenges. At the end of November 2023, 74% of Crédit Agricole Assurances employees had completed this training module. This is a good step forward that brings us closer to our target of 100% by 2025;
- climate frescoes have multiplied in the BUs/SUs. In total, 1,162 employees have been able to perform a Climate Fresco at Crédit Agricole Assurances since 2019;
- specific business line training has been rolled out in certain BUs/SUs to meet the needs of business line departments (eco-design training for IT projects, awareness of responsible digital technology, responsible purchasing training, etc.).

To strengthen this system, Crédit Agricole Assurances employees were invited to the "CSR Meetings", a quarterly information session

with a webconference and a mobilisation session with collective action. In the presence of representatives of the Group's various business lines and external experts, these meetings make it possible to decipher a subject related to the societal project and to present our action levers to be a fully responsible insurer, investor and company.

A community of Crédit Agricole Assurances CSR Ambassadors was created at the end of 2022. Representatives of their departments on societal issues related to our Responsible Company commitments, these ambassadors promoted Crédit Agricole Assurances's CSR commitments locally. They also mobilised their team around collective projects and/or carry out local actions within their BU/SU.

A CSR section is accessible to Crédit Agricole Assurances entities on the intranet. It provides information about general CSR issues and about Crédit Agricole Assurances' approach, in particular.

Company restaurant

Crédit Agricole Assurances works with its service provider Sodexo on improving practices at its Paris Vaugirard company restaurant.

In terms of the supply chain for meat products, Sodexo mainly purchases labelled products that include animal welfare in their specifications, such as the *Bleu-Blanc-Coeur* and *Label Rouge* labels. Similarly, for fish products, Sodexo mainly purchases Pavillon France label fresh products from French fisheries that guarantee more environmentally-friendly fishing practices (selective fishing methods, respect for the seasonality of products, etc.).

The catering service provider has been collecting Nespresso coffee capsules and sorting them for recycling since 2017. Selective sorting was introduced in the restaurant in January 2018 for separate collection of cardboard and cans, glass bottles and bio-waste.

Since January 2023, a partnership with *Les Alchimistes* has made it possible to collect and recycle bio-waste from company restaurants based in Paris.

2.4.5 DEPLOYING A RESPONSIBLE PURCHASING POLICY

Crédit Agricole Assurances applies and respects Crédit Agricole Group S.A.'s responsible purchasing policy in order to meet the major challenges of the future and contribute to the company's overall performance. This focuses on 5 pillars:

- ensuring responsible behaviour in supplier relationships;
- contributing to the economic competitiveness of the ecosystem;
- integrating environmental and societal criteria in purchasing;
- fostering lasting improvements in the quality of supplier relationships;
- integrating this responsible purchasing policy with existing governance structures.

Crédit Agricole Assurances' "purchasing" Procedural Note respects the fundamentals of Crédit Agricole Group S.A.'s CSR process for purchasing.

The guiding principles of its CSR policy are:

- UN Global Compact;
- Diversity Charter;
- Responsible Supplier Relations Mediation Charter.

All the commitments cover human rights and labour regulations, combating all forms of discrimination, promoting diversity, environmental protection and business ethics.

Crédit Agricole Assurances wishes to encourage its suppliers, service providers and their sub-contractors to share these commitments by observing the principles set out in the international conventions, the laws and regulations in the country where they operate, and practices in their business sector, and more specifically in terms of:

1. human rights;
2. diversity and working conditions;
3. the environment;
4. business ethics.

Being responsible throughout the supply chain

Crédit Agricole Assurances' responsible purchasing policy is based on the following:

- encouraging responsible supplier relations;
- assessing suppliers on the basis of their CSR management system and the products proposed to Crédit Agricole Assurances;
- raising awareness amongst buyers and suppliers.

Committing with suppliers

Crédit Agricole S.A. is a signatory of the Responsible Supplier Relations Charter, which aims to create a balanced relationship with its suppliers in an unstable economic environment.

This charter comprises 10 commitments for responsible purchasing and a fair and lasting relationship between large buyers, SMEs and suppliers more generally, notably with regard to environmental impacts, financial fairness and reducing the risks of reciprocal dependence.

Crédit Agricole Assurances therefore appends the "Responsible Purchasing Charter" to all its tender documents and contracts. The Charter is a joint initiative between French banks and insurance companies that wish to encourage their suppliers to implement duty of vigilance measures as part of their CSR approach. It sets out:

- the commitments made by the signatories to their suppliers in terms of fairness, ethics and transparency, reciprocal dependence, respect for payment periods, confidentiality and intellectual property rights, small and mid-size suppliers, and recourse to mediation;
- the commitments made by suppliers in terms of the environment, human rights and labour, business ethics, sub-contracting, progress approach, and monitoring compliance with the Charter;
- the reference texts: the 10 principles of the Global Compact, the 30 articles of the Universal Declaration of Human Rights and the Fundamental Conventions of the International Labour Organization (ILO).

Assessing its suppliers

Controlling supplier risk and compliance is a major challenge. It is based around a 360° vision of suppliers including monitoring their financial health, their economic dependency, the completeness of their legal documentation, supplier scoring, their screening (suppliers under sanctions including OFAC, Sapin 2 and duty of vigilance) and lastly their CSR rating. The processes adopted include a Know Your Supplier (KYS) system. These risks are monitored by a Group Executive Supplier Risks Committee, which manages the systems for Crédit Agricole S.A. and its subsidiaries.

Crédit Agricole Assurances receives a dashboard from Crédit Agricole Group Purchasing department on the main CSR indicators shared across all Group entities (including the Regional Banks) and used in the main entities of Crédit Agricole Group.

These suppliers are assessed on their CSR policies not only in terms of their management system, but also in terms of their products themselves.

Evaluation of the supplier's CSR management system, which is systematically requested during the tender process, is entrusted to a specialist, independent third party, EcoVadis. This approach is led by Crédit Agricole S.A. The scoring principle involves sending suppliers a questionnaire based on four themes: environment, social matters, ethics and supply chain management. 5,421 suppliers common to Crédit Agricole S.A. Group entities have been rated to date.

Crédit Agricole Assurances is a participant in the "Purchasing low-carbon trajectory" project run by the purchasing function of Crédit Agricole S.A. Group which aims to achieve net zero carbon emissions by 2050.

The roadmap for 2024 is based on four areas:

- supporting Crédit Agricole S.A. Group suppliers in their knowledge of decarbonisation:
 - information on current regulations,
 - knowledge of available financial aid and existing training,
 - be a partner to take stock of the carbon footprint;
- contractually engaging suppliers in a process of reducing their carbon footprint:
 - complete report on emissions,
 - third-party verification,
 - science-based goal definitions,
 - definition of an action plan,
 - calculation of the carbon footprint for each product;
- making a carbon footprint measurement tool available to all suppliers;
- implementation of carbon footprint reduction levers by purchasing family and implementation of monitoring.

Raising awareness amongst buyers and suppliers

Crédit Agricole Assurances buyers are made aware of responsible purchasing at meetings run by Crédit Agricole S.A.'s Purchasing department.

Everyone involved in the purchasing function receives training in responsible purchasing provided by Crédit Agricole S.A. Group.

A specific policy of sourcing from companies in the sheltered sector has been implemented for the purchasing function.

Crédit Agricole Assurances has received the *Relations fournisseurs et achats responsables* label (LRFAR – Responsible Supplier Relations and Purchasing) and Crédit Agricole S.A. Group, with the contribution of new entities, confirmed in 2021 that LRFAR labelling would continue for three years.

Crédit Agricole S.A.'s organisation and actions and those of its subsidiaries were certified to be at a "convincing" level relative to the ISO 20400 standards.

In 2019, the purchasing policy was assessed on the basis of EcoVadis rating criteria. It obtained a score of 70/100.

2.4.6 PATRONAGE AND SOLIDARITY

Launch of the “J’agis” skills sponsorship program

The year 2023 saw the launch of *J’agis* (1st act) the pilot skills sponsorship program to involve employees in community initiatives intended to establish a commitment culture within the company. This pilot program, launched from May to the end of December 2023, will be the subject of a review to determine the terms and conditions of the program’s continuation in 2024.

This year, around a hundred assignment offers were available, continuously updated and geolocated to enable employees located throughout France to commit their working hours for a maximum of five days in 2023. The assignments offered to employees in this context can also be carried out, if they wish, outside their working hours.

Since the launch of the *J’agis* program in May 2023, more than 200 skills sponsorship and volunteering missions have been carried out.

There is a monthly newsletter focusing on sponsorship and solidarity issues.

In addition to this program, collective actions are regularly offered to employees (*Octobre Rose, Décembre Solidaire*, etc.). As part of the “Payroll donation” program, they can also donate the cents of their salary to a non-profit elected by them each year. In 2023, the “*L’Envol*” non-profit will benefit from the global donation doubled by Crédit Agricole Assurances.

A long-term commitment to sponsorship

Crédit Agricole Assurances’ sponsorship programs are, at present, focused on two areas: social cohesion and inclusion, and the transition to a low-carbon economy.

Strengthening social cohesion and inclusion

PROMOTING BETTER INCLUSION FOR CARERS

For over 10 years, Crédit Agricole Assurances has been engaged in a policy to sponsor family caregivers by financing community projects throughout France. Caregivers play a key role in intergenerational solidarity and home care for dependent people.

In 2023, the 13th call for projects to help carers was based on three emerging or developing themes in support for caregivers:

- developing “go-to” approaches;
- fighting against regional inequalities;
- strengthening the role of caregivers in inclusive housing.

Projects are selected by a committee made up of people from civil society (sociologist, geriatrician, journalist, French Association of Caregivers, the CNSA, etc.) and members of Crédit Agricole Group.

Since 2010, Crédit Agricole Assurances has received over 1,550 applications, especially from the Regional Banks that promote the initiative. At the end of 2023, 200 local projects had been financed and more than €2.5 million distributed.

In 2023, a “Jury’s Choice Prize” provided the chosen charity with six months’ support from a consulting firm to help consolidate its financial model, define a three-year development strategy for its resources and develop the skills and tools needed to improve its efficiency.

The other winning charities received two days of “Developing my resources and communication to support my charity project” training, provided with the support of a consulting firm.

In 2024, Crédit Agricole Assurances is committed to continuing its support for carers, with a target of 25,000 carers supported in 2025.

SUPPORTING REFUGEES

Crédit Agricole Assurances provides financial support to the Kodiko charity, which works on the inclusion of refugees in the world of work, and the involvement of a dozen employee-tutors in the program.

SUPPORTING YOUNG PEOPLE

Crédit Agricole Assurances has set up financial support for the *Télémaque* non-profit, which works on the socio-cultural opening of young people from modest backgrounds, and the commitment of 10 employees/tutors.

TACKLING ILLITERACY

Crédit Agricole Assurances supports *Stopllettrisme*, which tackles illiteracy in the workplace, and the involvement of 20 employee-tutors in a training program for workers at the cleaning services provider in Paris.

SUPPORTING EMPLOYEE’S COMMITMENT

Among its philanthropic actions, Crédit Agricole Assurances has been financing since 2011 the call for projects called *J’Agis- Parrainage associatif* (formerly the “*Courte Echelle*” call for projects), for its employees involved in public interest organisations or wishing to have a project by a non-profit of their choice supported.

These charitable projects span international solidarity, environmental protection and social inclusion.

In 2023, the Employees’ Choice Prize was continued. This allowed employees to vote on the project of their choice, with the winner receiving an additional donation. The winning non-profits of the call for projects are also supported as part of a training day “Developing my resources and my communication to serve my associative project”.

Acting for the environment

COMMITMENT TO REFORESTATION IN FRANCE

In 2023, Crédit Agricole Assurances continued to be a partner of the “*Plantons pour l’Avenir*” endowment fund. The fund is dedicated to accelerating forest replanting in France by providing owners engaged in sustainable forestry with the funding they need to replant their land (in the form of an interest-free advance repayable over 30 years).

The support of “*Plantons pour l’Avenir*” in 2023 contributed to:

- the planting of 183,704 trees, reforesting 165.5 hectares under sustainable management;
- the protection of 273 forestry jobs.

Since 2018, Crédit Agricole Assurances donations have funded the planting of 1,255,407 trees reforesting 1,041 hectares under sustainable management.

This approach is complementary to the “one contract one tree” operation carried out as part of Crédit Agricole Assurances’ insurer activity with Reforest’Action (see section “Reforestation operation”).

Through these two programs, Crédit Agricole Assurances has committed to replanting or protecting four million trees by 2025, which could capture nearly 600,000 tonnes of CO₂.

At the end of 2023, Crédit Agricole Assurances had planted or protected nearly 3.4 million trees.

TACKLING PLASTIC POLLUTION IN OUR OCEANS

Crédit Agricole Assurances is committed to the Plastic Odyssey association, which fights plastic pollution in the seas and oceans through a waste recycling program.

Crédit Agricole Group has been a partner of this project since 2018 and is continuing its support with a donation of €50,000 over five years. Crédit Agricole Assurances is involved in this contribution. The support provided for this expedition forms part of Crédit Agricole Group’s Societal Project.

