

## 5. RESULTS

### 5.1 NON-FINANCIAL PERFORMANCE INDICATOR

ESG strategy	Policy	Performance indicator	Definition	Unit	2021	2020	2019	Entities concerned
Environmental Performance	3.4.1 The Group's climate strategy	Assets from specific initiatives relating to the environment	Investments in the energy transition sector	€bn	33.6	21.9	11.7	Amundi
		Financing of green activities	Outstanding green and transition finance on Crédit Agricole CIB's balance sheet	€bn	13.2	11.14	7.1	Crédit Agricole CIB
		Investments in renewable energy	Investments in renewable energies <sup>(1)</sup>	€bn	4.02	2.66	2.1	CAA
	4.5 TCFD Chapter: climate risk management	Financing of REen	Financing of renewable energies	€m	268	241	224	LCL
		Financing of REen projects in France	Financing of renewable energy in France over a sliding year (H2 N-1 and H1 N)	%	30	28	24	Unifergie
	5.5 Measures and targets for our internal footprint	GHG emissions financing and investments	GHG emissions related to all investments and financing (Scope 3)	MtCO <sub>2</sub> eq	147	143	139	Crédit Agricole Group
		Energy-related GHG emissions/m <sup>2</sup>	GHG emissions related to the energy consumption of buildings (internal footprint)	TCO <sub>2</sub> eq/sq.m.	0.03666	0.03046	0.03492	Crédit Agricole S.A. and its subsidiaries
		GHG emissions related to business travel/FTE	GHG emissions related to employee travel by air and rail (internal footprint)	TCO <sub>2</sub> eq/FTE	0.061	0.101	0.636	Crédit Agricole S.A. and its subsidiaries
		Assets in the fund with social and solidarity impact	Investments in the Social and Solidarity Economy sector	€m	440	331	256	Amundi
	Social Performance	3.5.1 A universal approach for our businesses: supporting all customers to promote social cohesion	Number of vulnerable customers supported	Monitoring and providing personalised support to customers who are vulnerable on a short- or long-term basis	Number	21,607	21,544	18,514
Assets from Financing granted to microfinance institutions			Financing granted to microfinance institutions	€m	74.3	74	54	Grameen Crédit Agricole Foundation
3.3.1 A strong ethical culture		Raising awareness of ethics among employees	Share of employees who took part in the "Ethics and you" quiz <sup>(2)</sup>	%	30.4	20.3	16.93	FReD entities <sup>(3)</sup>

(1) Calculation on the basis of listed and unlisted investments (debt and equity).

(2) Quiz not compulsory.

(3) Participation rate, FReD scope (Amundi, Crédit Agricole S.A., Crédit Agricole Assurances, LCL, CACIB, Caceis, Indosuez WM, CACF, CAL&F, CA Bank Polska, CA-GIP, Crédit du Maroc, CA Italia, CAPS, CA Immobilier, Avem, Uni-médias) calculated on the number of employees present and paid as at 31 December 2021.