

Mission Report 2025



The mission committee



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Dean of the School of Management and Impact at Sciences Po Paris



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Philosopher and Honorary Professor at the University of Lausanne



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Director Finance Department, Banque des territoires



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Jean-Louis Kiehl
Chairman of Crésus



Marie-Christine Korniloff
Director of Economic Affairs, WWF France



Benoit Leguet
Manager Director Institute for Climate Economics (I4CE), Member of the French CCC (Haut Conseil pour le Climat)



Simon Létourneau
Co-founder and CEO of Carbo



Amélie Lummaux
Executive Vice President, Sustainable Development and Projects, ADP**



Alice Pégorier
Member of the collective, Pour un réveil écologique



Joël Tronchon
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Chief sustainability officer, La Banque Postale



Anissa Papin
Head of the Corporate Social Responsibility Communication



Nicolas Routier
Executive Vice President in charge of Public Service and Regulation, La Poste Group

* See glossary p.44
**Until October 2024

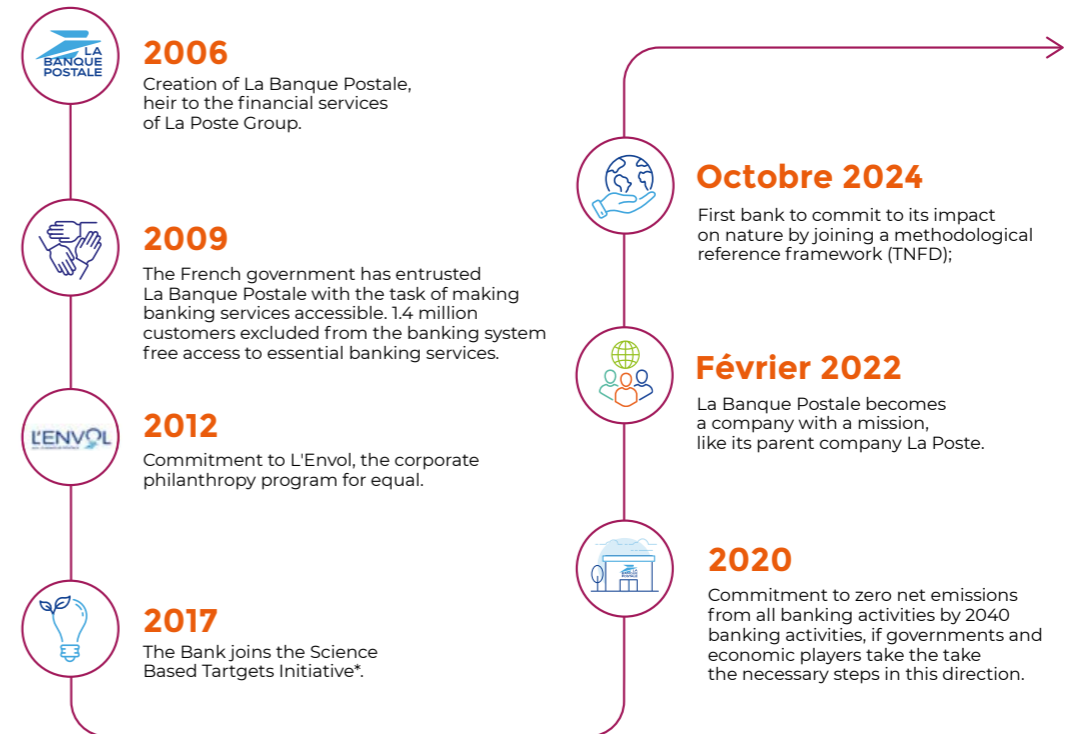
The mission-driven company, an obvious choice for La Banque Postale

Created in 2006, La Banque Postale is the heir to the financiers services of La Poste. Since then, La Banque Postale has become the 6th largest bank in France, and 12th in Europe, with almost 10 million active customers. Backed by its postal network, La Banque Postale is present throughout France, and is pursuing its development, notably with CNP Assurances. La Banque Postale is a major player in the public finance sector, serving the general interest.

Thanks to its public service mission* of banking accessibility confined by the French government in 2009, La Banque Postale enables 7.4 million customers excluded from the banking system to access essential banking services free of charge and without means testing. With its "La Banque Postale 2030" strategic plan, La Banque Postale has made the just transition* to become a leader in impact finance.

In June 2021, it revealed its "raison d'être" following a co-construction process with its employees. In February 2022, it will become a company with a mission, like its parent company La Poste.

The main milestones



2024 a year rich in work and events

Over the course of 2024, the Mission Committee took part in various projects and events, demonstrating the growing maturity to maturity. Fully integrated, it enables its members to become actively involved in the life and mission of La Banque Postale.

3 new members

joined the committee during the year



Alice Pégurier
Member of the collective,
Pour un réveil écologique



Florence Deram
Director Finance
Department,
Banque des territoires



Amélie Lummaux
Executive Vice President,
Sustainable Development
and Projects, ADP**

20 meetings in 2024



May 16

THE FRENCH AND EUROPEAN CONGRESS OF COMPANIES WITH A MISSION AT LA BANQUE POSTALE

On May 16, 2024, La Banque Postale supported the French and European Congress of Companies with a Mission, celebrating five years of the PACTE law*.

The event attracted nearly 1,000 participants to discuss the operation and development of mission-driven with a mission. La Banque Postale contributed to a round-table discussion on the relationship between mission and CSRD*. With nearly 2,000 mission-driven companies in France is set to expand throughout Europe.

May 21 and 30

THE MISSION COMMITTEE IN THE FIELD

On May 21 and 30, committees from La Banque Postale and La Poste visited "L'Appui", the budgeting and banking support platform.

This service handles around 250 calls a day, or 30,000 a year. Committee members were able to observe the platform's operations and understand the support process offered to customers.



May 29

LA BANQUE POSTALE ORGANIZED ITS FIRST SEMINAR DEDICATED TO THE MISSION-DRIVEN COMPANY

This event brought together the members of the mission committee, our auditor and the ambassadors responsible for the just transition. Participants shared their experiences and prospects for the development of indicators.



December 5



Meeting

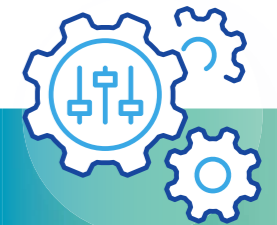
BETWEEN ECONOMIST CHARLOTTE GARDES AND THE RISK MANAGEMENT TEAM

On December 5, a discussion took place on the choice of scenarios for studying the economic impacts and financial risks associated with climate change. NGFS scenarios ("Below 2°C", "Delayed Transition") were included, but the absence of a more pessimistic scenario, such as "Fragmented World" (too little investment and too late), was noted.

TYPICAL MISSION COMMITTEE AGENDA

Mission committee members meet in plenary session three times a year to monitor indicators. Example of a typical agenda:

- Presentation by a member of top management** who presents the strategic challenges facing his or her business. For example: the roadmap for the risk department, the finance department and the strategies banking accessibility mission...
- News from the company with a mission** work and monitoring of indicators.
- Round-table discussion on a pre-determined topic** For example: ESG backlash, double materiality analysis, how does the "Poly crisis" affect decarbonization scenarios...



QUARTERLY MANAGEMENT OF INDICATORS

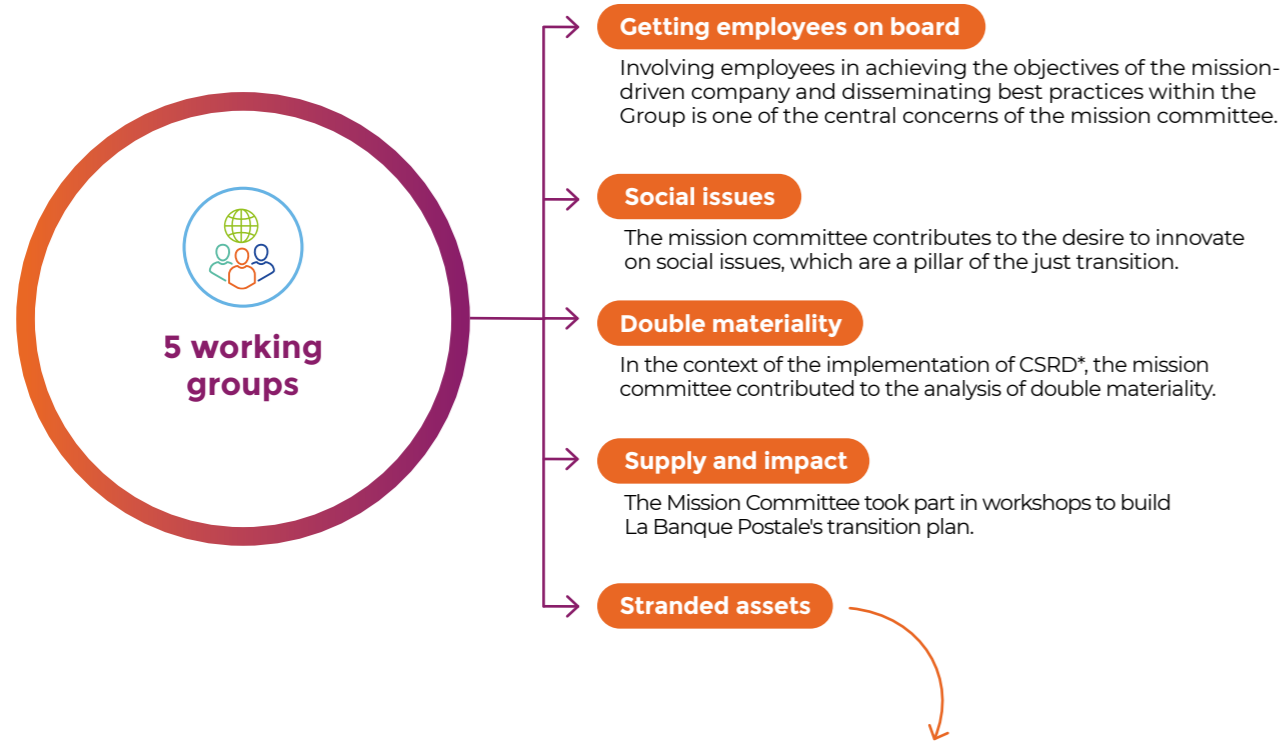
This key mechanism enables us to closely monitor the mission throughout the year, and to:

- Monitor progress on the indicator, formalize any trade-offs, and update the action plan.
- Meet with the teams in charge of the indicator.
- Report to the Inspectorate General for follow-up.

* See glossary p.44
**Until October 2024

Working groups

The mission committee meets several times a year in working groups to further develop the Bank's corporate citizenship strategy. Twelve meetings were organized in 2024.



1 Real estate assets are increasingly exposed to natural disasters

They thus become stranded assets: their value depreciates in line with climate change. Better consideration could steer citizens towards less risky towards less risky acquisitions and thus avoid human catastrophes.

3 The 3 objectives of the working group:

- 1 Produce an operational tool with a methodology for measuring stranded assets from a financial point of view.
- 2 Contribute to public debate and advance knowledge on this subject.
- 3 Involving the Bank's business lines in customer service adaptation issues.

2 A research project was launched under the guidance of the mission committee

The Climate Economics Chair at Dauphine PSL and its partner the Square Research Center are working to provide an overview of stranded assets in the French real estate sector.

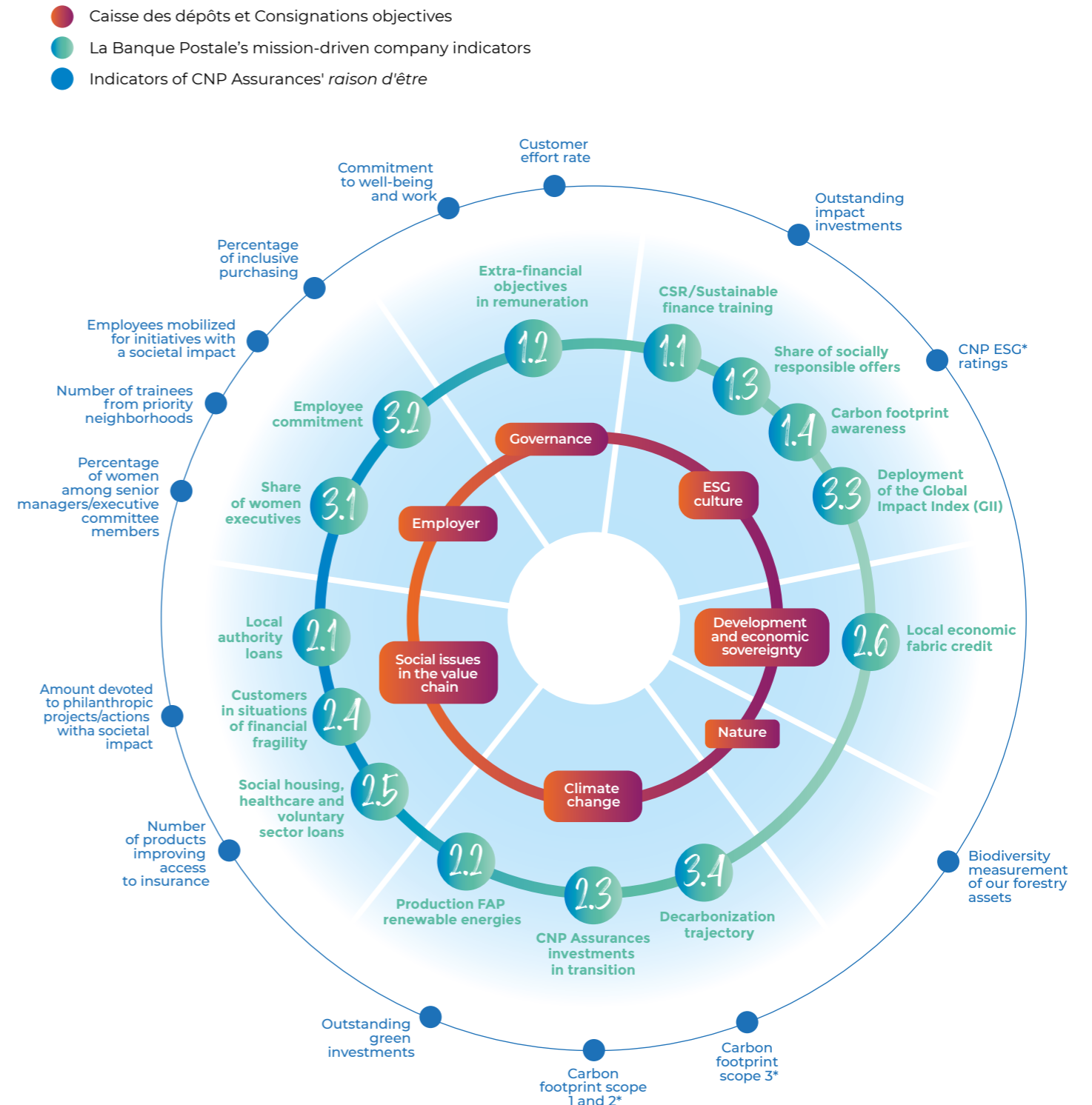
4 Group-wide collaboration

Modelling work is underway based on CNP Assurances claims data.

* See glossary p.44

The mission-driven company at the heart of La Banque Postale's strategy

The working groups La Banque Postale's transformation ambition is part of the wider ecosystem of the Caisse des Dépôts et Consignations Group. The indicators for La Banque Postale's "entreprise à mission" and those for CNP Assurances' "raison d'être" have been designed to coincide with the strategic priorities of the major public finance group.

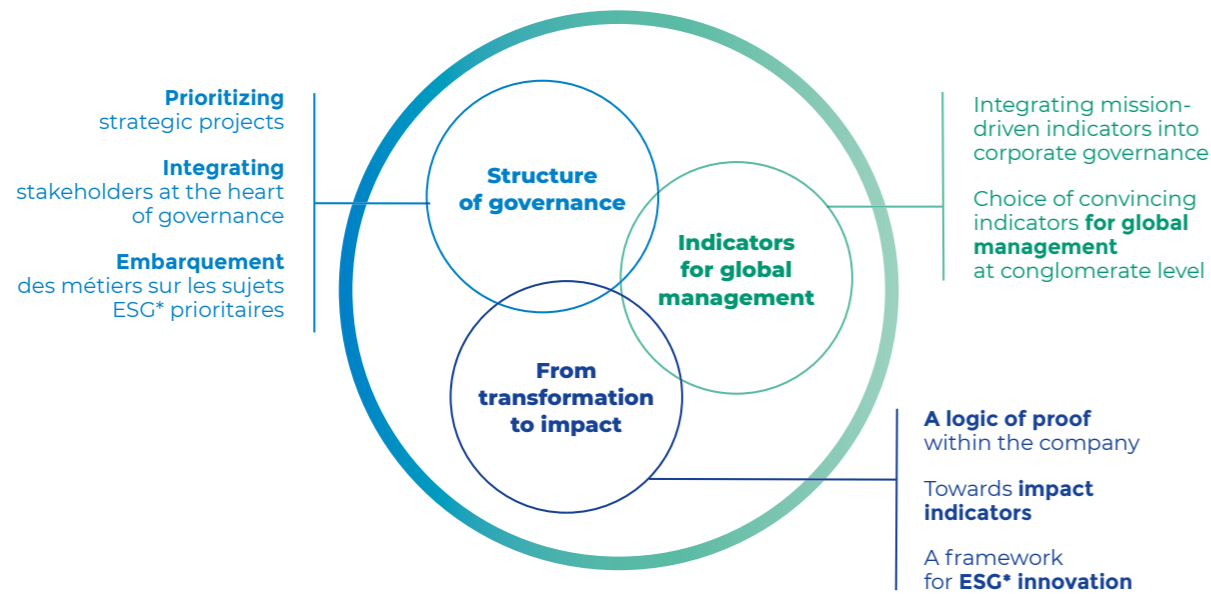


3 years of mission-driven company

The mission-driven company model is now an integral part of La Banque Postale's operations and has led to a number of major advances.

Key lessons from the mission-driven company

3 years of results



The mission-driven company: a breeding ground for CSRD*

La Banque Postale's 3 years as a company with a mission enabled it to initiate early on a transformation dynamic that today facilitates the implementation of CSRD*. Our mission-driven approach has enabled us to innovate, to fix strategic priorities and to initiate a singular movement in favor of just transition*. The CSRD* now complements this approach by providing a structured framework and harmonized rules for extra-financial reporting.

Thanks to a culture of impact already in place, adopting the CSRD* is a natural fit with La Banque Postale's trajectory. Our mission indicators, linked to the growth of responsible investments and the promotion of sustainable products, already prefigured certain CSRD* requirements, notably the publication of transition plans. In this way, the CSRD* reinforces our commitment and enables us to go further in supporting our customers towards more sustainable business models.

* See glossary p.44

Integrating indicators into governance

TIGHT CONTROL and integrated indicators to governance

- > The **mission committee** reports its findings to the Supervisory Board, and the indicators are presented to **Comex** three times a year.
- > Each indicator is the subject of a **protocol sheet** that sets out how the data is collected and consolidated, as well as operational procedures to ensure **process reliability**.
- > The mission is integrated into the **risk management system**, in both its strategic and operational dimensions.

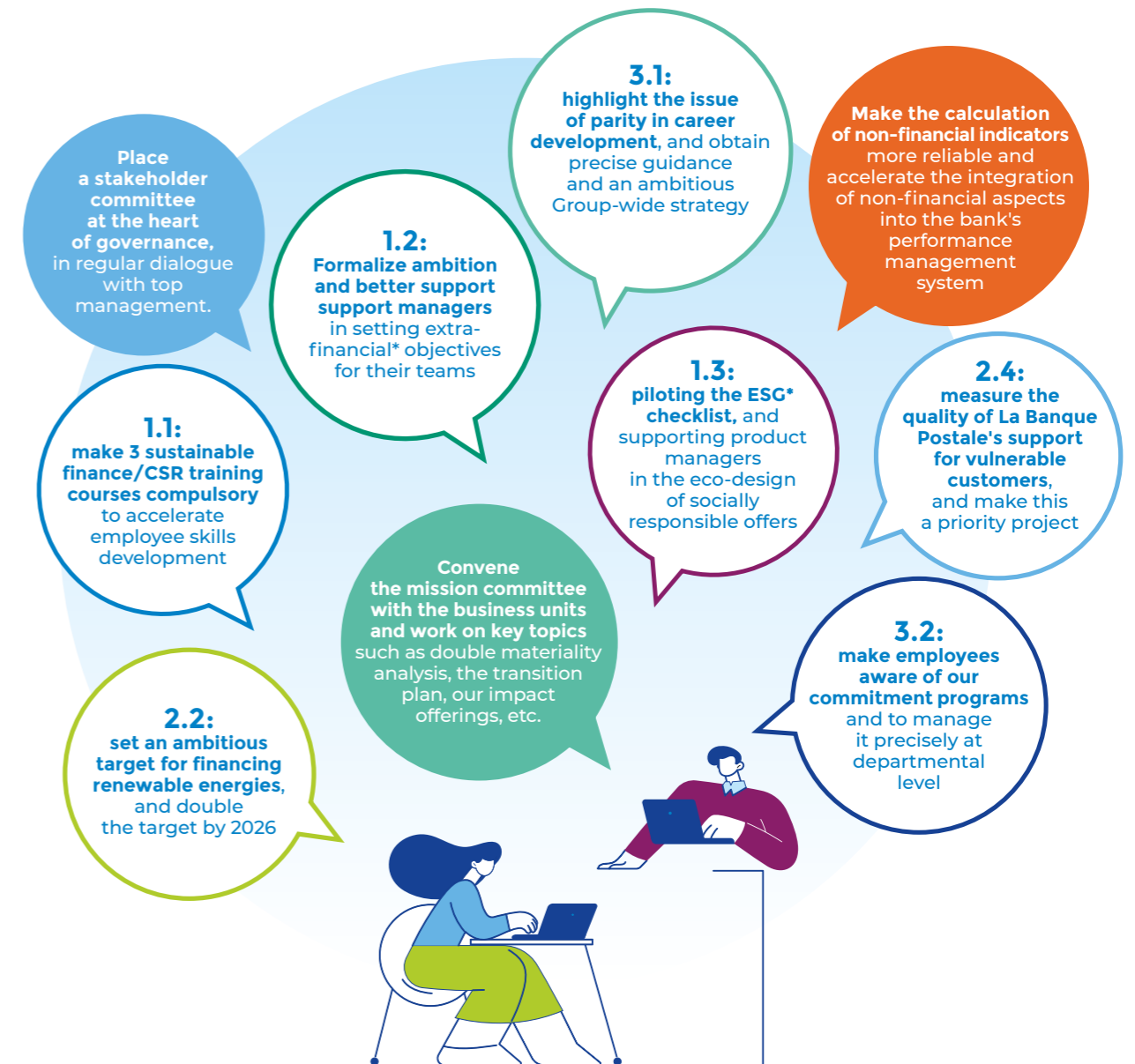
CALCULATION OF COMPENSATION based on ESG* criteria

- > Our global remuneration scheme includes a **strong individual and collective variable pay dimension**.
- > On the collective side, the calculation of employee profit-sharing is now based on the **progress of the driven mission company's indicators**.
- > On the individual side, the Bank aims to set **20% extra-financial targets** for Group employees by 2025.

A STRATEGIC REVIEW which involves alert management alert management of indicators

- > The **independent third-party body** audits the mission-driven company system every year, whereas the law only requires an audit every two years.
- > The **mission report** is published each year on the Bank's website to provide an overview of the progress made in carrying out the mission.
- > Certain mission indicators are included in **CSRD* reporting**, which is subject to a regulatory audit.

Over the past 3 years, the mission-based company has enabled:



14 KPIs to monitor the 3 statutory objectives

Indicators to transform La Banque Postale

La Banque Postale's executive committee, acting on the advice of the mission committee, has selected a number of indicators to measure the achievement of statutory objectives. The indicators are subject to rigorous monitoring.

Each indicator is defined by a fiche protocol (objective, perimeter, data collection process) signed by the referents who are thus responsible for it.

All those concerned by the indicator meet every three months in a steering committee afin order to discuss the challenges and progress made.

Each year, the audit findings help to fiabilize the indicator results.

Each indicator is subject to a control procedure afin guaranteeing its fiability in addition to the audit. The level of requirement has been adjusted for certain targets.

Synergistic players at the service of the mission



* See glossary p.44

A dashboard to monitor these indicators

OBJECTIVE 1 Transforming our bancassurance model by cultivating environmental, social and territorial impact

	Q1-24	Q2-24	Q3-24	Q4-24	2025 Target
1.1 Employees who have attended at least two CSR / sustainable finance training courses (%)	74	75	77	80	90
1.2 Including non-financial objectives in the remuneration of Group employees (%)	N/A	N/A	N/A	28.8	20
1.3 Proportion of new ESG offers through the ESG* Checklist (Environment, Social, Governance) (%)	100	33	50	30	80
1.4 Innovation and raising customer awareness of carbon footprint (number of customers)	28,607	29,354	30,700	25,529	61,624

OBJECTIVE 2 Develop and promote products and services in our bancassurance offering that address environmental, social and local issues

	Q1-24	Q2-24	Q3-24	Q4-24	2025 Target
2.1 Annual credit production for local authorities (€bn)	0.85	3.14	4.38	5.8	4.5
<i>Including green and social loans (€bn)</i>	0.3	0.93	1.31	1.87	1.1
2.2 Asset and Project Finance production deployed for renewable energy projects (€bn)	4.61	4.75	4.86	5.04	5.6
2.3 CNP's outstanding investments in Energy and Ecological Transition (EET) (€bn)	28.2	28.7	28.8	29.4	30
2.4 Evolution of NPS (Net Promoter Score) for customers in financial difficulty (point)	-3	-1	2	3	9*
2.5 Annual credit production for social housing, healthcare and associations (€bn)	0.2	0.43	1.08	1.53	2.5
<i>Including socially responsible loans (€bn)</i>	0.1	0.27	0.51	0.71	0.3
2.6 Annual credit production for the local economy (including socially responsible loans) (€bn)	0.3	0.92	1.35	1.94	2.4
<i>Including socially responsible loans (€bn)</i>	0.1	0.18	0.22	0.32	0.3

*This is an annual target

OBJECTIVE 3 Advancing best standards and regulatory practices in the banking and insurance sector through the example of our actions

	Q1-24	Q2-24	Q3-24	Q4-24	2025 Target
3.1 Proportion of women among strategic managers and executives (%)	40.7	40.5	40.8	40.5	43
3.2 Proportion of employees participating in an engagement initiative (%)	9,6	10,4	12,01	15,32	20
<i>With sustainable mobility package (%)</i>				35	35
3.3 Proportion of activities covered by the Global Impact Index (GII)	64	64	64	73	87
3.4 Decarbonization trajectory and alignment with the Paris Agreement	Data at 30/06/2023		Data at 30/06/2024		2025 Target
<i>Operational footprint (scopes 1 & 2) (teq CO2)</i>	6,389		6,260		3,823
Scope 3: Residential real estate Individuals (Kg CO2e/m²)	27.9		28.5		13.16*
Scope 3: Commercial real estate (Kg CO2e/m²)	31.1		29.6		11.41*
Scope 3: Corporate equity and bond portfolios (our customers' Scopes 1, 2 & 3)	2,35°C**		2,4°C**		1,88°C**
Scope 3: Medium/long-term corporate loan portfolios (our customers' Scopes 1, 2 & 3)	3°C**		2,9°C**		2,11°C**

*To be revalidated by SBTi
** 2025 target

Indicator 1.1

Employees who have attended at least two CSR/sustainable finance training courses

ESRS S1
Own workforce

As CSR and sustainable finance issues become more complex, it has become essential for La Banque Postale to strengthen the skills and expertise of its employees. Several sector-specific or generalist training courses have been offered to employees. Since 2024, of the 10 mandatory training courses, 3 are CSR/finance sustainable training courses.



The indicator has made it possible to specify a roadmap enabling progress to be made on the crucial subject of training and skills.



BUSINESS REFERENT

Cécile Pommier

Program Manager at the School of Banking and the Corporate Network

In becoming a “mission-driven” company, La Banque Postale set itself the target of having 90% of the Group’s employees take at least two training courses by 2025, from among the fifteen or so courses then on offer to employees. The year 2023 saw strong growth in the number of employees, with several general and specialized training courses on offer. In 2024, we continued to promote the range of training courses to employees via various attractive communication initiatives, enabling us to establish a rate of 80% by the finding of Q4 2024.



PRESIDENT OF THE MISSION COMMITTEE

Natacha Valla

Dean of the School of Management and Impact at Sciences Po Paris

Skills are key to meeting the complex challenges of transition. In just a few years, La Banque Postale has succeeded in offering its employees high-quality training courses, which are widely taken up, as the indicator shows. The ambition must now be exceeded, and an indicator should be measured at Group level, for greater impact. It would be interesting to work on monitoring sales training, with a view to providing customers with the best possible support during the transition.

* See glossary p.44



Definition

Percentage of employees having taken at least two training courses related to corporate citizenship (CSR/sustainable finance) between 2022 and 2025.

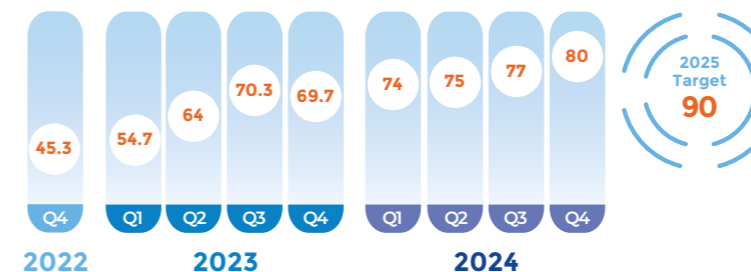
Scope

All employees of La Banque Postale SA and those working in the name and on behalf of La Banque Postale. In 2024, subsidiaries are not included in the scope. However, they will be included as part of the new post-2025 indicators.

Action plan

- Produce general and sector-specific training courses on the challenges of civic engagement.
- Propose several training and awareness-raising courses on sustainable finance topics in each entity.

Percentage of employees who have taken at least two CSR/sustainable finance training courses (in %)



Only Q4 of each year is audited and recalculated by ITO*

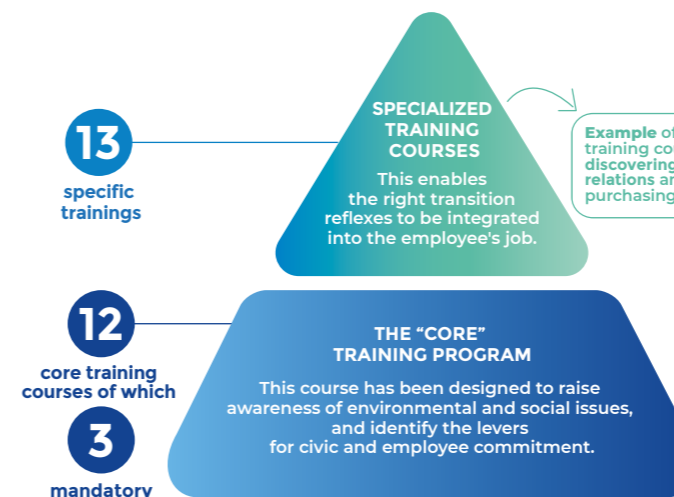
Methodological note

More and more employees trained. This indicator continues to grow, with 80% of employees having taken at least 2 CSR / sustainable finance training courses by 2024, i.e. over 34,000 people trained. The target thus has a strong chance to be reached by 2025. However, the indicator does not concern the entire Group: its scope includes LBPSA and the Finance division but excludes subsidiaries at this stage. This is a work in progress within the framework of the new post-2025 indicators.

Positive momentum. Once again, this year 3 out of 10 training courses are mandatory on the theme of sustainable finance/CSR, and new courses have been created, for example on the theme of human rights or biodiversity. These new training courses are not systematically included in the scope of the indicator (which remains identical, allowing comparability of data), but illustrate the dynamics of the training subject, largely driven by the indicator.

CSR training offers

A training program has been rolled out since 2021 to train employees in the just transition.



Example of a purchasing training course: discovering supplier relations and responsible purchasing

DO YOU KNOW ?

The Sustainable Finance MOOC was co-created by the Institut Louis Bachelier, the Institut de la Finance Durable and the Horizon & Beyond endowment fund. It aims to cover the entire sustainable finance ecosystem and responds to a number of issues, such as the challenges of financing the transition and the debates surrounding the Green Deal during the recent European elections.

[To find out more](#)

Indicator

1.2

Including non-financial objectives in the remuneration of Group employees

ESRS S1
Own workforce

Linking variable compensation to extra-financial criteria* is a major lever for accelerating a company's transformation. Through this system, employees are made aware of ESG* issues and find a personal interest in achieving their objectives.

La Banque Postale's decision to make this a corporate mission statement is a pioneering strategy for itself and its filiales.

In addition to the number of employees concerned, an additional ambition has been set: to increase the weight of extra-financial criteria and raise this rate to 40% for the entire bancassurance perimeter by 2030.



BUSINESS REFERENT

Annie Bonnewitz

Director of Compensation and Performance Management, Human Resources Department

For two years now, our performance management system has encouraged everyone to include 40% non-financial objectives in their annual targets. Depending on the position held, it is not always easy to identify ESG* objectives that are fully integrated into one's operational roadmap. That's why we've chosen to deploy practical, educational tools, broken down by job type, and to support our managers via training workshops.



MEMBER OF THE MISSION COMMITTEE

Joël Tronchon

Director, Sustainable Development Europe, L'Oréal

This indicator reflects La Banque Postale's strong ambition, even if it continues to aggregate different dimensions of corporate citizenship, such as customer satisfaction. I would point out, however, that employee profit-sharing is now calculated based on progress made on the company's mission-driven indicators. This means that both individual and collective variable remuneration is calculated on the progress of La Banque Postale's mission. I welcome this ambitious incentive scheme, and the Mission Committee is available to contribute to this work.

* See glossary p.44

Share of non-financial targets in compensation



Methodological note



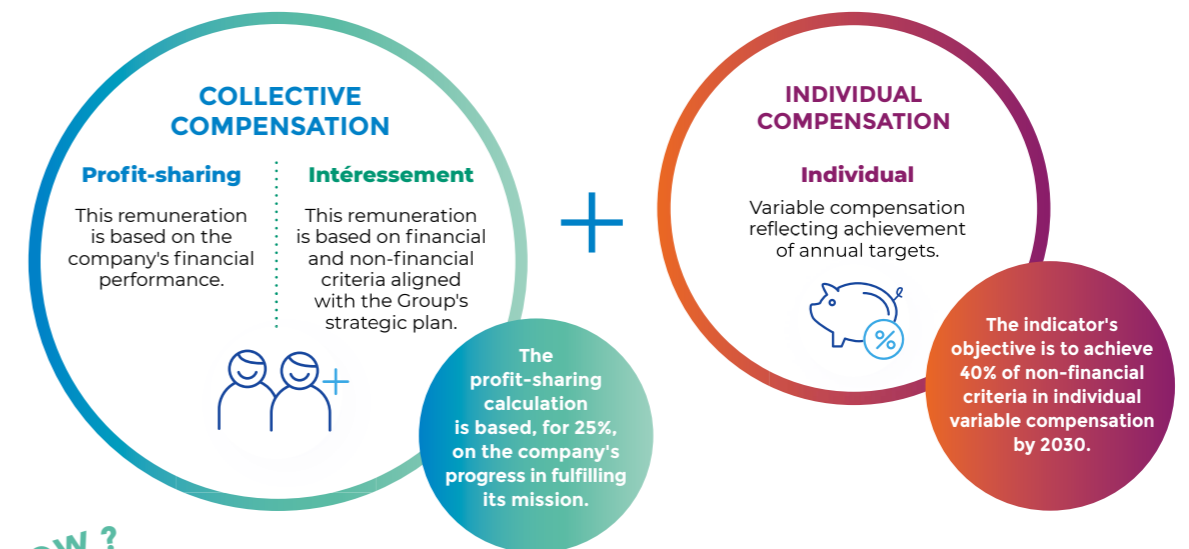
100% of LBP's scope has been covered since 2024, compared with 48% the previous year. From now on, all permanent employees of La Banque Postale and its significant subsidiaries*, as well as La Poste employees acting in the name of and on behalf of La Banque Postale, eligible for variable remuneration, are covered by this indicator. LBP AM and LBP CF have different methodologies from LBP SA.

A target more than met.
With a target of 20% in 2025 and 40% in 2030, the 2024 result outperforms.

Better support for managers.
In 2024, new practical and educational tools were deployed to facilitate the identification of ESG* objectives integrated into employees' roadmaps.

Extra-financial objectives are integrated into variable remuneration, both collective and individual

VARIABLE COMPENSATION FOR AN EMPLOYEE CONSISTS OF :



DO YOU KNOW ?

92% of SBF 120 (Paris stock market index) companies included climate or environmental criteria in the variable compensation of managing directors in 2024, according to the French Institute of Directors (IFA), Chapter Zero France and Ethics & Boards.

[To find out more](#)

Definition

Share of non-financial objectives in the total number of objectives determining the individual variable remuneration of employees. These objectives may be environmental, social, societal, or related to customer satisfaction and governance.

Scope

All permanent employees are eligible for variable compensation at La Banque Postale and its subsidiaries, as well as La Poste employees in the name and on behalf of La Banque Postale.

Action Plan

- Reinforce communication on the deployment of extra-financial reporting within the Bank: practical and educational tools for each business line, training workshops.
- Support all managers to prepare for the setting of extra-financial objectives.

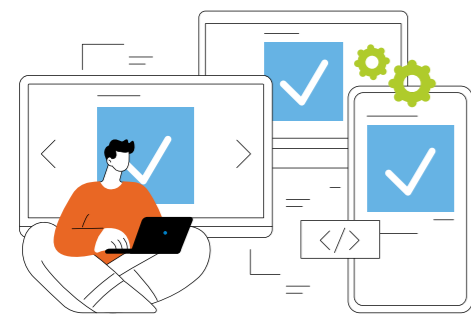
Indicator 1.3

Proportion of new ESG offers through the ESG* Checklist (Environment, Social, Governance)

ESRS S3 Affected communities

The Bank's transformation necessarily involves transforming its offering. Integrating the measurement of environmental, social and territorial impact right from the design stage of products and services is a key step in this process.

A key mechanism has been put in place: the ESG* checklist, which accurately assesses the extent to which the various extra-financial dimensions have been considered, by measuring new products and services using a common grid.



The systematization of this tool and the objective of developing the range are priorities defined by this indicator.



BUSINESS REFERENT

Alice Boris Azeau

Responsible for measuring impact measurement, Corporate Citizenship Department

By ensuring that ESG* criteria are taken into account in the design of our offers, the ESG* checklist is a genuine vehicle for spreading a culture of impact throughout the company. The tool raises awareness among product managers when they study the ESG* characteristics of projects. It also provides a framework for ESG* claims in external communications. In 2024, the number of offers put on the market was limited, making the indicator less relevant in its day-to-day steering. We will be working with the Mission Committee to develop this indicator for the period 2026-2030.



MEMBER OF THE MISSION COMMITTEE

Marie Georges

Global and EMEA Sustainability Services Manager, Accenture

This indicator had been designed to monitor the way in which La Banque Postale was gradually transforming all its offers by integrating ESG* criteria into their design. However, when formulated in this way, it only considers the portfolio of new offers, hence the very ambitious target that had been set. This indicator will undoubtedly have to evolve to capture the more global effort made on the renovation of existing products and services, those currently underway, the way new offers are sold, etc.

* See glossary p.44



Definition

Completion of the ESG* checklist enables the ESG* performance of products to be rated on a 100-point basis. All products presented to the product review committee are awarded the "socially responsible" label if they score more than 50 points. This indicator measures the share of offers awarded the "socially responsible" label over the year.

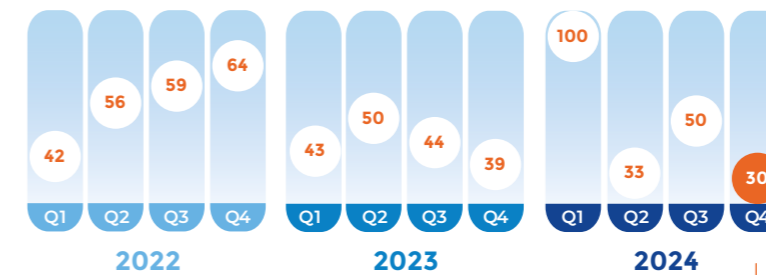
Scope

The scope is all products that have passed through the product review committee between 2022 and 2025, and that meet the criteria of the "classic" ESG* checklist.

Action Plan

➤ Steering the review of the socially responsible savings offer to harmonize its distribution with all group players.

Share of offers identified as socially responsible by the ESG* checklist (in %)



Only Q4 of each year is audited and recalculated by ITO*

Methodological note



Indicator volatility. In 2024, the volatility of the result is higher than in previous years. This is due to the low volume of bids leaving the product review committees. Furthermore, the indicator only concerns products that have passed through the product review committees (flow), and not all La Banque Postale products (stock). It therefore only partially reflects the Bank's efforts to transform its product offering.

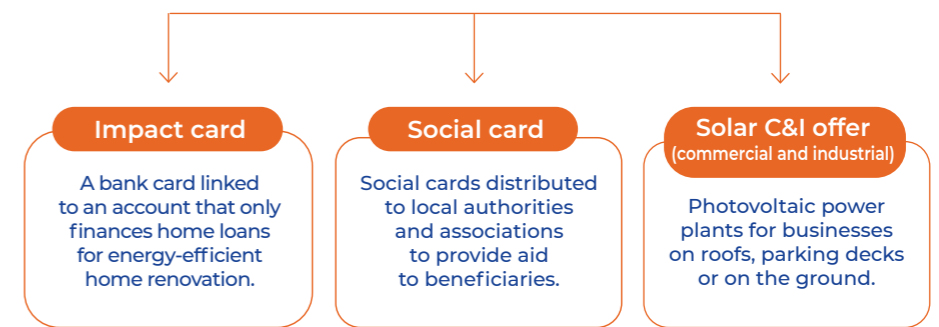
Neither the target nor the methodology will change between now and 2025. On the other hand, we will be stepping up our efforts to review socially responsible investment, and the mission statement committee is working on an indicator to measure all socially responsible financing within our overall offering.

DO YOU KNOW ?

By 2024, 32% of La Banque Postale's credit production would be socially responsible, compared with 28% in 2023, an increase of 4 points.

30

Focus on the 3 socially responsible offers among the 10 to be launched in 2025



Indicator

1.4

Innovation and raising customer awareness of carbon footprint

ESRS S4
consumers
and
end-users

La Banque Postale wanted to give its customers the means to get involved and inform themselves to reduce their carbon footprint.

Thanks to a strategic partnership with CARBO, a start-up it has supported since its inception in its Platform58 incubator, La Banque Postale now offers a simple, digital tool.



Its aim is to measure customers' carbon footprint by analyzing their banking expenses, and also to reduce it through personalized advice.

The challenge of speeding up the deployment of the CARBO solution justifies specific management within the framework of a mission-driven company indicator.



BUSINESS REFERENT

Fani Ribeiro

Banking product manager,
Marketing Department

CARBO enables La Banque Postale to estimate the carbon footprint of La Banque Postale customers based on their spending. Users can then compare their impacts and benefit from personalized advice on how to reduce them. In 2024, the number of CARBO users is up on 2023, but still a long way from the still far from the target 2025, set at 61,624 customers. In Q4 24, La Banque Postale had 25,529 customers "on board" the CARBO application. We will continue our efforts to reach our target.



MEMBER OF THE MISSION COMMITTEE

Simon Létourneau

Co-founder and CEO of CARBO

In a world that saw 2024 become the hottest year on record, exceeding the famous +1.5°C threshold, awareness of our individual and collective ecological footprint is becoming inevitable for sustainable living. At Carbo, we are convinced that it is necessary to become aware of the daily impact of our actions, and to assess this impact in order to reduce it. And we're equally convinced that we need to show pedagogy, humility and, above all, desirability, in order to anchor ourselves in the long term, in solidarity, ecology and democracy. For it is our present that we are writing.

* See glossary p.44



Definition

Number of customers made aware of their carbon footprint via CARBO, which provides an estimate of their carbon footprint based on their banking expenses, as well as personalized advice on how to reduce it.

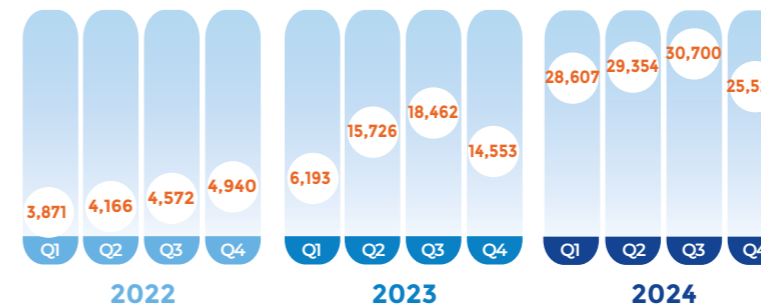
Scope

Number of individual customers who have completed their journey on the CARBO application from their personal Online Banking space, by answering the questions to estimate their footprint, through to the choice of connecting their bank account.

Action Plan

- > Facilitate the carbon footprint assessment process.
- > Deploy CARBO in retail banking offers by integrating it into the application and into new offers.

Innovation and customer awareness of carbon footprint (number of customers)



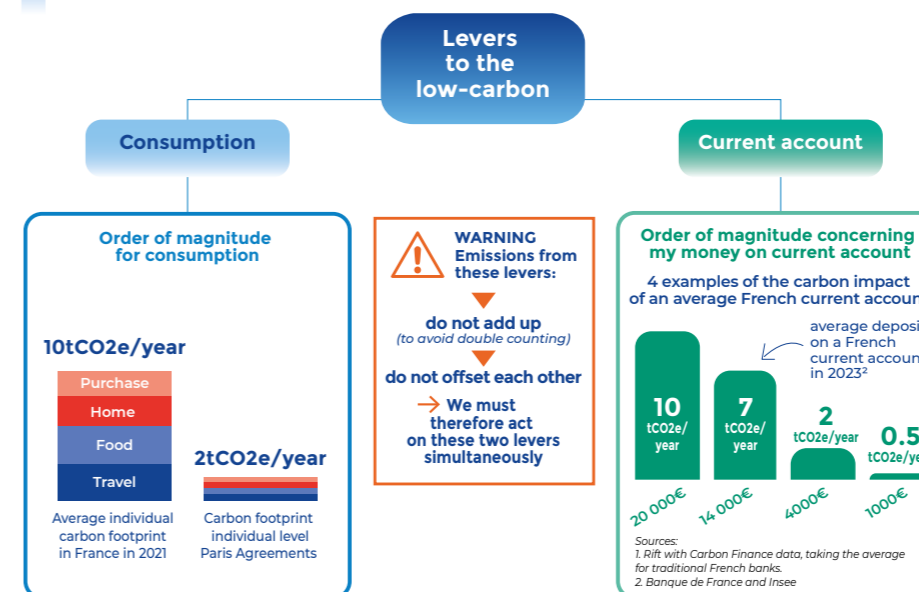
Methodological note

On-board customers.
The indicator corresponds to the number of registered and onboarded customers. It considers customers who have completed the application's awareness program over the period of the project, i.e. 2022-2025. The 4,526 users registered before 2022 are not included in the calculation of the indicator. Despite improved results (over 11,000 more customers on board in 1 year), the target is far from being achieved. In fact, growth is strongly correlated with the advertising campaigns promoted by La Banque Postale to its customers.

2025 Target
61,624

Only Q4 of each year is audited and recalculated by ITO*, which explains the non-linearity of the result.

Carbon footprint from a french current account in 2023



DO YOU KNOW?

The French Environment and Energy Management Agency (ADEME) has created "Nos gestes climat", a platform for calculating one's carbon footprint over the course of a year. The average carbon footprint of a French person is 9.1 tonnes of CO2e per year.

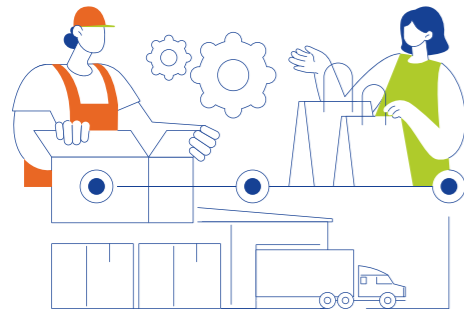
To find out more

Indicator

2.1

Annual credit production for local authorities

ESRS S3
Affected communities



Local authorities have a major role to play in meeting greenhouse gas reduction targets. Because of their expertise in mobility, housing and regional planning, and the extent of their assets, they are key players in implementing concrete solutions for the just transition*.

La Banque Postale is a key player in local authority financing. Every year, it asserts its leadership in the local authority credit sector, responding

in particular to the growing appetite of elected representatives for greater sustainability: the share of citizen loans** to local authorities in total lending continues to rise.



BUSINESS REFERENT

Laurent Gautier-Falret

Director, Public Sector and Social Economy, Banque des Entreprises et du Développement Local (Investment banking)

For the 10th year running, La Banque Postale is the leading bank lender to local authorities, from the smallest communes to the regions. True to our citizen DNA, we have continued to support local projects, particularly those that contribute to mitigating and adapting to climate change, as well as regional cohesion, by subsidizing the financial conditions for these projects through green and social loans. La Banque Postale will be at the side of local authorities to support them in their financing needs and meet the ambitions of the national low-carbon strategy.



MEMBER OF THE MISSION COMMITTEE

Nicolas Routier

Executive Vice President in charge of Public Service and Regulation, La Poste group

This indicator is key for La Poste Group, as it measures the support La Banque Postale provides to local authorities. It is interesting to track the amount of citizen financing that supports social cohesion with social loans and ecological transition with green loans. As local authorities are on the front line of the transition, it is essential for La Banque Postale to grant them these green and social loans in order to accelerate their environmental and social transformation.

* See glossary p.44
**Citizen loans: a type of offering that includes green loans, social loans and impact contracts.



Definition

This indicator tracks annual financing production for local authority customers. La Banque Postale distributes green and social loans to local authorities, which are then refinanced by a bond issued by SFIL. A sub-indicator highlights these green and social loans.

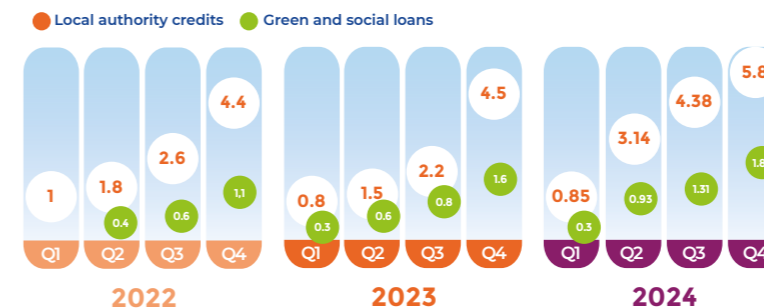
Scope

Annual production of medium- and long-term financing for local authorities. The sub-indicator concerns green loans allocated to a project consistent with the taxonomy* (water and sanitation, clean mobility, waste recovery, renewable energies and energy renovation of assets), as well as social loans.

Action Plan

- > Develop sales support tools for green and social loans, targeting small communities.
- > Raise sales staff's awareness of our corporate citizenship posture and offers.
- > Raise our profile with local decision-makers: study presentations, speaking engagements with associations of elected representatives, webinars, newsletters, presence at trade fairs.

Annual credit production for local authorities (including green and social loans - €bn)



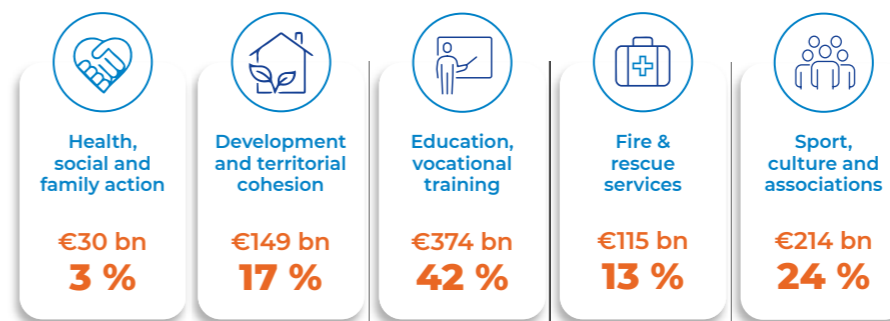
Only Q4 of each year is audited and recalculated by ITO*

Methodological note

A target well exceeded. Despite higher interest rates than in recent years, the end of the electoral cycle has led to an augmentation in the volume of loans by local authorities. As a result, loan production exceeds the target.

Revision of the target. In 2025, the target will be revised to align the business-to-mission objective with the business objectives and budget trajectory of La Banque Postale's Banque des Entreprises et du Développement Local. The target will rise from €4.5 to €5 bn, and the target for the share of citizen lending from €1.1 to €2.03 bn.

Projects financed by La Banque Postale's social loans to local authorities in 2024 (breakdown of social loans by project financed, absolute value and %)



DO YOU KNOW ?

In 2023, French local authorities invested €10 billion to combat climate change, marking a 74% increase on 2017. This increase is mainly due to investments in electric mobility, public transport and energy-efficient building renovation.

Pour en savoir plus

Indicator 2.2 Asset and Project Finance production deployed for renewable energy

ESRS E1 Climate change



In order to reduce our greenhouse gas emissions and respond to the climate emergency, France has set itself the target of achieving 40% renewable energies in its energy mix by 2030. Against this backdrop, La Banque Postale has doubled its financing commitments to renewable energies from 2019, raising them to 4.4 billion euros in 2023 and 5.6 billion euros by the end of 2025.

Now an indicator of the company's mission, this commitment is now raised to 8.0 billion euros by 2030. This defines a clear ambition in terms of energy financing.



BUSINESS REFERENT

Emmanuel Esneu

Head of Asset and Project Finance, Banque des Entreprises et du Développement Local (Investment bank)

Over and above its credit production figures in favor of renewable energy production, La Banque Postale set out in 2024 to increase its positive impact on the energy transition by improving its financial conditions through the opening of a line with the European Investment Bank. It has also broadened its scope of action, whether by supporting initiatives to reduce the energy consumption of buildings or the greening of rolling stock for public transport. It can also call on the Energy Transition Fund, in partnership with LBP AM, to mobilize savings for green projects.



MEMBER OF THE MISSION COMMITTEE

Dominique Bourg

Philosopher and Honorary Professor at the University of Lausanne

Indicator 2.2 on renewable energies highlights La Banque Postale's constant, refined and growing efforts in this area. Need we remind you that in 2023, the rise in average global temperature was 1.48°C above pre-industrial levels, and that it exceeded the Paris Agreement's low threshold of 1.5°C with a rise of 1.6° in 2024 (source: Copernicus)? France imports 99% of its fossil fuels. La Banque Postale's ongoing support for renewable energies is as good for the climate as it is for French citizens and the country's economy.

* See glossary p.44



Definition

Monitoring of La Banque Postale's support for the energy transition by financing renewable energy production projects.

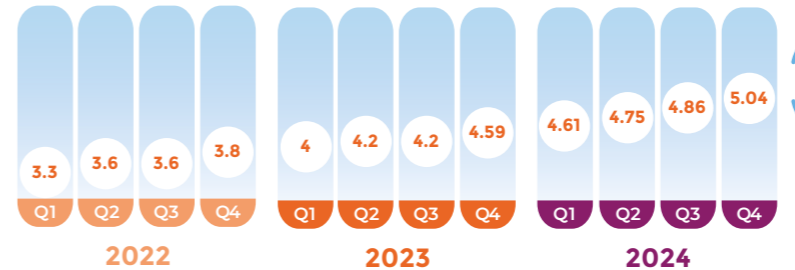
Scope

Cumulative production since 2017 of financing granted for the construction/operation of renewable energy projects whether wind, solar, biomass or hydropower.

Action Plan

- > Deploy the amounts at stake with a pricing policy adapted to a particularly strong competitive context and with the support of an EIB liquidity line.
- > Improve the reliability of the indicator data, thanks to an internal control system for data collection and consolidation.
- > Strengthen resources to increase the indicator's ambition and feasibility.

FAP* production deployed for renewable energy projects (in €bn)

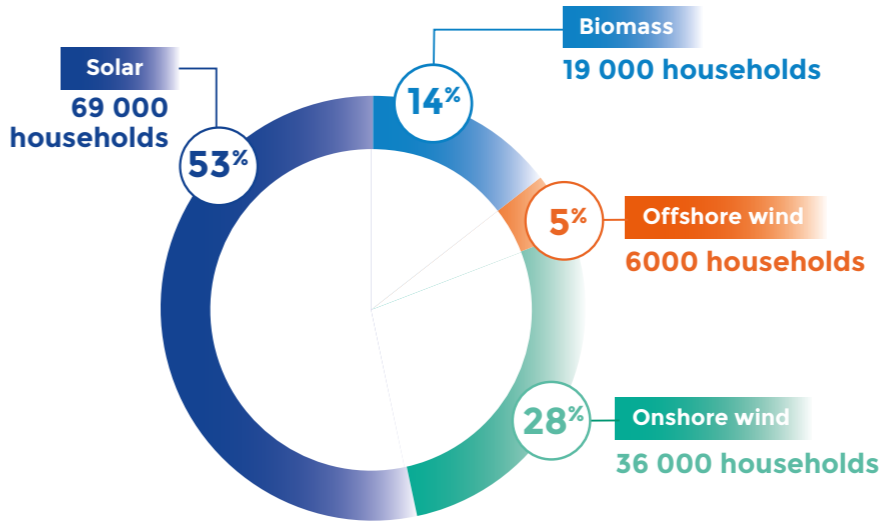


Only Q4 of each year is audited and recalculated by ITO*

Methodological note

The 2025 target is on track. La Banque Postale has defined a detailed roadmap for FAP production up to 2030. It plans to invest 8.0 billion euros by the end of 2030.

In 2024, La Banque Postale has financed renewable energy power for 130,000 French households



DO YOU KNOW ?

In 2023, renewable energies will account for 24.5% of the energy consumed in the EU, compared with 23.03% in 2022.

[To find out more](#)

Indicator 2.3

CNP's outstanding investments in Energy and Ecological Transition (EET)

ESRS E1 Climate change

To slow down climate change, investment is a key lever for promoting a more sustainable and fairer world.

CNP Assurances wanted to play its full part, and its strong commitment to supporting TEE* is at the heart of La Banque Postale's mission.

By the end of 2025, the CNP Assurances group is committed to achieving 30 billion euros in green investments.



Definition

Monitoring of CNP Assurances' commitment to TEE*. The indicator measures outstanding green investments contributing to one or more environmental objectives (climate change, biodiversity, circular economy, pollution, water).

Scope

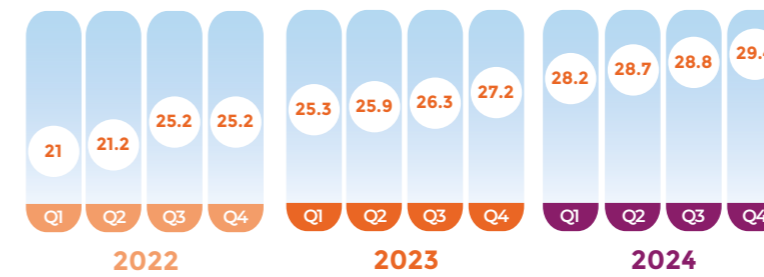
The indicator includes: green bonds issued by a State or a company, forests with a sustainable management label, buildings with an energy or environmental label, funds classified under article 9 SFDR* and with an environmentally sustainable investment objective, infrastructures and unlisted companies whose main activity is related to the environment.

Plan d'action

- CNP Assurances is doubling its green investment outstandings and investing in the areas identified by the reference scenario of the national low-carbon strategy, the CBI (Climate Bonds Initiative), the Greenfin label and I4CE's Panorama of climate financing (energy, mobility, real estate and forestry sectors).
- CNP Assurances' efforts are intended to contribute to the goal of the major public finance group to achieve 100 billion euros of investment in TEE*.

* See glossary p.44

Outstanding CNP Assurances investments in TEE* (in €bn)



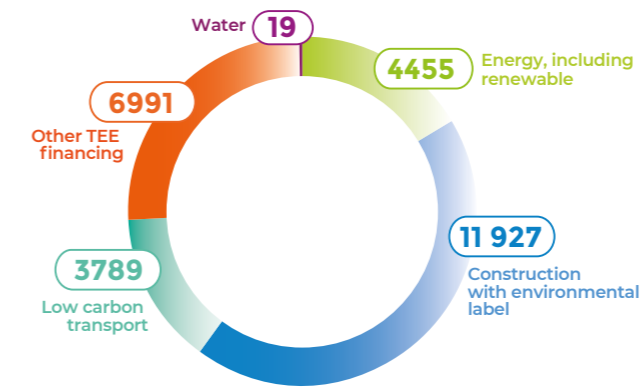
Only Q4 of each year is audited and recalculated by ITO*

Methodological note



The calculation is the sum of the indicators for the CNP Assurances group and each subsidiary in France, Europe and Latin America (for their portfolios outside the UC). Only investments in Infra and Real Estate debt, forests, equity and green bonds, as well as Article 9 funds with an environmental theme, are considered.

CNP Assurances' various TEE* investment projects (in 2023 - in €bn)



DO YOU KNOW ?

In 2024, CNP Assurances achieved its decarbonization objectives, notably by reducing the carbon footprint of its investment portfolios by 50%. CNP Assurances is thus pursuing its ambition to be Net Zero by 2050.



BUSINESS REFERENT

Cécile Blondeau
Director of Investments France
CNP Assurances

The CNP Assurances group is continuing to invest in energy and ecological transition (TEE*), being on the verge of reaching its target a year ahead of schedule.

With an investment target of €30 billion, CNP Assurances is demonstrating its commitment to sustainability.

In 2024, investments this year focused mainly on unlisted companies, infrastructure and renewable energies, amounting to €200 million for the latter.



MEMBER OF THE MISSION COMMITTEE

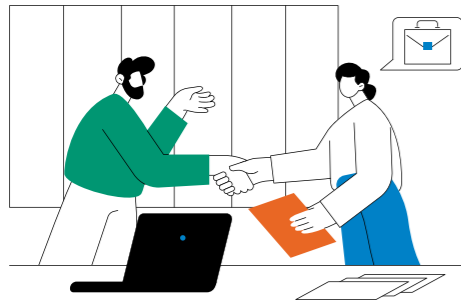
Benoit Leguet
Manager Director Institute
for Climate Economics (I4CE)

I salute CNP Assurances and the ambition of its investment strategy to accelerate the energy transition. Its action is driving the ecosystem forward, which is essential: we will need to invest much more in the years to come to help achieve net zero emissions on a global scale. Beyond decarbonizing portfolios, the overall objective must be to transform the real economy. The challenge is to mobilize all economic players - local authorities, the financial sector, households, governments and investors - to direct financial flows towards projects aligned with the Paris Agreement.

Indicator

2.4 Evolution of NPS (Net Promoter Score) for customers in financial difficulty

ESRS S4
Consumers and end-users



La Banque Postale is a major player in banking inclusion: as the only bank with a public service mission*, it offers basic banking services to 1.4 million customers on a daily basis, and supports 1.7 million customers in situations of financial fragility. The company's mission is an opportunity to question the fundamentals of this unique positioning, in particular to strengthen the quality of its support in terms of banking inclusion.

The selected indicator aims to measure the satisfaction of customers in situations of financial fragility.



BUSINESS REFERENT

Vanessa Ly
Director, Vulnerable Clientele

La Banque Postale has a dedicated program for nearly 40% of vulnerable customers, and pays particular attention to the quality of its support. As a business indicator with a mission, the evolution of the NPS* of fragile customers is quite volatile over time, and difficult to interpret. A number of factors external to the bank (accidents in life, deteriorating financial situation, etc.) can have an impact on the satisfaction of our vulnerable customers when they come into contact with La Banque Postale. In 2024 and 2025, we will therefore be focusing on specific training for all our advisors, so that they can take appropriate care of our financially fragile customers, and we will be actively cooperating with our associative partners, with the aim of providing comprehensive support.



MEMBER OF THE MISSION COMMITTEE

Jean-Louis Kiehl
Crésus president

La Banque Postale approaches its mission in the same way it does its job as a socially responsible bank: with ambition, sincerity and pragmatism. This is borne out by the development of the action plan's indicators, which are geared towards customers in situations of financial fragility. It should be emphasized that bank charges have been kept under control, despite a complex and even uncertain economic climate. Particular attention will be paid to the design of inclusive products that the bank intends to develop for its fragile customers, and whose vocation is to reinforce La Banque Postale's historic mission of banking accessibility.

* See glossary p.44



Definition

Quality of support for vulnerable customers by means of a customer satisfaction indicator (NPS*) for financially vulnerable customers. The aim is to ensure that customers in situations of financial fragility receive appropriate support that is at least as good as that provided to the average customer.

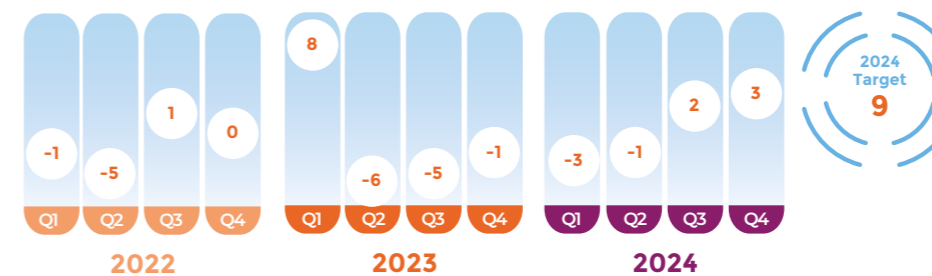
Scope

"La Voie du Client" surveys a representative sample of over 35,000 individual bank customers per year. This sample includes around 4,500 La Banque Postale customers, who are then identified as belonging to the financially fragile segment.

Action Plan

- > Strengthen customer support with training to detect customer difficulties as soon as they enter the post office.
- > Facilitate the opening of migrant accounts with 306 referral post offices.
- > Combat fuel poverty with a new program to help customers optimize their energy bills in a context of inflation.

Change in NPS for customers in situations of financial fragility (in points)



Only Q4 of each year is audited and recalculated by ITO*

Methodological note

The NPS* meets a standardized definition for all companies, enabling it to be compared. Each respondent answers a question about the probability, measured by a score between 0 and 10, of recommending La Banque Postale.

Respondents are divided into three categories:

- promoters (scores of 9 or 10)
- neutrals (scores of 7 or 8) and
- detractors (score from 0 to 6). NPS* = % of promoters - % of detractors. This indicator can vary between : -100 (detractors only) and +100 (promoters only).

The target is not reached but the dynamic is positive. The NPS* is calculated on a cold basis by fragile customers, and it is difficult to measure the quality of La Banque Postale's support, given the macroeconomic context that influences this customer segment. However, the Bank is implementing an ambitious action plan for this support (see above).

The target evolves annually:

it is the average of all La Banque Postale's NPS*. This annual change contributes to the complexity of managing the indicator. Since 2022, the target has not been reached, which is a real point of attention for the Bank: the action plan has evolved accordingly. See the verbatim of Vanessa Ly, the business line referent, for more details (page 28).

DO YOU KNOW ?

According to the Banque de France, 4.3 million customers were in a situation of financial fragility in 2023, up 4% on 2022 and 26% on 2018. At the same time, the number of overindebtedness cases in France jumped by 10.8% in 2024 compared with 2023. While this figure remains lower than in 2019, it reflects a difficult economic context for French purchasing power.

[To find out more](#)

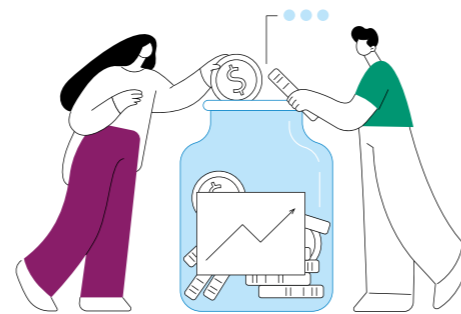
Indicator 2.5 Annual credit production for social housing, healthcare and associations

ESRS S3 Affected communities

At the heart of La Banque Postale's mission, players in the healthcare, social housing and voluntary sectors play an essential role in the fight against inequality, by promoting access to life's essential services.

Yet they are faced with a difficult balancing act between increasing public needs and tighter public finances.

Against this backdrop, La Banque Postale, a socially responsible bank, supports them in their energy transition by offering responsible financing solutions such as citizen loans.



BUSINESS REFERENT

Leticia Hachem

Head of Healthcare and Associations, Banque des entreprises et du développement Local (Investment banking)

We are committed to managing our citizen loans with rigor and transparency, focusing on the healthcare and social housing sectors. These loans aim to support projects that promote access to life's essential services, such as health and housing, and strengthen social cohesion. By piloting this indicator, we aim to create a lasting positive impact in the territories. In 2024, despite the challenges posed by the financial market environment and political instability, we stepped up our support for the sector and the promotion of citizen loans.



MEMBER OF THE MISSION COMMITTEE

Alice Pégrier

Member of the collective Pour un Réveil écologique

The progress made in 2024 on this indicator reflects La Banque Postale's commitment to being a local bank that works closely with its local community. Over and above the performance achieved - €1.53 billion in medium- and long-term financing, including 40% in green and social loans dedicated to citizens - this monitoring reaffirms the enormous amount of educational work carried out with customers. This central approach, unique in the French banking market, is a lever for action supported by Pour un réveil écologique. It makes it possible to include as many people as possible, both in terms of banking accessibility and understanding of the issues involved in a fair transition.



Definition

Monitors the evolution of La Banque Postale's positioning in the social housing, non-profit and healthcare sectors, and measures our contribution to regional development and cohesion. A sub-indicator tracks loans to the social housing, healthcare and voluntary sectors.

Scope

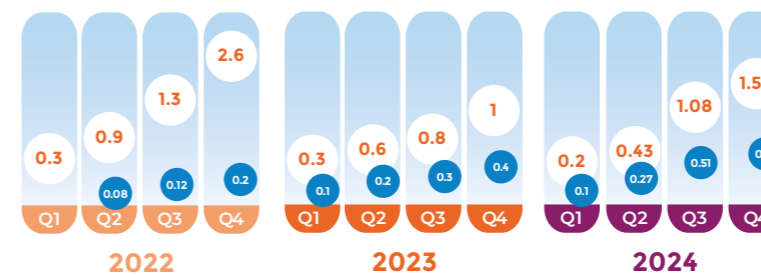
Production of medium- to long-term annual financing for social housing, public housing, local public enterprises, healthcare and associations. The sub-indicator measures citizen loans, which include green loans earmarked for a project consistent with the taxonomy, social loans and impact loans.

Action Plan

- > Target social home ownership and energy transition projects, and develop sales support tools for green and social loans (use cases, language, training).
- > Support the development of the Banque des Entreprises et du Développement Local (investment banking) in terms of data collection and consolidation.

Annual credit production for social housing, healthcare and associations (including citizen loans - €bn)

Loans for social housing, healthcare, associations (orange) | Socially responsible loans (blue)



Only Q4 of each year is audited and recalculated by ITO*

Methodological note

The proportion of citizen loans continues to rise, despite the uncertain economic climate which is weighing on the social housing market.

Target review.

The target will be revised for fiscal 2025. The idea is to align the target for the mission-driven business with the commercial objectives and budget trajectory of La Banque Postale's Banque des Entreprises et du Développement Local (investment banking). The target will rise from €2.5 to €1.55 billion, and that of the share of citizen lending from €0.3 to €0.54 billion.

DO YOU KNOW?

Territorial inequalities are increasing, limiting access to essential services.

- 1 - SOCIAL HOUSING: in 2024, demand for social housing increased by 7.5% compared to 2023 (Action Immo).
- 2 - HEALTH: 30.2% of the population live in a medical desert, including 64% in the Paris region (Senate report, 2022).
- 3 - ASSOCIATIONS: between 2005 and 2020, the share of subsidies was reduced by 41%, according to the CESE.

To find out more



Indicator 2.6 Annual credit production for the local economy

ESRS S3 Affected communities



The dynamism of the local economic fabric is an essential driving force in bringing territories to life. What's more, local economic players play a fundamental role in the deployment of just transition* at all levels and in all regions. For these two reasons, supporting small and medium-sized enterprises (SMEs) and mid-sized companies (MSEs) is a priority, which is why it is essential to develop a range of products and

services that meet environmental, social and local challenges. To this end, La Banque Postale has introduced an indicator measuring annual credit production in the local economic fabric, including the number of citizen loans.



BUSINESS REFERENT

Laurent Roth
Corporate Sales and Marketing Director, Banque des Entreprises et du Développement Local (Investment banking)

In 2024, we have reaffirmed our positioning as a commercial bank with specialized expertise, acting in close proximity to local decision-makers, and asserting our citizenship. An uncertain economic climate and an unstable political landscape weighed heavily on businesses. Against this backdrop, we have continued to develop our footprint within the local economic fabric, as a relationship bank, committed to the long term. CSRD* promotes the integration of extra-financial factors into the measurement of value creation. This creates a market dynamic that favors socially responsible lending, combining the potential for financial optimization with sustainability.



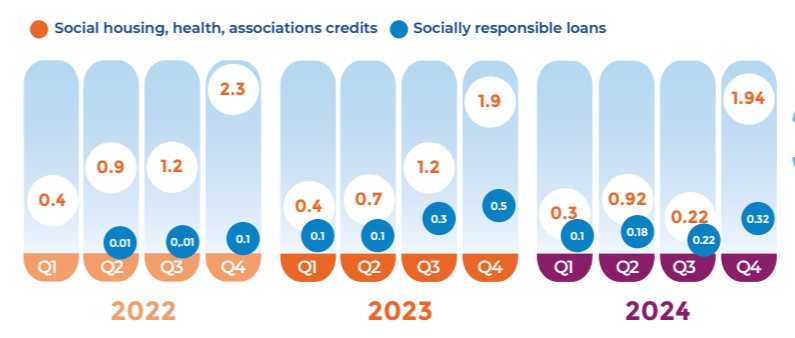
MEMBER OF THE MISSION COMMITTEE

Philippe Boiral
Expert in operational risk management, La Banque Postale

Thanks to its status and territorial presence, La Banque Postale is a key player in the SME/MSE customer segment. In line with its ambition to provide more effective support to these economic players, La Banque Postale is strengthening its CSR system by setting up CSR advisors in the regions to help account managers engage in dialogue with their customers on the challenges of transition and resilience. More than ever a relationship bank, La Banque Postale thus maintains close, long-term relationships with its customers at a time when the market is slowing down in an uncertain political and gloomy economic context.

* See glossary p.44

Annual credit production for the local economy (€bn)



Only Q4 of each year is audited and recalculated by ITO*

Methodological note

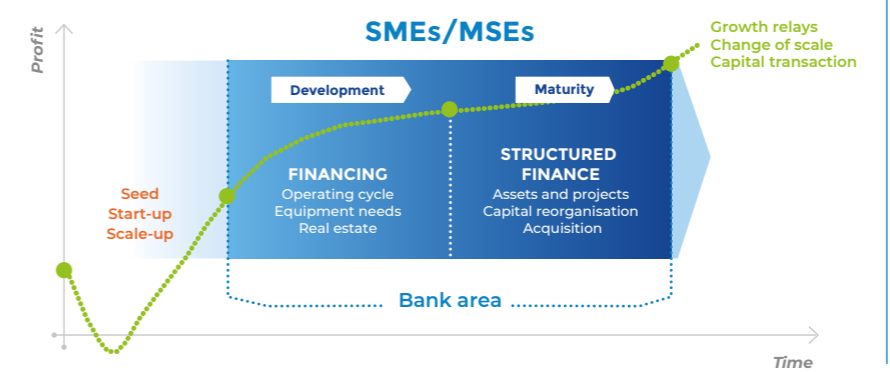


In a context of credit scarcity, loan production tended to be lower in 2024. Despite this, La Banque Postale continued to expand in this market, without however reaching the target.

Target review. The target will be reviewed for fiscal 2025. The idea is to align the business-to-business target with the commercial objectives and budget trajectory of La Banque Postale's Banque des Entreprises et du Développement Local.

The target will be reduced from €2.4 to €2.2 billion, while the target for the share of social responsible loans will remain unchanged.

La Banque Postale's involvement in the life cycle of SMEs/MSEs



DO YOU KNOW ?

In 2021, France will have 159,000 small and medium-sized businesses. These SMEs employ 4.3 million people and account for almost 23% of the added value of all businesses.

To find out more



Definition

Tracking of the year's production volume of medium - to long-term financing for SME/ETI customers. A sub-indicator tracks citizen loans to the local economic fabric.

Scope

The sub-indicators highlight citizen loans, which include green loans allocated to a project consistent with the taxonomy, social loans and impact loans.

Action Plan

- > Continue to improve sales support tools through training and the popularization of regulatory obligations as origination levers.
- > Put customer knowledge at the heart of our business: target the business sectors most exposed to energy transition and sovereignty issues.
- > Promoting our customers through sustainable finance publications with our partners, and CSR awards at our annual customer evening.

Indicator

3.1 Proportion of women among strategic managers and executives



La Banque Postale's gender equality index has placed it among the top French companies since 2020. However, efforts must continue in two key areas: pay inequality and career development.

On the latter point, the mission committee wished to highlight the lower proportion of women among strategic and executive managers.



The latter category is not subject to any regulatory measures, unlike the top management bodies at the top of the hierarchical pyramid.

While women are more numerous within the company, they are progressively less present as one moves up the hierarchy. La Banque Postale has chosen to place this ambition at the heart of its mission.



BUSINESS REFERENT

Sophie Vallat

Head of Professional Equality and Professional Parity, Human Resources Department

The year 2024 enabled us to consolidate this indicator with the subsidiaries and to make progress at the quarterly steering committees on sharing and joint action plans. A large part of the increase in the rate (+0.3%) can be explained by the fact that the rate of women leaving the company is much lower than that of men (1/3 of those leaving), while the rate of promotions and recruitment of women is still lower than that of men (40% of those joining). By 2025, the challenge will be to steer inflows and outflows in a regular and shared manner, in order to reach the 43% target.



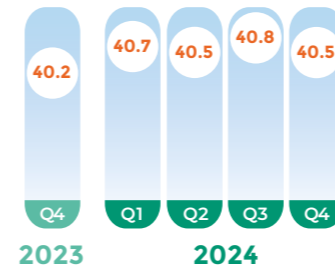
MEMBER OF THE MISSION COMMITTEE

Anissa Papin

Head of the Corporate Social Responsibility Communication, La Banque Postale

"The feminization of finance is not an option, it's a necessity!", especially for a company with a mission. La Banque Postale and its subsidiaries are thus pursuing their commitment to a policy of partnership for professional equality and to empowering managers on gender diversity. Since 2021, La Banque Postale has been a member of Financi'Elles to improve women's access to management positions. In 2023, it signed the StOpE charter against ordinary sexism. These commitments are beginning to bear fruit: in the fourth quarter of 2024, women represented 40.5% of strategic and executive managers. It is therefore essential that we continue to support management programs and communicate internally and externally to change attitudes.

Progressive increase in the proportion of women among strategic and executive managers (in %)



Methodological note

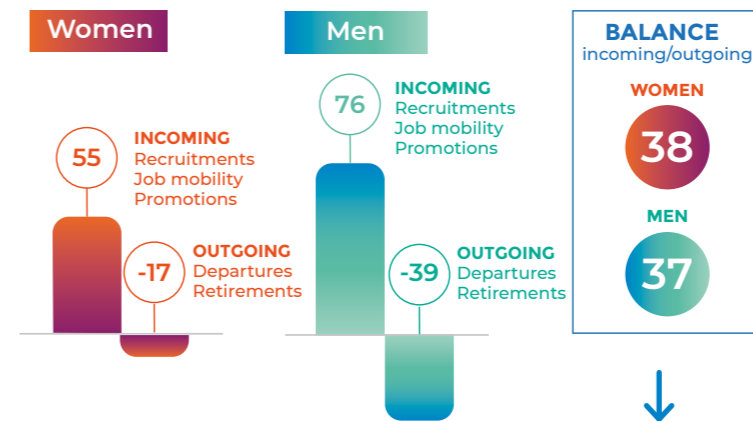
Subsidiaries are included in the aggregate indicator. There is no harmonization of the status and classification of "strategic managers and executives" with the subsidiaries, but a matching exercise has been carried out.

Only T4 data, "share of women among strategic managers and executives" for LBP SA and subsidiaries included, are audited by OTI*. In 2024, this share is 40.5%.

This year, we are only publishing data aggregated at Group level, and no longer for LBP SA.

Only Q4 of each year is audited and recalculated by ITO*

A gender balance that will not close the gap in terms of parity among strategic managers and executives by 2024



We have not yet sufficiently activated our leverage on the input side, and mainly on promotions, to make a clear breakthrough.

DO YOU KNOW ?

In February 2018, Dares published a report (table 5, p.29) on male/female occupational inequalities. By crossing the criteria of gender, number of children at age 50 and possession of the baccalaureate, two results are observed:

- 1 - the absence of a significant gap between women and men who have no children;
- 2 - the existence of significant gaps between women and men with children.

[To find out more](#)



Definition

Share of women among strategic and executive managers. The intention is to monitor parity in career development.

Scope

Employees of La Poste SA (Financial Services and LCB), La Banque Postale SA and significant subsidiaries*. The indicator takes into account active / working employees, in UP (Physical Unit) or PP (Physical Person). Included in the scope are permanent contracts, seconded civil servants and fixed-term contracts, including employees seconded to subsidiaries, excluding authorized agents.

Action Plan

- > Promote parity in recruitment policies, with the signature of the collective agreement on professional equality and diversity, and the Charter on non-discrimination in hiring.
- > Implement a parity action plan focusing on women's careers, mixed career paths and equal pay, supported by awareness-raising campaigns.

Indicator

3.2 Proportion of employees participating in an engagement initiative

ESRS S1
Own workforce

La Banque Postale recognizes the importance of its employees' commitment to fulfilling its mission and reinforcing the exemplary nature of its actions. It wants to give its employees as many opportunities as possible in the workplace, so that they in turn can play a part in the just transition*.



For the first time, La Banque Postale is measuring the level of civic commitment of its employees, with the aim of offering new opportunities for commitment during working hours, such as the roll-out of solidarity working hours* or the equal opportunities program, L'Envol.



BUSINESS REFERENT

Marie-Laure Joseph
Head of Corporate Commitment,
Human Resources Department

With the support of our managers, our employees' commitment to corporate citizenship has begun to grow. L'Envol, payroll giving and solidarity working hours have aroused the interest of as many employees as possible. The momentum gradually gathered pace in the second half of the year. Team-based civic involvement with associations was deployed during solidarity team-building events. This approach, based on the experience of La Poste group teams, enabled employees to see the real impact of their commitment on beneficiaries, the environment and biodiversity.



MEMBER OF THE MISSION COMMITTEE

Sandrine Bouttier-Stref
Group Head of Corporate Social
Responsibility, Sanofi

La Banque Postale offers the right conditions for employees to get involved in their professional lives whenever they want. This indicator makes it possible to steer this ambition by setting a target and an appropriate action plan. I welcome the significant increase in the number of engaged employees in 2024 (+60%), but the Bank still needs to make further progress to reach the level of its ambition.

* See glossary p.44



Definition

Percentage of employees who are involved in at least one action in the "Tous Engagés!" program and/or who have proposed a project for the "Climate Impact and Biodiversity Fund".

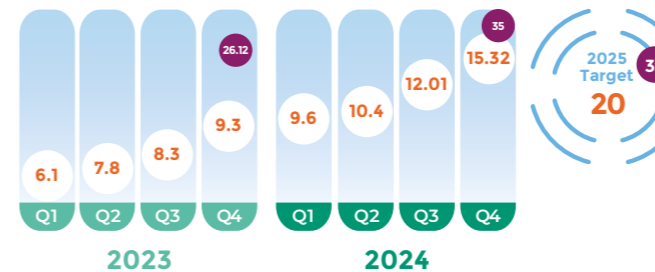
Scope

The indicator includes La Banque Postale SA employees with banker status. Corporate citizenship initiatives include the Climate and Biodiversity Impact Fund, rounding up of salaries, donations of days to caregivers, donations of time savings account (CET*) days to associations, solidarity working hours, L'Envol, and the Climate Fresk.

Action Plan

- Deploy solidarity working hours to all La Banque Postale employees.
- Make our employees players in the just transition with the network of just transition ambassadors.
- Animate and promote the "Tous Engagés!".
- Monitor the communication plan dedicated to employee civic commitment, deployed until the end of 2025.

The increase is driven by the commitment of solidarity working hours (in %)



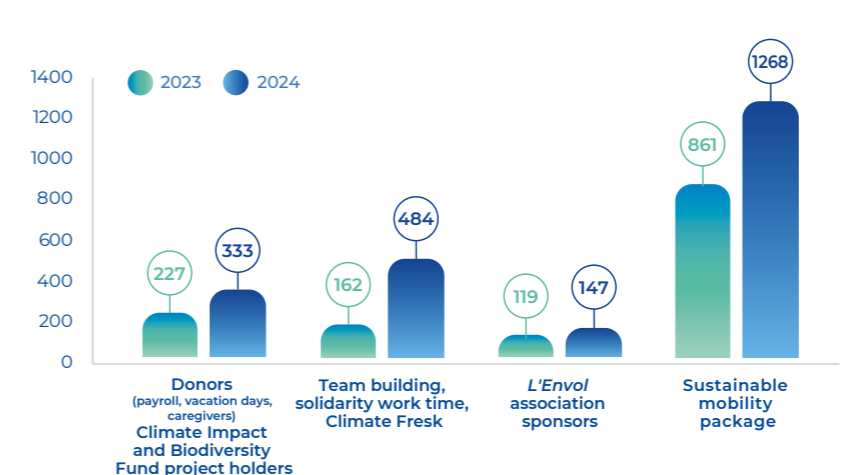
Methodological note

At the initiative of the HR department, and following a review by the mission committee, the target has been adjusted to 20%. Indeed, the rate of employee onboarding is not sufficient to meet the target. The mission committee unanimously approved the proposal to reduce the target from 35% to 20% on a scope excluding subsidiaries and soft mobility packages. Solidarity team building is highlighted among the commitment actions.

Only Q4 of each year is audited and recalculated by ITO*

The rate of commitment to the Sustainable Mobility Package has reached 35%, reflecting the real commitment of our employees to the environment on a daily basis.

Change in employee commitment between 2023 and 2024 (in number of employees)



DO YOU KNOW ?

88% of organizations allow their employees to take part in community involvement programs during their working hours, an increase of 2 points compared to 2022 (Komeet).

[To find out more](#)

Indicator

3.3

Proportion of activities covered by the Global Impact Index (GII*)



A flagship project in La Banque Postale's strategic plan, the **GII*** is a transformative project that goes beyond the simple construction of an impact score.

It enables teams to gradually acquire greater expertise in the notion of impact, and is an essential building block for managing commitments, from both a regulatory and strategic point of view.



The mission committee wanted to monitor the deployment of this tool within La Banque Postale's activities, justifying the recent inclusion of this indicator in the mission.



BUSINESS REFERENT

Priscilla Le Priellec

Director of the real estate financing department, Banque des Entreprises et du Développement Local (investment banking)

For the commercial real estate financing of real estate professionals (real estate companies, retail and institutional funds, developers), we have integrated the Global Impact Index into our credit granting process since the beginning of 2023, and we regularly refrain from financing assets with a low or high negative impact. In 2024, we also finalized the calculation of the **GII*** on our entire portfolio of loans in stock, and when it is low, we discuss with the customer the measures and work that could be undertaken to improve it (mainly work linked to reducing energy consumption by changing heating/ventilation/hot water equipment, setting up an efficient building management tool or using decarbonized energy).



MEMBER OF THE MISSION COMMITTEE

Marie-Christine Korniloff

Director of Economic Affairs, WWF France

We are delighted to see the progress made by La Banque Postale in deploying the **GII***. It has been successfully implemented for large corporates thanks to a specific scoring methodology. Although the roll-out to **MSEs*/SMEs***, initially scheduled for 2025, has been postponed to redirect efforts towards other **ESG*** priorities, the bank is pursuing its commitment. Educational efforts are being made to integrate **ESG*** into business decisions. This year has seen some fine achievements, reinforcing the bank's commitment to impact.

* See glossary p.44

Progressive deployment of the **GII*** within La Banque Postale

ACTIVITIES COVERED BY **GII***



Methodological note

After asset and project finance, as well as real estate finance, the **GII** rollout continued in 2024 by covering the shares representing large corporates.

Built on the **GII** methodology, impact real estate lending aims to promote real estate projects with a positive impact on environmental, territorial and social inclusion dimensions, or to carry out energy renovation work. This offer enables future buyers to benefit from a subsidized mortgage rate based on the type of property they wish to acquire.

DO YOU KNOW ?

Impact finance is defined by financial players according to 3 criteria: intentionality, additionality and measurement. This is to demonstrate the joint pursuit, over the long term, of ecological and social performance and financial profitability, while controlling the occurrence of negative externalities.

[To find out more](#)

Definition

This indicator measures the coverage of the Bank's business lines by the **GII***. It specifies the proportion of outstandings (balance sheet and off-balance sheet) in activities where the **GII*** is operationally deployed.

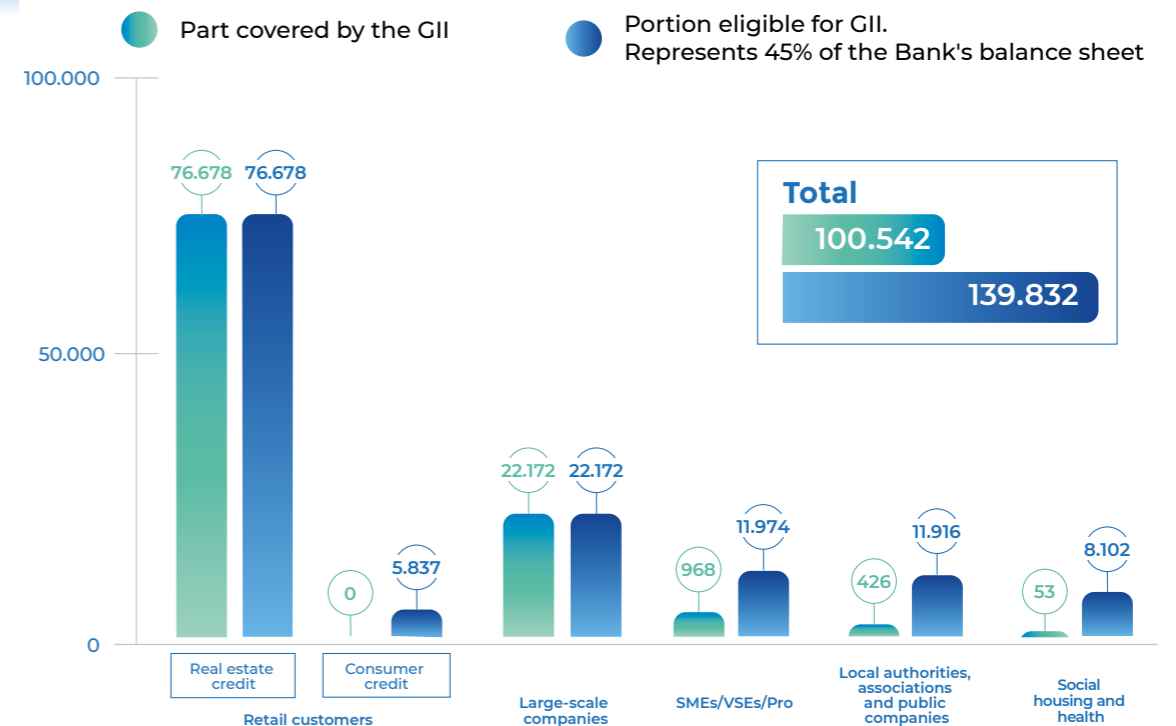
Scope

- > The scope of the indicator calculation corresponds to the business lines eligible for **GII***. The operational scope will be extended as deployment progresses.
- > For retail customers: **GII*** is calculated on the underlying and not at customer level, i.e. on home loans and in future on consumer credit.
- > For corporates and the local public sector, **GII** can be calculated at counterparty level. For commercial real estate financing and asset and project financing, the **GII*** is calculated at transaction level.
- > Banks, Sovereigns and securitizations are excluded from the application of the **GII***.

Action Plan

- Progressive deployment of the **IIG** :
- End 2024-2025: local public sector (SPL*)
 - 2025: **SMEs*** and **MSEs**
 - 2025-2026: **LBP CF** part for consumer credit part for personal credit.

GII* deployment completed



Indicator

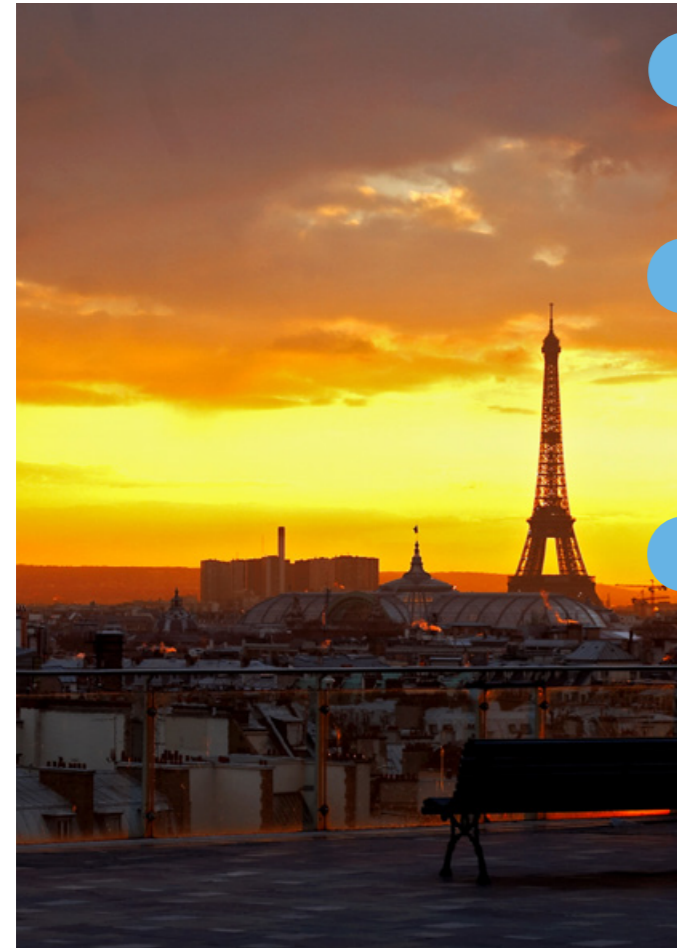
3.4 Decarbonization trajectory and alignment with the Paris Agreement



Committed to becoming net zero emissions by 2040, La Banque Postale is the first European bank and one of the first financial institutions in the world to have a decarbonization trajectory validated by the Science Based Targets initiative (SBTi)*.



As part of this process, the bank is committed to moving away from fossil fuels by 2030. As an essential strategic element, the mission committee wanted to monitor the indicators of this trajectory for scopes 1, 2 and 3.



Definition

Evolution of La Banque Postale's decarbonization trajectory for its operational emissions (scope 1 and 2) and for emissions linked to its financing and investment activities (scope 3 category 15). This decarbonization trajectory has been validated by the Science Based Targets initiative (SBTi)*.

Scope

For scopes 1 and 2, this indicator calculates greenhouse gas emissions linked to La Banque Postale's vehicle fleet and buildings (excluding the network and CNP Assurances). For scope 3 category 15, the trajectories by asset class validated by SBTi are the equities and bonds portfolio of the corporate and local development bank and the medium- and long-term credit portfolio (CMLT).

Action Plan

- > **Scopes 1 and 2:** Support for ambitious initiatives to decarbonize the vehicle fleet, optimize the energy footprint of buildings with the cooperation of La Poste Real Estate and manage the Climate Impact and Biodiversity Fund.
- > **Scope 3 category 15:** Implementation of decarbonization objectives to be integrated into the Group's sales targets: deployment of a tool to manage the residential property portfolio, finalization and appropriation by teams in other areas.

* See glossary p.44

Operating scope (scope 1 and 2)



BUSINESS REFERENT

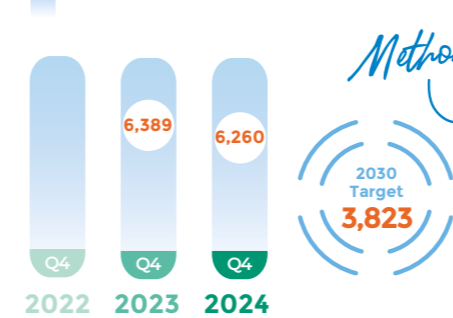
Elodie Ripoll

Head of Climate and Biodiversity Operational Management

La Banque Postale is committed to an SBTi* trajectory of decarbonization and alignment with the Paris Agreement within its operating perimeter (scopes 1 and 2). This trajectory targets a 43.6% reduction in its greenhouse gas emissions by 2030 (2021 as the base year) and mainly concerns :

- Real estate: 3 areas of reduction have been identified and structured: renovation, mainly through the deployment of building management systems, sobriety and the decarbonization of high-emission sites.
- Vehicles: since 2022, orders for company vehicles have been exclusively for hybrid or electric vehicles, with a target of converting the fleet to low or very low emission vehicles by 2030.

Operational footprint scopes 1 and 2 (in tCO2e)



Methodological note

Scopes 1 and 2

The starting point is restated, mainly to take account of the transfer of La Banque Postale's former non-life insurance subsidiaries (La Banque Postale Prévoyance, La Banque Postale IARD, La Banque Postale Assurance Santé) to CNP Assurances.



Financed emissions (scope 3 category 15)



BUSINESS REFERENT

Rachel Neuenschwander

Transformation Manager, Banque des Entreprises et du Développement Local (investment banking)

Trajectories were a new and complex subject for the Bank's various business lines. The climate data are far removed from the classic realities of a bank's business lines, and the methodological construction of the trajectories took time. The teams working with our corporate customers have now been trained, and the team in charge of operational implementation is taking care to adapt to the realities on the ground. The trajectories are now well understood, and tools are gradually being developed to enable an optimal balance between business development and achieving decarbonization objectives.



MEMBER OF THE MISSION COMMITTEE

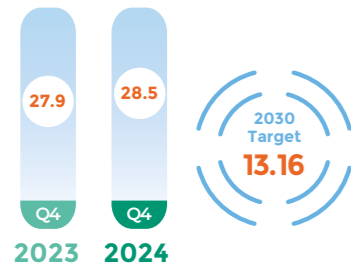
Charlotte Gardes

Economist, IMF

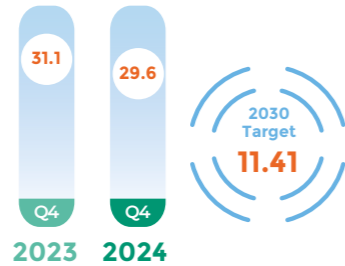
The publication of decarbonization trajectories has established La Banque Postale's credibility as a company with a mission. In discussions with the Bank's various teams, it is clear that the publication of the trajectories has also led to an increase in internal skills and expertise. The real challenge now is to financially support the transformation of the real economy and engage counterparties - from businesses to individuals - in the transition. The mission committee will continue to operationalize the trajectories and ensure that the results are concrete and accessible to all teams.

Scope 3 category 15, ambitious decarbonization commitment

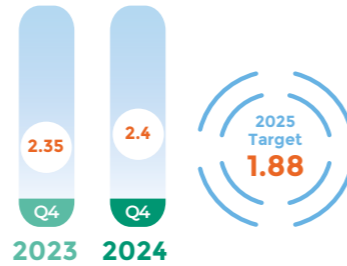
PPH real estate (private) in kgCO2e/sq.m



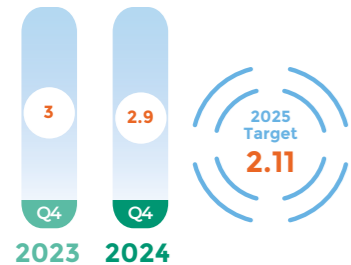
Real estate PMO (commercial) in kgCO2e/sq.m



Large-company equity and bond portfolios (scopes 1, 2 & 3 customers)



Medium to long-term corporate credit portfolios (scopes 1, 2 & 3 customers)



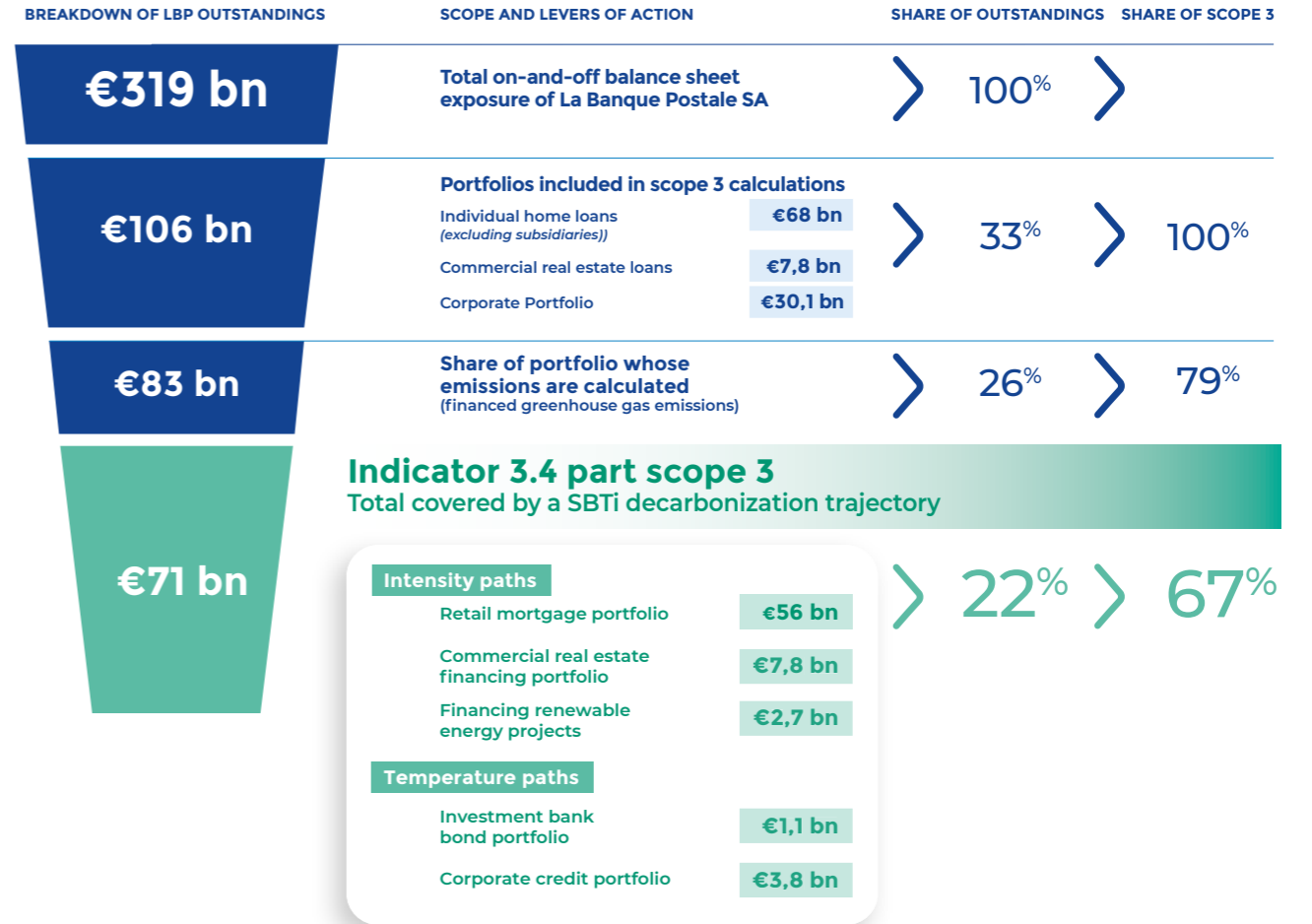
Methodological note

Scope 3 category 15

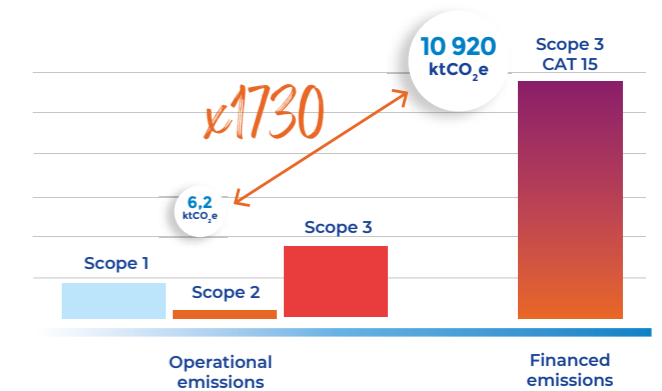
The reference year for calculating emissions, as well as the new adjusted scope 3 targets - "Large corporate portfolios and bonds (customer scope 1, 2 & 3)" and "Medium- to long-term corporate credit portfolio (customer scope 1, 2 & 3)" - have been submitted to SBTi*.

* See glossary p.44

Controlling the climate impact of La Banque Postale SA Piloted decarbonization trajectory



Financed emissions account for a very significant share



These data have not been audited by OTI*.

Data are as at end 2024, and refer only to corporate portfolios, commercial and residential real estate.

Glossary

Caisse des dépôts et consignations (CDC)

This is a long-term investor. It is responsible for protecting people's savings, financing social housing and managing pension funds. It also contributes to local and national economic development and sustainable development.

Corporate Sustainability Reporting Directive (CSRD)

It aims to provide a framework for extra-financial reporting at European level, i.e. the way in which companies report on how they take into account environmental, social and governance issues. It applies to La Poste and La Banque Postale from January 1, 2024.

Extra-financial criteria

They make it possible to evaluate an economic player, such as a listed company, outside the usual financial criteria. They take into account the company's impact and performance through a different prism, such as environmental, social or governance criteria.

Non-financial performance declaration (DPEF)

A document appended to a company's management report, containing information on environmental, social and governance issues. Its publication is mandatory for La Poste and La Banque Postale. The regulatory framework for DPEF is evolving with the introduction of CSRD.

ESG

Environmental, Social and Governance (ESG) criteria are the three pillars of extra-financial analysis, enabling us to assess the extent to which companies are exercising their corporate social responsibility (CSR) towards the environment and their stakeholders (employees, partners, subcontractors and customers).

FAP

Asset and project financing.

Significant Subsidiaries

La Banque Postale Group subsidiaries with more than 200 employees. At January 1, 2024, these are CNP Assurances France, LBPAM and its subsidiary Tocqueville Finance SA, Louvre Banque Privée, LBP Consumer Finance, LBP IARD and LBP Leasing Factory.

Impact Finance

It covers investment or financing activities that seek to produce direct positive effects on society and the environment, and which must provide proof of this.

Sustainable Finance

It aims to reconcile economic performance with positive environmental and social impacts, by financing companies and citizens who contribute to sustainable development. It comes in several forms: responsible investment, green finance and solidarity finance.

GHG

Greenhouse gases are gaseous components that absorb the infrared radiation emitted by the earth's surface, thereby contributing to the greenhouse effect. The increase in their concentration in the Earth's atmosphere is one of the factors behind global warming and climate change.

GII (Global Impact Index)

A tool developed by La Banque Postale to measure the impact of each transaction, thus of its investment and financing activities. The GII assesses this impact along three axes: environment, territory and inclusion. It is used at three levels: decision support, customer advice and reporting. Developed in partnership with the WWF association, the GII was launched in 2023. The first application is impact mortgages.

SRI

Socially Responsible Investment (SRI) encompasses all approaches that involve integrate extra-financial criteria (i.e. environmental, social, ethical and governance issues) into investment decisions and portfolio management. It is the application of sustainable development to the field of financial investment.

Pacte Law

The 2019 Plan d'Action pour la Croissance et la Transformation des Entreprises (Action Plan for Business Growth and Transformation) aims to provide the necessary means to foster innovation and transformation in order to facilitate business growth, better share the value created by companies with employees, but also better take ESG issues into account in their strategy. This law defines the status of a company with a mission.

Public Service Mission

Activity carried out under the control of a public authority, in this case the State, with the aim of satisfying a need in the public interest. La Poste Group carries out four Public Service missions entrusted to it by the French State under the law of July 2, 1990, and which forge its identity: universal postal service; La Poste's contribution to regional planning and development; La Poste's banking accessibility mission; press transport and distribution

Soft Mobility

A concept that encompasses all non-motorized means of transport using human energy (walking, cycling, scootering), with numerous benefits (reduced pollution, increased physical activity, reduced travel costs).

NPS

The Net Promoter Score is a KPI used by companies to measure customer satisfaction and loyalty. It consists of asking a customer a question to find out to what extent he or she would recommend the product, service or brand to someone else.

ITO

Independent Third-Party Organizations are companies authorized to verify CSR information in accordance with Article L. 225-102-1 of the French Commercial Code. These companies are accredited by the French Accreditation Committee (COFRAC) on the basis of their competence, independence and impartiality.

Transition Plan

Strategy that the company builds to align its assets, operations and business model with science-based climate trajectories that are compatible with the objective of limiting global warming to +1.5°C. It must be concrete, time-bound and adapted to each to each business sector.

Mission-Driven Company

A new legal framework introduced by the Pact Law in 2019, the mission-driven company defines a business whose purpose reconciles the pursuit of economic performance with a contribution to the general interest.

Fixed/variable Compensation

When remuneration is fixed, employees receive the same amount, regardless of the company's performance or their own. When remuneration is variable, the employee receives a share in the company's results or in his or her own results, according to defined criteria which may be financial or non-financial.

Corporate Social Responsibility (CSR)

Voluntary integration of sustainable development issues by companies, both in their commercial activities and in their interactions with stakeholders. This term is more generic than ESG, since it refers to the way in which a company behaves towards its environment and stakeholders.

SBTi

The Science Based Targets initiative is the result of a partnership between CDP, the United Nations Global Compact, the World Resources Institute (WRI) and the World Wildlife Fund (WWF), which aims to promote best practice in greenhouse gas emission reduction and net zero targets, in line with climate science. emissions and net-zero targets, in line with climate science. SBTi provides companies with an independent and validation of their carbon reduction targets and validation of their carbon reduction targets by a team of experts.

Scope 3

This covers emissions associated with activities up and down the value chain, such as emissions linked to investment activities.

Sustainable Finance Disclosure Reporting (SFDR)

European regulation coming into force in 2021 applying to all investment service providers and asset managers, which aims to promote sustainability in the finance sector by incentivizing transparent disclosure of the ESG characteristics of assets, which will then be classified into three categories (article 6, 8, 9 products).

European Taxonomy

An inventory of economic activities considered to be environmentally sustainable, to help prioritize investments in these activities. According to the taxonomy, an activity is considered sustainable if it meets at least one of the 6 objectives (climate change mitigation and adaptation, aquatic and marine resources, circular economy, pollution, biodiversity), does not harm any of these objectives and meets the social minimums in force. La Poste, like La Banque Postale, must publish their taxonomy alignment ratio (GAR) every year.

Solidarity work time

Solidarity work time is a donation in kind: a company makes its employees available to a public-interest organization for a period of time to lend their skills or labor (also known as skills sponsorship).

Just Transition

Transition with the aim of:

- 1) minimizing the negative social impact of a transition to sustainable economic models, and
- 2) maximizing the positive aspects of such a transition. ("For a just transition: the Paris financial center's roadmap", Finance for Tomorrow).

Publications



Mission report 2022
La Banque Postale



Mission report 2024
La Banque Postale



Climate & Nature
2023 Report
La Banque Postale



Transition Plan 2025
La Banque Postale



CSRD* 2025 Report
La Banque Postale



Activity report integrated
2024 La Banque Postale



Report of the committee
La Poste 2024

In 2025, La Banque Postale publishes its third mission report in accordance with the Pacte Act*. The mission report is part of a set of complementary reports:

- **The Mission Report** offers an accessible presentation of the group's mission, commitments and objectives, as well as a summary analysis of the mission committee members' view of the Group's progress ;
- **The climate & nature report** provides detailed explanations of the impacts of the group's activities on climate and biodiversity, as well as the efforts made to align La Banque Postale's decarbonization strategies with biodiversity preservation objectives;
- **The transition plan** is a forward-looking document that presents all the actions deployed to achieve the group's 2040 commitments, mainly concerning decarbonization, but also concerning nature, with a business-by-business analysis;
- **The sustainability report (CSRD*)** is a document published in accordance with the requirements of the European CSRD* directive. It harmonizes non-financial reporting methods and imposes greater transparency on certain key themes;
- **The integrated report** offers a simple, concise presentation of the group's strategy and transformation, highlighting the year's progress and highlights, including ESG* aspects;

These reports are available on [La Banque Postale's corporate website](#).

- **The PRB (Principle for Responsible Banking) report** enables La Banque Postale, as a signatory, to report on its progress towards objectives in the main areas of impact identified, in accordance with the framework developed by the United Nations Environment Programme Finance Initiative (UNEP FI*); this report is available in section ||8.1 - PRB Report|| of the sustainability report.

These various publications, both regulatory and voluntary, enable La Banque Postale to report on the progress of its sustainability commitments to all audiences.

The challenges of 2025



Contributors

Design: this report is the work of the mission committee, drafted with the support of an editorial board comprising Adrienne Horel-Pagès, Pierre-Alix Binet, Marie Heniau and Hippolyte Boucherie.

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ITO report



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