



Overall performance

Crédit Mutuel Arkéa goes further

Press kit

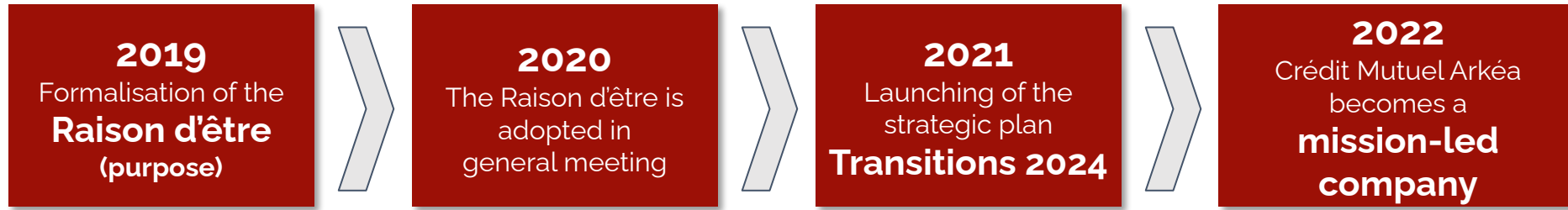
Crédit Mutuel
ARKEA

1

THE CONCRETE ILLUSTRATION OF THE GROUP'S CONVICTIONS

THE MEASURE OF THE EXTRA-FINANCIAL PERFORMANCE SERVING THE GROUP'S AMBITION

A GROUP RESOLUTELY COMMITTED TO SUSTAINABLE FINANCE AT THE SERVICE OF FUTURE TRANSITIONS



- Measuring non-financial impacts is a concrete illustration of our commitment to **our raison d'être** and the initiatives in our strategic plan. It is also central to our role as a mission-driven company;
- The purpose of measuring extra-financial impacts (EF) is to express in euros the positive and negative externalities of CM Arkéa's actions on its stakeholders through impact indicators relevant to its activities and its direct footprint.



THE CHALLENGE OF DATA AVAILABILITY

The method of valuing impacts is adapted to the information available and influences the level of granularity of the information required. A "top down" approach based on the use of sectoral data is favoured at first.

Gradually, actual client data will be integrated depending on its availability and the robustness and integrity of the collection process.

BASE DE DONNÉES EXTERNES

In order to make the calculations more reliable and to ensure transparency, the methodology is based on public reference databases.

Examples :



MEASURE AND MONETISATION OF THE IMPACTS

	# Calculation steps	Description of the stage	Example	Calculation formula
1	Impact assessment	Quantified expression of impact	Volume of GHG emissions	Volume of the indicator Unit (varies by indicateur) X
2	Monetisation of the impact	Conversion of the impact into €	Trustee value of GHG emissions	Monetisation index € per unit X
3	Determination of CM Arkéa's impact	CM Arkéa's share of the company's value	Equal to 10% (for a credit of 100k from a client with liabilities of €1m)	Share CM Arkéa % =
	Result			Monetary value of the impact

1 SELECTED EXTRA-FINANCIAL INDICATORS

For Crédit Mutuel Arkéa as a whole, **24 impact indicators have been selected** at this stage to measure non-financial impacts.

They are of two kinds:

- External indicators (relating to the activity of customers and suppliers);
- Internal indicators (relating to Crédit Mutuel Arkéa's internal activity).

EXTERNAL INDICATORS

Themes	Impact indicators
GENERAL INDICATORS	
Contribution to the fight against climate change	GHG emissions
Support for economic activity	# jobs supported Added value in the territories
SPECIFIC INDICATORS (applicable for certain products or sectors of activity)	
Contribution to energy efficiency	Energy performance gains
Resource depletion	Water consumption
Circular economy of waste	Residual waste generation
Biodiversity	Artificialization of soils Eutrophication
Reduction in energy bills	Purchasing power gain (€)
Quality of life (in good health)	# patients or care provided Fine particle emissions
Access to housing	# homes in social housing # owner households
Training & Education	# pupils/students enrolled
Mobility	# km of roadway funded or permitted trips # of vehicles financed

INTERNAL INDICATORS

Themes	Impact indicators
Contribution to the fight against climate change	GHG emissions
Circular economy of waste	Residual waste generation
Support for economic activity	# jobs supported Additional purchasing power under the social contract
Quality of life (at work)	# days of sick leave avoided/generated
Safety of people	# accidents at work
Training & Education	# alternates trained
Equal opportunities	Gender pay gap (€) # of employees with disabilities
Sponsorship	# days of mobilisation on skills sponsorship missions Donation of leave between employees

SOCIO-ECONOMIC

ENVIRONMENT

2

PROGRESS AND PERSPECTIVES

2 EMBLEMATIC AND SIGNIFICANT ADVANCES SINCE 2021

A profound and innovative evolution of the finance management profession, reflected in its new name:

"Finance and Overall Performance Department".

External audit by Deloitte, one of our auditors, which issued an assurance report (09/2022) on the 2020 and 2021 measures.

Integration of non-financial performance indicators in the steering of the mission committee.

Extension of the scope for calculating non-financial performance :

% of total CM Arkéa	October 2021 (Measure 2020 on ABEI)	July 2022 (Measure 2020 et 2021 on an extended perimeter)
Financements	18% of financing	70% of financing
Suppliers	2% of external purchases	95% of external purchases
Employees	3% of the workforce	90% of the workforce

Industrialisation of the calculation tool now integrated into the group information system.

Launch of a programme to collect non-financial data from our clients to optimise the measurement of non-financial performance.



FURTHER EXTENSION OF THE SCOPE OF ACTIVITIES COVERED AND INTEGRATION INTO THE GROUP'S MANAGEMENT PROCESSES

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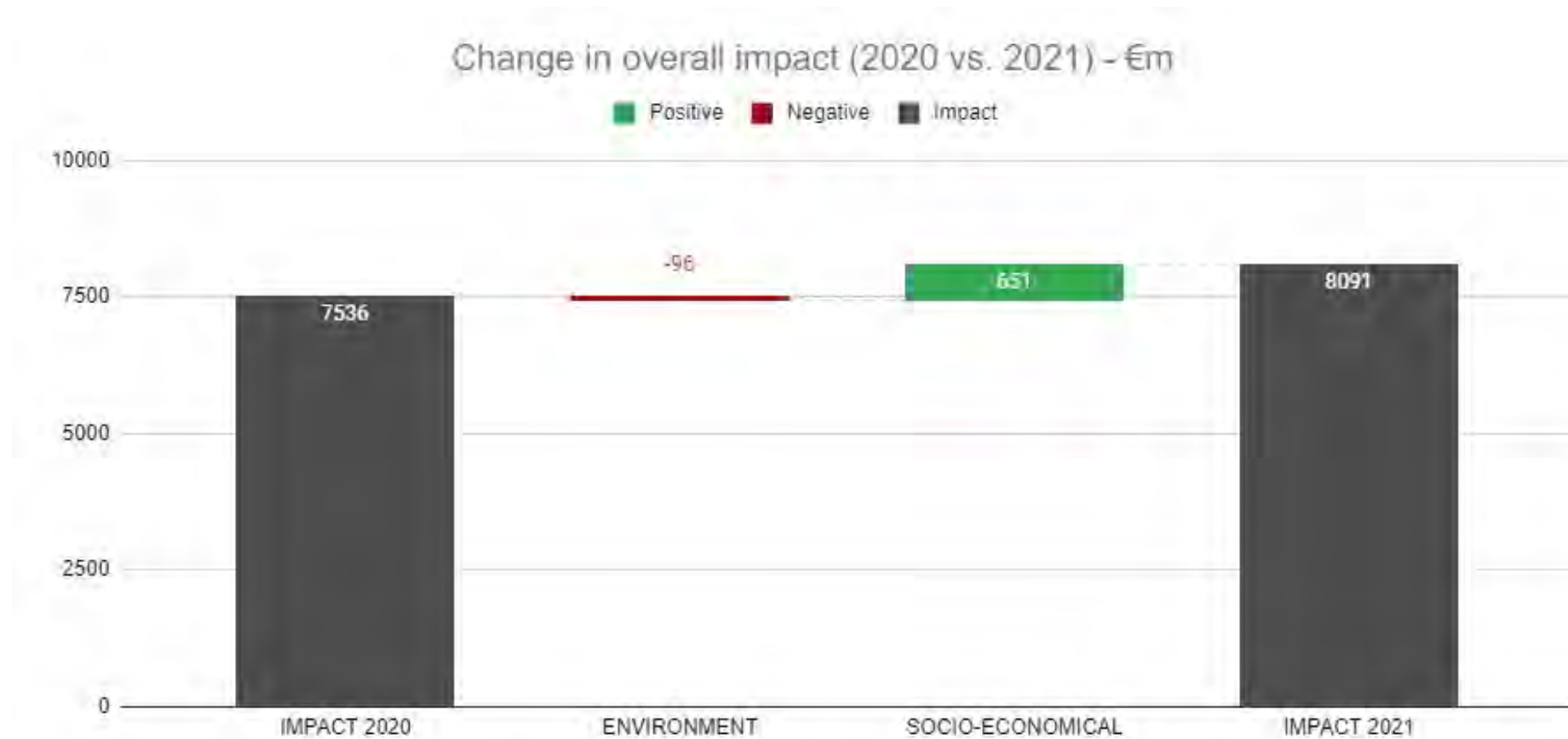
MEASURES 2020 & 2021 IN SUMMARY

	TOTAL	SHAREHOLDERS AND CUSTOMERS (FINANCING)	SUPPLIERS	EMPLOYEES
TOTAL 2020	€7536m	€7023m	€175m	€338m
ENVIRONMENT	-€671m	-€665m	-€2m	-€4m
SOCIO-ECONOMIC	€8208m	€7689m	€177m	€342m
TOTAL 2021	€8091m	€7560m	€199m	€332m
ENVIRONMENT	-€766m	-€760m	-€2m	-€4m
SOCIO-ECONOMIC	€8856m	€8319m	€201m	€336m

CM ARKÉA'S EXTRA-FINANCIAL PERFORMANCE IS **€8.1 Bn** FOR THE YEAR 2021, **AN INCREASE OF 7.3% FROM 2020.**

1M OF FINANCING GRANTED BY CM ARKÉA GENERATES ON AVERAGE :

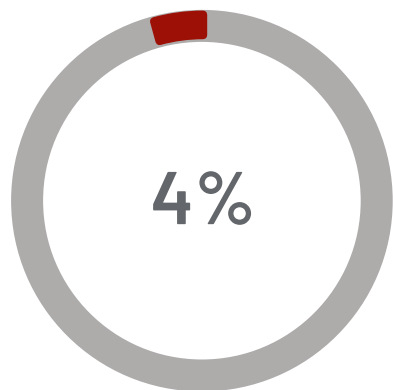
- €15,000 of negative environmental impacts;
- €165,000 of positive socio-economic impacts.



- The evolution of extra-financial performance (+ €555m) is driven by the improvement of socio-economic indicators calculated on financing.
- The measurement of environmental indicators deteriorated, mainly due to the 18% increase in the shadow carbon value (from €87 T/eq CO₂ to €103 T/eq CO₂).

IMPACT OF CM ARKÉA ON ITS SPHERES OF INFLUENCE

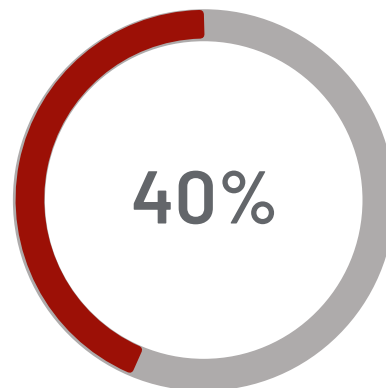
BREAKDOWN OF THE 2021 NON-FINANCIAL PERFORMANCE MEASURE (€8,091M) BY SPHERE OF INFLUENCE



Direct : €332 m

= impacts that the group can control

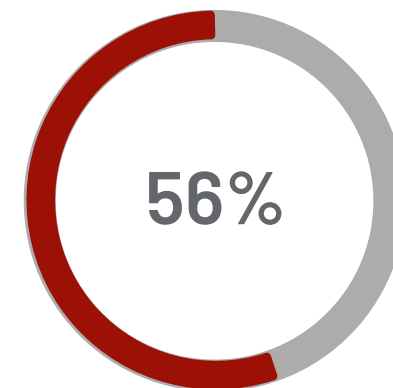
Example: Crédit Mutuel Arkea, through its own actions and the mobilisation of its employees, aims to reduce its carbon footprint by 16% by 2024.



Indirect : €3 222 m

= impacts that the group influences

Example: By encouraging the use of local suppliers through its purchasing policy, Crédit Mutuel Arkéa contributes to the creation of local jobs.



Induced : €4 536 m

= impacts to which the group contributes

Example: By financing doctors, healthcare facilities and nursing homes, Crédit Mutuel Arkéa helps to promote access to healthcare and thus has a positive impact on the quality of life in good health.

See breakdown of external indicators (funding and suppliers) by sphere of influence in annex

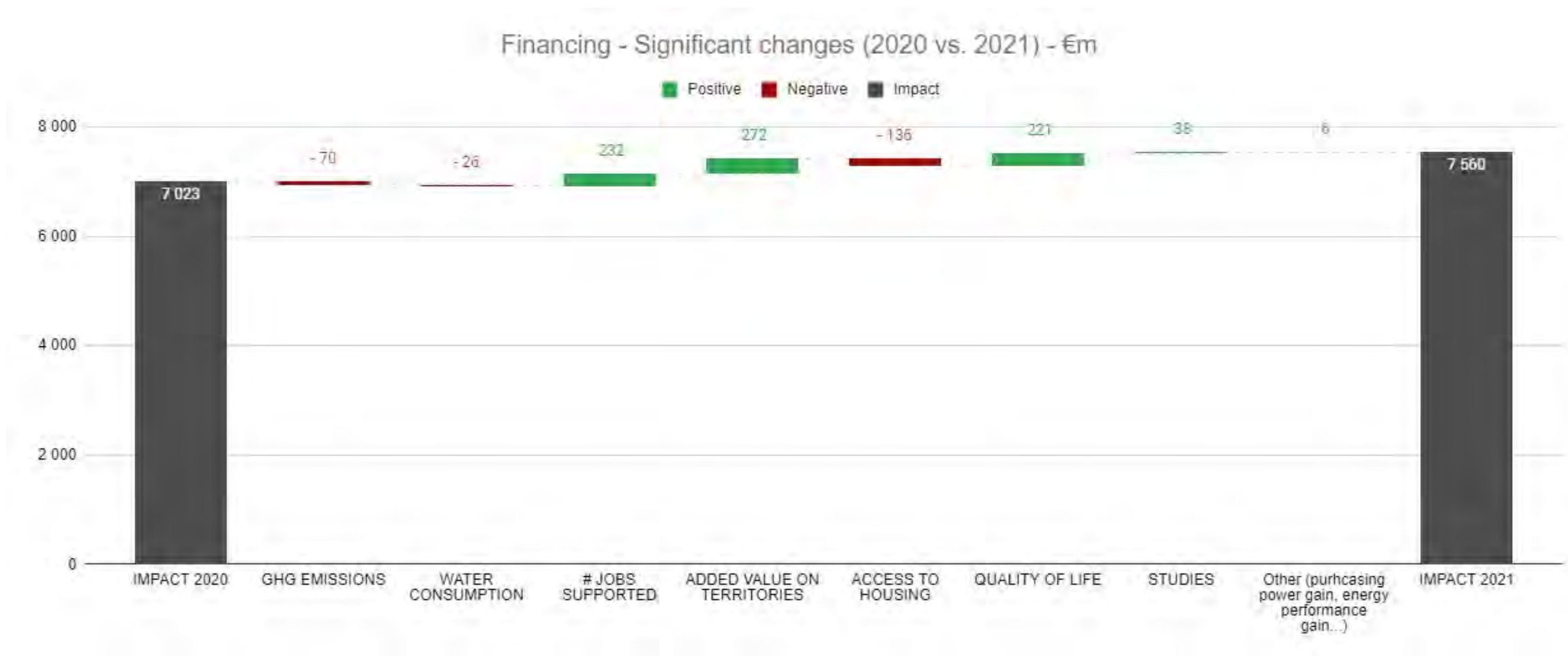
3 MEASURE 2021 – FOCUS ON HISTORICAL TERRITORIES

THE EXTRA-FINANCIAL PERFORMANCE OF CM ARKÉA IN ITS HISTORICAL TERRITORIES IS **€6.2 BILLION** FOR THE YEAR 2021, i.e. **77% OF ITS TOTAL IMPACT**.

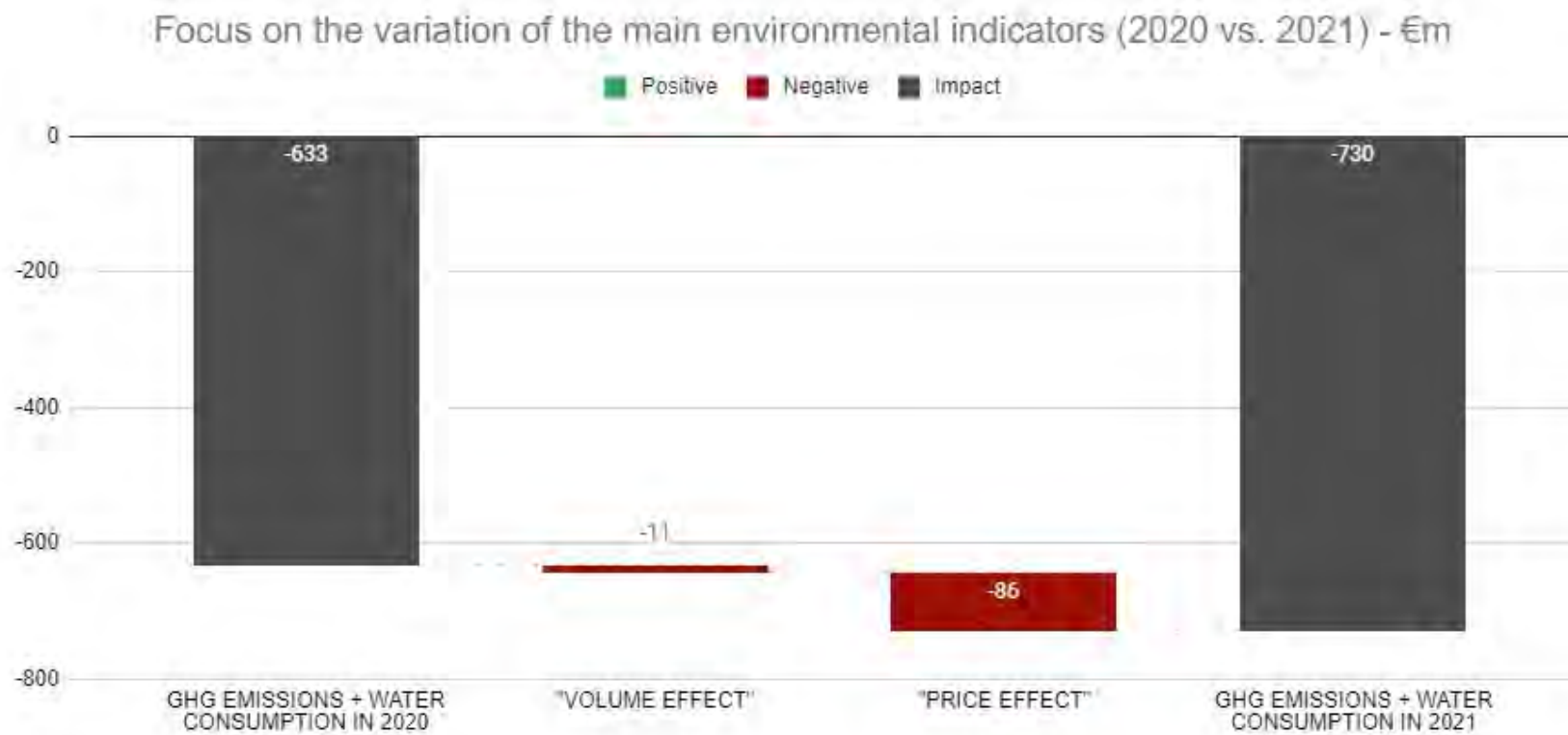


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MEASURES 2021 IN DETAIL



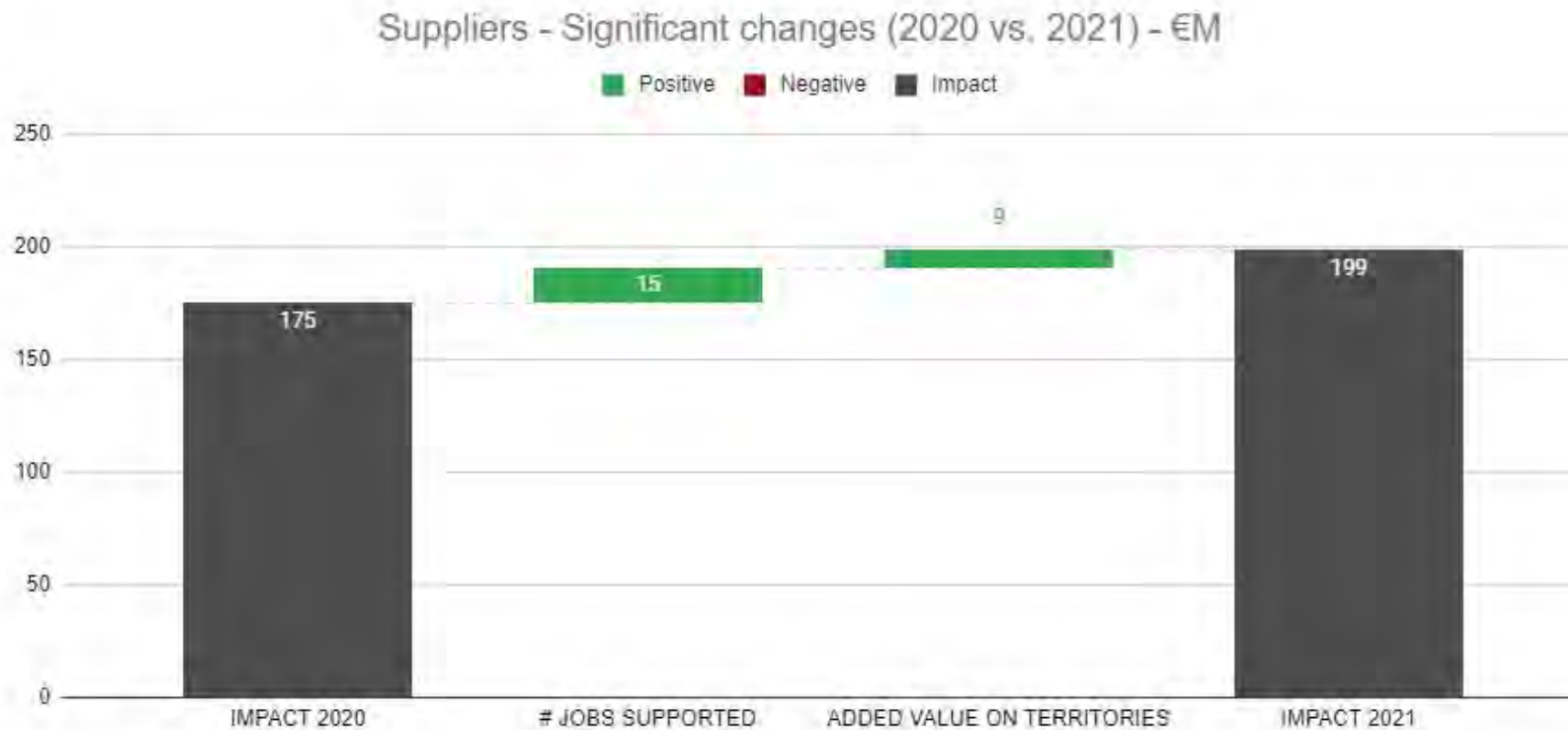
See breakdown of measures for 2020 and 2021 in annex



The measurement of **environmental indicators** deteriorated, penalised by :

- The increase in valued stocks and factors modelling water consumption ["volume effect"].
 - The deterioration of the environmental impact is explained by the increase in the impact of GHG emissions (+13%) and water consumption (+27%). This increase is driven by the rise in valued outstandings as well as by the growth in the volume of GHG emissions and the volume of water consumed.
- The increase in the shadow value of carbon on GHG emissions ["price effect"].

GHG EMISSIONS	The impact on GHG emissions deteriorates due to the 18% increase in the trustee value of carbon (from €87 T/eq CO ₂ to €103 T/eq CO ₂).
# JOBS SUPPORTED	The increase in the average annual salary (+9% - source INSEE) contributes to the increase in the impact on the Supported Employment indicator.
ADDED VALUE ON THE TERRITORIES	The evolution of the added value impact (+15%) is correlated to the evolution of the sectoral turnover (+15%).
ACCESS TO HOUSING	The impact linked to social housing is down by 30% due to a base effect (a functional change carried out in 2021 to better measure the impact could not be carried out on the 2020 data).
QUALITY OF LIFE	The quality of life impact increased by 13%, driven by the growth in outstandings.
STUDIES	The evolution is proportional between the outstanding amount (+103%) and the impact (+96%).



The evolution is proportional between valued expenses (+10%) and socio-economic impacts (+13%) strongly correlated to the levels of purchases made in 2021 (€508m vs €461m in 2020).

See breakdown of measures for 2020 and 2021 in annex



GHG EMISSIONS	The calculation of GHG emissions has changed in terms of the scope and accuracy of the data: consideration of permanent staff VS all staff in 2020 and adjustments to home-workplace journeys with exact addresses vs. a global estimate in 2020.
# JOBS SUPPORTED	The number of employees increased by 2% and the average net salary increased by 1%.
ADDITIONAL PURCHASING POWER UNDER THE SOCIAL CONTRACT	The impact of the additional purchasing power has decreased mainly due to the decrease in salary supplements.

See breakdown of measures for 2020 and 2021 in annex

METHODOLOGICAL FRAMEWORK

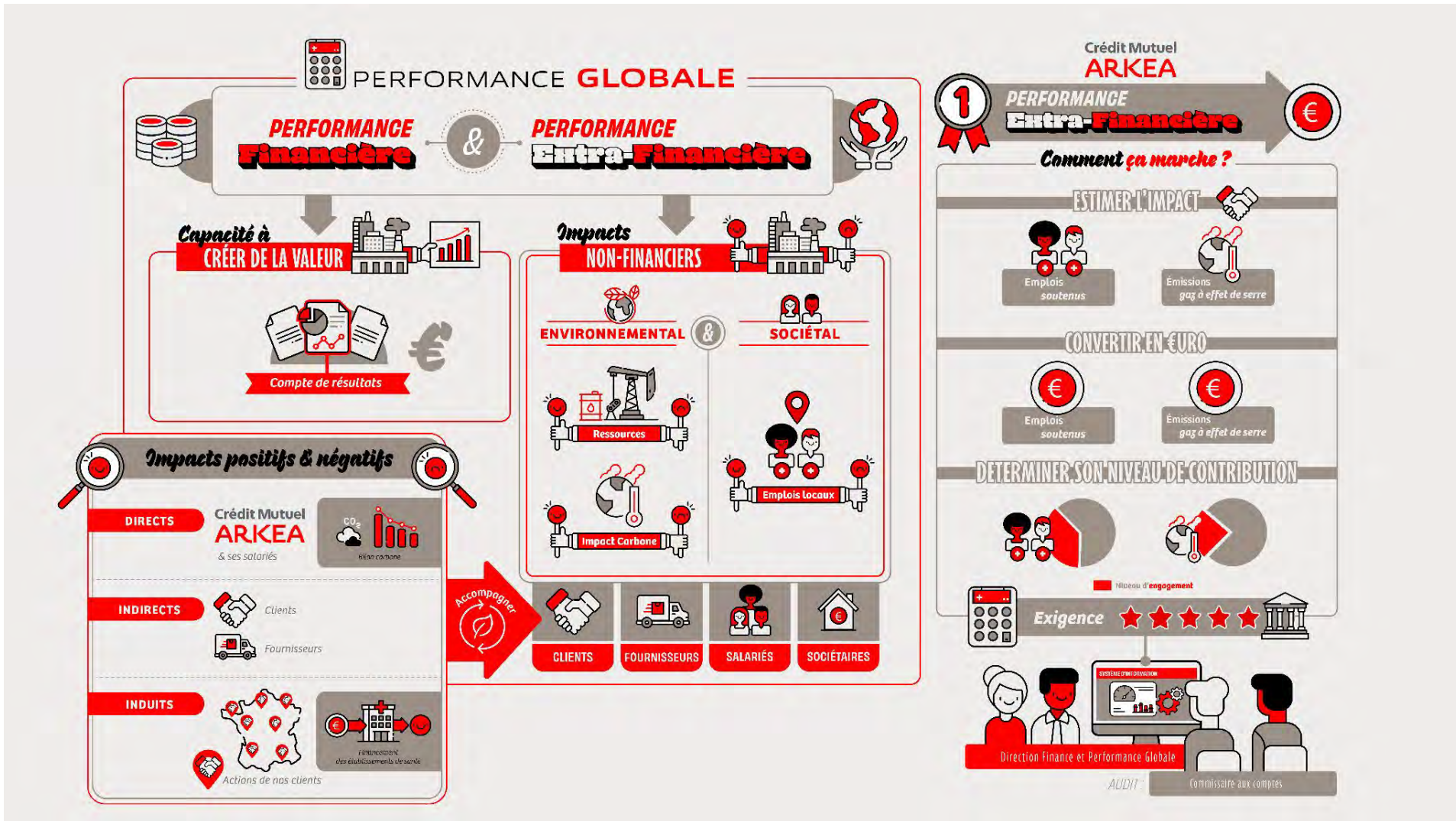
PUBLISHING OF THE METHODOLOGICAL
FRAMEWORK ON OUR [INSTITUTIONAL WEBSITE
CM-ARKEA.COM](https://cm-arka.com)

METHODOLOGICAL APPROACH

FOCUS ON THE SELECTED INDICATORS



OVERALL PERFORMANCE : CRÉDIT MUTUEL ARKÉA GOES FURTHER



5

ANNEXES

RAISON D'ÊTRE (PURPOSE): THE BASIS OF THE STRATEGIC PLAN

OUR RAISON D'ÊTRE

“

We want to be **a player in a world that takes a long-term view** and takes into account **the major societal and environmental challenges facing our planet** for future generations.

We contribute to this by practicing **finance at the service of regions and their actors**, which is sustainable and **helps everyone to achieve their potential**.

To this end, we have chosen to be **a cooperative and collaborative bank** that promotes **a balanced sharing of value** with its members, customers, employees, partners and regions. A **socially responsible, ethical and inclusive** company that is attentive to **respect for its environment**.

On a daily basis, we develop, in collaboration with our stakeholders, **innovative solutions** to support our members and customers in **their life projects** and **meet their aspirations**.

”

OUR 5 COMMITMENTS

Make our decisions by aiming for a **balanced approach between financial performance and positive impact** – societal and environmental – through the exercise of **cooperative governance** anchored in our **territories**.

Supporting each of our **stakeholders** in their **environmental transition**.

Developing **regional cooperation** and committing to **local vitality**.

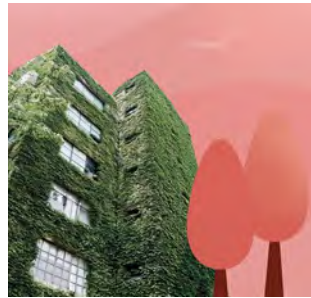
Commit to **inclusion** and cultivate a **lasting relationship of trust** with all our **members and customers**, from pioneers to the most vulnerable.

Promote our **collective commitment** to serve **common interest**, in particular by bringing to life our **mutualist values**.

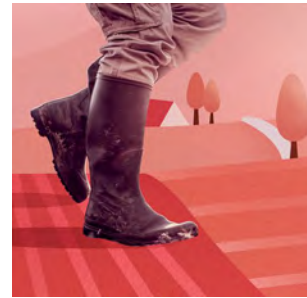
Adopted in January 2021, the plan positions the group as the agile financial partner for future transitions.

It aims to strengthen its positive impact and its overall financial and non-financial performance.

It is structured in **4 strategic axes** which are priorities for action to guide our business model.



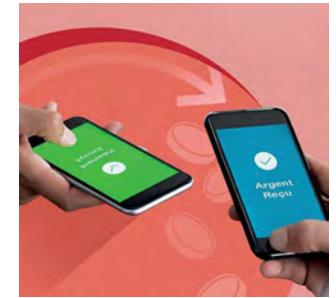
Expanding our range of offers and services with a positive impact



Support responsible development of territories



Customise the experience customer



Develop our partnership model

THESE AXES ARE SUPPORTED BY 5 IMPLEMENTATION LEVERS:

- 1.** Promoting our cooperative model
- 2.** Be exemplary in our own actions and transitions
- 3.** Improving collective effectiveness
- 4.** Offer a unique employee and director experience
- 5.** Valuing an open innovation approach

A deep and concrete commitment to major social and environmental transitions.

A project adopted at the general meeting on 10 May 2022: **Crédit Mutuel Arkéa has thus officially become one of the first banks to obtain this status.**

The mission committee was appointed in June. It is composed of a majority of people from outside the company, as well as employees and directors, committed to both environmental and social issues.

The group's missions will be organised around the five commitments defined in application of the Raison d'Être.

A roadmap is currently being drawn up to define the concrete implementation of each of these commitments. It will be validated by the Committee and will form the basis for monitoring the execution of its mission. It will also be regularly assessed by an approved independent third-party organisation.

The four-year quantitative targets will be defined by the committee by the autumn.

The Mission Committee will present an annual report to the General Assembly. **The first report will therefore appear in the first quarter of 2023.**

Data as of 31/12/2020	RETAIL MARKETS (Valued outstandings: €28bn)	PROFESSIONAL MARKETS CORPORATE & INSTITUTIONAL MARKETS (Valued outstandings: €19bn)	TOTAL
ENVIRONMENT	-€84m	-€581m	-€665m
GHG EMISSIONS	-€52m	-€484m	-€536m
WATER CONSUMPTION	-€30m	-€67m	-€97m
SOIL ARTIFICIALISATION	-€2m		-€2m
EUTROPHICATION		-€27m	-€27m
RESIDUAL WASTE GENERATION		-€3m	-€3m
ENERGY PERFORMANCE GAIN	€0,1m		€0.1m
SOCIO-ECONOMICAL	€2173m	€5516m	€7689m
# JOBS SUPPORTED	€163m	€1512m	€1675m
ADDED VALUE ON TERRITORIES		€1760m	€1760m
ACCESS TO HOUSING	€1984m	€332m	€2316m
PURCHASING POWER GAIN	€1m		€1m
QUALITY OF LIFE	-€0.3m	€1873	€1873m
STUDIES		€39m	€39m
MOBILITY	€25m		€25m
TOTAL	€2088m	€4935m	€7023

Data as of 31/12/2021	RETAIL MARKETS (Valued outstandings: €29bn)	PROFESSIONAL MARKETS CORPORATE & INSTITUTIONAL MARKETS (Valued outstandings: €21bn)	TOTAL
ENVIRONMENT	-€78m	-€682m	-€760m
GHG EMISSIONS	-€51m	-€556m	-€607m
WATER CONSUMPTION	-€26m	-€97m	-€123m
SOIL ARTIFICIALISATION	-€1,3m		-€1,3m
EUTROPHICATION		-€26m	-€26m
RESIDUAL WASTE GENERATION	-€0,2m	-€3m	-€3m
ENERGY PERFORMANCE GAIN	€0,5m		€0,5m
SOCIO-ECONOMICAL	€2170m	€6148	€8319m
# JOBS SUPPORTED	€194m	€1713m	€1907m
ADDED VALUE ON TERRITORIES		€2032m	€2032m
ACCESS TO HOUSING	€1948m	€232m	€2180m
PURCHASING POWER GAIN	€5m		€5m
QUALITY OF LIFE	-€0.3m	€2094m	€2094m
STUDIES		€77m	€77m
MOBILITY	€24m		€24m
TOTAL	€2093M	€5499m	€7560m

5 SUPPLIERS I MEASURES 2020 AND 2021

	MEASURE 2020	MEASURE 2021
	On €461m of purchases	On €508m of purchases
ENVIRONMENT	-€2m	-€2m
GHG EMISSIONS	<i>GHG emissions are included in the Group's carbon footprint, and are therefore taken into account in the direct footprint.</i>	
WATER CONSUMPTION	-€2m	-€2m
SOCIO-ECONOMICAL	+€177m	+€201 m
# JOBS SUPPORTED	+€86m	+€100m
ADDED VALUE ON TERRITORIES	+€92m	+€100m
TOTAL	+€175m	+€199m

5 EMPLOYEES I MEASURES 2020 AND 2021

ALL CALCULATIONS ARE BASED ON INTERNAL DATA BASED ON 90% OF CM ARKÉA'S WORKFORCE

	MEASURE 2020	MEASURE 2021
ENVIRONMENT	-€5.6m	-€4m
GHG EMISSIONS	-€5.6m	-€4m
SOCIO-ECONOMICAL	+€343m	+€336m
# JOBS SUPPORTED	+€298m	+€303m
ADDITIONAL PURCHASING POWER UNDER THE SOCIAL CONTRACT	+€43.4m	+€31m
# EMPLOYEES WITH A DISABILITY	+€4.2m	+€4.5m
PAY GAP M/F	-€3.5m	-€4m
# WORK-STUDY CONTRACTS	+€0.5m	+€0.6m
#DAYS OF SICK LEAVE AVOIDED	+€0.6m	+€0.5m
TOTAL	+€338m	+€332m

The impact related to GHG emissions remains the main negative environmental impact generated by employees in the course of their professional activities.

As in 2020, the predominant impacts in 2021 are found in the indicators measuring jobs supported and additional purchasing power under the social contract.

BREAKDOWN OF EXTERNAL INDICATORS BY SPHERE OF INFLUENCE

Type	Topic	Indicator	Influence sphere
External (financing and suppliers)	Contribution to the fight against climate change	GHG emissions (scope 1, 2, 3)	Indirect
	Support for economic activity	# jobs supported (FTE)	Indirect
	Support for economic activity	Added value in the territories	Induced
	Contribution to energy efficiency	GHG emissions (scope 1, 2, 3)	Indirect
	Resource depletion	Water consumption	Indirect
	Circular economy of waste	Residual waste generation	Indirect
	Water quality and biodiversity	Eutrophication (nitrogen and phosphorus emissions)	Indirect
	Reduction of the energy bill	Purchasing power gain (€)	Indirect
	Quality of life (in good health)	# patients or care provided	Induced
	Quality of life (in good health)	Fine particle emissions	Indirect
	Access to housing	# homes in social housing	Induced
	Access to housing	# owner households	Indirect
	Formation & Education	# pupils/students enrolled	Induced
	Mobility	# km of roadways funded or routes allowed	Indirect
	Mobility	# of vehicles financed	Indirect

4 indicators reflect an induced impact. Through its financing or purchases, the Group contributes to additional externalities that benefit not only its stakeholders but also their ecosystems and users.

- The **"added value in the territories"** makes it possible to estimate the additional value that a company supported by CM Arkéa is able to generate through its activity by creating wealth through its production cycle
- The **"# patients or care delivered"** translates the financing of doctors, health establishments, EHPAD by the CM Arkéa which allows users to have access to care, and therefore a better quality of life in good health
- The financing of **"social housing homes"** allows an improvement in the marginal purchasing power induced by access to social housing (vs. conventional) for the beneficiaries of these homes
- **"Pupils/students enrolled"** reflects the funding of schools and training institutions that allow users access to education



Crédit Mutuel **ARIKEA**

DE NOUVEAUX LIENS POUR CHANGER DEMAIN

Mutuel
KEA