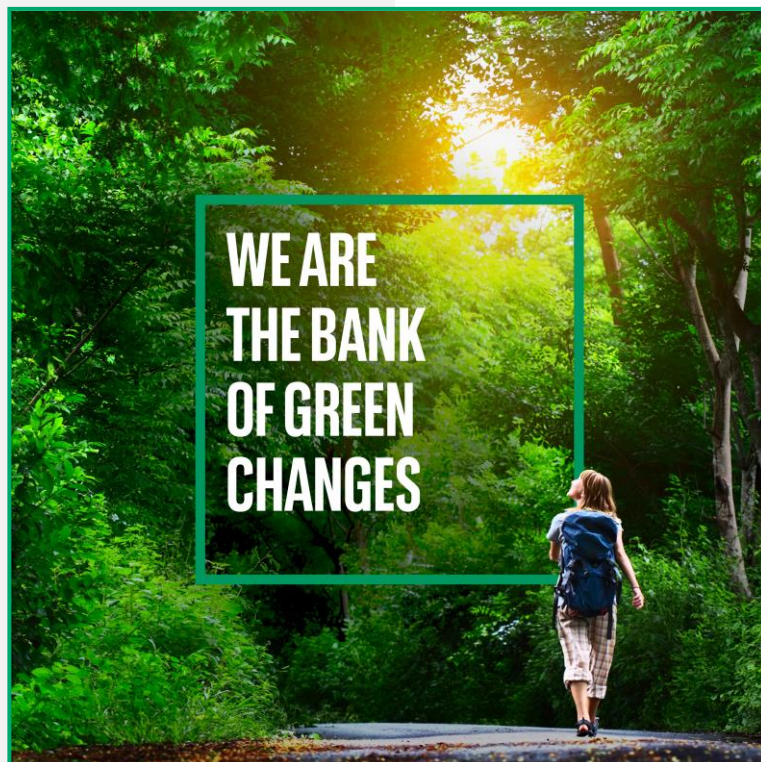


THE CSR & SUSTAINABILITY REPORT FOR THE YEAR 2019

Presenting non-financial
information of BNP Paribas Bank
Polska S.A. and BNP Paribas Bank
Polska S.A. Capital Group



BNP PARIBAS

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LETTER OF THE PRESIDENT OF THE MANAGEMENT BOARD

[GRI 102-14]



Dear Shareholders, Clients and Employees of BNP Paribas Bank Polska Group,

Last year, we completed a significant phase in the development of our Bank. Undoubtedly, it was one of the most significant milestones in the history of our organization. We changed our name and underwent a rebranding. This effort has enabled us to achieve consistency with the global brand of the eurozone's largest bank, having turned us into a full and equal member of the BNP Paribas family. We successfully completed the acquisition of Raiffeisen Bank Polska's core business and the integration process. We went through the complex operational merger smoothly, without losing the originally assumed efficiency of our business. Last year, the Bank's Group posted record-breaking performance, having generated a net profit of PLN 614.7 million, up 70.6% compared to the previous year.

2019 was a breakthrough year for our clients also in terms of their relations with the Bank. Our flagship product is now "Konto Otwarte na Ciebie" [Account Opened to You], which allows retail clients to select a card tailor-made to their individual needs. Major changes were also implemented in digital channels designed for accessing our services. GOMobile and GOonline exceeded the threshold of one million active users. We remain responsive to their expectations and continue to improve these solutions. The digitization process is changing the Bank not only from the outside but also from the inside. Last year, 27 new robots were added to the automated ranks of BNP Paribas, improving the efficiency of the Bank's operations on a daily basis. This is a component of our internal digital revolution. State-of-the-art solutions are employed to accelerate an increasing number of processes, relieve our staff of unnecessary burdens and permit them to focus on the most demanding tasks. This is because we view technological changes through the lens of suitability for our clients and employees.

We are the bank for a changing world. Sustainable and ethical development is a necessity. Because we operate within a community and are an inseparable component of it, we feel responsible for its present and future. In our business and communication endeavors, we are expressing this approach to an increasing extent. We are the Bank of Green Changes, which we demonstrate in our internal activities, for instance by giving up plastic and encouraging carsharing among our employees, and in external activities, for example by supporting sustainable development, funding energy transformation, promoting environmentally friendly attitudes and refraining from the provision of financing to coal-related projects. We strive to always emphasize the significance of mutual respect, equal opportunities and openness. We are involved in campaigns aimed at promoting the appreciation of family members, emphasizing the role of women in society and encouraging equal treatment of everyone, regardless of any differences. We believe in and operate according to these values. And they are appreciated by others: we came first in the Ranking of Responsible Companies and received tens of international awards for the campaign the Last “Your Weekend”, by which we and our partners sought to fight against sexism.

Drawing on the huge potential that we have created through our rebranding and merger, keeping an eye on technological progress and growing our business based on ideas we strongly believe in – these are our route markers for future development. Sustainable development, equal treatment and social inclusiveness are among the issues that will not cease to be of key significance for us. Based on these values and attention to the expectations of our clients and employees, we will continue to improve our processes and services. We intend to grow in an organic manner, which would be impossible without the dedication and professional ethics of BNP Paribas employees. For this reason, we will be even more attentive than ever in supporting our employees in the pursuit of their assignments, developing their strengths and seeking a balance between work and home. The Bank’s strength and potential depend on our employees. I am confident that by adopting a flexible approach to the needs of our staff, offering them a broad range of training opportunities, workshops and employee benefits, we are turning not only into a more attractive employer but also into a better, more dynamic and more efficient institution.

I am sure that our efforts and enormous amount of work put into the changes will pay off. In 2019, we managed to build a very solid foundation for this. We can now focus all our commitment and dedication into our Bank’s continued development and the search for the best solutions for our clients.

Respectfully yours,

Przemek Gdański

President of the BNP Paribas Bank Polska Management Board

LETTER OF CHAIRMAN OF THE SUPERVISORY BOARD

[GRI 102-14]



Dear Stakeholders,

Last year crowns a sequence of changes that ultimately led to the creation of BNP Paribas Bank Polska – a new organization building on the best potential of the combined institutions. Personally, I have been associated with this Bank for many years. I participated in its growth already as the President of the Bank BGŻ Management Board and earlier as the President of the Management Board of Raiffeisen Centrobank in Warsaw. Having the opportunity to look at our Bank from a larger perspective, I welcome with particular joy and satisfaction the new phases of its growth. I extend my congratulations to all employees who contributed to the Bank’s successful completion of a series of mergers, integrations and acquisitions. You made those challenges possible to conquer without losing sight of the most important objective: keeping the trust of our clients and acting in their best interests, working towards the Bank’s constant development in order to be able to offer our clients modern services of the highest quality.

2019 was a breakthrough year for the growth of our organization. The Bank’s name was changed to highlight its membership in the BNP Paribas family – one of the largest financial groups in the world. Our successful merger with Raiffeisen Bank Polska’s core business has also turned our Bank into one of the leading players in the Polish market. I keep noticing changes in our business environment and competition. In my opinion, the strategy adopted by the Bank is taking us in the right direction. Membership in a strong international financial group will permit us to combine the group’s global experience with our strong position and in-depth knowledge of the local market. The new scale of our business has provided us with the potential to compete effectively with other financial institutions operating in Poland.

We have opened a new chapter in our history. Today, BNP Paribas Bank Polska is a new organization with a new identity and new culture, open to changes and ready to support its clients and employees as it develops. We are a universal Bank focused on serving our clients as best we can by providing them with top quality products and services. At the same time, our institution is aware of how significant employees are for its success. Our staff are offered opportunities for personal and professional development through training, workshops and webinars as well as benefits consistent with their actual needs. A team of competent and committed employees is a significant competitive advantage of our Bank.

We all contribute to the creation of a financial institution that can be proud of its responsible approach to running a business, its involvement in initiatives important to clients and its sensitivity to socially important matters. An example of this is the Bank's participation in activities aimed at protecting the natural environment. In addition to employee volunteering and participation in a variety of initiatives, including for instance forest cleaning endeavors, activities of a strictly business nature should also be mentioned in this context. As the Bank of Green Changes, we are consistently developing our funding for energy transformation and supporting clients in building a low-emission economy. In 2019, the Bank established cooperation with the European Investment Bank, which has enabled us to increase the volume of financing provided for investments in this area. The Bank has also joined the Biznesmax Guarantee program established to support small and medium-sized enterprises seeking to invest in energy efficiency, renewable energy sources and other environmentally friendly initiatives.

We are entering the year 2020 as a Bank with impressive growth potential in all areas of its business. Currently, as a single institution, we are focusing on building the best achievable position in the Polish market based on our business competences and values that are significant both to us and our clients.

Respectfully yours,

Józef Wancer

Chairman of the BNP Paribas Bank Polska S.A. Supervisory Board

CHAPTER 1.

ABOUT THE BANK BNP PARIBAS

1.1. THE BANK FOR A CHANGING WORLD

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-4, GRI 102-5, GRI 102-6, GRI 102-7]

BNP Paribas Bank Polska S.A. is a strong local Bank with a global reach. It belongs to the international BNP Paribas Group. In Poland, it is the parent company in the BNP Paribas Bank Polska S.A. Capital Group.

It is our mission to offer responsibly innovative financial solutions that will help our clients to change their world and support the local economy.

Since May 2011, Bank BNP Paribas has been listed on the Warsaw Stock Exchange. 88.76% of its shares belong directly and indirectly to BNP Paribas.

The headquarters of the organization is located in Warsaw at Kasprzaka 10/16.

Bank BNP Paribas offers:

- **To individual clients:** savings and investment products, a wide range of loans, including housing and consumer loans. We also offer a comprehensive range of protection and multiplication and asset optimization.
- **To Micro, SME and corporate enterprises:** solutions for financing operations on both domestic and international market.

We specialize in **financing agriculture, food economy and regional infrastructure**. We are distinguished by our wide offer for **enterprises from the agro-food sector**.

2019 at the Bank BNP Paribas:

3,900,000 customers
of all business lines

441,000 GOonline
- online banking users

426,000 GOmobile
- mobile banking users

2,333,000 cards
issued

417 cash deposit machines
(dual-purpose machines)
and **239 ATMs**

514 branches
of retail and business banking

50 Business Centers
for Small and Medium
Enterprises

25 Corporate
Banking Centers

18 Private Banking
Wealth Management Centers

10,437 employees
employed at the Bank BNP
Paribas on the basis of contract
of employment

8,920 active
full-time employees
at the Bank BNP Paribas

25.51 training hours
- average for one person
employed at the Bank BNP
Paribas

4,872 employee-volunteers
socially involved

2,500 employees -
participants in the 1st edition
of the educational program
the Bank of Green Changes

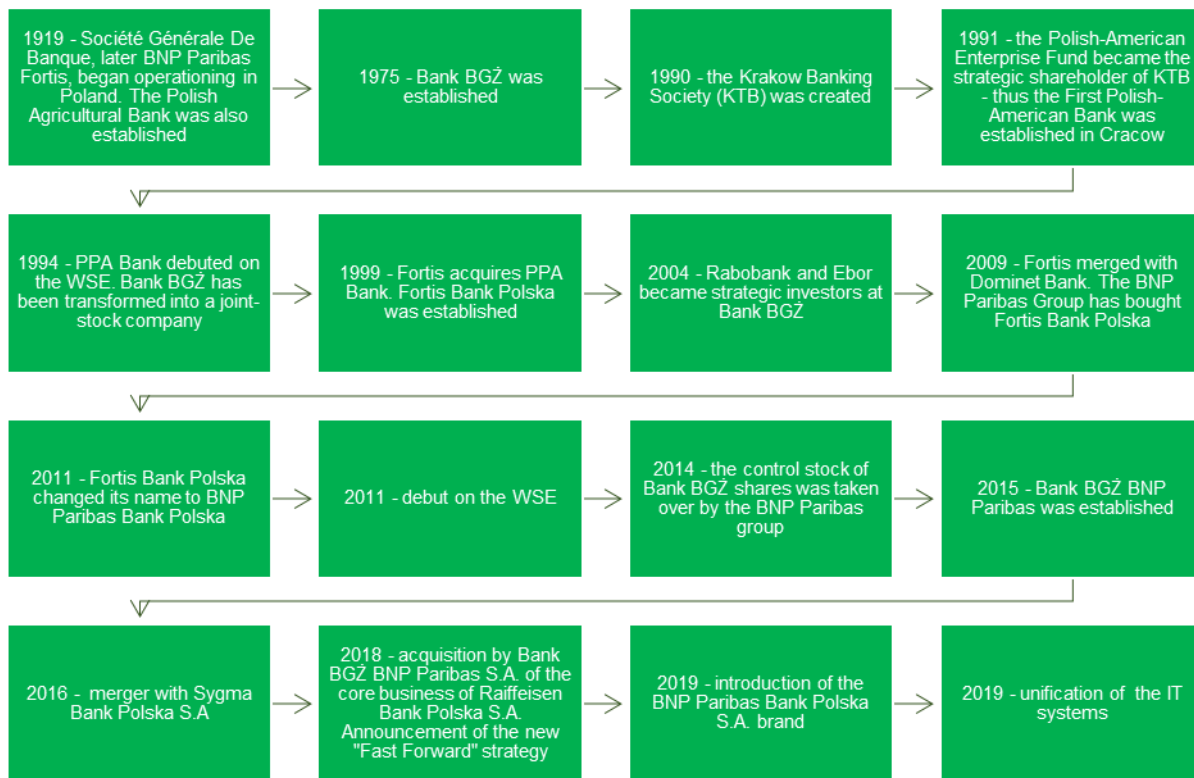
almost PLN 1,5 million
donations made under the Local
Grants Program since 2011

THE HISTORY OF THE BANK

Bank BGŻ BNP Paribas was established in 2015, by merging BNP Paribas Polska and Bank Gospodarki Żywnościowej - two entities with a long, nearly one hundred year old history of presence on the Polish banking market. Since then, the Bank has been strengthening its position by successfully combining innovation with the tradition of its presence in Poland. In 2018, BGŻ BNP Paribas took over the core business of Raiffeisen Bank Polska. This way, our organization joined the group of Polish banks with assets of over PLN 100 billion.

On March 29, 2019, upon receipt of an entry in the National Court Register, Bank BGŻ BNP Paribas S.A. changed its name to BNP Paribas Bank Polska S.A. On April 1, 2019, the Bank's brand was standardized. A new, global brand - BNP Paribas - appeared in the Bank's branches, systems and applications, as well as on payment cards and marketing materials. The Bank's website operates under a new address: www.bnpparibas.pl.

On November 9-11, 2019, Bank BNP Paribas carried out the final stage of taking over the core business of Raiffeisen Bank Polska. All products and services of the customers of the former Raiffeisen Bank Polska, run in online banking systems and mobile applications, have been transferred to the target online banking systems and mobile applications of Bank BNP Paribas. The unification of banking systems has ensured not only more effective but also safer functioning.



More information: <https://www.bnpparibas.pl/o-banku/historia>

THE BANK'S BUSINESS MODEL

We are a universal Bank, a leader in the agro-food segment in Poland, as well as in the consumer segment. We are one of the banks that are most eagerly chosen by clients in the sector of large companies and international corporations.

We provide services through a network of banking branches and bank stands in shopping centers throughout the country. Our loan products are also available in partner stores as well as in selected car dealership networks.

More information about the Bank's branches in Chapter 4. *Bank's social responsibility*, in the part entitled *Availability of products and services*

The Retail and Business Banking area provides services for individual clients, private banking services and offers services to business clients (micro enterprises). As part of Retail and Business Banking, the Bank serves the following customer segments:

Retail Customers:

- Mass Customers;
- Premium Banking customers, i.e. those who invest in the Bank or through it, the assets in the amount of at least PLN 100,000 or having incoming flow of min. 7.5k PLN per month; from 2020 change of segmentation criteria in terms of inflows, increased to the amount of 10 thousand, the level of assets remains unchanged;
- Private Banking (Wealth Management) clients, i.e. those investing assets through the Bank in the amount of at least PLN 1 million. As part of Private Banking, in June 2019, the "Family Fortunes" sub-segment was separated - customers who invest assets via the Bank in the amount of min. PLN 10 million

Business Customers (Micro Enterprises)

Entrepreneurs:

- non-Agro, not conducting full financial reporting, in accordance with the principles set out in the Accounting Act, meeting the criterion of annual net revenues for the previous financial year below EUR 2 million;
- non-Agro, conducting full financial reporting, whose net sales revenue for the previous financial year was less than PLN 4 million and credit exposure does not exceed PLN 1.2 million;
- Agro, not conducting full financial reporting, meeting the criterion of annual net revenues for the previous financial year below EUR 2 million, conducting activities classified according to selected PKD 2007 codes;
- Professionals: entrepreneurs not conducting full financial reporting in accordance with the principles set out in the Accounting Act and practicing professions defined in a separate document;
- Individual farmers for whom the Bank's credit exposure to the customer is less than PLN 3 million;
- Individual farmers for whom the Bank's credit exposure to the customer is in the range of PLN 3 million and is less than PLN 4 million, when collateral on arable land covers at least 50% of the loan exposure;
- Non-profit organizations (e.g. foundations, associations, trade unions, etc.);
- Cooperatives, housing associations, property managers.

The Small and Medium-sized Enterprise (SME) Banking Area serves three main customer sub-segments:

- Agro clients conducting full financial reporting on net revenues from sales for the previous financial year from PLN 4 to 40 million and the Bank's credit exposure towards the client not exceeding PLN 12 million. This segment also includes agro-cultural producer groups and organizational units of the State Forests, regardless of turnover and credit exposure;
- Non-Agro customers - a sub-segment to which entities conducting full financial reporting are qualified, with net sales revenues from the previous financial year from PLN 4 to 40 million and the Bank's credit exposure to the client not exceeding PLN 12 million, as well as public finance units with a budget of up to PLN 100 million,
- Farmers (i.e. business entities conducting production activity in agriculture) conducting full financial reporting, with net revenues for the previous financial year in the range from 0 to 60 million PLN and credit exposure not exceeding 25 million PLN, as well as individual farmers if their credit exposure is in the range of PLN 4 to 25 million and between PLN 3 and 4 million if the collateral on agro-cultural land covers less than 50% of the credit exposure.

The Corporate Banking area directs its offer of financial services to large and medium-sized enterprises and local government units with an annual turnover equal to or greater than PLN 40 million, or to enterprises where the Bank's

credit exposure to the client is greater than or equal to PLN 12 million, as well as to entities that are part of international capital groups.

Corporate Banking clients are divided into 4 basic groups:

- Polish corporations with annual sales revenues between PLN 40 and 600 million (or between PLN 60 and 600 million in the case of business entities conducting agro-cultural production activity) or with a credit commitment greater than or equal to PLN 12 million (or PLN 25 million for business entities engaged in agriculture);
- international clients (companies belonging to international capital groups);
- large Polish corporations (with an annual turnover of over PLN 600 million, listed on the stock exchange and with potential in the field of investment banking services);
- public sector entities and financial institutions.

Within the above groups, there are sub-segments of Agro and non-Agro clients.

FAST FORWARD STRATEGY

[GRI 102-15]

In May 2018, we adopted a new strategy: **The Fast Forward Strategy for 2018-2021**. The implementation of the Strategy aims to accelerate the Bank's development. It will increase its profitability. Business development is based on five key pillars: growth, simplicity, digitization, quality and enthusiasm.

ASSUMPTIONS OF THE FAST FORWARD STRATEGY



The strategic goals included in the Fast Forward Strategy are:

- achieving a growth rate of the result on banking activities (NBI, from Net Banking Income) faster than the market (7% per annum by 2021),
- achieving a return on equity ratio (ROE) above 10% in 2021,
- achieving the income cost ratio (C / I ratio, from Cost To Income) at the level of approx. 50% in the same time horizon (cost / income ratio at -50% by 2021).

Implementation of the Fast Forward Strategy in 2019

- The Bank's activities in 2019 were dominated by tasks related to the integration of Banks after taking over the core business of Raiffeisen Bank Polska S.A.
- At the beginning of 2019, the brand was also rebranded. From April 1, 2019, the organization is called BNP Paribas Bank Polska S.A.
- Simultaneously with the change of the Bank's name, a new product offer was introduced in the area of personal accounts and cards.
- In November 2019, the most important event in the Bank's integration calendar took place. The operational merger was successful and in line with the assumed schedule.

By the end of the year, the sale of accounts from the new offer exceeded 150,000, with significantly increasing dynamics in subsequent months.

On the loan offer side, a wide range of changes was carried out, which automated the process of granting financing in the areas of cash loans, loans for micro enterprises, in the corporate segment and Agro.

Sales of loans in B2B2C channels have also been strengthened through cooperation with Allegro. Particular year-on-year growth, could be noted in the sale of mortgage loans, in which the Bank doubled its market share.

The ongoing integration was an opportunity to **rebuild and restructure the branch network**.

- By the end of the year, the vast majority of the planned 200 branches have been closed, as their locations after the merger ceased to be optimal.
- In addition, more than 120 branches have been rebuilt into a modern format that meets modern customer requirements.

The modernized branches, apart from their attractive arrangement, are characterized by a high level of digitization and automation, cashless service and co-working spaces.

For more information on digitized branches of the Bank, see **Accessibility of products and services** located in Chapter 4. **Bank's social responsibility**

In parallel to the traditional channels, **the Bank has significantly developed remote channels**. Customers can already use the new online (GOonline) and mobile (GOMobile) banking, which are constantly being improved. New functionalities, such as Apple Pay, were implemented on the day of their Polish premiere.

The bank has also developed its digital competences in the "back-office" area, which can be determined by the use of blockchain technology as a durable communication medium with clients and the use of robots to perform nearly 70 processes. As the first institution on the market, the Bank made production API available to third parties (under PSD2) - it is an interface enabling access to the production IT environment.

The new brand was supported by wide-ranging and awarded communication and marketing activities, addressing, among others, problems such as climate change and social responsibility.

Information about the awards granted to the Bank has been included in the **Awards and distinctions** section of this chapter. You can read more about marketing campaigns in the section **Social topics in marketing communication** in Chapter 4. **Social responsibility**

Activities in the area of Retail and Business Products (for individual and micro customers) in 2019:

- optimization and transformation of the network of branches of the merged Bank, ensuring customer friendliness and the availability of branches and supporting the new model of cashless service,
- implementing a new value proposition in the Account Open for You offer,
- creating a new product offer corresponding to the current needs of customers, market trends, and going beyond banking products,
- implementation of GOMobile 2.0 and the new GOonline online banking,
- implementation of Blockchain technology to meet the requirements of a durable information medium,
- improving the quality of customer service and increasing customer satisfaction.

Main results

- significant increase in mortgage loan sales,
- increase in new individual clients in the Account Open for You offer, including new debit cards tailored to the needs of clients with the 'Cyber Help' or 'Travel cancellation' insurance packages,
- increase in business clients in the Account Open for Business offer,
- increases in selected business lines,

- implementation of stand-alone Insurance "Accident Protection" and life insurance "Family Protection",
- a new, attractive offer of the first loan with an interest rate of 2.99% for individual clients and small enterprises,
- a new multi-currency Mastercard debit card available for the entire portfolio of individual clients and small enterprises,
- partnership with Xoxo WiFi,
- implementation of the GOpocket product,
- a new Payment Monitoring service implemented together with the bank's partner company Vindicat for small enterprises,
- a new sales process of payment terminals together with the Bank's partner Elavon,
- Auto Plan long-term rental offer for individual clients and small enterprises in cooperation with Arval.

Activities in the area of Wealth Management:

The superior task that the Bank faced in the area of cooperation with wealthy clients in 2019 was to integrate the activities of the Bank's Private Banking Department with the activities of Friedrich Wilhelm Raiffeisen. The integration goal was to create a leading bank on the Polish market in the field of wealth management for the wealthiest clients.

Main results

As a result of intensive design work, we have introduced a number of significant changes in the area of services for the wealthiest clients:

- we introduced a new joint brand BNP Paribas Wealth Management,
- we unified the network of Wealth Management Centers in 16 locations in Poland,
- we have equipped customer advisors with a new customer relationship management system,
- we have enriched our offer with services and products of currency markets dedicated to wealthy clients, we have expanded the offer of payment cards, and our flagship product, MC World Elite credit card, has been improved and equipped with additional privileges for clients,
- we introduced special privileges and services dedicated to the wealthiest clients in the Family Fortunes segment (over 10 MPLN assets),
- we developed our electronic and mobile banking tools - we introduced a completely new GOonline online banking, we provided the currency platform to Wealth Management clients, and GOMobile mobile banking gained new functionalities.

We want to strongly emphasize the issue of responsibility in the area of private property management. Responsible product selection and customer care have always been at the heart of BNP Paribas Wealth Management. We want to take the next step, encouraging clients to make investment decisions with the awareness of their impact on the natural and social environment.

Activities in the area of Corporate Banking and Small and Medium Enterprises:

In 2019, the business strategy of the corporate banking sales network and Small and Medium-sized Enterprises (SME) focused on the development of Polish companies. SME business centers and corporate centers work on the basis of a relational model of customer service, with high activity of advisors in the regions. Thanks to this, the Bank is building the position of a strong local partner for clients.

Main results:

In its offer for corporate and institutional clients, the Bank develops the following specializations:

- financing commercial real estate,
- structured financing,
- issue of corporate bonds.

New services and tools offered to business clients in 2019 include:

- new version of GOMobile Biznes mobile banking,
- the new FX PI@net currency platform,
- Trade Finance Business Desk - a dedicated trade finance team,
- extended offer of trade finance products and a new offer in the field of M&A transaction consulting.

In 2019, the electronic banking system BiznesPI@net was further developed with a wide-ranging package of changes and new functionalities implemented.

Action plan for 2020

The main goals of implementing the Fast Forward Strategy for 2020 have been defined in three categories:

1. **Business growth:** The main goal is to strengthen the increase in credit volumes with a strong focus on sales through remote channels. Streamlining processes and a precisely tailored offer will translate into higher quality of services and increased customer satisfaction (measured with the NPS indicator). Together with the reformed distribution model, this will strengthen the Bank's competitive position and allow for more dynamic acquisition of active customers.
2. **Transformation:** In line with consumer expectations, the Bank will continue to strengthen its digital competences, with particular emphasis on modernizing customer contact points. At the same time, internal processes will be systematically automated and optimized. Strengthening awareness and building associations for the BNP Paribas brand after rebranding will also be important.
3. **Efficiency:** Implementing cost and income synergies as a consequence of successful integration with Raiffeisen Bank Polska and further strengthening the efficiency of capital utilization.

Amongst others, as a part of implementing the Strategy and involving employees in its implementation, we organize a cyclical **Show us the difference** competition in which we reward the best implemented initiatives in individual pillars of the Fast Forward Strategy.

More information about The Fast Forward Strategy: <https://www.bnpparibas.pl/relacje-inwestorskie/strategia-banku>

BNP PARIBAS BANK POLSKA S.A. CAPITAL GROUP

As of December 31, 2019, the **BNP Paribas Bank Polska S.A. Capital Group** (hereinafter: the Bank BNP Paribas Capital Group, the Bank's Capital Group) consisted of the parent company BNP Paribas Bank Polska S.A. and 7 subsidiaries (31/12/2019, BNP Paribas Group Service Center S.A. took over the company BNP Paribas Financial Services sp. zoo). The Bank's head office is located in Warsaw at Kasprzaka 10/16.

Companies included in the BNP Paribas Bank Polska S.A. Capital Group

1. BNP Paribas Bank Polska S.A. (Parent company, „Bank BNP Paribas”)
2. Bankowy Fundusz Nieruchomościowy ACTUS Sp. z o.o.
3. BNP Paribas Towarzystwo Funduszy Inwestycyjnych S.A.
4. BNP Paribas Leasing Services Sp. z o.o.
5. BNP Paribas Group Service Center S.A.
6. Campus Leszno Sp. z o.o.
7. BGZ Poland ABS1 DAC
8. BNP Paribas Solutions Sp. z o.o.

BNP Paribas Leasing Services Sp. z o.o. ("Leasing") - currently the company has 59 branches. In cooperation with the Bank, it offers clients a full range of leasing products. In 2019, the Company provided services to customers in the micro enterprise, Personal Finance, SME and corporate clients segments. After the acquisition from the Bank in 2018,

the financing of customers in the above-mentioned segments, in 2019 the dynamic growth of working assets was continued.

BNP Paribas Group Service Center S.A. ("GSC") - the company's business areas include:

- **providing financial intermediation services** to the Bank, consisting of:
 - providing customers intending to take out a loan with information on the conditions for obtaining it,
 - assisting clients in completing loan applications,
 - accepting, verifying the correctness and completeness and forwarding to the Bank of documents submitted by clients required by the Bank in the loan process,
 - registering documents in the Bank's sales system,
 - providing clients with information about credit decisions taken by the Bank,
- **providing ancillary services for insurance mediation**, consisting in the administration and performance of group insurance contracts concluded by the Bank,
- **providing agency services** in the field of insurance services,
- **providing IT services** in the field of development of banking and financial applications and systems for entities from the BNP Paribas Group,
- **providing services** in the field of renting the AVAYA telecommunications platform to the Bank,
- **comprehensive service of loyalty programs** for entities related to the Bank,
- **providing marketing services** on behalf of the Bank for employees of the Bank's partners.

As part of the integration process and due to the similar nature of the activity, on 31.12.2019 (date of entry in the National Court Register), BNP Paribas Group Service Center S.A. merged with BNP Paribas Financial Services Sp. z o.o. where BNP Paribas GSC acted as the acquirer.

Campus Leszno Sp. z o.o. was separated in 2018 from the Bank's structure, in which the Training and Conference Center (CSK Leszno) operated as a Training Center. The company's activity is still providing training and leisure services as well as providing training, hotel and catering facilities. The company's business is also, among others, entertainment and recreational activities, activities related to the organization of fairs, exhibitions and congresses, as well as other business services. The company's goal is to create a friendly place to organize both corporate and family events (including weddings), weekend and outdoor events, as well as building a new development strategy based on offering exceptional quality services at affordable prices.

BNP Paribas Solutions Sp. z o.o. - the company's main goal is to provide individual and institutional clients with the widest possible range of currency exchange and financial transfer products using the Rkantor.com internet platform, with an emphasis on maintaining the highest level of security and speed, combined with low transaction costs. The company has become part of the BNP Paribas Bank Polska S.A. Capital Group as a result of the finalization of the acquisition of Raiffeisen Bank Polska S.A.'s core business in 2018. The company's business includes brokerage activities related to the securities and commodity exchanges market, currency exchange bureaus, other activities supporting financial services, excluding insurance and pension funds, processing and settlement of financial transactions, software-related activities, activities related to consultancy in the field of IT, data processing, website management (hosting) and similar activities, as well as activities of insurance agents and brokers. Activities in areas requiring permits or concessions will be undertaken after obtaining them.

Bankowy Fundusz Nieruchomościowy ACTUS Sp. z o.o. ("ACTUS") - the company was established in 1999 to conduct business in the field of purchasing and selling real estate and limited property rights on real estate, conducting construction investments on own and on other's real estate, renting and leasing real estate and renting premises. The company's goal is to lead to a favourable sale of property.

BGZ Poland ABS1 DAC ("SPV") - a special purpose vehicle based in Ireland, with which in December 2017, the Bank conducted a securitization transaction of a part of the loan portfolio. The Group has no equity involvement in this entity or has any organizational connections with it. The scope of the Company's business is limited as described in art. 92a paragraph 4 of the Banking Act. The sole activity of this entity is the purchase of debts and the issuing of securities. In accordance with the agreements concluded on December 11 in 2017 (as amended), the bank transferred to SPV claims from the portfolio of loans and cash advances as well as car loans granted in the Polish

currency. Subsequently, SPV issued securities and took out a loan secured by the above-mentioned claims. SPV is subject to consolidation for the purposes of preparing the consolidated financial statements of the BNP Paribas Bank Polska S.A.

In connection with the specifics of the companies: ACTUS and SPV, the non-financial data presented in the further part of the Report do not include the indicated entities.

BNP PARIBAS GROUP IN THE WORLD

BNP Paribas Bank Polska S.A. Capital Group belongs to the leading international banking group BNP Paribas, which is present in **72 countries and employs approx. 200 thousand employees, of which approx. 150 thousand in Europe**. The BNP Paribas Group operates in key areas: Home Markets (Domestic Markets) and International Financial Services, which are provided by Retail Banking and Services as well as Corporate and Institutional Banking (Corporate & Institutional Banking).

The BNP Paribas Group supports its clients (individual, local governments, entrepreneurs, small and medium enterprises, corporations and institutions) in the implementation of projects, offering them a wide range of financial, investment and savings products as well as insurance protection. In Europe, it operates on four home markets (Belgium, France, Italy, Luxembourg), and is also a leader in consumer loans (BNP Paribas Personal Finance). The BNP Paribas Group is developing its integrated retail banking model in the Mediterranean, Turkey, Central and Eastern Europe and through an extensive network of branches in the western United States. In the area of Corporate & Institutional Banking and International Financial Services, BNP Paribas also ranks high in Europe, has a strong position in North and South America, and also notes the rapid development of its companies in the Asia-Pacific region. In Poland, the BNP Paribas Group operates in many areas of financial services such as banking, investment funds, fiduciary services, factoring, leasing, insurance, real estate and car fleet management.

The BNP Paribas Group is aware of its role in four important areas of influence: economy, employees, society and the environment. In all regions of its operations, the Group is actively involved in the life of local communities

BNP PARIBAS GROUP COMPANIES IN POLAND

In addition to the BNP Paribas Bank Polska S.A. Capital Group, to which this report relates, there are also other BNP Paribas Group companies operating in Poland.

BNP Paribas Group companies in Poland

1. BNP Paribas Lease Group Sp. z o.o. (BNP Paribas Leasing Solutions in Poland)
2. Arval Service Lease Polska Sp. z o.o.
3. BNP Paribas Securities Services Poland S.K.A. branch in Poland
4. BNP Paribas Cardif in Poland
5. BNP Paribas Faktoring Sp. z o.o.
6. BNP Paribas Real Estate Poland Sp. z o.o.

BNP Paribas Lease Group Sp. z o.o. (BNP Paribas Leasing Solutions in Poland)

The company is a branch of BNP Paribas Lease Group S.A., the unquestioned leader on the French market in the field of financing equipment for enterprises and the self-employed. As part of the Equipment & Logistics Solutions business line, it mainly finances agricultural machinery and construction machinery. The company's offer is completed by the second business line, Technology Solutions, which deals in financing IT equipment and medical equipment. BNP Paribas Leasing Solutions offers its partners the best financing solutions and sales support for their products. The company's offer includes products: from leasing, leaseback, through a loan, European loan, lease, to rental. It provides services of financing fixed assets for various branches of industry directly to enterprises and institutional

clients as well as through partners - producers and distributors. Since 2010, it has been a leader in financing agricultural machinery.

Arval Service Lease Polska Sp. z o.o.

Arval Service Lease Polska was founded in 1999 and is one of the founders of the Polish Vehicle Rental and Leasing Association (PZWLP), which shapes and exerts influence on the development of the vehicle rental and leasing industry and vehicle fleet management. The fleet belonging to Arval Service Lease Polska already has over 38,000 cars, which makes Arval Service Lease Polska a leader on the CFM market with the largest fleet on the Polish market.

This is confirmed by numerous awards received in 2019: *Fleet Derby 2019*, *Fleet Awards 2019*, *Forbes Diamond 2019*, *Eagle Wprost*. Being always close to drivers, Arval actively participates in the electromobility revolution. The total fleet leased by Arval worldwide is 1.3 million vehicles. The company was founded 30 years ago in France, today it is present in 29 countries and employs over 7,000 employees.

BNP Paribas Securities Services Poland S.K.A. Branch in Poland

A part of the BNP Paribas Group present in Warsaw since March 2008, specializing in servicing securities and investment funds for institutional investors, financial institutions and major companies. Today, BNP Paribas Securities Services operates under two business lines: International Operations Center (IOC) - asset and fund management for institutional clients from all over Europe, and Custody & Clearing Services - professional custody services for financial institutions. It deals with, among others, keeping accounts and handling securities, accounting services for funds, calculation and confirmation of the value of assets as well as settlement of capital and cash. It also verifies the compliance of operations with the investment policy and supports purchase and sale orders of fund units.

BNP Paribas Cardif in Poland

The insurance company, present on the Polish market since 1998, specializes in life insurance and bancassurance. The BNP Paribas Cardif offer includes a wide range of high quality insurance products and services sold through a network of partners: banks, leasing companies, telecommunications and retail partners. Close cooperation with partners allows to create insurance solutions that meet the needs of customers.

BNP Paribas Faktoring Sp. z o.o.

A factoring company, belonging to the BNP Paribas Factoring Group, a leader on the international factoring market, with over 50 years of experience. It has been operating in Poland since 2006 and is one of the fastest growing financial institutions on the market. It is a member of the Polish Factors Association and Factors Chain International, an international association of factoring companies. The services offered by the company meet all international standards. BNP Paribas Faktoring directs its offer to small, medium and large production, commercial, service and agro-food companies conducting sales with deferred payment.

BNP Paribas Real Estate Poland Sp. z o.o.

The company's operations are based on six business lines covering the entire property life cycle: construction investments, transactions, consulting, valuations, property management and investment management. In Central and Eastern Europe, BNP Paribas Real Estate provides services in the areas of: capital markets, property management, rental of commercial space, valuations and transactions. All services are supported by the Market Analysis and Consultancy Department, which provides information, making it easier for BNP Paribas Real Estate clients to make the best long-term business decisions.

1.2. TRANSFORMATION AND INTEGRATION

[GRI 102-10]

Connecting Banks with a comprehensive transformation project

On October 31, 2018, Bank BGŻ BNP Paribas took over the core business of Raiffeisen Bank Polska S.A., which was confirmed by an appropriate entry in the National Court Register. In 2019, the brand was rebranded. From April 1, 2019, the combined organization operates under the name BNP Paribas Bank Polska S.A. In 2019, the operational merger of the merged banks was also finalized. As part of the Bank's integration and transformation, among others, rebranding 568 locations and 172 systems has been carried out.



Rebranding - BNP Paribas Bank Polska S.A. "The Bank for a changing world"

At the beginning of 2019, the Bank rebranded and the BNP Paribas brand was introduced in the National Court Register, in all banking materials and IT systems. From April 1, 2019, the Bank has been operating under the name BNP Paribas Bank Polska S.A. The communication of this change was supported by, among others extensive marketing campaign. In accordance with a coherent plan to introduce the BNP Paribas brand, the names of the Bank Group companies as well as the Foundation, which has been operating under the name BNP Paribas Foundation since 2019, have changed accordingly.

What brand does BNP Paribas want to be?

- **We always put people in the center of our attention.**
- **We observe and notice changes in Polish society.**
- **We value authenticity and honesty; we see various aspects of life.**
- **We want to be understandable and we don't want to distance ourselves.**

MESSAGE BY BNP PARIBAS

YOU ARE THE MOTOR OF CHANGE – BNP Paribas is a Bank of a changing world that wants to create your better future with you and have a positive impact on society.

WE FOLLOW THE CHANGES THAT ARE TAKING PLACE IN THE CONTEMPORARY WORLD - and understand how they affect the lives of our customers and society.

WE DELIVER NEW SERVICES AND SOLUTIONS to help you take advantage of the opportunities these changes bring. Thanks to this, we want to improve the private and professional life of our clients and support sustainable and fair social development.

The slogan for the Bank BNP Paribas is "The Bank for a changing world". It means that we are with our clients at various stages of their lives; we help them implement their plans and develop. Our clients are the "change agents", and the Bank accompanies them in a changing world, allows them to treat changes as a positive phenomenon, to see opportunities in them. "The Bank for a changing world" is not a slogan, but a statement that means that with our Bank customers can look into the future with optimism.

Operational merger

In November 2019, the last stage of the merger of banks - their full system and process integration - was completed. Afterwards the operational merger took place, i.e. integration of IT systems and unification of business systems throughout the company. It was one of the largest operations of this type in the history of Polish banking. This way, the integration process has been successfully completed after one year. The result of this operation, preceded by a series of many tests and general trials, was merging of customer data in one banking system and transferring them to the target IT system.

It was the most important stage in the integration of Banks, efficiently carried out in one weekend. The merger was planned from the afternoon of November 8 to the morning of November 12. However, thanks to the smooth operation of the entire migration team, it ended much earlier. On November 10, around midnight, on-line and mobile systems were available for individual clients, and on midday on November 11, applications for business clients were in operation.

- Operational merger is not only data migration - we had to be sure that people, processes, regulations, customers - they are ready for it. As part of Business Readiness, we've trained over 5,000 people, updated over 200 regulations and instructions, and informed over 3 million customers about the changes ahead and what will happen during the migration weekend. And, most importantly, we have all demonstrated exceptional solidarity.

Valentyna Khokhlova, Director of the Integration Department at Bank BNP Paribas

The course of Bank integration in the retail area

From April 1, 2019, sales network branches operate under a new logo - BNP Paribas Bank Polska S.A.

At the same time, we launched an offer for new customers of the combined Bank BNP Paribas:

- For new individual customers - Account Open for You.
- New account for micro clients - Account Open for Business and Agrobusiness.
- New joint cash and insurance offer.

On April 1, 2019, we introduced a uniform customer service model. We have also made available a digitized "Offer Guide" on the tablet as a target customer service model. In addition, our consultants received new customer service (sales call) scenarios and updated product information in one tool. We have also implemented a new FrontEnd - GOone, a coherent tool for customer service. We have also launched a Virtual Branch, thanks to which a bank expert in the field of investment through a video call provides knowledge and support. The call can be initiated by an advisor at the branch level.

On October 7, 2019, we implemented the GOone application that replaced the existing tool in branches and the Contact Center.

From the day of the operational merger on November 12, one joint offer applies to all clients.

We support employees' knowledge about the quality of customer service through a gamification project - the "Heroes" platform. The platform aims to motivate employees to learn and apply customer service quality standards and increase sales. Its purpose is to raise employees' knowledge of services and banking products. In the application, advisors will find numerous materials, questions, tasks and quizzes related to product knowledge and the customer service model. The platform also provided support during the integration process - apart from elements related to product and process knowledge, checklists verifying the readiness of branches to work during the rebranding and operational merger were provided there.

In 2019, we also increased the effectiveness of the branch network by implementing the GOteam Program, which aims at:

- organization and coherence of the entire network,
- strengthening cooperation on the line: Branch - Region - Macroregion - Headquarters,
- implementing a new communication culture in sales teams.

The program will be supported by the Go App. With its help, we will inspire, support the implementation of GOteam assumptions and develop managerial competences.

In order to prepare for the most effective changes related to integration and transformation projects, a series of sales network employees trainings was conducted. We have appointed a team of trainers - sales network employees - for the project preparing for integration.

We conducted thematic workshops on:

- sale of ROR and debit cards,
- sale of cash loans for all directors of branches and regions - materials prepared on the basis of the results of the analysis of our clients' shopping preferences.

We have prepared a training program for new employees based on current knowledge and trends. We have implemented the "Panel for new employees" as part of the „Heroes” gamification platform as well as stationary training which combined theory and practice.

As part of training for new employees:

- we discuss issues related to customer service
- we pay special attention to the service of clients with disabilities and indicate the improvements used by the Bank (e.g. contract written in Braille, facilities for the visually impaired such as a signature frame or a magnifier)
- we advise on how to transfer knowledge and skills so that every customer, regardless of age, can freely use online and mobile banking, and be able to deposit and withdraw funds from self-service devices.

We have also launched the "Promoter" program promoting active and effective employees conducting the onboarding process of Junior Customer Advisors.

As a result of the merger of the Banks and the transformation of the sales network on December 31, 2019, there were 514 branches in the Retail and Business Banking Branch Network, including 20 partner branches. In 2019, we transformed and digitized 142 branches. At the end of December 2019 in the Retail and Business Banking Division, the Bank actively cooperated with 14 nationwide brokers based on outsourcing agreements regarding the acquisition of banking products and 263 local brokers (based on marketing agreements) informing potential customers about the Bank's product offer.

The course of Bank integration in the SME and corporate areas

Already at the beginning of January 2019, the sales network of merged banks was unified. The next stage was a complete integration completed on November 11, 2019, when all customers were connected to the BiznesPI@net electronic banking. The merger of the banks was part of a comprehensive transformation and development project for the entire area.

All stages of integration have been completed as planned. Since the full implementation of the operational merger, the customers of the merged banks have been using identical offers and solutions, including the modern GOonline online banking system. Customers who were affected by the transfer to our systems received at their disposal, among others:

- the function of collecting confirmations from the history of operations;
- waiting room service - functionality that allows you to send payments even in the absence of funds on your account;
- the ability to generate comprehensive statements offline;
- support for receiving statements and initiating transactions at other banks;
- cash service - submitting requests for cash orders and bank convoys orders;
- BNP Paribas Connect functionality providing additional data exchange functions (mass payments, file downloads, etc.) and additional integration with InsERT and Sage systems;
- applications enabling the connection of client systems with the Bank using the BNP Paribas Connect service;
- Pay-by-link functionality (for customers with a one-person acceptance scheme);
- access to FX Today immediate transactions carried out online, FX Tomorrow / FX SPOT transactions (within the available limit) and FX Forward transactions (within the available transaction limit);
- extended offer in the scope of eCommerce payments together with the possibility of accepting fast transfers, online payments and acceptance of card payments for customers selling products via the Internet;
- wide possibilities of implementation and support of transactions in foreign trade, thanks to the cooperation of BNP Paribas Group units around the world.

In order to prepare most effectively for the changes related to integration and transformation projects, two series of training sessions were conducted for sales network employees and central units. Intensive trainings concerned: operating the Bank's systems, standards of keeping records, compliance procedures, product offer, credit process, factoring, trade financing, specialist solutions, self-service in the BiznesPI@net electronic banking system, Customer Service and onboarding, as well as reporting. In addition, employees of the sales network and central units participated in training in financial analysis, techniques for detecting manipulation and accounting fraud, change

management, negotiations. Managerial workshops, Agile Project Management Foundation and Lean Game trainings were also conducted.

As a result of the merger, a new sales network structure was created for the SME and Corporate segment. Customers have easier access to banking services thanks to twice as large Teams of Advisors, Assistants and Business Analysts - this is an important aspect of the transformation from the point of view of customer service quality.

- After the merger, SME Business Centers of the Bank operate in 37 cities throughout Poland.
- Corporate Banking Centers are concentrated in 14 largest industrial and service centers in Poland.
- In the area of after-sales activities, customer service was moved to the Business Service Zone in Ruda Śląska, which is a new unit specialized in the operational service of SME customers.

Banking applications in the age of transformation

- GOonline and GOMobile receive a lot of positive comments and feedback that help us build the right priorities in our development plans for 2020. In December, new, better functionalities, standing orders and investments appeared in the mobile application. We intend not to slow down and continue to develop dynamically. Our new platforms were created during the process of merging the Banks. Now, when change becomes natural for us, connection and integration do not stop us from further development, because we are the changing Bank for a changing world and change is our everyday life.

Marcin Bodnar, Managing Director of the Internet Banking Division
at the Bank BNP Paribas

In 2019, we implemented and developed modern online and mobile banking tools: GOonline and GOMobile. These are our new online banking systems - available, simpler and friendlier. The applications have been designed and tested by clients and respond to the changing needs of modern users of electronic banking and the digital world.

GOonline is designed to change with users' preferences, without technical breaks for updates. We are constantly developing the application to ensure maximum accessibility, also for people with various disabilities. We have introduced many functionalities that will help you quickly understand your finances and offered products, and choose services to meet your current needs.

Number of users at the end of 2019:

GOMobile - mobile banking: 426,000

GOonline - internet banking: 441,000

In 2019, our Bank started cooperation **with Allegro**, by introducing a new product, Instalments All Over Again - a renewable limit on instalment purchases on Allegro. This allows customers to track on a regular basis in the GOMobile application the information about the limit, transaction history and purchases.

The new headquarters of the Bank

In 2019, our Bank continued preparations to move to a new headquarters in Warsaw - Petrus.

The new headquarters of the Bank will be modern, built in accordance with the latest architectural trends, ecological and green. It will offer the opportunity to work in open spaces, but also quietly and individually. It will allow meetings to be organized for up to 240 participants thanks to the modular conference rooms.

Solutions for the new headquarters are consulted with the Bank's employees. Through the Petrus Project Ambassadors, employees are invited to design conference rooms, furniture or test chairs. The ambassadors are intermediaries in communication between employees and the team responsible for the design of the new headquarters.

1.3. FINANCIAL RESULTS AND MAIN EFFICIENCY RATIOS

[GRI 201-1]

Selected consolidated financial data for 2019.

Statement of profit or loss	Consolidated data - 31.12.2019 - in PLN ' (YTD)	Separate data - 31.12.2019 - in PLN ' (YTD)
Net interest income	3,168,759	3,117,110
Net fee and commission income	819,937	785,924
Profit before tax	872,955	885,842
Profit after tax	614,694	628,696
Total comprehensive income	598,766	612,795
Total net cash flows	1,407,756	1,425,733
Ratios	31.12.2019	31.12.2019
Number of shares (items)	147,418,918	147,418,918
Earnings per share	4.17	4.26
Statement of financial position	31.12.2019	31.12.2019
Total assets	109,954,142	106,592,130
Loans and advances to customers measured at amortised cost	71,836,643	68,651,562
Loans and advances to customers measured at fair value through profit or loss	1,974,396	1,974,396
Total liabilities	98,794,759	95,407,828
Liabilities due to customers	86,134,984	88,445,327
Share capital	147,419	147,419
Total equity	11,159,383	11,184,302
Capital adequacy	31.12.2019	31.12.2019
Total own funds	12,586,528	12,651,988
Total risk exposure	83,762,992	80,852,563
Total capital ratio	15.03%	15.65%
Tier 1 capital ratio	12.78%	13.32%

Information on financial results can be found in the periodic reports tab of the BNP Paribas Bank Polska S.A. at:
<https://www.bnpparibas.pl/relacje-inwestorskie/raporty-gieldowe/raporty-okresowe>

Key Performance Ratios

Non-financial efficiency ratio	Data for the Bank for 2019
The number of customers of all business lines (increase / decrease as compared to the previous year)	Growth
Number of retail and business banking branches	514 retail and business banking branches, including 20 partner branches

An increase in the share of active online customers	Growth
Number of Customer Service Points	36 points in shopping malls
Number of Bank employees (by number of employees and in terms of number of full-time posts)	10,437 employees 8,920 full-time equivalent
GPS employee involvement indicator (increase / decrease as compared to the previous year)	Growth

1.4. ORGANIZATIONAL GOVERNANCE AND ETHICS

BANK'S MANAGEMENT STRUCTURE

[GRI 102-18]

The parent company of the BNP Paribas Capital Group is BNP Paribas Bank Polska S.A.

As of December 31, 2019, the Management Board and Supervisory Board of the Bank were composed of the following:

Composition of the Management Board

BNP Paribas Bank Polska S.A.

Przemysław Gdański - President of the Board
 Jean-Charles Aranda - Vice President of the Board
 Daniel Astraud - Vice President of the Board
 André Boulanger - Vice President of the Board
 Przemysław Furlepa - Vice President of the Board
 Wojciech Kembłowski - Vice President of the Board
 Kazimierz Łabno - Vice President of the Board
 Jaromir Pelczarski - Vice President of the Board
 Volodymyr Radin - Vice President of the Board
 Jerzy Śledziwski - Vice President of the Board

Composition of the Bank's Supervisory Board

BNP Paribas Bank Polska S.A.

Józef Wancer - Chairman of the Supervisory Board
 Jarosław Bauc - Vice Chairman of the Supervisory Board
 Jean-Paul Sabet - Vice Chairman of the Supervisory Board
 Francois Benaroya - Member of the Supervisory Board
 Stefaan Decraene - Member of the Supervisory Board
 Magdalena Dziewguć - Member of the Supervisory Board
 Michel Falvert - Member of the Supervisory Board
 Piotr Mietkowski - Member of the Supervisory Board
 Sofia Merlo - Member of the Supervisory Board
 Monika Nachyla - Member of the Supervisory Board
 Stéphane Vermeire - Member of the Supervisory Board
 Mariusz Warych - Member of the Supervisory Board

Special committees have been selected from among the members of the Supervisory Board: the Audit Committee, the Nomination Committee, the Human Resources and Remuneration Committee of the Bank and the Risk Committee.

Changes in the composition of the Bank's management board in 2019 Changes in the composition of the Bank's Supervisory Board in 2019

1. On May 15, 2019, Philippe Paul Bézieau resigned from the function of the Vice President of the Bank's Management Board effective as of September 30, 2019.
2. On May 15, 2019, the Supervisory Board appointed Volodymyr Radin to the Management Board as the Vice President of the Management Board from October 1, 2019.
3. On December 12, 2019, Daniel Astraud resigned from the function of the Vice President of the Bank's Management Board effective as of December 31, 2019.

Changes in the composition of the Bank's Supervisory Board in 2019

1. On June 27, 2019, the Annual General Meeting of the Bank appointed Magdalena Dziejguć as a member of the Bank's Supervisory Board.
2. On November 8, 2019, Jacques d'Estais resigned from the Supervisory Board.
3. On November 15, 2019, the Extraordinary General Meeting of the Bank appointed Sofia Merlo as a member of the Bank's Supervisory Board.

RISK MANAGEMENT

[GRI 102-11, GRI 102-15]

The Bank identifies, measures, monitors and manages the risks occurring in its operations.

The Bank distinguishes in particular the following types of risk in the monitoring and control process and risk management:

Material risks identified at the Bank:

1. Credit risk	1. Credit risk
2. Counterparty risk	2. Business risk
3. Market risk	3. Market risk
4. Interest rate risk of the banking portfolio	4. Interest rate risk of the banking portfolio
5. Liquidity risk	5. Liquidity risk
6. Operational risk	6. Operational risk
7. Compliance risk	– and also taking into account cross-sectional risk categories:
8. Business risk (failure to meet break-even point)	7. Concentration risk
9. Reputational risk	8. Contagion risk
10. Strategic risk	
11. Risk of excessive leverage	
12. Model risk	
13. Insolvency risk	
14. ESG risk	

The risks identified as material to the Bank include those related to five non-financial reporting areas identified by the Accounting Act: in the social, employee, environmental, human rights and anti-corruption areas.

Operational risk - the Bank defines operational risk, in accordance with the requirements of the Polish Financial Supervision Authority contained in Recommendation M (of Financial Supervision Commission), as the possibility of incurring a loss or unjustified cost, caused by improper or unreliable internal processes, people, technical systems or the influence of external factors. This term covers legal risk but does not include strategic risk. Operational risk accompanies every type of banking activity.

To ensure that the risks are properly controlled and managed, the Bank monitors and periodically reviews each of the identified risks.

We have developed detailed procedures for individual risks, defining for measurable risks, among others level of risk appetite. All methods and procedures are subject to periodic reviews in terms of their adequacy and reliability. The Bank uses validation tests, stress tests and performs back testing.

The Management Board plays the main role in the Bank's risk management system. It defines the risk management strategy, risk appetite and adopts risk management policies, as well as sets the policy for setting limits for significant types of risk and risk control procedures. Risk management principles have their source in the Risk Management Strategy defined by the Management Board and approved by the Supervisory Board.

The organization of the risk management system at the Bank takes into account primarily the role of the Supervisory Board, Management Board, dedicated committees (Audit Committee and Risk Committee at the Supervisory Board level, Asset and Liability Management Committee (ALCO), Risk Management Committee, Retail Banking Risk Committee, Personal Finance Risk Committee, Credit Committee, Difficult Loans Committee and Product Acceptance

Committee, Services, Transactions and Activities, Internal Control Coordination Committee), Risk Area departments, Compliance Monitoring Division and the Department of Safety and Business Continuity Management.

The role of the Risk Committee selected from the members of the Supervisory Board is to support the Supervisory Board in performing its supervisory duties in the area of risk management, in particular: giving opinions on the Bank's overall current and future risk readiness, giving opinions on the risk management strategy developed by the Bank's Management Board and information on the implementation of this strategy submitted by the Management Board, supporting the Supervisory Board in supervising the implementation of risk management strategies in the Bank's operations by senior management, verifying whether the prices of liabilities and assets offered to clients fully take into account the Bank's business model and its risk strategy, and if these prices do not adequately reflect the types of risk in accordance with this model and this strategy, presenting to the Bank's Management Board proposals aimed at ensuring the adequacy of the prices of liabilities and assets to these types of risk.

The Bank maintains and develops, among others, **operational risk management system** that comprehensively integrates management of individual types of operational risk in all areas of the Bank's operations. The objective of the operational risk management system is to ensure the security of the Bank's operational activities by implementing effective mechanisms for identification, assessment and quantification, monitoring, control, reporting and taking measures to reduce operational risk. These activities include structures, processes, resources and scopes of responsibility for these processes at various organizational levels of the Bank.

The operational risk management strategy is described in the *Operational risk strategy* document at Bank BNP Paribas Polska S.A. approved by the Bank's Management Board and approved by the Supervisory Board.

Organizational framework and operational risk management standards are described in the *operational risk policy of BNP Paribas Bank Polska S.A.* document, adopted by the Bank's Management Board. These documents relate to all areas of the Bank's operations.

The Bank's Management Board periodically assesses the implementation of operational risk policy assumptions and, if necessary, orders the necessary corrections to be made to improve this system. To this end, the Bank's Management Board is regularly informed about the scale and types of operational risk to which the Bank is exposed, its effects and methods of operational risk management. An important role in operational risk management is played by, among others, the Anti-Fraud Department.

The internal control system at the Bank is based on the model of 3 lines of defense, which include:

- 1st line of defense, which are organizational units from individual banking and support areas,
- 2nd line of defense, which are organizational units responsible for risk management, regardless of risk management on the first line of defense, and a compliance unit,
- 3rd line of defense, which is an independent and objective internal audit unit.

ETHICS AND ORGANIZATION VALUES

[GRI 102-16]

The BNP Paribas Group is guided in all its activities by the values set out in the *BNP Paribas Way* document. These values are divided into two categories: the first defines the driving forces, the second indicates the four strengths of our organization and its employees.

For more information on the organization's values, see Chapter 3. *Responsibility in the workplace*

The norms of behaviour and ethical standards accepted in the BNP Paribas Group are set out in **The BNP Paribas Group Code of Conduct**. It specifies principles consistent with the Group's values. This document expresses what we are striving towards, to be a respected European bank with global reach, and what should be remembered by every employee of the BNP Paribas Group.

Important documents regulating ethical issues at Bank BNP Paribas also include:

1. *Regulations on conflict of interest management at BNP Paribas Bank Polska S.A.,*
2. *Policy on reporting violations of law as well as procedures and ethical standards applicable at BNP Paribas Bank Polska S.A., including anonymous reporting (whistle-blowing),*
3. *Rules of accepting and giving presents by Employees of BNP Paribas Bank Polska S.A.,*
4. *Regulations for the protection of the flow of confidential information at BNP Paribas Bank Polska S.A.,*
5. *Regulations for investing by related persons and executing transactions by managers.*

[GRI 102-17]

The Bank and the Bank's Capital Group have internal mechanisms enabling employees to obtain advice on behaviour in ethical and legal matters. These include dedicated function boxes through which employees can raise questions and concerns regarding ethics in the workplace.

We conduct ongoing and planned inspections regarding compliance with ethical standards in the Bank's operations. In addition, we conduct educational activities reminding employees of the ethical principles in force in the bank.

The basis of all activities undertaken in our organization is corporate governance. We implement the best market practices, we adhere to the highest standards of responsibility and constantly work on improving the quality of conduct standards.

In our activities we use, among others, guidelines of such documents as **Corporate Governance Rules for supervised institutions** developed by the Polish Financial Supervision Authority **and Good practices of companies listed on the WSE**.

ANTI-CORRUPTION

[GRI 102-17, GRI 205-1, GRI 205-2, GRI 205-3]

In September 2018, the Bank implemented the *Anti-Corruption Policy*. The policy regulates the issues of promoting ethical behaviour as well as detecting and penalizing corruption incidents. It allows to manage the risk of corruption. It also monitors the events that are even only potentially corrupt.

The Bank's anti-corruption system is based on:

- internal regulations specifying the method of operation and reporting corruption incidents to the appropriate organizational units of the Bank,
- training employees to increase their awareness and show paths of action in specific situations,
- operational control as part of the implemented internal control system.

In accordance with the Bank's Anti-Corruption Policy, the Managing Director of the Compliance Monitoring Division designates a person acting as Anti-Corruption Correspondent, whose tasks include coordinating anti-corruption activities.

As part of the anti-corruption process, the Bank monitors, among others, indicators regarding reported cases of fraud, identified conflicts of interest, accepted / forwarded gifts and invitations, due diligence in establishing relationships with clients / contractors / agents and the level of employee awareness.

The anti-corruption policy is available in the Intralex internal system. Every employee of our Bank has the opportunity to read the document.

[GRI 205-2]

The anti-corruption process must be known and understood by all employees of the Bank. To this end, we conduct relevant training on the subject, which lasts 1 hour and is available to all employees of the Bank.

In 2019, **9,045** employees of the Bank participated in the anti-corruption training and passed the verification test in this area. This represents **94.51% of employees** to whom the training has been assigned as compulsory.

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Each newly recruited employee is required to undergo a workshop training, as well as to complete on-line training in the field of counteracting the conflicts of interest, counteracting corruption and fraud. The training also includes broadly understood professional ethics.

We are currently working on an additional training, the scope of which will be dedicated to the employees particularly exposed to the risk of corruption. In addition, stationary training sessions, targeted at employees particularly involved

in the anti-corruption process, were conducted. In 2019, such training was attended by members of the Bank's Management Board and Supervisory Board, as well as employees of the Legal Division and the Compliance Monitoring Division.

Binding documents at Bank BNP Paribas:

1. ***Policy on notification of a non-compliance incident at BNP Paribas Bank Polska S.A.*** gives employees the opportunity to submit a notification of the occurrence or possibility of a non-compliance incident, including an act of corruption, in a manner independent of all other methods described in other banking regulations.
2. ***Rules of accepting and giving presents by employees of BNP Paribas Bank Polska S.A.*** describe in detail the process of accepting and giving gifts. According to them, employees may under no circumstances make the scope of services provided by the Bank or the products offered dependent on potential personal benefits obtained from customers. In particular, it is forbidden to solicit a gift from the customer. It is unacceptable to accept or give presents that may affect the impartiality and independence of decisions. The rules describe the process of giving presents to persons performing public functions.
3. ***Code of good practice for employees of BNP Paribas Bank Polska S.A.*** in commercial relations with contractors. According to the document, employees commit to guarantee fair competition.
4. ***Regulations on managing conflicts of interest of BNP Paribas Bank Polska S.A. and the Brokerage Office of BNP Paribas Bank Polska S.A.***
5. ***Regulations on managing the risk of conflicts of interest between the Bank and the Employees.***

COMPLIANCE WITH REGULATIONS

[GRI 205-3, GRI 206-1, GRI 417-3, GRI 418-1, GRI 307-1]

In 2019, there were no confirmed cases of corruption in the Bank or in the Bank's Capital Group. At the Bank, one case of non-compliance with regulations and / or voluntary codes regarding marketing communications was recorded. There was one proceeding pertaining to behaviour violating the freedom of competition or antitrust regulations in which the organization acts as a participant in the proceeding (the proceeding did not end in the reporting period). There was also one proceeding regarding a case of non-compliance with regulations and voluntary codes regarding marketing communications. It ended with the imposition of a fine.

The Bank also reported 44 cases of sending customer documents by mistake to an incorrect email address and / or temporary provision of customer data to a third party in an online application.

No fines or other sanctions for non-compliance with environmental protection law were imposed on the Bank.

Key figures in 2019:

9,045 employees took part in anti-corruption training

600 suppliers became familiar with the organization's anti-corruption policy and procedures

0 confirmed cases of corruption

0 confirmed cases of discrimination and / or mobbing at the workplace

1.5. RESPONSIBLE BUSINESS PRIORITIES CSR AS THE PILLAR OF FUNCTIONING

[GRI 103-1, 103-2, 103-3, GRI 102-12]

Bank's CSR and Sustainable Development Strategy

We believe that a holistic approach is a prerequisite for achieving actual results in the area of responsibility. That is why we implement the Strategy of CSR (Corporate Social Responsibility) and sustainable development of the Bank BNP Paribas, which four pillars include:

- Financing the economy in an ethical manner.
- Developing and engaging our people responsibly.
- Being a positive agent for a change.
- Combating climate change.

The CSR and sustainable development strategy is consistent with the BNP Paribas Group Strategy. It supports the implementation of the Fast Forward business strategy, being also a key element of the Enthusiasm pillar.

The Bank's responsibility is primarily: long-term financing of the economy and building lasting relationships with customers in accordance with ethical principles, a responsible approach to employee development and involvement, increasing the availability of products and services, openness to customer needs and initiatives for local communities, limiting the negative impact of operating activities, eco-friendly products and services and promotion of eco-attitudes.

The strategy of CSR and sustainable development of Bank BNP Paribas consists of 12 commitments under 4 pillars of responsibility: economic, in the workplace, social and environmental.



CSR STRATEGY OUR RESPONSIBILITY 4 PILLARS, 12 COMMITMENTS



Economic responsibility

The key dimension of our Bank's responsibility is long-term support for economic development by financing projects of individual clients and enterprises - so as to support their growth. At the same time, we monitor CSR risks in sensitive sectors, and financing decisions are preceded by the analysis of the social, economic and environmental impact of the company and the project. A balanced approach in terms of economic responsibility is understood as long-term financing of the economy and building lasting relationships with clients and other stakeholders in accordance with ethical principles. In this way it is possible to balance the quality of transactions carried out with the expected profit in the short and long term.

Responsibility in the workplace

Responsibility in the workplace is primarily manifested in creating a good environment that supports the professional development of employees and their commitment. It serves to promote openness, respect for diversity and readiness for professional mobility. The basis of our Bank's organizational culture is a focus on cooperation and relationship building, care for a good atmosphere at work, mutual support within the organization and providing feedback. We care for our employees by investing in the development of their careers through a wide range of development workshops. Our goal is to create a friendly workplace - one in which respect, tolerance and trust are valued. We regularly measure the level of satisfaction of our employees by opinion surveys.

Social responsibility

Responsibility in this respect means active action for the environment in which the Bank operates. It focuses on areas where the Bank can contribute to a positive social change in the most adequate way, i.e. combating social exclusion and supporting education and culture, especially in small communities. The Bank's social responsibility manifests itself in increasing the availability of products and services, openness to the clients' needs and undertaking initiatives for local communities. We focus on activities supporting positive social changes, including counteracting social exclusion as well as supporting education and culture. We are proud of the social commitment of our employees and numerous BNP Paribas Foundation programs offering educational support, and thus - strengthening the construction of social capital.

Environmental responsibility

Bank BNP Paribas implements minimizing the negative impact on the environment in three dimensions: limiting the negative impact of operating activities and promoting eco-attitudes among employees, responsible financing of the economy and customers as well as cooperation and involvement in cross-sectoral initiatives. Bank BNP Paribas regularly undertakes projects aimed at raising employees' awareness of individual's impact on the environment. We systematically run and from year to year expand the range of our organization's initiatives to save resources. We encourage our employees to use alternative means of transport, teach safe and economical driving, we show that each of us can have an impact on the level of paper and water consumption in the organization. Our activities bring good.

The Bank's contribution to the implementation of the UN's Sustainable Development Goals 2015-2030

Through the implementation of the CSR Strategy and sustainable development, Bank BNP Paribas supports the implementation of the Sustainable Development Goals (SDGs). Within the individual pillars of responsibility, the Bank has identified those SDGs in which its contribution on the Polish market is the most significant. The Bank is guided by the belief that goal 17 is necessary for the success of the 2030 Agenda, and therefore actively engages in cross-sectoral cooperation for sustainable development.



ENGAGEMENT IDEA OF 2020 BNP PARIBAS GROUP

In 2018, the BNP Paribas Group introduced a global, inter-area Engagement Idea, which has its bases on the four pillars of involvement in the areas of:

- energy transformation,
- support for young people,
- entrepreneurship,
- local environment.

This idea grew on the foundation of the CSR Strategy and is a development of a commitment under economic responsibility - the positive impact of investment and financing. The goal of the BNP Paribas Group is to implement the Idea in local conditions, through the development of products and value-added services that will respond to current social and climate challenges. It is particularly important for Engagement Idea to support the implementation of Sustainable Development Goals through, among others, providing financing for energy transformation, offering eco-friendly products and services, supporting entrepreneurship of young people and women, and other initiatives. In October 2019, in a group of members of the Bank's Management Board and 100 key managers, we conducted workshops whose goal was to develop new products and services consistent with the Engagement Idea and supporting our clients in sustainable development. The results of the workshop will be gradually implemented by business areas throughout 2020, in cooperation with the CSR Bureau through the development of the Bank's offer and activities in the area of transformation.

PROMOTION OF CSR AND SUSTAINABLE DEVELOPMENT

CSR DAYS

As Bank BNP Paribas, we believe that big changes start with the small ones that we introduce ourselves. Therefore, in our daily activities we support the implementation of the Sustainable Development Goals (SDGs), which is a global plan to fix the world. As part of the European Week of Sustainable Development, we organize CSR Days. During the whole week, employees learn about activities under the 4 key pillars of the Bank's responsibility and learn how to change their environment for the better.

In June 2019, during the CSR Days, many attractions awaited the employees of our Bank. Within 5 days they had the opportunity to take part in 17 different activities, including the first aid training, registration in the bone marrow donors database of the DKMS Foundation, consultations with nutritionists and trainers, inspirational lectures, testing hybrid cars, workshops on ecological and safe driving, meetings with partner social organizations, beekeeping workshops and many others.

Key Numbers:

1,621 people participated in the "Live healthy" consultation

Over 150 people participated in events promoting safe and ecological driving

134 people joined the bone marrow donor database of the DKMS Foundation

80 people took part in the first aid training

CSR Breakfast

We are the Bank for a changing world. We have a real impact on changes in our environment. We are glad that our employees actively take actions that make us become a more responsible institution. It was thanks to the daily commitment of our employees that we took first place in the general classification of the Ranking of Responsible Companies. With pride and sense of commitment to taking further action, we hold the title of the most responsible company in Poland in 2019. Once a year, we meet people actively involved in CSR and sustainable development projects to celebrate what we have achieved together over the past year. The CSR Breakfast is an opportunity to summarize, thank each other, and make plans for new initiatives.

The Bank of Green Changes

Care for the natural environment is one of the key commitments of Bank BNP Paribas. We believe that great changes begin with ourselves, which is why we pay great attention to activities to help our planet every day. After many years of intensive activities for the natural environment, in April 2019 we inaugurated the Bank of Green Changes Program, which aggregates all the organization's previous activities to support pro-climate activities. The Bank of Green Changes program consists of an internal educational campaign targeted at employees of all areas of the Bank, real changes in the functioning of the organization (the so-called eco-improvements) and a constantly developing offer of pro-ecological products and services. Establishing partnerships and promoting climate justice as part of our initiatives is an important part of our activities and industry events. We include both our employees and the Bank's clients in initiatives to combat climate change. Thanks to our joint involvement in eco-initiatives, we are the Bank of Green Changes.

For more information on activities under the Bank of Green Changes Program, see chapter 5. *Responsibility towards the environment.*

Ranking of Responsible Companies

Our corporate responsibility activities are regularly appreciated in the Ranking of Responsible Companies, which assesses companies in terms of the quality of corporate social responsibility management. In 2019, the Bank took first place in the general classification as well as in the banking, financial and insurance sector.

- The position of the leader in such a prestigious ranking is a great distinction for us. It is a great appreciation of the commitment and hard work of all employees who care about strengthening the responsibility of our institution, and are involved in important pro-social and environmental initiatives on every day basis. A promotion in the general classification of the ranking to the 1st position is a great joy, but above all a commitment to do further work in this area.

Maria Krawczyńska, Director of the CSR Bureau
at Bank BNP Paribas

The Responsible Business League

As part of the partnership with the Responsible Business Forum, for many years we have been co-creating the Responsible Business League - a free educational program for students about CSR. As part of the League, CSR Ambassadors, who train intensively under the guidance of experts and promote corporate social responsibility and sustainable development at universities and local communities are selected. The Responsible Business League creates new staff of managers and entrepreneurs, social animators and change leaders. As part of the jubilee, 15th edition of the League, we were the guardian of the "Management and CSR" path.

Learn more about the Responsible Business League: <http://odpowiedzialnybiznes.pl/lob>

CORPORATE SOCIAL RESPONSIBILITY INITIATIVES IN COMPANIES OF THE BNP PARIBAS BANK POLSKA S.A. CAPITAL GROUP

Social responsibility is an important topic for all companies from the BNP Paribas Capital Group. They conduct their business in accordance with the highest standards of responsibility and guidelines of the BNP Paribas Group (including the *BNP Paribas Group Code of Conduct*), and their employees are involved in social activities.

In accordance with the Group Policy, BNP Paribas Leasing Services Sp. z o.o. conducts activities activating employees and engaging them in philanthropic and altruistic activities. In 2019, 120 employees of the Company were involved in social activities. As part of the "Join!" CSR Program they conducted, among others, renovation in an orphanage, collection of glasses for people from Africa, math workshops for students in grades 7-8, collection of packages for veterans and gifts for patients of the Oncology Center in Warsaw. Volunteers in cooperation with the Rak'n'Roll Foundation organized reading libraries at Cancer Departments in 5 cities in Poland and a football match for children in the Pomeranian Voivodeship. They actively participated in: a charity run in Warsaw for the Children's Health Center, in „Noble Gift”, and also in an integration picnic organized by the Company for the charges of the Warmian-Masurian Association of Youth and Adults with Genetic and Developmental Defects "HOPE" in Olsztyn. BNP Paribas Leasing Services Sp. z o.o. allocated PLN 37.2 thousand for social activities.

Employees of BNP Paribas Group Service Center S.A. took part in the annual “Noble Gift” campaign, preparing packages for needy families.

Additionally, the company has modified the employee benefit policy. New, favorable conditions for group health and life insurance have been introduced. The employees were also covered by extended private medical care and received the possibility of using a sports card and a program promoting a healthy lifestyle run by the publisher of the card.

The company Campus Leszno Sp. z o. o. supported renovation in the local community center and internships for young people from the Special School in Leszno. The company, for the purposes of integrating the local community, made its areas (the park and the pond) available to the residents of the local community.

GOOD PRACTICES IN THE FIELD OF CSR AND SUSTAINABLE DEVELOPMENT OF BNP PARIBAS GROUP COMPANIES IN POLAND

BNP Paribas Lease Group Sp. z o.o.

The company BNP Paribas Lease Group Sp. z o. o. conducted CSR activities together with BNP Paribas Leasing Services.

The activities carried out included: renovation of the orphanage, collection of glasses for people from Africa, mathematical workshops for students in grades 7-8, collection of packages for veterans and gifts for patients of the Oncology Center in Warsaw, organization of libraries at Oncology Departments and a football match for children in the Pomeranian Voivodship.

In addition, the Company's employees took an active part in a charity run in Warsaw for the Children's Health Center, in „Noble Gift“, as well as in an integration picnic organized by the Company for children of the Warmian-Masurian Association of Youth and Adults with Genetic and Developmental Defects "HOPE" in Olsztyn.

In the area of workplace liability, the Company offered its employees numerous benefits, including:

- concierge services,
- fitness balls and sports cards,
- fresh and warm meals and fruit Wednesdays,
- flexible working hours,
- medical care and a wide insurance offer,
- international exchange program,
- a summer play centre offer for employees' children and financing of a joint trip for children.

Additionally, the following have been organized:

- workshops on the development of soft competences for women as part of Women's Day celebrations,
- Diversity and Inclusion Week in October - during the events employees could attend workshops on tolerance, parenthood and equality, as well as take part in sports competitions.

To counteract the negative impact of operational activities on the natural environment, the Company conducts quarterly checks on paper consumption, CO2 emissions by the car fleet and during business trips. A new practice initiated in 2019 is the reduction of plastic in ordered promotional and advertising materials, office supplies and catering services. The company regularly updates environmental policies and also conducts educational activities on waste segregation directed at employees. In the area of purchasing, the CSR assessment, including in terms of environmental requirements, is an important criterion for choosing suppliers.

The company is also involved in activities for economic responsibility - it participates in committees organized by the French-Polish Chamber of Commerce dedicated to responsible business and good practices of Polish enterprises to jointly build a culture based on social responsibility and sustainable development. In 2019, a corporate project was initiated to co-finance biofuels for heavy transport, as well as renewable energy sources.

BNP Paribas Securities Services S.K.A. Branch in Poland

BNP Paribas Securities Services conducts a number of activities to strengthen the social responsibility of the organization. In 2019, it developed and implemented a comprehensive educational program for children from grades 1-3 of primary schools 'It counts'. Its goal is, among others, to develop creativity and entrepreneurship in children and to awaken cognitive curiosity and motivation to learn mathematics. As part of IOC Integration Weekends, the Company organized 5 trips for 400 employees, who created educational paths under the "It counts" program in 5 primary schools. During the trips, employees adapted the schools and other educational institution's space, among others creating themed murals and places for ground games and educational games.

During the two Bake & Sale sessions, dozens of employees sold baked goods. The collected funds were allocated to charity. The Company's employees also made greeting cards - the income from their sale is allocated to cover the

costs of CSR activities. Volunteers also prepared nearly 30 backpacks for the new school year for children from a day care home as part of the annual "Back to school" project.

Before Christmas, the Company's employees took part in the "Letters to Santa" project, handing over a dozen children from the Warsaw Oratory of Guardian Angels Christmas packages with their dream presents and organizing a meeting with Santa Claus at the company's headquarters.

Over 600 volunteers took part in the „Noble Gift” campaign, preparing 10 packages for the needy. The gifts were worth over PLN 40,000, of which the company supported each package with PLN 1,000.

The company was also involved in the CSR Days organized by BNP Paribas Bank Polska S.A. As part of CSR & Conduct Week, within 5 days, 300 employees took part in 16 meetings and workshops on CSR & Conduct issues in 3 locations.

Thanks to the support of the BNP Paribas Foundation, the company's employees implemented 3 volunteer projects. Volunteers were also involved in the collection of animal feed, accessories and financial resources for pupils of the Judyta Foundation for Puppies.

The company was also involved in financial support for the SGH Christmas concert - a cyclical charity event with the participation of company's employees and potential job candidates.

As part of the responsibility at the workplace, the Company organized Diversity Week, i.e. a series of 5 events during the BNP Paribas Group Diversity Week.

In the area of impact on the natural environment, in 2019 the Company actively participated in the BNP Paribas Group "Zero plastic 2020" action. Thus, it completely gave up the purchase and serving of water in plastic packaging, eliminated disposable plastic dishes and cutlery from the kitchen equipment, and negotiated with the suppliers of vending machines to forgo all snacks and drinks that are packaged in single-use plastic.

The company has also started cooperation with the Home - Family - Human association in the field of recycling plastic caps. Twice a year, the Company donates several dozen kilograms of caps to obtain from their sale funds which are allocated for the purchase of wheelchairs and prostheses for the needy.

On the technical terrace of the Wronia 31 skyscraper, the Company installed 2 hives with 40,000 bees. By "adopting" insects, it has contributed to enriching the local ecosystem and protecting the endangered species. During the professional workshop with a beekeeper, the employees learned about the importance of bees for the ecosystem.

Employees of the Company also engaged in volunteering in the Polish-German Gardens, where, at the invitation of the German Embassy in Poland, they planted plants and cleaned up the green area.

BNP Paribas Real Estate Poland Sp. z o.o.

In the social area, the Company carried out activities promoting social sensitivity:

- By highlighting managed buildings in red, it promoted the Rolling2Zwrotnik Rak'n'Roll Foundation bicycle exhibition.
- By highlighting managed buildings in blue as a part of building autism awareness on International Autism Day.

The company organized help for the Window of Life foundation, which was the charity sale of hand-made angels to employees to support an orphanage in Uganda.

The company also undertook to organize the Turawa Park charity bicycle rally on behalf of its client. The number of kilometers driven by the participants was converted into money intended for the fulfilment of the dreams of those under the "I Have a Dream" Foundation.

The Company's employees also took part in the Beach Volleyball Charity Tournament and were involved in the "Noble Gift" campaign.

As part of the responsibility at the workplace, the Company implemented the #Wellbe program, which aimed to improve the comfort of employees and promote a healthy lifestyle. Under the program, employees could use the services of a masseur, dietitian and take part in sports activities. Workshops on healthy eating and physical activity were also organized.

As part of minimizing the impact on the natural environment, the Company got involved in the "Drop the unnecessary kilowatts" campaign. As part of the campaign, electrowaste was collected in selected office and warehouse buildings managed by the Company. As part of the "Don't be plastic" campaign, the organization promoted minimizing plastic consumption.

BNP Paribas Faktoring Sp. z o.o.

In 2019, the Company was involved in numerous charity campaigns:

- Employees of the Company took part in the „Noble Gift” action, preparing gifts for needy families.

- As part of the "Pomoc pogorzecom" campaign, first-aid articles were collected for the residents of the burned family children's home in Żyrardów.
- The company organized material and financial support for the Intervention Preadoption Center in Otwock as part of the "Faktor helps" campaign. The Management Board of the Company joined the employees' activities declaring doubling the collected amount and transferring it in the form of financial support to the Center. Employees of Bank BNP Paribas and Leasing Companies working at the Company's headquarters at Suwak in Warsaw also joined the campaign. In total, PLN 18 400 was transferred.

In the area of workplace responsibility, the Company implemented a training program addressed to the Management Board, managers and employees. The program initiated the process of implementing a new organizational culture based on trust, honest and open communication, motivation to improve processes and personal development of employees.

In addition, the company introduced:

- benefit policy for the Company's employees. New, favourable conditions for group health and life insurance were introduced, and employees were also covered by extended private medical care.
- the opportunity to participate in the 'Two hours for the family' campaign for full-time employees.

To counteract the negative impact on the natural environment, the offices were equipped with glasses and decanters, thanks to which the Company completely gave up the purchase of water in plastic bottles. All office employees have unlimited access to filtered drinking water. Throughout the year, seasonal fruit is delivered to the office twice a week, thanks to which the Company significantly reduced the consumption and purchase of highly sweetened and packed in plastic chocolate bars from nearby distributors among employees. As part of health and fighting with obesity and diabetes activities, in December 2019, the Company provided employees with a Fitqbe wellbeing platform, which allows employees to participate in sports competitions (group and individual) and motivate each other. The platform is also, thanks to the educational articles posted there, a source of promotion of a healthy lifestyle.

BNP Paribas Cardif

The BNP Paribas Cardif company, wanting to act for social responsibility in 2019:

- once again supported the Great Orchestra of Christmas Charity by participating in a charity auction.
- supported the expedition organized by the Rak'nRoll Foundation, which is the crowning achievement of the Rak'n'Rolling Foundation's sports and therapeutic program. Its purpose is to promote physical activity and travel as a motivation to go through cancer and return to a normal life after illness. It is also an inspiration for people undergoing oncological treatment. The funds we donate turn into fulfilled dreams and extraordinary power that will give others strength to fight the disease.
- took the patronage of the Zaczytani.org campaign, funding the Immersed in Reading Library, which allows children's hospital patients constant access to literature.

BNP Paribas Cardif in Poland also directs its help to the youngest and supports the Team for the Educational Care Facilities No. 2 in Warsaw, where bikes for children were handed over. Proteges from the institutions also took part in St. Nicholas' Day organized by the company. BNP Paribas Cardif in Poland took part in the Santa Claus Action and fulfilled the children's dreams by sending them gifts, which they asked for in their letters to Santa.

As part of the responsibility at the workplace, the Company organized an Endomondo sports competition for employees, which promoted a healthy lifestyle combined with helping those in need. Each kilometer travelled by employees in selected sport disciplines was intended for a charity indicated by the participants of the competition.

As part of the Pink October campaign, employees received medical files in which they can collect information on their health in one place. In addition, thanks to cooperation with Warsaw Genomics, employees had the opportunity to do a genetic test based on the latest achievements of world science. Thanks to the use of modern genetic analysis tools, errors responsible for the emergence of diseases are sought in the human genome and assessment of predisposition to developing hereditary cancers is provided.

In 2019, the company also joined the group of signatories to the Diversity Charter in Poland.

Responding to the environmental challenges, the BNP Paribas Cardif in Poland, gave up the use of water in plastic bottles, replacing it with water in decanters from kitchen dispensers.

Arval Service Lease Polska Sp. z o.o.

Employees of Arval Service Lease Polska Sp. z o.o. regularly engage in activities to support those in need. As part of the Sweet Mondays campaign, volunteer workers baked cakes and salty snacks. Donations for the purchase of baked goods were donated for selected purposes: support at the Paluch Animal Shelter and the campaign "Don't be a skunk, buy a Pampers" - a collection for the Intervention Preadoption Center in Otwock. Tenants of the building

at ul. Wołoska 24 in Warsaw also took part in the campaign. In autumn, the company organized the action "Airing wardrobes" and collected casual and business clothes for women staying at the Single Mother's House in Białołęka.

The company's employees also took part in the following actions:

- „Noble Gift”, creating a package for a needy family.
- Children's Day for children from Prague at the Polonia stadium, collecting sweets and gifts for children from families with difficult financial circumstances.
- In charity runs - the running group functioning in the Company also declared, among others 3 races in charity events.

Employees actively used the FITQBE application. For the first exceeded threshold of 1,000 sports activities of employees, the company transfers PLN 10,000 to a social goal of their choice.

As part of the responsibility at the workplace, the company's employees participated in ergonomics training. An audit of workplaces was carried out, including adjusting chairs and monitors to the employee's real needs. Additionally, volunteers could undergo medical check-ups and vaccinations.

In order to combat climate change, the company has introduced a number of eco-improvements. From 2019:

- water is bought only in glass bottles;
- plastic dishes, cutlery, cups and coffee stirrers have been eliminated;
- used batteries are collected;
- segregation of garbage is in force (containers for segregation of garbage have been inserted, individual garbage cans have been removed from the desks);
- when the windows are open, the air conditioning is automatically turned off.

The company also conducts activities to minimize paper consumption and reduce water consumption - for this purpose aerators in taps and photocells with motion sensors were installed.

1.6. STAKEHOLDERS AND PARTNERSHIPS

[GRI 102-13, GRI 102-40, GRI 102-42, GRI 102-43]

Sustainable development assumes harmonious cooperation with stakeholders. To ensure that our activities meet the needs and expectations of our stakeholders as much as possible, we are interested in their needs and we take their opinions into account in our activities.

We focus on constant and open dialogue - also because the opinions of our stakeholders allow us to take into account changing socio-economic conditions in the Bank's plans.

STAKEHOLDERS OF THE BANK BNP PARIBAS

- **Customers:** individual and institutional: retail banking, Wealth Management, corporate banking, micro banking, SME banking, Agro segment.
- Employees and colleagues
- **Companies** of the BNP Paribas Capital Group.
- Entities within the BNP Paribas Group in Poland and abroad.
- **Market environment:** business partners, suppliers, Polish Bank Association, consumer and industry organizations, competitive environment, administration, nationwide media.
- **Supervisory authorities:** Polish Financial Supervision Authority, National Bank of Poland.
- **Capital market:** institutional and individual investors, Warsaw Stock Exchange, rating agencies, analysts.
- **Local communities:** social partners, local government administration, institutions supporting cultural and educational events and sports, universities, schools, residents of local communities, local media, NGOs, the BNP Paribas Foundation.
- **Environment:** regulatory and non-governmental organizations dealing with environmental issues.

We gain knowledge about the needs and expectations of our stakeholders using many communication channels and methods of dialogue. We strive to provide the environment with complete and reliable information about our goals and activities.

Main forms and tools of communication with stakeholders:

- Direct meetings and telephone conversations with our clients. Analysis of customer reviews about the quality of service and the services we offer. Websites, social media profiles: Facebook, Instagram and LinkedIn.
- Cyclical employee satisfaction surveys, internal communication tools, direct meetings and conversations.
- Ongoing contact with social partners as part of the CSR projects of the Bank and the BNP Paribas Foundation.
- Ongoing contact with business partners and suppliers.
- Stakeholder surveys conducted in preparation for reporting of the non-financial data.
- Information materials and reports dedicated to the investor environment.

PARTNERSHIPS

Bank BNP Paribas is guided by the conviction that in order to achieve a state of social and climate justice, it is necessary to achieve the 17th Sustainable Development Goal, i.e. to establish cross-sectoral partnerships.

To effectively change the world around us, promote good practices in business, and in particular in the financial services sector - for example, regarding the availability of products, services and facilities, as well as responsible sales, to counteract climate change, and to strengthen social impact, we undertake cross-sectoral cooperation with numerous partners.

New key partnerships established in 2019

- Support of the "CEO call to action" initiative by Przemek Gdański, as the first CEO in Poland.
- Inauguration of the draft Responsible Sales Declaration.
- Establishing cooperation with the National Institute of Senior Economy.
- Developing cooperation with social organizations - partners of the Become Change campaign.
- Joining the group of signatories of the CSR Declaration of the Polish-French Chamber of Commerce.
- Establishing cooperation with UNEP / GRID-Warsaw and supporting the Eco-City initiative.
- Joining the Together for Environment Partnership.
- Joining the Partnership for the climate of the city of Warsaw.

For more information on Bank BNP Paribas partnerships, please visit: <https://www.bnpparibas.pl/csr/partnerstwa>

Partners of the BNP Paribas Foundation in Poland

Education	Social solidarity	Local Partners
1. Fundacja Edukacyjna Przedsiębiorczości ("Educational Foundation for Entrepreneurship")	1. ALIVIA Oncological Foundation	1. Prestigious general secondary schools from the largest cities in Poland (as part of the scholarship program "Class")
2. Alumni of the scholarship program "Class" Association	2. Academy for the Development of Philanthropy in Poland	2. Public institutions and non-governmental organizations from all over Poland (as part of employee volunteering program "Możesz na mnie polegać" - "You can count on me")
3. National Philharmonic	3. Association "Mali Bracia Ubogich" ("Small brothers of the Poor")	
4. POLIN Museum of the History of Polish Jews	4. The Ocalenie ("Salvation") Foundation	
5. Warsaw Institute of Banking	5. Praga-Południe Culture Promotion Center	
6. The Integracja ("Integration") Foundation	6. Wiosna („Spring”) Association	
7. Harvard Club of Poland	7. The Łąka („Meadow”) Foundation	
8. The Dobra Sieć ("Good Network") Foundation	8. The Nasza Ziemia („Our Earth”) Foundation	
9. Society of Friends of Stężyca		
10. Synapsis Foundation		

11. Fundacja Ludzi Otwartej
Wyobraźni Flow
("Flow" Open for Imagination
People's Foundation)
12. Organizers of the Agricultural
Knowledge and Skills
Olympics

1.7. AWARDS AND DISTINCTIONS

Numerous awards and distinctions appreciating our activities in the area of corporate social responsibility and sustainable development, gained in 2019 are a distinction for us, but also a commitment to continue to work for changes in the world around us.

- **1st place** in the general classification and 1st place in the *banking, financial and insurance sectors* in the thirteenth edition of the **Ranking of Responsible Companies**.
- Title of the **Diversity & Inclusion Rating leader** - the first Polish rating of diversity management leaders and the promotion of an inclusive organizational culture developed by the Responsible Business Forum and Deloitte.
- The title of **Top Employer Polska** for a personnel policy consistent with the best practices on the market
- **CSR Silver Leaf** by „POLITYKA” and the Award for supporting the implementation of the Sustainable Development Goals and increasing the availability of financial products which support low carbon economy.
- **Sustainable Economy Awards in the Sustainable Finance Leader category** for initiating and implementing Sustainable Finance solutions, presented during the Sustainable Economy Summit, organized by the Executive Club.
- **Partnership for Sustainability Award 2019** awarded by Global Compact Network Ukraine - appreciation of the Energy Transformation Program, which supports the energy modernization of residential buildings.
- Award in the branch network category, in the 4th edition of the **Accessibility Leader** competition.
- Distinction for the implementation of the partnership mission, educational activities and implementation of eco-improvements under the Bank of Green Change program - awarded during the Partnership for the Environment meeting.
- Distinction with two awards in the prestigious **The Best Annual Report 2018** competition organized for listed companies by the Institute of Accounting and Taxes.
- Distinction with the **Service Quality Star** in the consumer survey of the Polish Service Quality Program.
- Statuettes in two categories: *Best service quality in the facility - retail client*, *Best helpline for companies* in the 4th edition of the **Institution of the Year ranking** run by *Moжебankowanie.pl*. Bank BNP Paribas also received a distinction in the *Socially Responsible Bank* category for its strategic partnership with the „Noble Gift”.
- Awards for the campaign: "Why are there no women on banknotes?", "Appreciate, do not judge", "Your Last Weekend" during the **MIXX Awards** gala.
- Winning the **Fleet Derby 2019** plebiscite in the *Eco Fleet* category.
- Third place in the **Friendly Bank** ranking of the Newsweek weekly in the *Bank dla Kowalskiego* („A bank for John Smith”) category and promotion by 9 places to the fourth position in the *Bank on the Internet* category.

For more information on awards and distinctions, please visit: <https://www.bnpparibas.pl/csr/nagrody>

CHAPTER 2. ECONOMIC RESPONSIBILITY

[GRI 103-1, GRI 103-2, GRI 103-3]

BNP Paribas understands economic responsibility as responsible long-term financing of the economy as well as maintaining ethical and lasting relationships with clients and stakeholders.

Our *CSR & Sustainability Strategy* commitments under the economic responsibility pillar:

- **Investments and financing with a positive impact.**
- **Ethics of the highest standard.**
- **Systematic integration and management of environmental, social and governance risk.**

As part of our economic responsibility, we have identified Sustainable Development Goals related to our contribution to the Polish market. The aims include: supporting the development of the economy, innovation and industry, environmental initiatives and cross-sectoral partnerships for sustainable development.



The economic responsibility of Bank BNP Paribas entails long-term support for the development of the economy through financial support for individual and corporate projects. At the same time, we aim to monitor the CSR risks of all our clients. The Bank focuses in particular on financing ESG sensitive sectors.

Financing decisions are preceded with analyses of the social, economic and environmental impact of a given company and project.

Economic responsibility is an important topic for all companies of the BNP Paribas Capital Group. They conduct their operations in accordance with the highest standards and guidelines of the BNP Paribas Group.

2019 in numbers:

9 CSR policies
in force
in sensitive sectors

8,000 – 12,000
customer satisfaction surveys
conducted monthly

3,500 entrepreneurs
took part in 31 meetings
as a part of the Foreign Trade
Program for our customers

218 CSR analyses
performed

9,045 employees
took part in anti-corruption
training

1,000 participants
of 7 meetings as a part
of IV edition of Agro Academy

333 CSR Declarations
signed by our new suppliers

119,000 accounts
of persons holding a Ukrainian
passport

270 representatives
of companies from the food
production sector took part
in the Agro-conference

89% of expenditures
on products and services went
to local suppliers

24,245 accounts
for NGOs maintained
by the Bank

7 startup implementations

2.1. RESPONSIBLE FINANCING

– Bank BNP Paribas understands responsible financing as caring for the highest ethical standards, monitoring the social, economic and environmental aspects of transactions concluded by all our clients, as well as offering products and services which respond to global challenges and local market conditions (and thus respond to changing customer needs).

Maria Krawczyńska, Director of the CSR Bureau
at Bank BNP Paribas

[GRI 103-1, GRI 103-2, GRI 103-3]

Bank BNP Paribas has **identified nine sensitive sectors** based on environmental, social or corporate governance risk:

- coal energy,
- mining,
- defence and security,
- forest – wood pulp,
- forest – palm oil,
- nuclear,
- agriculture,
- fuel – unconventional oil and gas,
- tobacco.

In each of these sectors, the Bank implements CSR Policies towards the relevant clients. In addition, all current and potential customers of the Bank who operate in the above-mentioned industries are informed about CSR policies and receive information regarding the analysis process.

In addition, clients are thoroughly analysed by the Bank's experts for compliance with the principles of sustainable development. In 2019, we established the so-called "second line of CSR control" in the Corporate Credit Risk Department. It focuses on possible ESG risks in the operations of current and potential clients. This aspect is later included in the overall risk assessment for a client's business or prospectus.

SECTOR POLICIES OF BNP PARIBAS GROUP

[The Bank's own indicator: Description of BNP Paribas sector policies and/or environment-friendly products offered to clients]

Coal energy sector

As a responsible financial institution, Bank BNP Paribas monitors the level of environmental, social and corporate governance (ESG) risk for all of its clients. In addition, as part of the BNP Paribas Group, the Bank pays particular attention to the financing of ESG sensitive sectors. To this end, the Bank has identified nine sectors and has accordingly introduced CSR Policies – with specific requirements for clients operating within them:

Coal energy sector

Coal power greatly contributes to carbon dioxide (CO₂) emissions and is one of the main causes of climate change. Therefore, a balance should be struck between the growing demand for electricity, economic development and the need to reduce CO₂ emissions. Such a balance is critical to limiting climate change. In 2017, Bank BNP Paribas decided to discontinue the financing of projects related to coal mine construction, the extension of coal-fired power plants, CHP plants, as well as new power units. We chose to support only those companies from the coal energy sector which are actively involved in the transition to other types of energy (in accordance with the "scenario below 2°C" of the International Energy Agency). In addition, BNP Paribas believes it is equally important that all companies in the coal energy sector meet the necessary requirements in the field of health protection, safety and environmental protection for the sake of future generations.

Mining sector

The mining sector supplies resources which have a major impact on the development of most economic sectors. The world's population is increasing. It is a key factor in the growing demand for resources, especially combined with

the growing expectations of developing countries as to advanced infrastructure as well as the high quality of products and services. Resources are being depleted and it is becoming increasingly difficult to extract them. A balanced approach to the mining sector needs to give careful consideration to the environmental, social and governance risks associated with the sector. The CSR policy towards the mining sector defines the requirements for mining companies and projects which wish to cooperate with the Bank. The policy states additional criteria for mining enterprises and mining projects.

Defence and security sector

As a significant financial institution, Bank BNP Paribas recognises the validity of the five major challenges and threats to the security of the EU as defined by the European Council: terrorism, the proliferation of weapons of mass destruction, conflicts in regions, failing states and organised crime. Illegal arms trafficking, especially the illegal sale of small arms, is a key factor in four out of the five threats.

While the Bank recognises the right of states to defend themselves and to protect their own national security, it is also conscious of the particular risks connected with the Defence and Security Sector.

The defence and security provisions listed in our policy apply to weapons (including controversial weapons), military equipment, dual-use goods, internal repression, and internal security and police. The policy defines a set of principles and guidelines regarding the Defence and Security Sector which must be followed by all organisational units of the Bank.

Forest sector - wood pulp

The demand for paper products will increase in the coming decade, which will affect global development. In connection with the wood pulp production process, the Bank has noted that heavy industry has a great impact on the environment (including water, soil and air pollution), but also on the health and safety of those employed by the industry and surrounding communities. Based on the paper production chain, shareholders believe that the greatest impact can be exerted at the level of forest management and wood pulp production. The Bank's CSR policy focuses on these two stages.

Forest sector - palm oil

The development of palm oil plantations may adversely affect local communities, climate change and the ecosystem. However, such issues depend primarily on the method of oil production. As a financial institution, the Bank wants to support responsible producers who apply sustainable development practices in the palm oil production sector. Therefore, we refrain from financing or investing in enterprises which activity contribute to deforestation (loss of diversity, intensification of adverse climate changes, etc.) or in enterprises which violate the rights of local communities.

Nuclear sector

As a financial institution, the Bank offers its products and financial services to government units which support development of non-military nuclear energy. The Bank believes that the international community and countries which plan to develop nuclear power or build new power plants need to act in accordance with the requirements of safety and population protection, as well as environmental protection. The Bank's CSR Policy aims to ensure that the projects financed by the Bank in the nuclear energy sector are properly monitored in terms of mitigating social and environmental impact.

Agriculture sector

Agriculture is a key sector in terms of employment opportunities and GDP. It provides livelihoods for millions of people, both in developed and developing countries. Investing in agriculture is one of the most effective strategies to reduce hunger and promote sustainable development. However, without proper management, the development of agriculture could have adverse effects on local communities, ecosystems or climate change.

Bank BNP Paribas supports the agro-food sector and therefore provides a wide range of financial products and services for entities in this industry. The offer is addressed to highly responsible farms and processing companies, whose goal is to provide consumers with healthy and safe products while ensuring that the supply of food for future

generations remains unthreatened. Therefore, we do not finance or invest in enterprises whose agricultural practices do not meet the requirements of sustainable development or which destabilise the market of basic agricultural goods.

Fuel sector - unconventional oil and gas

Bank BNP Paribas is highly involved in the energy transformation. Our goal is to contribute to the reduction of carbon dioxide emissions. This aim is reflected in the Bank's loan portfolio and steps taken to reduce the environmental impact of its operations.

Therefore, Bank BNP Paribas has developed a coherent policy on financial products and services for the oil and gas industry in the field of unconventional oil and gas. Oil production from unconventional resources currently accounts for c. 10% of global oil and gas production. This percentage is expected to increase because unconventional oil and gas currently account for 55% and 44% of renewable fuel resources, respectively.

The negative impact of unconventional production can be mitigated by implementing the best practices which have been developed. BNP Paribas assesses resources and projects for various unconventional sources of oil and gas, in line with the best practices of the industry. Thus, we determine the real, specific impact of such projects.

Exit from the tobacco and fur farming sectors

In 2017, the BNP Paribas Group made a **global decision to discontinue financing and investing** in the tobacco industry, including manufacturers, planters and wholesalers whose main operations are tobacco-related. Since 2018, in line with the decision of the Group, the Bank has been implementing the exit process from financing the tobacco sector.

The new financing and investing regulations result from the BNP Paribas Group's commitment to financing the economy while maintaining a positive impact on all stakeholders.

In addition, since 2020, **Bank BNP Paribas has ceased funding for the fur farming sector**, thus implementing restrictions which had been gradually introduced since 2017.F

Find out more about the sector-specific policies of the BNP Paribas Group at:
<https://group.bnpparibas/en/financing-investment-policies>

RESPONSIBLE PRODUCTS AND SERVICES

Responsible products and services should meet the needs of customers, be available to vulnerable groups and have a positive impact on the environment. Bank BNP Paribas wants to counteract exclusion, support entrepreneurship as well as energy transformation by offering responsible and sustainable green products.

For more information about eco-friendly products and services,
see Chapter 5: *Environmental Responsibility*

Account Open to Non-profit Business (former Social Leader Package)

The Bank offers an account for NGOs (addressed to social organisations and micro non-profit institutions) with basic services included free of charge. By signing a single agreement with the Bank, an organisation receives: a current settlement account in PLN, a deposit account, term deposit accounts, access to mobile and online banking systems, the comprehensive support of a banking adviser and preferential conditions for additional services.

At the end of 2019, the Bank had opened **24,245** accounts for non-governmental organisations.

The product is very popular. We have received many awards for its implementation, including Leader of Responsible and Sustainable Development in the SMART CSR Project category, awarded by the "Rzeczpospolita" daily newspaper.

Details: <https://www.bnpparibas.pl/male-firmy/pakiety-i-rachunki/konto-otwarte-na-biznes-non-profit>

Offer for social economy enterprises

In 2018, Bank BNP Paribas was the first financial institution in Poland to launch a banking offer addressed specifically to social economy enterprises. Thus, we support entities that, in addition to generating profit, set social and/or environmental goals for themselves and reinvest profit in the implementation of their social mission.

Find out more at: <http://media.bnpparibas.pl/pr/405385/bgz-bnp-paribas-finansuje-przedsiębiorstwa-spoeczne>

Offer for the citizens of Ukraine

Bank BNP Paribas analyses the needs of various social groups, including foreigners. In response to the growing number of Ukrainian citizens living in Poland, we have taken steps to make our offer more accessible to them. The Bank has already opened 119,000 accounts for Ukrainian passport holders. Thus, we are at the forefront of banks with an offer for Ukrainian citizens in Poland.

At Bank BNP Paribas, citizens of Ukraine can easily open the Account Open to You. It has been created for clients who value transparent and simple solutions in banking.

- Only one document is needed to open the account – a passport or a residence card.
- The Bank has prepared a website and advertising materials in Ukrainian.
- We have opened branches in 5 Polish cities where advisers speak Ukrainian or Russian.
- Bank also provides support through a dedicated hotline available in these languages.

Find out more at: <https://www.bnpparibas.pl/repozytorium/komunikaty/Oferta-Banku-BGZ-BNP-Paribas-dla-obywateli-Ukrainy>

Investing responsibly

In 2019, the offer of our Bank's Brokerage Office included products supporting responsible investments:

- **BNP Paribas L1 Sustainable Active Balanced,**
- **BNP Paribas L1 Sustainable Active Growth,**
- **BNP Paribas L1 Sustainable Active Stability.**

The Funds invested directly or indirectly in the bonds or shares of issuers who met the sustainability criteria (whose products and services contribute to solving environmental and social development problems), as well as in derivatives of these assets.

The offer also included **Fidelity Funds Sustainable Water & Waste Fund**. The portfolio manager intends to invest in shares of companies from around the world whose activities are related to the design, production or sale of products and services used in the industry of water and sewage management or in connection with this industry. The Fund has adopted a free approach to the creation of the portfolio, and the portfolio manager focuses on the company's long-term goals. Through the process of investment and risk monitoring, the Fund seeks to integrate environmental protection, social policy and corporate governance, which contributes to an extremely balanced portfolio.

In addition to the investment consulting service, we also offered two funds:

- **NN Polski Odpowiedzialnego Inwestowania** – The Fund invests at least 66% of its assets in shares of companies listed on the WSE. The remaining part will be invested in the shares of Western and Central European companies and on organised OECD markets (other than Poland and Member States). The fund manager focuses on the diversified selection of a small number of companies. An important element of their selection is the analysis of non-financial factors, i.e. environmental, social and corporate governance (ESG) factors: indicators of responsible business conduct, as well as a positive impact on society and the environment.
- **NN (L) Globalny Odpowiedzialnego Inwestowania** – The fund invests up to 100% of its accumulated assets in the NN (L) Global Equity Impact Opportunities Luxembourg fund. The Fund generally invests in the shares of companies which offer attractive financial returns while having a positive impact on society and the environment.

Investing in renewable energy

Thanks to the cooperation of BNP Paribas Bank Polska with BNP Paribas Energy, Resources and Infrastructure Teams in Brussels and Paris, at the turn of 2019 and 2020, we launched financing for the "Perfect Wind" project developed by Akuo. The credit facilities structured in the "project finance" formula are intended for financing of the construction of wind farm with 132MW capacity. The project is one of first major developments financed under new support system for renewable energy in Poland.

BNP Paribas Group played a leading role in the transaction with BNP Paribas Bank Polska acting as a Lead Arranger, Facility Agent, Security Agent and Account Bank. In addition, local Global Markets team dealing with this type of transactions has arranged and executed transactions hedging the interest rate risk and currency risk of this project.

INITIATIVES FOR RESPONSIBILITY IN THE FINANCIAL INDUSTRY

We actively promote good practices in the Polish financial industry. In addition to internal initiatives and the implementation of relevant policies, we bring issues of social responsibility (which are important to us and our clients) to the attention of the entire industry.

We are among the initiators of a self-regulation project launched in 2019 for entities from the financial industry: the **Declaration of Responsible Sales**.

Find out more about the conference at: <http://nienieodpowiedzialni.pl>

For more information about the Declaration of Responsible Sales, see section: *Transparency and communication with clients*

Partnership with the "Not-irresponsible" Conference

Since 2016, we have been supporting subsequent editions of the "Not-irresponsible" conference, dedicated to **responsibility in the financial industry**. The topic of the conference (which took place on November 6, 2019) was **Rebellion and anger in (ir)responsible life and business**. Participants jointly sought to answer whether the above factors can result in positive changes in an organization, or whether they are an obstacle to building social capital.

In addition to discussions and presentations, the conference program included an oxford-style debate entitled *Opportunism – Is it more profitable than rebellion in business?* as well as a presentation of the results of a social survey: *Why do we not rebel as consumers?*

"Not-irresponsible" is a project which arose from the need to seek answers to fundamental questions: what is good and what is evil in today's world. The conference was first proposed by the ANG Cooperative which deals with the subject of business ethics, sustainable development and social involvement in the financial industry. The Cooperative makes every effort to be a socially responsible company and to operate in accordance with the principles of sustainable development.

Find out more about the conference at: <http://nienieodpowiedzialni.pl>

Cooperation with the Polish Bank Association and the Banking Ethics Committee

We are a member of the **Polish Bank Association** – an organisation of banks established in January 1991 and operating under the *Act on Chambers of Commerce of 30 May 1989*. **Membership in the Association is voluntary** and is possible for banks which provide services in Poland, which were established and are operating under Polish law. As part of PBA membership, **our representatives are also members of the Banking Ethics Committee** and work for **ethical behaviour** in the financial sector.

As a member of the **Banking Ethics Committee**, we participate in a survey conducted by the Polish Bank Association. The results are published as the **Report of the Banking Ethics Committee on the relations between banks and their stakeholders**. In itself, participation in the survey is a token of social responsibility and the need to constantly shape and disseminate ethical standards in the financial services market. Thus it also reflects the need to constantly improve the Bank's image as an institution of public trust in everyday communication with clients, business partners, competitors, shareholders, employees as well as with the local community. The Bank's experts actively participate in the work of numerous committees, councils and working groups, including a working group devoted to providing top quality services to people with disabilities.

“Ethics in Finance” Competition

The idea behind the “Ethics in Finance” competition, organised by the Banking Ethics Committee, is **to promote ethical attitudes in the world of finance** and to emphasize the important **role of ethics in shaping the financial sector**.

The “Ethics in Finance” competition gives young people a chance to share their passion for work, exchange observations and ideas for improving the system. The basic requirement for competition essays is the presentation of **an innovative proposal with the aim of protecting or implementing ethical values in the world of finance**.

The competition is organised in cooperation with the Financial Observatory in Geneva, the organiser of the international edition of the Competition. In 2019, as in previous years, Bank BNP Paribas became one of the four sponsors of the competition prizes.

Find out more about the competition at: <https://zbp.pl/aktualnosci/Archiwalne-wydarzenia/vii-edycja-konkursu-etyka-w-finansach>

SUSTAINABLE SUPPLY CHAIN

[GRI 102-9, GRI 204-1, GRI 308-1, GRI 414-1, GRI 412-3]

We are aware of the social, environmental and economic responsibility of companies, including ourselves, regarding supply chain management. In order to conduct a responsible procurement policy, the Central Procurement Department of Bank BNP Paribas (in cooperation with the procurement department of the BNP Paribas Group) developed and implemented the **CSR Declaration which regulates the principles of cooperation with suppliers**. It addresses the issues of responsible supplier selection, the equal treatment of suppliers in financial matters and the promotion of suppliers who support CSR initiatives. This declaration sets out the principles of cooperation between suppliers and Bank BNP Paribas.

By signing the *CSR Declaration*, suppliers confirm compliance with ethical principles, working conditions and safety standards, provisions regarding the employment of young people, combating forced labor, discrimination and environmental issues. Each new supplier is evaluated for compliance with these criteria.

In 2019:

- The CSR Declaration has been signed by 333 new suppliers.
- the signing of the CSR Declaration constituted 5% of a supplier's rating in our process of supplier selection,
- around 89% of the Bank's expenditure on products and services were purchases from local Polish suppliers.

In 2019, as part of the adjustments after the merger with Raiffeisen Bank Polska, we fully aligned the procedures regarding supplier assessment which had previously been in place at Bank BNP Paribas.

2.2. TRANSPARENCY AND DIALOGUE WITH CLIENTS

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 205-1, GRI 205-2]

SIMPLE COMMUNICATION

Our goal is the simplification of language which we use to communicate with our clients in Bank documents, letters, promotional materials, etc. In 2019, we started working on a simplified language for use in communication with clients. We have established cooperation with linguists from the Simple Polish Workshop at the University of Wrocław. The project began with training sessions for employees responsible for communication with clients.

In 2019, we held 5 workshops during which we trained almost 100 employees from the complaint, marketing and Customer Experience departments.

In 2020, we plan to continue initiatives aimed at simplifying the language of communication with clients: we will conduct further training and provide training materials (including e-learning) to employees. We are also preparing an internal textbook with simple-language rules, guidelines for preparing documents (such as regulations, contracts, etc.) and sample letters.

RESPONSIBLE SALES

Responsible Sales Declaration

The Responsible Sales Declaration is a means of self-regulation for the financial industry. The initiators of the project are financial institutions (including Bank BNP Paribas) and the project's host is the Consumer Federation. The initiative was implemented to raise and promote ethical standards in customer relations, educate business and consumers, increase confidence in the financial industry and counteract unfair practices.

– Like any other business, the financial industry (including banks) should generate profits and bring its shareholders and investors an attractive return on invested capital. However, these profits cannot be achieved at the expense of the abuse of customer trust. Banking must be based on honest dialogue with stakeholders. Initiatives for responsibility are particularly important for BNP Paribas Bank Polska, therefore the Responsible Sales Declaration (which we implemented alongside industry partners), aims to raise and disseminate responsibility standards in customer relations. I believe that by expanding the group of the Declaration's signatories, we can change the perception of the industry and provide customers with a sense of security.

Przemek Gdański, President of the Management Board at Bank BNP Paribas

Self-regulations contained in the Responsible Sales Declaration include: raising and disseminating ethical standards in customer relations, honest business dialogue with consumers, education of business and retail customers, increasing trust in the entire industry, improving its image. The Declaration is also intended to serve as a source of knowledge about the highest standards in finance.

Aims of the Responsible Sales Declaration:

- increasing the positive impact of the financial industry on the environment,
- building relationships with consumers and business and thus enabling them to better serve society and the economy,
- simplification of the sales process and consideration of the needs of vulnerable groups,
- ensuring the safety of services,
- educating the public about finances and banking products,
- counteracting dishonest practices and reacting quickly when they are detected,
- recommending institutions which sell their products and services responsibly.

Any financial institution may sign the Declaration, except those for which a warning was issued by the PFSA, the Office of Competition and Consumer Protection or another authorised entity. If you wish to sign the Declaration, you need to contact the Consumer Federation. The next step is to undergo a pre-audit conducted by an independent auditing company, KPMG. The acceptance of a new signatory is decided by the Declaration Council based on the results of the audit. Every company which signs the Declaration must renew it every 12 months, undergoing subsequent audits. In the event of a negative annual audit result or failure to submit to an audit, the institution loses the right to use the Declaration mark.

The initiators of the Responsible Sales Declaration project are ANG Spółdzielnia, Bank BNP Paribas and Santander Bank Polska. The project auditor is KPMG.

For more information about the principles listed in the Responsible Sales Declaration, the responsibilities of signatories and tips for those who wish to join the project, visit: <http://odpowiedzialnasprzedaz.pl>

PROTECTION OF CUSTOMER PRIVACY

We attach great importance to security and trust in all banking processes. We use the latest technological solutions to protect the sensitive data of our clients.

Security at Bank BNP Paribas:

- **Safe user** – we inform our clients about the basic security requirements related to protecting their identity.
- **Safe Bank** – we care about the security of the Bank's systems and of applications used by clients. At the same time, we provide (i.a. through audits) the highest level of online banking security. Electronic banking is regularly audited by external, independent organisations.
- **Secure card** – the Bank makes every effort to secure customers' payment cards and operations carried out with cards. We promote knowledge about safe behaviours which minimise the risk of unauthorised card transactions.
- **Secure phone** – we show clients how to ensure the security of mobile devices.

Find out more at: <https://www.bnpparibas.pl/bezpieczenstwo>

In e-transaction processes we use data encryption and additional digital methods of customer verification. Our **tool ensuring the security of electronic transactions** is **Trusteer Rapport** - advanced IBM software which provides protection against the theft of electronically transmitted banking data. The tool is recommended as an additional layer of protection which complements the anti-virus or security software used by the client. According to statistics, the software is performing well. None of the Bank's customers who decided to install it was the victim of an effective hacker attack on their computer.

Find out more at: <https://www.bnpparibas.pl/korporacje/bankowosc-internetowa/ibm-trusteer-rapport>

CUSTOMER EXPERIENCE

[GRI 102-42, 102-43]

"We listen, we understand, we act" – this is the slogan of the Bank's day-to-day operations and our motto for strategies related to customer experience management.

– What are the expectations of today's customers? They expect primarily: friendly channels of service, fast and simple processes, professional, friendly advisors. Why? Because, like us, our clients opt for simple solutions which allow them to act intuitively when they want to be self-sufficient, and expect easily accessible help if they need it. Thus, they devote the optimum amount of time to financial issues and time is the primary currency of our times.

Małgorzata Kamińska, Director of Customer Experience Management
at BNP Paribas

LISTENING TO THE CLIENTS' VOICE

We analyse customer opinions which are expressed in internal and external surveys. We conduct analyses of operational data and observe market trends (not only in the field of banking), which gives us the opportunity for continuous development.

Our customer opinion analyses are supported by the entire BNP Paribas Group as part of the international **Advocacy Program**. The latter ensures that the customer-oriented profile of our organization is maintained, through both client- and employee-oriented initiatives.

Thanks to the **#KLIENT platform**, employees have easy access to research results, and thus to the real voice of the client. Currently, about 6,000 employees use the tool, and the data is updated on a regular basis with knowledge from research surveys.

NPS Satisfaction Survey

The NPS (Net Promoter Score) satisfaction survey gives clients an opportunity to assess their contacts with the Bank by asking them how likely they are to recommend the Bank to their loved ones. In addition, during the assessment, customers can freely submit their comments, observations, suggestions, expectations or recommendations regarding service, products, procedures or fees. The results are analyzed in great detail and are used to introduce appropriate improvements or eliminate obstacles, and consequently to meet the needs and expectations of customers. NPS research carried out at Bank BNP Paribas is part of the Customer Advocacy program.

Satisfaction analyses in 2019

In 2019, we carried out new types of analyses. In addition to asking customers about the overall image of the Bank, we also asked about specific processes – e.g. the onboarding process.

Currently, NPS research is carried out at various intervals in over 10 of the Bank's departments. It is a source of invaluable input into making decisions regarding product and process development. We conduct between 8,000 and 12,000 surveys per month. They contain customer opinions about our products and the services we provide. The primary method for conducting these surveys are telephone interviews, but we also employ digital channels and qualitative research (e.g. in-depth interviews with selected customer groups and user-tests before implementing new tools or adding products to our offer). We analyse opinions in both retail banking (including Premium and Wealth Management), in the segment of micro-enterprises, SMEs and corporate banking.

As regards NPS research, at beginning of 2019 the research model for the combined Bank underwent unification. We wanted to obtain data enabling us to provide the best experience in the merged Banks.

The NPS Customer Satisfaction Survey results for 2019 indicate that customer satisfaction with banking services is at a good level. Our strategic goal for the future is to be among the TOP 3 banks most frequently recommended by customers.

Analysis of operational data

Speech Analytics is a very helpful tool in analyzing operational data. The system allows, e.g. for the categorization of conversation topics and their quantification. It enables us to find aspects of our products, services and communication which need to be improved.

Customer needs at the forefront

Customer Excellence Board

In May 2019, we launched an **interdisciplinary dialogue platform** called the **Customer Excellence Board**. We use it to talk about the Voice of the Customer at individual customer contact points with the Bank. These are meetings attended by representatives of selected departments, who represent sales channels, products, the communication department as well as compliance monitoring, risk and operations, or IT.

The meetings take place every two month and include:

- the presentation and monitoring of results and operations,
- reaching decisions about key changes and priorities.

Customer Room

The Customer Room is another **form of client-oriented dialogue** within our organisation. At the meetings, we work on the most complex issues, in accordance with the Design Thinking methodology.

During the workshops, we discuss the stories of our clients – positive and negative – striving to create the best experience. Participants represent all the structures which are part of a given process. A verity of specialists provide multiple perspectives on a given issue and gradually develop optimal solutions: both long-term and "quick wins".

Responding to customer needs

The two final stages of the Bank merger were a major challenge in 2019. We needed to ensure correct, consistent and effective customer service in circumstances such as:

- the unification of branches,
- the implementation of a single service standard,
- system and migration changes,
- the standardisation of processes and procedures.

We also **simplified** some **processes related to customer service**, including the introduction of contracts which can be concluded without the client's physical presence in the branch. We have **introduced new products and services**, such as the *Account Open to You*. We have also implemented further self-service solutions, e.g., customers are now able to generate and reset the PIN for debit and credit cards in GOonline electronic banking.

Customer Ombudsman

In addition to standard complaint structures, Bank BNP Paribas has a Customer Ombudsman. The function is within the area of responsibility of the Director of the Customer Experience Management. It creates an internal possibility of appeal for customers who have doubts about the decision regarding their complaint. The Customer Ombudsman also considers matters reported to him directly by the Bank's Management Board, the Supervisory Board, the Bank's Spokesperson, as well as important matters raised in social media. The Customer Ombudsman ensures customer satisfaction and open dialogue. He represents clients' interests in dealing with the Bank and acts as an intermediary in the resolution of problems.

In 2019, the Customer Ombudsman received almost 3,000 cases.

Complaint management

The complaint process is handled by the Bank's Customer Experience Management Department. Thus, we can optimally respond to all information received from customers through various input channels (complaints among them). As a result, we have gained a better and more comprehensive understanding of the voice of our customers. We intend to use the information obtained from various departments primarily to improve our services, and thus to prevent complaints.

The complaint handling process is monitored both qualitatively and quantitatively. We also control the quality of responses sent to customers. We assess their clarity and completeness: they need to be clear and legible as well as minimise the number of appeals.

In connection with the incorporation of Raiffeisen Bank Polska's core business in the structure of Bank BNP Paribas, in 2019 we started changes in the area of complaints. Their completion is planned for 2020. We **reviewed the entire complaint process for the merged Bank, which became operational when the banking systems were standardised**. The cooperation of all process stakeholders has resulted in the development of over 30 solutions which will improve the quality of the process. In addition, in cooperation with an UX team, we defined business requirements for a new IT tool. It will handle all customer inquiries that are directed to the Bank. The new solution will significantly affect response time.

Handling and processing complaints

The standards for handling and responding to complaints are set out in the *Complaints Policy*.

Customers can submit complaints in a way which is most convenient to them:

- via the online banking system (chat),
- via a form on the website,
- via telephone
- in written form,
- in person – at any Bank branch.

Since November 2019, i.e. since the full system merger after the acquisition of the core business of Raiffeisen Bank Polska S.A., the number of monthly complaints has increased slightly. Customer complaints concerned primarily loans, debit cards and credit cards.

In 2019, we recorded **114,217 complaints**. Their number was significantly affected by a temporary issue with: the calculation of fees for payment cards, the commencement of fees for personal accounts if the conditions for fee exemption were not met, and the CJEU's decision regarding the reimbursement of costs incurred in the event of an early repayment of a loan.

Customers **complained primarily about the fees and commissions for accounts and payment cards**. Due to the CJEU decision, the Bank also noted **an increase in complaints related to loans** (mainly cash). To a lesser extent, customer complaints concerned remote contact channels.

The migration of Raiffeisen Bank Polska S.A. systems to BNP Paribas Bank Polska S.A. systems took place without major problems and without an excessive increase in the number of complaints directly related to this event.

The average waiting time for a response to a complaint was **10.8 business days**. In some months, the waiting period was shortened to c. 9 business days, however, various activities aimed at developing optimal solutions for our clients (including the operational merger and related reorganisation) resulted in a longer response time in the last quarter of 2019.

“The Same” Campaign

In 2019, an internal campaign entitled “The Same” was carried out at Bank BNP Paribas. The campaign supported the QUALITY commitment of the Strategy *Fast Forward* and motivated employees to consider what could be done to minimise the number of negative signals coming from customers.

It is people that build the customer experience. That is why it is so important to promote commitment and client-orientation among our employees. We treat our clients the way we would like to be treated. We understand that customers expect to be heard, wish to be understood and want their matters to be handled quickly. We therefore pay attention to the naturalness of conversations, to the competences and credibility of advisers at our branches and consultants in the Contact Center. We want to create a friendly, intuitive and transparent Bank.

In order for our employees to understand the priorities and be up to date with the Customers' Voice, we provide them with access to the #KLIENT result platform. We also periodically communicate with employees who handle direct service through the “**3 minutes for quality**” training series. We prepare materials in the form of texts, animations or movies. We invited employees of our Bank to participate in the production of video materials which made the series even more popular.

COMPLIANCE WITH LAWS AND REGULATIONS

[GRI 206-1, GRI 417-3, GRI 418-1, GRI 419-1]

In 2019:

- there were no incidents of non-compliance with laws or regulations in the social, environmental and economic areas in the Bank or in the Bank's Capital Group.

- there was 1 (unfinished) legal and administrative proceeding pending against the Bank and the Bank's Capital Group regarding behaviours violating the freedom of competition or antitrust laws.
- the Bank noted 1 case of non-compliance with regulations and voluntary codes regarding marketing communications, which was initiated and completed in the same year and resulted in the imposition of a fine or penalty.
- the Bank received complaints regarding breaches of customer privacy and data loss, in total: 44 cases of leakage, theft or other customer data loss. 63 cases were noted in the Bank's Capital Group.

2.3. SUPPORTING CLIENT DEVELOPMENT

Our customers can rely on us not only in matters directly related to our products and services. We strive to be an active partner for them, to understand their challenges needs, to support their development plans and inspire them to set ambitious goals for themselves.

FOREIGN TRADE PROGRAM

More and more Polish companies have international ambitions and plans. Our organization wants to **support and stimulate the expansion of domestic enterprises to foreign markets**. The Foreign Trade Program is the joint initiative of the Corporate Banking and SME Department of Bank BNP Paribas and its partners: the Polish Investment and Trade Agency, Bisnode Polska, the Export Credit Insurance Corporation and "Rzeczpospolita" daily.

The Program includes conferences dedicated to specific foreign markets which are organised throughout Poland. During the meetings, experts/diplomats, lawyers, entrepreneurs and representatives of the academic community familiarise participants with practical issues.

In 2019, **31 meetings** were held. They were dedicated to the French, Italian, Belgian and Arabian markets (as a part of preparations for EXPO 2020 in Dubai) with the participation of **3,500 representatives** of the SME and corporate segment.

– The Foreign Trade Program is made up of organisations with extensive experience in foreign trade, and the participants – entrepreneurs who are extremely open to learning. Together, we have created an attractive space for the exchange of knowledge and experiences. It is a source of great satisfaction for us to be able to observe the development of Polish exports which increased by 5.3 per cent on an annual basis after 10 months of 2019. We talk to companies on a daily basis and we notice the growing energy of Polish corporations and SME companies, which are boldly conquering foreign markets.

Jerzy Śledziwski, Vice President of the Management Board, responsible for SME and Corporate Banking

Find out more about the program at: <http://media.bnpparibas.pl/pr/438227/ruszyla-kolejna-edycja-programu-handlu-zagranicznego-banku-bnp-paribas>

STRATEGIC PARTNERSHIP WITH THE "FAMILY COMPANIES INITIATIVE"

In 2019, Bank BNP Paribas joined the Strategic Partners of the Family Business Initiative (IFR) Association. The cooperation aims to promote the activities of Polish family businesses, support their education and thus also contribute to the development of the Polish economy. The partnership of both institutions emphasizes the role and values of family businesses in Poland. The Association's partners support social and economic initiatives which build social trust by promoting and practicing: ethical business with emphasis on locality, intergenerational cooperation and family entrepreneurship.

BUSINESS BREAKFASTS – EMPLOYEE CAPITAL PLANS

Each year, the Corporate Banking and SME Department organizes a series of Business Breakfasts where changes in legal provisions relevant to entrepreneurs are discussed. In 2019, a significant change was caused by the introduction of Employee Capital Plans. Therefore, we organised meetings in 8 Polish cities with the participation of the Investment Funds Association and a labor law office, which were aimed at supporting our clients' everyday business by providing up-to-date expert knowledge.

“INNOVATIVE CLIENT” CONTEST

The “Innovative Client” is a contest organised by Bank BNP Paribas. Prizes are awarded in 3 categories: Business Innovation, Social Innovation and International Expansion. This year, as the Bank of Green Changes, we have added another category, Ecological Innovation.

The aim of the competition is to promote innovation not only as the key to a company’s success, but also as a means of success for the community in which the company operates.

Business innovation is understood as the implementation of new or improved products and services, the introduction of a new technological process or distribution method. It also includes the results of research and development which led to an increase in production efficiency.

Social innovation is defined as an innovative idea for a solution to an important social issue in a given community.

International expansion is defined as success on global markets achieved by enterprises operating in Poland.

Ecological innovation is the introduction of a line of products classified as organic food and/or organisational and technological processes which ultimately reduce or prevent the negative impact of a company’s operations on the natural environment.

FirmApp

FirmApp is a **communication platform between the Bank and SME clients**. The application was created as a convenient tool available on the smartphone of every modern businessman.

Mobile applications support various aspects of business and facilitate work and communication, both internally and between the company and its clients. FirmApp is an application created to build relationships and intended for current and potential corporate and SME clients. It is an important and innovative communication platform with companies, which enables us to strengthen the position of our Bank in this sector.

FirmApp contains 3 zones:

- **Business Zone** – contains, i.a., information about current changes in law and taxes, a calendar of deadlines for fees and obligations of the entrepreneur, as well as useful calculators of remuneration, currencies and time zones.
- **Knowledge Zone** – gives customers access i.a. to free invitations to conferences and workshops, thus allowing them to expand their knowledge, e.g. about changes in legislation or the latest management trends.
- **Entertainment Zone** – contains i.a. tickets and invitations to the most interesting national and local events.

2.4. FOOD & AGRO DEVELOPMENT

[GRI 203-1]

We are the leader in agro-food financing. The BNP Paribas Group has extensive international experience in providing services within this sector and is the European leader in financing the leasing of agricultural machinery. In Turkey and the USA, banks of the BNP Paribas Group are among the leaders of business financing companies from Food & Agro sector.

PRODUCT OFFER FOR FOOD & AGRO CUSTOMERS

In 2019, we introduced new products to the offer for customers from the Food & Agro sector.

Financing irrigation in agriculture

Our goal is to support clients who own sustainable businesses and aim to limit the negative impact of operations on the natural environment. Currently, in the face of the growing threat of droughts around the world, the financing of responsible agricultural investments in irrigation is becoming an important element of our business operations. Saltwater accounts for almost 97% of the world’s water resources. There is a shortage of fresh water, the irrational use of which, combined with the more frequent droughts, can lead to the depletion of this valuable resource and lack of water, e.g. for irrigation. This should be countered by investing in smart irrigation. The use of supplementary irrigation

in the appropriate vegetation period guarantees production profitability and operational security of a farm over several years.

In September 2019, we launched a marketing campaign (combined with an information and education campaign) devoted to loans for farmers who plan investments in irrigation systems. One of the aims was to emphasise the importance of caring for water resources. Partners were incited to a campaign on the rational management of water resources in agriculture, thus increasing the reach of the initiative.

In 2019, farmers who plan to invest in irrigation systems had access to many financing options at our Bank:

- Unia+ Loan for farms,
- Preferential Loan (RR line),
- Agro Progres Loan,
- Leasing Loan (European and regular).

Find out more at: <https://www.bnpparibas.pl/rolnicy/oferta-specjalna/nawadnianie-oferta-specjalna-dla-rolnikow>

Photovoltaics for farmers

We offer a selection of products for financing photovoltaic installations on farms. Farmers from the micro sector can finance the purchase and assembly of photovoltaic installations with the following products:

- Agro Progres Loan – investment loan
- Agro Rzeczówka Light – working capital loan in a loan account
- Agro Lider – mortgage loan

Our goal was also to inform our customers about the possibility of independence from changes in electricity prices which results from investing in solar installations and converting sunlight into electricity. In addition to financial benefits, the solution is also environmentally friendly – the average solar installation annually emits 4 tons of carbon dioxide less.

For more information about our Food & Agro products, visit: <https://www.bnpparibas.pl/rolnicy> and <https://www.bnpparibas.pl/korporacje/finansowanie>

AGRO HUB

The Agro Hub of the BNP Paribas Group began operations in April 2018. Its goal is to create a Food & Agro competence center for Banks and customers from the BNP Paribas Group in Central and Eastern Europe as well as Africa.

The Agro Hub of the BNP Paribas Group is becoming a platform for international cooperation, a source of inspiration for our competition, and a responsible stimulator of development, expansion of production and gaining new markets for the agro-food industry. Agro Hub's activities include defining a sectoral strategy, proposing comprehensive products and optimal solutions, cooperation with Food & Agro entities in Central and Eastern Europe and Africa, as well as educational and information initiatives.

Food & Agro banking development in the SME segment: consultancy for the Central Bank of Egypt

Due to a growing population and as a result of economic reforms, the Egyptian authorities have taken steps to intensify the development of the agricultural and SME sectors. The offer of the BNP Paribas Group Agro Hub Competence Center in Warsaw won an international competition and was therefore chosen to support the Central Bank of Egypt in the development of banking within the agro-food and SME sectors.

The project was carried out in Warsaw and directly in Egypt. In addition to workshops at Bank headquarters, visits to local agricultural producers took place. BNP Paribas' support for the client included, i.a. product development, implementation planning, marketing, financial modelling, sales management and organisation.

AGRONOMIST

Agronomist is a comprehensive and modern portal created in cooperation with farmers and manufacturers. It is a unique platform in the agro-food industry which provides a knowledge base and a wide set of professional tools for farmers and processing companies. Every day, it provides several thousand registered users with information from Poland and the

world. The portal also contains information about interesting events and the latest solutions which facilitate running a farm or a processing business.

The portal was launched on April 1, 2019 and was the product of numerous consultations and workshops with the Bank's partners and clients from the Food & Agro sector. To understand the needs of this group of recipients, over 200 people were tested and workshops were organised with a carefully selected group (diverse in terms of age, sex, farm size, production type and place of residence). As a result, Agronomist is a unique website which responds to the actual needs of agro-food sector stakeholders. Its growing position among specialized agro-food portals is evidenced by the linearly growing number of users.

Agronomist is the only online portal which contains a broad knowledge base, primarily related to market analyses (conducted by a team of Bank BNP Paribas analysts), as well as global and local trends in various sectors of agricultural production and processing. In addition, users can find a lot of practical information on green energy, biodiversity or sustainable production. As a result, the portal is becoming a source of professional knowledge regarding innovative solutions which improve production, while ensuring a positive impact on the environment and climate change. In case of problems, users can receive the advice of experts through the portal, and thus receive a quick response.

At the same time, the portal is a source of modern tools which support farmers in decision-making processes related to agricultural production. It helps farmers achieve better economic results by providing them with current market information, but also by providing solutions for cutting the costs of production (these include: the monitoring of machines, the wear of capital goods, the use of production protection products through a farm management system or satellite nitrogen monitoring). These tools also help farmers to produce in an environmentally sustainable manner. The website also contains accurate weather forecasts and frost alerts, which allows its users to prepare their farms for particular weather conditions.

Find out more at: www.agronomist.pl

Food & Agro Trends

Food & Agro Trends is a new, cyclical publication prepared by the agro-food analysts of Bank BNP Paribas. It presents the medium-term situation in the most important sectors of the agro-food industry (cereal, dairy, meat, fruit and vegetable) in Poland. The content is enriched with price forecasts for selected agro-cultural raw materials. It is published quarterly, in electronic form, on the Agronomist website. Food & Agro Trends complements the biweekly Food & Agro News, in which we analyse the current situation in this sector.

AGRO ACADEMY

Bank organises free informative meetings for farmers, during which experts from various fields share their knowledge on current topics related to Polish agriculture.

In March 2019, we organised the **4th edition of the Agro Academy - Horizon of Change**. The meetings were devoted to current topics of interest to the industry and changes awaiting Polish agriculture in the near future. The Bank's experts presented analyses and development prospects of selected agricultural markets in the context of the Common Agricultural Policy after 2020. The issues raised by other speakers included: energy costs on farms, (taking into account the potential benefits of self-sufficiency in energy production from renewable sources), the new nitrate directive to prevent environmental pollution, the use of data available at Biuro Informacji Kredytowej S.A. and protection against debtors.

Key figures:

7 meetings with experts for farmers

1,000 farmers invited to the meetings

AGRO-CONFERENCE

The Agro-conference, **organised by Bank BNP Paribas**, is the first conference addressed to the agro-food sector. Agro-conference is a meeting of representatives of the Food & Agro sector, during which we discuss key topics from the perspective of companies in this sector. The event, organised since 2006, has become an important annual meeting of the Bank with clients and institutions from this industry.

– *Agro-conferences are intended for practitioners and experts from the agro-food industry. They are an opportunity to exchange views and discuss current topics. As the Bank with the largest share in the Polish agro-food market and a long-term active part of this ecosystem, every year we try to create an event which will meet the current needs of our clients. In 2019, we introduced a novelty: the views of conference participants were included in our report on the sector.*

Bartosz Urbaniak, Head of Agro Banking at BNP Paribas for Central and Eastern Europe and Africa

Evolution or revolution in the supplier – distributor – consumer ecosystem? – was the topic of the 2019 conference, which included discussion panels on the role of innovation (from the point of view of the producer and distributor), the export strategy of Polish enterprises and contemporary models of cooperation between the supplier, i.e. the manufacturer and the distributor. The conference was attended by **270 representatives of companies** from the food production sector.

The topics presented and discussed at the Agro-conference were the result of several months of research. We asked for the opinion of leading agro-food sector representatives and tested c. 1,000 consumers, analysing their food-shopping habits. Agro-conference is a unique platform for dialogue with the agro-food industry.

Find out more at: <https://www.bnpparibas.pl/repozytorium/komunikaty/Agrokonferencja-Banku-BNP-Paribas>

AGRO KURIER

Agro Kurier is a modern farmer's magazine published twice a year with a circulation of 50,000. Bank BNP Paribas is its creator and publisher. Copies of the magazine are available at those Bank branches which are most frequently visited by farmers and at key agricultural events.

The magazine contains informative articles, Banks analyst commentary, a calendar of future trade fairs and events for farmers, reports, curiosities and entertainment columns. The magazine is created at the Bank, but is edited in cooperation with journalists.

“SAFE FINANCING” CAMPAIGN FOR THE AGRO MARKET

Bank BNP Paribas has been financing the Agro market for years. Our experts are constantly observing the market and how it changes. Recently, we have noticed a deterioration in the economic situation of farmers, which results in increased interest in the loan offer. Financial institutions often offer loans which are not well suited to the specific needs of the sector, thus contributing to the growing debt of farmers.

As a banking leader in the Agro sector, we constantly conduct analyses to collect up-to date information on the specifics of this segment. Therefore, we know how to ensure that external financing is as safe as possible and serves the development of agribusiness. Based on our knowledge and experience, we have prepared an information and education campaign. We invited partners to participate in the initiative: Concordia Ubezpieczenia (Generali Group) and Biuro Informacji Kredytowej (BIK S.A.).

The goal of the campaign, conducted since February 2019, is to reach farmers and inform them about the principles of safe financing. We remind them what to consider when choosing a bank or when deciding on a loan, and what to do when problems with settling liabilities arise.

In addition to the standard display of materials at our branches, we met with clients during events organised by our Bank, such as Agro Academy, at industry events, such as Agrotech and Agro Show as well as at partner conferences. We also placed information about safe financing for the Agro sector in our *Agro Kurier* magazine.

Find out more at: <https://www.bnpparibas.pl/bezpieczne-finansowanie>

100 YEARS OF FINANCING AGROBUSINESS

In 2019, Bank BNP Paribas celebrated the 100th anniversary of financing agribusiness. We are the heir to the Polish State Agricultural Bank, established in 1919, and we continue the tradition of financing agriculture and food economy.

BA or MA thesis Contest

We are celebrating our 100th anniversary of financing the Agro sector, but at the same time we look to the future and aim to support the further development of agriculture. As part of the support, we invest in the future of science. Therefore, we have prepared a Jubilee Competition for the best Master's or Bachelor's thesis on the subject of agriculture development and agro-food processing.

Agriculture yesterday and today

As part of the jubilee celebrations, we organised a photography competition "Agriculture yesterday and today" in cooperation with the "Tygodnik Poradnik Rolniczy" magazine. The aim of the competition was to show the changes which have taken place in Polish agriculture and in the Polish countryside over the last 100 years. Competition participants sent photos that documented the history of their farms. We received several hundred applications and over 500 photos. The winners were selected by a jury comprised of the Bank's representatives and editors of "TPR". In their assessment photos, the jury paid particular attention to how the Polish countryside and farms have changed over the decades. References to historical photographs taken by the parents or grandparents of participants were appreciated. Award-winning contemporary photos show that Polish farms are the result of multi-generational work.

2.5. INITIATIVES FOR INNOVATION

CODE OF COOPERATION WITH START-UPS

In 2018, Bank BNP Paribas was the first Bank in Poland to present the *Code of Cooperation with Start-ups* – changes facilitating the Bank's cooperation with young companies. Start-ups which wish to implement their solutions can do it much faster and more efficiently in cooperation with experts from the Bank and under the care of a dedicated mentor. As part of the Code, the purchase process for new technological solutions has been simplified and new document templates have been prepared for testing.

The *Code of Cooperation with Start-ups* develops the Bank's opportunities for establishing business relationships with innovative, young companies.

Find out more at: <https://www.bnpparibas.pl/startupy/kodeks-wspolpracy>

ELEPHANT WHISPERERS

In 2019, the participants of the ImpactCEE technology and finance conference in Krakow, could take part in the premiere of the *Elephant Whisperers*, a publication dedicated to start-ups wanting to establish effective cooperation with a bank. It provides start-ups with helpful information from various fields and thus facilitates establishing cooperation with a bank. The partners of the publication are: Kancelaria Domański Zakrzewski Palinka, Impact and Fintek.

The publication touches on a number of legal issues and answers questions such as: When do you need to apply for a license from the Polish Financial Supervision Authority? What organisational and financial requirements should be met? Which laws should be observed and what regulations should be implemented in your company to conduct regulated operations? What is most important in cooperation with a bank? The publication also contains information pertaining to IT architecture and IT Security.

The authors of the publication also discuss the practical applications of the *Code of Cooperation with Start-ups*, i.e. a number of changes introduced to facilitate the Bank's cooperation with new companies.

– Interest in the “Elephant Whisperers” publication, which was released in May 2019, exceeded our wildest expectations. At the time, we wanted to support start-ups in establishing cooperation with companies such as ours. It turned out, however, that “Elephant Whisperers” have become a source of inspiration and knowledge for teams that are working on innovative solutions in other corporations, with the support of start-ups.

Michał Miszułowicz, Manager for Cooperation with Fintech at Bank BNP Paribas

After the success of the Polish publication, BNP Paribas experts responded to growing international interest (including interest in the nature of the Polish start-up market) by preparing an English version of *Elephant Whisperers 2.0*. Bank BNP Paribas is part of the international BNP Paribas Group which operates in 72 countries. The digital transformation team is in constant contact with their counterparts from various parts of the world. It is the regular exchange of knowledge and observations which caused interest in the Polish team's operations. The lack of international materials on the specifics of the Polish start-up market contributed to the publication of the English version of publication *Elephant Whisperers 2.0*.

Find out more at: <http://media.bnpparibas.pl/pr/473444/zaklinacze-slonia-2-0-banku-bnp-paribas-otwieraja-sie-na-miedzynarodowy-know-how>

OFFICE HOURS

Office Hours are meetings of the Bank's representatives with representatives of start-ups. Their goal is the search for innovative ideas and solutions that can enrich the Bank's offer. Office Hours are part of the *Code of Cooperation with Start-ups*, which simplifies our internal procedures in order to facilitate the acquisition of modern technological solutions. Office Hours provide an opportunity for Bank BNP Paribas to cooperate with an increasing number of start-ups, build a strong network of contacts and find more and more innovating solutions which can be useful to our clients.

In 2019, **6 editions** took place (a total of 17 editions since 2017), devoted to:

- UX services for digital products,
- management of scoring models,
- tools for building online forms,
- VAS for family banking,
- chat-bots,
- artificial intelligence (AI) to optimise paper transfer processes.

COOPERATION WITH START-UPS

In 2019, we cooperated with 7 start-ups:

- Emplocity (PoC),
- XOXO WiFi,
- Templar (loan agreement generator),
- NuDelta (implementation in further areas - mobile identification of identity documents),
- SentiOne (PoC with chatbots),
- Form.IO (interactive forms, implementation in progress)
- Hyperon (Decerto solution - being implemented)

In addition, we supported the participants of the Seedbed program organised by EIT Food. The Bank was the mentor of the Autenti start-up. In cooperation with Autenti, our Bank has implemented a tool which allows for the fully electronic conclusion of legally binding contracts. We hope that the support of leading financial institutions will help popularise this method of concluding contracts and give a solid foundation for creating a "paperless economy".

INNOVATION DEVELOPMENT

UX ACADEMY

In August 2019, the UX Academy, organised by Bank BNP Paribas, was launched. The project includes the design, testing and implementation of system designs, services and online tools whose main goal will be user convenience.

– We want the highest quality of user experience to be at the core of all our operations. UX Academy is an investment in the development of these competences at our Bank. It will allow us to provide all BNP Paribas departments with constant access to well-conducted research, as well as to prototypes of applications and services. To this end, we will implement several projects within the Academy, based on the entire range of tools used in designing - from creative and business workshops, through surveys, A/B tests, usability tests, expert audits, to mock-ups, graphic designs and multimedia presentations of solutions ready for implementation.

Jakub Danecki, Research and Design Coordinator
at Bank BNP Paribas

Participants of the first edition include employees of Bank BNP Paribas and UX design graduates employed at Mobee Dick, who want to build their competences in this area. Selected participants will work in Warsaw or Krakow at BNP Paribas headquarters, in close cooperation with the Bank's internal stakeholders and Mobee Dick – the partner of the initiative.

PRODUCT OWNER ACADEMY

An increasing number of BNP Paribas products is created with the employment of agile methodologies. Due to the deficit of agile methodology specialists, the Bank decided to train its own.

A Product Owner is the person responsible for product development. He/she creates the vision and is the driving force of all product-related operations. The easiest way to become a Product Owner is to start with the career of a business analyst, process supervisor or product manager, but anyone can participate in the recruitment process. No agile-related experience was required in the recruitment process.

The first edition of the Academy was launched in September. Four one-day conventions will be held. Each participant will be assigned a mentor – an experienced person from the Agile Center with whom he/she remains in constant contact. Academy participants also participate in the Product Owners Guild. After graduating from the Academy, the participant remains employed in their current department, actively participating in its agile transformation.

The Academy is an opportunity for ambitious employees who would like to try their hand in a new role. Every supervisor with an Academy graduate on his team has increased chances for the correct implementation of the Scrum framework, and thus – for the easier transition to the agile model.

In 2019, 24 people took part in two editions of the Academy.

For more information and the Academy's program, visit: <https://www.bnpparibas.pl/startupy/product-owner>

SCRUM MASTER ACADEMY

With the increasingly important role of technology in Bank BNP Paribas products and services, the importance of agile methodologies in our daily work is also growing. The Academy is an initiative which allows the Bank to increase its agile competences with the aid of employees who have already proven themselves and who know the Bank well. At the same time, it offers these employees completely new opportunities for development and change.

Scrum Master is the person responsible for implementing and promoting the scrum framework - i.e. the framework used by the Bank to develop its key digital products (GOonline, GOMobile, Product Center). Beginner Scrum Masters are people with initiative and soft skills, e.g. project managers, developers, testers, managers, etc. Everyone can participate in the recruitment process. No agile experience was required in the recruitment process.

The first edition of the Academy was launched in September. Four one-day conventions will be held. Each participant will be assigned a mentor – an experienced person from the Agile Center with whom he/she remains in constant contact. Academy participants also participate in the Scrum Masters Guild, and their course will end with a Scrum.org certification.

After graduating from the Academy, the participant remains employed in their current department, actively participating in its agile transformation. He/she can also change departments or join the Agile Center team, which requires a separate recruitment process.

In 2019, 22 people took part in two editions of the Academy.

For more information and the Academy's program, visit: <https://www.bnpparibas.pl/startupy/scrum-master>

FINTECH STUDIES

Bank BNP Paribas, alongside PWC and Alior Bank, is a technical partner of post-graduate fintech studies organised by the Faculty of Management at the University of Warsaw. As part of the partnership, we will share our best practices related to implementing innovation with students.

– We live in the times of an unprecedented transformation of the financial sector. The constantly changing needs and expectations of customers, the rapid development of technology and the accompanying changes in regulations make it one of the most dynamic sectors in Poland. As a Bank for a changing world, we not only wish to keep up with the changes, but above all to positively surprise our customers. Therefore, we are glad to share our knowledge i.a. on how to effectively support the digital transformation through cooperation with start-ups 16 successful implementations and our flagship Code of Cooperation with start-ups can serve as examples.

Paulina Skrzypińska, Innovation Lab Coordinator at Bank BNP Paribas

Details are available at: <https://podyplomowe.wz.uw.edu.pl/Fintech>

PARTNERSHIP WITH THE INNOVATION INCUBATOR OF THE WARSAW UNIVERSITY OF TECHNOLOGY

Bank BNP Paribas supports young entrepreneurial people. Young technology companies have long been partners in the digital transformation of the Bank. We have carried out over 16 implementations and are working on more. In 2019, we also launched an offer for newly created micro-enterprises. Our cooperation with the Warsaw University of Technology provides opportunities for sharing expert knowledge (much needed by both parties), but is also a source of inspiration. We hope that our joint project will become another example of successful cooperation between science and business.

PL GROUP INNOVATION MIXER

PL Group Innovation Mixer is the initiative of the Digital Transformation Team at Bank BNP Paribas. Its goal is to exchange the best practices and challenges related to the implementation of innovations and building a new offer for clients. It is addressed to innovation leaders of companies from the BNP Paribas Group. Meetings are held four times a year, and each time a different company is the host.

Representatives of innovation (related to both business and IT) from each of the BNP Paribas Group companies participate in PL Group Innovation Mixer meetings. Participants present specific examples of the implementation of projects and exchange experiences. In addition, they share information about interesting events (Office Hours, Scrum Master Academy organised by the Bank BNP Paribas) so that they can participate in events which are interesting from their perspective.

The topics discussed during the meetings are ones which currently interest the Bank, the representatives of companies and clients. Experts are wondering what technologies they are currently looking for? What effect they want to achieve by the introduction of a technology? What they would like to add to their product offer? They analyse individual issues, exchange experiences, look for solutions and give mutual recommendations. Thus, a given project can be implemented more efficiently. Every meeting participant is actively engaged in the topic.

During four meetings of the PL Group Innovation Mixer, the discussed topics included technology and areas such as: RPA & OCR (all companies), CRM (all companies), PSD2 / TPP – BNP Paribas Cardif, Workflow – Factoring, Digitisation of correspondence - Leasing, Debt Collection Platform – Leasing, Onboarding of the SME client – Arval, Insurance as a service for start-ups – BNP Paribas Cardif.

PSD2 ACADEMY

Together with the best fintechs, we want to create innovative banking services and products, with the employment of APIs and the possibilities created by the PSD2 directive. BNP Paribas was the first bank in Poland to give access to production APIs (in accordance with PSD2). The Academy aims at enabling fintechs to commercialise solutions based on PSD2. We were looking for solutions that will find the recognition of our customers. Therefore selected companies cooperate with the Bank to conduct research on the applicability of their ideas.

20 companies applied, 10 were invited to give a presentation.

Find out more at: <https://www.bnpparibas.pl/startupy/akademia-psd2#akademia=1>

CHAPTER 3.

RESPONSIBILITY IN THE WORKPLACE

[GRI 103-1, GRI 103-2, GRI 103-3]

We understand responsibility in the workplace as initiatives leading to the creation of an environment which supports professional development and employee involvement. We are convinced that responsible HR management is crucial for achieving business success.

We wish to rank among the most sought-after employers of the Polish financial sector. Our ambition is to create a friendly, effective and attractive work place, one where employees may develop and derive satisfaction from their tasks, one where respect, tolerance and trust are valued. We therefore invest in the development of our employees ' careers through a wide range of training opportunities, workshops and self-development programs. Responsibility in the workplace is also associated with the promotion of diversity, respect, openness and readiness for professional mobility.

Our CSR & Sustainability Strategy commitments under the responsibility in the workplace pillar:

- Promoting of diversity and inclusion in workplace.
- A good place to work and responsible employment management.
- A learning company supporting dynamic career management.

In creating a responsible and friendly workplace, our key Sustainable Development Goals are: providing satisfying work and inspiring the market to apply the best business practices, creating good health and quality of life conditions, promoting gender equality.



We are the Bank for a changing world. Therefore, we know that responsible HR management is the basis for creating a business advantage. We focus on supporting our employees and business. We care about:

- applying the best working methods,
- implementing tools which facilitate the efficient and effective performance of tasks,
- creating an environment that allows maximum focus and development.

2019 in numbers:

10,437 people
with employee contracts
at Bank BNP Paribas

8,899 full-time employees
at Bank BNP Paribas

38.6 years -
average age of Bank BNP
Paribas employees

10,951 people
with employee contracts in the
Bank's Capital Group

10,219 full-time employees
in the Bank's Capital Group

39.8 years -
the longest employment
at the Bank

7,430 women
employed in the Bank's Capital
Group

71 years -
age of the oldest employee

25.51 training hours on
average per employee
of Bank BNP Paribas

3,521 men
employed in the Bank's Capital
Group

19 years -
age of the youngest employee

125,387 participants
of compulsory training
(280 topics) and
15,465 participants
of voluntary training

3.1. HR MANAGEMENT

– In 2019, our biggest challenge was the effective implementation of HR management changes, resulting from the acquisition of Raiffeisen Bank Polska's core business and the inclusion of its employees in the structure of the new, merged Bank. The transformation included streamlining and simplifying HR processes, expanding the training and development offer, implementing solutions suitable for all business lines, as well as strengthening the sense of belonging to a responsible and involved organisation. We wish to become the top choice for the best candidates on the labor market.

Daria Gostkowska, Executive Director of HR Management at Bank BNP Paribas

Responsibility in the workplace requires initiatives leading to the creation of an environment which supports professional development and employee involvement. We are convinced that responsible HR management is key to achieving business success. Therefore, we employ the best market practices and follow the high standards which we have established at the Bank.

We wish to be a top employer in the Polish financial sector. We care for our employees and invest in the development of their careers through a wide range of workshops. We regularly measure the level of employee satisfaction through opinion surveys.

ORGANISATIONAL CULTURE BASED ON VALUES

[GRI 102-16]

A unique culture determines the identity of a company, creates a competitive advantage, increases the chances of success in business, consolidates the team. It establishes patterns and norms of behaviour which we follow in our daily work. Owing to a well-defined culture, teams work together towards a strategy of positive change and development. It also determines the directions and ways of improving an organisation. That is why it is so important for us to build a coherent culture at our Bank, a culture promoting attitudes and behaviours which help us achieve common goals.

The organisational culture of Bank BNP Paribas is based on values described in **BNP Paribas Way**. Our local values are consistent with the values of the BNP Paribas Group. Each day, we strive to ensure that our employees have a sense of belonging to an international community based on cooperation and trust in the mission of changing the world.

7 foundations of our organisational culture

1. **Cooperation.** We work together to reach our goal.
2. **Supporting change.** We welcome changes which contribute to progress and development.
3. **Inspiration.** Our attitude inspires others.
4. **Trust.** Whenever we entrust someone with a responsible task, we let them “spread their wings”.
5. **Courage.** We are open to constructive comments and we boldly propose new initiatives.
6. **Entrepreneurship.** We strive to develop and come up with new solutions.
7. **Vision.** We set ambitious and far-reaching goals.

The BNP Paribas Way also describes our strengths and driving forces which unite all employees of the BNP Paribas Group.

Our driving forces

1. **Agility.** We want to simplify our operations and apply useful innovations and technological solutions,
2. **Compliance culture.** We believe in promoting transparent principles that are the foundation of a culture of respect for law and the ethics of business,
3. **Customer satisfaction.** We believe that we will achieve success by becoming the first choice Bank for our customers. We listen carefully to our clients and work closely with them,

4. **Openness.** We promote openness towards our stakeholders. Our goal is to provide everyone in the Group with a sense of belonging, of being someone who can present their point of view and has the right to act.

Our strengths

1. **Stability.** Stable, long-term management, a diversified and integrated business model and our international branch network constitute our foundation,
2. **Responsibility.** We are guided by responsibility and professional integrity and we aim to serve our clients in the best way possible,
3. **Expertise.** We rely on the existent and continually developing knowledge of our teams,
4. **Good workplace.** We create an inspiring workplace where people are treated fairly and with respect.

Responsible communication with employees

Communication with our employees is based on honesty, respect and compliance with ethical standards. It involves promoting and strengthening the values we follow every day as part of the *Culture of Cooperation* at the Bank. This culture is based on trust and its primary tool is feedback. The standards of communication with employees are set out in the **Code of Conduct of the BNP Paribas Group**.

The standards regarding communication with employees at Bank BNP Paribas are set out in the **Bank's Fast Forward Strategy** and **Internal Communication Strategy**.

Priorities in communication with employees:

- clear, transparent and intelligible communication,
- responsible approach to employee development and involvement,
- transparent information about changes.

In 2019, in connection with the acquisition of the core operations of Raiffeisen Bank Polska, we faced new challenges: the need to ensure effective, high quality communication regarding the operational merger and system changes, as well as the need to build a coherent organisational culture of the merged Bank.

During the integration process, and as part of the **HR Change Management & Communication** project, the HR department and Internal Communication ensured a good information flow, focusing on transparency and completeness. To meet the ensuing challenges we have taken a number of steps:

- We organised **information campaigns addressed to employees** (including the rebranding and welcome campaign – BonjourR).
- **We improved communication consistency:** The Echonet Intranet has become a source of information for employees of merger Bank.
- **We prepared communication guidelines for managers**, which describe the most important principles of cooperation.
- **We unified mailing templates** throughout the organisation.
- We reduced the quantity of internal mail, **we consolidated and condensed communication**.

We have implemented the following tools and initiatives:

- **Navigator** – a tool containing key information related to the integration process, helping employees to move freely within the new organisational structure and to find answers to key questions. The tool was available to all employees before the legal merger.
- **BonjourR** – online magazine for all employees.
- **Road Shows** – meetings in various Polish cities during which the Bank's Management Board and selected representatives of the Bank's Business Lines informed employees about the integration process, the Bank's new strategy.
- **Pulse Check** – we conducted a series of studies regarding the changes at the Bank.

We want to create a friendly working environment for the Bank's employees, based on a culture of cooperation and equipped with modern digital tools. Our goal is also to prepare for the introduction of agile work methodologies.

To make the above possible, we implement modern IT solutions. As part of the digital transformation, we have introduced, among others:

- the new Business Trips system, including the Holidays mobile application, for managing and accounting for business trips (over 23,000 business trips since July, 50% of trips initiated or settled by employees in the mobile application);
- virtual security access cards (over 200 cards issued) at the headquarters buildings in Krakow and Warsaw (Kasprzaka);
- in total, by the end of 2019, we had completed 8 out of 10 digital transformation projects which had been planned at the Bank; the remaining two will continue in 2020.

HR COMPLIANCE MANAGEMENT

At Bank BNP Paribas, we consciously and actively manage employee relations. Our policy of managing employee relations is in compliance with legal regulations, with the values of the BNP Paribas Group, as well as with generally accepted principles of social coexistence. All employees are bound by the **Code of Conduct of the BNP Paribas Group** and **internal regulations**. **The Department of Employee Relations, Compliance and HR Risk** is responsible for the employee relations area at the Bank.

We systematically analyse the compliance and coherence of processes, procedures and actions undertaken in the area of HR management with legal regulations, the requirements of national and EU supervisory authorities and the standards of the Bank's Capital Group.

We analyse processes in terms of safety measures for specific types of risk, including: litigation with employees, loss of reputation, abuses, corruption or misappropriation of assets, occurrence of discrimination, non-compliance with health and safety regulations, working time regulations, employees' rights, social protection, personal data protection, etc.

We take into account both internal factors and variables (e.g. related to the merger of Banks, changes in the organisation of the Bank or IT systems), as well as **broadly understood external phenomena**, e.g. trends on the labour market affecting, i.a. the recruitment process, incentive systems and career paths at the Bank.

The main **indicators monitored** by the Bank **with regard to the HR area** are: rotation, recruitment, training, as well as HR and business indicators.

We are driven by high ethical standards This applies to the entire scope of the Bank's operations, as well as to that of its subsidiaries. **We require full compliance with ethical standards from all persons representing or cooperating with the Bank.**

Anti-mobbing policy and respect for human rights

[GRI 406-1, GRI 412-1, GRI 412-2]

HR compliance management includes, among others, monitoring compliance with the **Anti-mobbing Policy and respect for human rights**.

Bank BNP Paribas does not tolerate any cases of mobbing in the organisation. The guidelines for mobbing prevention are regulated by the **Anti-mobbing Policy** implemented in the Bank. It allows the employer to take actions aimed at preventing this phenomenon, and in the event of a problem – to react immediately.

Employees' complaints are considered by the **Anti-mobbing Committee**.

The Bank has implemented **Rules of conduct in the case of reported abuse or sexual harassment in professional relations**. They enable safe reporting of reasonably justified suspicions without fear of retaliation. The document also regulates the issue of human rights protection. It implements solutions adopted in the BNP Paribas Policy *Treatment of harassment notifications*.

Our **diversity management policy** regulates conduct in areas including: managing the risk of discrimination as regards respect for diversity, as well as creating and promoting a diverse work environment which uses the potential of all employees. It also obliges the Bank to comply with the adopted principles in all HR management processes.

For more about our initiatives in this area, see section: *Diversity Management*

The Bank has introduced a number of policies which regulate the issue of respect for human rights:

- *The BNP Paribas Group Code of Conduct* - respect for colleagues and rejection of discrimination are among the seven fundamental principles of conduct consistent with the Group's values,
- *Bank BNP Paribas Diversity Policy*,
- *Corporate Social Responsibility Policy of BNP Paribas Bank Polska S.A.*,
- *Policy on reporting violations of law and on the ethical procedures and standards at Bank BNP Paribas, including anonymous reporting (Whistle-Blowing)*,
- *Work Regulations of Bank BNP Paribas*,
- *Recruitment rules for employees of Bank BNP Paribas* - one of the principles of ethical behaviour concerns respect for diversity,
- *The ILO Global Business & Disability Network Charter*,
- *BNP Paribas Agreement Concerning Fundamental Rights and Global Social Solutions* - confirmation of compliance with international standards, i.a. in the field of human rights, UN guidelines, OECD ILO; The contract is valid until June 1, 2021.

In 2019, **no cases of discrimination were reported** in the BNP Paribas Capital Group.

GUIDELINES FOR COMPLAINTS AND EMPLOYEE MOTIONS

[GRI 102-41]

Bank BNP Paribas and the BNP Paribas Group adhere to the highest ethical standards, resulting in particular from: legal provisions, recommendations of supervisory authorities, standards provided for in The BNP Paribas Group Code of Conduct, internal regulations, as well as key values, which include: honesty, openness, mutual trust, responsibility, professionalism and respect.

All employees are required to comply with the above standards and to react if they witness the unethical or unlawful behaviour of another employee of the Bank, or behaviour which raises doubts and entails a high probability of a violation.

The rules for accepting and considering complaints and motions submitted by employees, former employees or organisations representing employees are set out in the ***Instruction on the procedure for dealing with complaints and applications in matters of employees.***

The process of handling complaints and requests involves an investigation and the preparation of an answer. Employee complaints and motions are processed by the **Employee Relations Compliance and HR Risks Department**. In addition, the **Executive Director of HR Management supervises the process of handling the complaints and motions of employees**. After each quarter, he/she receives a register of complaints and motions on employee matters for inspection. 99.9% of our employees are subject to the **Corporate Collective Labour Agreement**.

[GRI 402-1]

The introduction of significant operational changes in the Bank is always preceded by changes in internal regulations, in accordance with the ***Methodology of internal legislation***. Employees receive information about changes or new regulations via e-mail. Announcements about planned changes are also published on Echonet - the Bank's intranet. Whenever the planned changes require consultation with the Employee Council or agreements with trade unions, information is provided to the social side within a timeframe enabling consultation or negotiations.

EMPLOYEE SATISFACTION

We care about creating an environment that supports professional development and employee involvement. Our employees' opinions are crucial to us, therefore we conduct a Global People Survey (GPS) every year.

GPS is an annual voluntary **survey of employee involvement**. It covers key issues related to working life. It **helps to identify areas where changes are needed, measures the impact** of initiatives, provides data required to formulate strategies and initiatives in all areas.

The GPS involvement study:

- Shows employee perception of implemented initiatives, which allows us to analyse, transform and develop these initiatives.

- Brings together the insights of all organisational units of the BNP Paribas Group and thus enables focus on common goals in cross-cutting projects.
- Creates the opportunity for an exchange of experiences between managers and their teams, thus facilitating cooperation.

6,029 employees of the Bank took part in the 2019 GPS survey which constitutes **71%** of all invited. The results show that **62% of surveyed employees feel satisfied** with their work at the Bank BNP Paribas.

The highest level of satisfaction is shown by **senior managers** and **participants of the Prestige talent program** (respectively 74% and 70% satisfaction). The satisfaction level of team managers was at 68%. The level of satisfaction for women and men at the Bank is similar (62% each). The total result for all employees was 60%.

The highest level of satisfaction (68%) was demonstrated by persons who have been working longest (over 20 years). Employees who had been with us for 5 to 10 years showed a 60% level of satisfaction.

Selected categories with the highest number of positive responses:

Respect and Code of Conduct – 77%

88% of employees confirm that the Bank promotes ethical initiatives in their environment and knows what is expected of them in relation to the Code of Conduct. What is equally important, the feeling of being respected increased by 4% (68%).

Communication – 71%

82% responded positively as to their understanding of the goals and guidelines of their Division/Department. 68% of employees confirm that they are well informed about matters which concern them.

Positive management – 73%

Actions of a direct superior which support employee development and the organization of team work, encourage feedback, respect and mutual trust.

Digital transformation – 72%

74% of respondents believe that they are well prepared for the digital transformation. They also believe that it will have a significant impact on their work in the next two years.

Diversity – 77%

81% of employees said that they respect differences in terms of gender and age.

According to the employees' assessment, the Bank should devote more attention to:

The remuneration policy – 28%

Despite the fact that results for each of the 4 questions in this category improved by 4% compared to 2018, employees note the low competitiveness in relation to wages in other companies.

Management and pace of changes – 38%

For half of the respondents, the pace of changes is not appropriate. 48% believe that the management performs its tasks very well.

It is worth noting that compared to the 2018 results, 15 out of 20 categories recorded improved results. The most significantly improved categories included: **Corporate Social Responsibility** (68%), **Remuneration Policy** (28%, 3% higher than in 2018), **Innovation** (54 %, i.e. 4% higher than 2018), **Diversity** (77%).

HR MANAGEMENT IN SUBSIDIARIES OF THE BNP PARIBAS CAPITAL GROUP

BNP Paribas Capital Group companies approach HR management with the utmost care. The applied solutions follow the recommendations of *The BNP Paribas Group Code of Conduct*. Detailed documents and processes are regulated separately at the level of each company.

- At the end of 2019 the number FTEs at the BNP Paribas Capital Group was 10,219 (9,237 active FTE). The number of employees in the Group was 10,951.
- The main employer within the Group is the Bank, whose staff consists of 10,437 employees (9,899 FTE and 8,920 active FTE).

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 401-2, GRI 404-3, GRI 404-2, GRI 403-1, GRI 403-2, GRI 403-3, GRI 406-1, GRI 412-2]

Towarzystwo Funduszy Inwestycyjnych BNP Paribas S.A.

The company is regulated by documents required by law: **Remuneration Regulations** and **Work Regulations**. Due to the small size of the team (30 employees, 28 active FTE), the Company does not have a separate document devoted to HR Policy. All **HR matters** are resolved by the **Management Board** and **heads of organizational units**.

The company implements the rules in place at the BNP Paribas Group: **The BNP Paribas Group Code of Conduct**, which covers issues related to combating all forms of discrimination and respect for human rights. The company does not have a separate policy for employee complaint management or for reporting irregularities due to its small scale and easy access to direct contact with superiors as well as members of the Management Board. **Employees can report complaints and irregularities** to an immediate superior or directly to a member of the management board supervising a given unit.

Complaints regarding mobbing and discrimination are regulated in the **Violation Reporting Policy** and in **ethical procedures and standards** (including **Anonymous Reporting**, i.e. Whistle-Blowing) adopted by the company. Employees can report violations to their immediate supervisors, an HR manager, a dedicated unit, or the Supervision Inspector. In addition, an employee may report anonymously, in accordance with the rules described in the Policy.

In 2019, the Company **did not record any cases of corruption or discrimination**.

A Global People Survey (GPS) - a **study of the involvement** of BNP Paribas employees - was conducted for the Company (as it was for the Bank).

Benefits offered to employees in 2019:

- sports card
- life insurance,
- medical insurance,
- individual training fund for independent choices of development paths.

All employees of the Company are subject to **employee assessment**. The company offers employees an **individual annual training fund**. It allows employees to choose their own external training. **Internal training** is offered on the **MyDevelopment** platform. Regular training sessions and meetings of working groups organised by the Chamber of Fund and Asset Management are also held.

Campus Leszno Sp. z o.o.

The Company was separated at the end of June 2018 from Banks structure. Employees were transferred to the company based on information from the Employee Relations, HR Compliance and Risk Department of the Bank. In 2019, the Company had **11 employees** (8 active FTE). The Company's employees receive **medical care, insurance and are provided with a Social Fund**.

In 2019, employee involvement studies, work quality reviews or career development reviews were not conducted. Such studies are planned for 2020.

BNP Paribas Solutions Sp. z o.o.

In 2019, the Company had **56 employees**, (48 active FTE).

In 2019, the Company implemented **Employee Recruitment Regulations** and **Rules of Conduct** in relation to Employees with the U.S Person status. The Company also applies **Work Regulations, Remuneration Regulations, an Employee Code of Conduct and an Information Security Policy**.

The Company's employees are entitled to **employee benefits** such as: sports cards, private medical care and group insurance.

Employee complaints and violations may be reported by employees by email.

In 2019, **training sessions were organised for employees** in the areas of accounting and IT. They also participated in cyclical OHS training.

<p>BNP Paribas Leasing Services Sp. z o.o.</p>	<p>There were no cases of corruption or discrimination at the workplace.</p> <p>The Company has 22 employees, (6 active FTE). Due to the small number of employees, the Company has not adopted an HR policy and applies generally accepted principles in accordance with legal requirements.</p> <p>The employees supervise cooperation between other subsidiaries of BNP Paribas Group, such as BNP Paribas Lease Group and Bank BNP Paribas, in the scope of operations specified in agreements between these Companies. The employees are simultaneously employed in BNP Paribas Lease Group or Bank BNP Paribas.</p> <p>BNP Paribas Lease Group sp.z o.o. provides operational services to BNP Paribas Leasing Services Sp. z o.o. under relevant service contracts. Employee management is carried out by BNP Paribas Lease Group sp.z o.o.</p> <p>The Company's employees receive benefits provided for the BNP Paribas Lease Group or Bank BNP Paribas. The company provides all employees with additional medical care, flu vaccinations carried out on the company's premises, fruit Wednesdays and campaigns to promote physical activity.</p> <p>The Company does not conduct separate employee involvement surveys. Every year, the Company's employees take part in the Global People Survey within the BNP Paribas Lease Group or at Bank BNP Paribas. The Company's employees are subject to evaluation processes as part of their employment at BNP Paribas Lease Group or Bank BNP Paribas.</p> <p>Furthermore, the Company:</p> <ul style="list-style-type: none"> • Applies generally accepted principles in accordance with legal requirements and does not have its own regulations in the field of HR compliance management, • Does not have its own regulations regarding employee complaint management, and has adopted the principle of transparency and responding in accordance with social norms. • Does not have policies pertaining to human rights protection. <p>In 2019, the Company did not record any cases of corruption or discrimination in the workplace.</p>
<p>BNP Paribas GROUP Service Center S.A.</p>	<p>The company has 395 employees, (227 active FTE).</p> <p>The key goal of HR management at BNP Paribas GSC is the development of a coherent, integrated HR policy. The company has introduced Work Regulations, Remuneration Regulations and has established an HR Committee, responsible for monitoring the implementation of the adopted regulations. The company monitors the following indicators: two-week holidays, overtime, compulsory training for employees.</p> <p>The company indicated employee turnover as the main HR risk area.</p> <p>The Company has adopted a compliance policy, anti-corruption policy, The BNP Paribas Group Code of Conduct and Whistleblowing policy. Employees may report complaints and violations in accordance with the Whistleblowing policy (to an email address or by traditional correspondence).</p> <p>The issue of human rights protection is regulated in the Company by The BNP Paribas Group Code of Conduct, which is in accordance with Group regulations and with the <i>Conflict of Interest Risk Management Regulations</i>. Compulsory employee training to raise awareness about respect for human rights is underway.</p> <p>The company provides the following benefits for employees: medical care packages, sports cards and insurance.</p> <p>The main communication channel with employees in BNP Paribas GSC is via e-mail. Information is also placed on a notice board in the company's headquarters. In 2019, an internal site of BNP Paribas GSC was launched to communicate with employees and post current documents.</p> <p>Employees have access to training related to personnel management and IT. There is also a training package for employees who start work in sales teams (product training).</p> <p>In the area of OHS:</p> <ul style="list-style-type: none"> • Occupational risk has been assessed. After identifying the threats, assessing the risk and implementing preventive measures, the final risk was determined to be at an acceptable level. • An Occupational Health and Safety Committee was established to deal with the following issues: the state of occupational health and safety, OHS training and reaching conclusions regarding the improvement of OHS conditions.

3.2. EMPLOYMENT DATA

SCALE OF EMPLOYMENT

Headcount* in the Capital Group of the Bank

FTEs	31.12.2019	31.12.2018
Capital Group of the Bank	10,219	11,265
Total Bank, including:	9,899	10,854
Head Office	5,101	5,455
Branches	4,654	5,246
Mobile Relationship Managers	87	92
Brokerage Office	50	54
Trade Unions	7	7
TFI BGŻ BNPP	29	26
BNP Paribas Group Service Center S.A.	228	291
Campus Leszno Sp. z o.o.	8	8
BFN ACTUS Sp. z o.o.	-	-
BNP Paribas Leasing Services Sp. z o.o.*	6	0
BNP Paribas Financial Services Sp. z o.o.**	-	39
BNP Paribas Solutions Sp. z o.o.	49	36
Raiffeisen Towarzystwo Funduszy Inwestycyjnych S.A.***	-	11

*At the end of December 2019, the Capital Group of BNP Paribas Bank Polska S.A. had 10 219 FTEs (including employees on maternity leave, childcare leave and longer sick leave) as compared to 11 265 FTEs at the end of 2018 (decrease by 1,046 FTEs). The decrease in employment YoY was mainly due to the optimization performed after merger of the Bank with the core banking activities of Raiffeisen Bank Polska on 31 October 2018.

[GRI 102-8]

Full-time active employment at BNP Paribas Bank Polska (by age)

Age	Women	Men	Total
<30	885.2	523.6	1,408.8
30-50	4,408.8	2,257.5	6,666.3
>50	595	249.9	844.9
Total	5,889	3,031	8,920
Branches	3,099.5	1,127.5	4,227
Headquarters	2,789.5	1,903.5	4,693

Full-time active employment at Bank BNP Paribas (by gender)

	Women	Men	Total
Employed for a definite period	1,191.8	648.7	1,840.5
Employed for an indefinite period	4,697.2	2,382.3	7,079.5
Total	5,889	3,031	8,920
Percentage of women and men in the total number of employees with	66.0%	34.0%	100%

employment contracts			
Branches	73.3%	26.7%	100%
Headquarters	59.4%	40.6%	100%

Number of associates and employees with other contract than the employment agreement

	Women	Men	Total
Contract of mandate	140	41	181
Contract of commission	7	6	13
Internship agreement	17	7	24
Self-employed	N/A	N/A	0
Supervised employees and/or seasonal employees	121	163	284
Total	285	217	502
Number of employees with contracts based on the employment agreement	7,111	3,326	10,437
Number of all workers	7,396	3,543	10,939

Employment at and BNP Paribas Bank Polska S.A. Capital Group as at December 31, 2019.

Number of employment agreements in the BNP Paribas Capital Group (by gender)

	Women	Men	Total
Bank	7,111	3,326	10,437
Subsidiaries	319	195	514
Total	7,430	3,521	10,951

Full-time active employment in the BNP Paribas Capital Group

	Total
Bank	8,920
Subsidiaries	317
Total	9,237

The transformation and integration process of the Bank carried out in 2019 brought many business benefits, but also operational challenges. Organisation needed to prepare, i.a., for the process of employment optimisation. In December 2018, an *Agreement on the principles of collective redundancies* was signed with trade unions operating in the Bank. The employment restructuring process is planned for two years (2019-2020).

[GRI 401-1]

Employment at Bank BNP Paribas

Number of people employed by the Bank in 2019 (under an employment agreement):	2,047
Number of people dismissed by the Bank in 2019 (previously employed under an employment contract):	3,023

Turnover ratio in Bank BNP Paribas

Branches	Women	Men	Total
Headquarters	29.7%	28.6%	29.4%
Total turnover	23.6%	22.5%	23.1%
Branches	26.9%	24.7%	26.2%

[GRI 402-1]

In order to alleviate the social consequences of collective redundancies, the Bank introduced the **Voluntary Leave Program** and, in agreement with trade unions, decided to pay additional compensation and other elements of social protection, in addition to statutory bonuses for redundant employees.

REMUNERATION POLICY AND BENEFITS

[GRI 401-2]

The remuneration policy reflects the Bank’s customer orientation and takes into account socially acceptable remuneration practices. It conforms to applicable laws and regulations.

- Regulations pertaining to remuneration are defined in the current **Collective Labour Agreement**.
- The bonus systems are defined in the **bonus regulations for employees**.
- Supervisory responsibilities in the area of HR management are performed by the Supervisory Board, supported by the Human Resources and Remuneration Committee and the Nominations Committee. The Committee supervises key processes as well as prepares opinions and recommendations for the Supervisory Board regarding, i.a. terms of employment for members of the Bank’s Management Board, including the amount of determined and awarded variable remuneration.
- The Bank has a separate Remuneration policy for material risk takers at Bank BNP Paribas.

In 2019, many changes were introduced as regards remuneration: the remuneration structure of the merged Banks was unified, unified bonus systems were implemented in the areas of business and support, as well as MRT policies. Positive changes were reflected in the GPS study. Compared to the 2018, the Remuneration Policy recorded one of the four largest increases amongst the 20 assessed categories (an increase by 3%).

Basic salary of lowest level employees at Bank BNP Paribas in relation to the minimum wage

[GRI 202-1]

The minimum wage in Poland in 2019	Ratio of lower-level remuneration to the minimum wage:	
	For women	For men
PLN 2,250	165.6%	171.0%

The minimum wage in Poland in 2019	Average salary of lowest level employees:	
	For women	For men
PLN 2,250 PLN	PLN 3,726.2	PLN 3,846.6

Every year, Bank BNP Paribas implements the Compensation Review Process. One of the important criteria is bridging the pay gap, to which end dedicated funds are allocated.

Benefits

– In 2019, we transformed our system of benefits by introducing and gradually expanding a new and attractive program: BENEFIT. The program is an effective and interesting series of initiatives addressed to all employees of the Bank, as well as to their families and relatives. The aim is to increase their involvement and satisfaction. The program has a flexible and convenient brick structure, thus employees can adapt benefits to their needs - depending on circumstances at work as well as their private life and family situation. The program introduces many new benefits and solutions, such as life insurance and accident insurance financed in full by the Bank, the MyBenefit cafeteria platform or the Fitqbe well-being application. Existing benefits have been enriched, e.g. by the addition of premium versions. The new benefit strategy of the Bank is built on 4 pillars: safety, health, work-life balance and a friendly work environment. We additionally thought about freedom, convenience and accessibility, also as regards working from home. Processes have been digitised and automated in accordance with the paper-less policy; access to benefits has become easier: it is now possible through websites and applications. At the end of 2019, the interest in benefits was high: between 81% and 96% of employees use them.

Wioletta Marciniak-Mierzwa, Head of Remunerations, Benefits and Reporting at Bank BNP Paribas

All those employed under employment agreements have access to a wide choice of benefits, many of which also include families and loved ones. Our employees can enjoy competitive prices and the convenient brick structure of the benefit program.

SAFETY	HEALTH
<ul style="list-style-type: none"> Life insurance and accident insurance paid in full by the Bank. In addition, employees can insure their relatives - spouses, partners, children. Children's Health Package - school insurance for employees' children. Travel insurance. Employee Capital Plans with employer financing of contributions above the statutory limit. 	<ul style="list-style-type: none"> Medical care for employees in the Premium variant is financed in full by the Bank. Attractive medical care packages for families and loved ones at low process. Access to e-medicine: medical care available remotely (the ability to remotely connect to a doctor via phone, chat or conversation, possibility of obtaining an e-prescription, e-test results, e-exemptions). Health Day events, preventive initiatives, lectures and workshops (corporate wellness). Massage at the workplace (head offices). Free vaccination against influenza for employees, also at the employer's premises Multisport sports card - for employees and their relatives. Fitqbe's well-being application, supporting healthy sports and nutrition habits. It also supports the development of common passions in groups and the undertaking

of common challenges.

- Fitness and yoga for employees at the Head Office.
- Refund of the purchase of glasses.

FRIENDLY WORK ENVIRONMENT

- Remote work - in 2019, employees had the opportunity to work remotely up to 6 days a month. In 2020, employees are entitled to 8 days of remote work per month.
- MyBenefit cafeteria platform - an online platform allowing employees to spend funds donated by the Bank on a wide range of products and services, e.g. cinema, theatre, concert, tourism and sport tickets.
- Sports and recreation events (starter packages, sport clubs).
- BEneFITeka - crossbooking for employees, campaigns encouraging reading and sharing books.
- Mobile application for language learning.
- Discount offers for employees from BNP Paribas partners.
- Subsidies for employee rest.
- Financial assistance for employees.
- Financial assistance for retired employees of the Bank.
- Replacement of computers with laptops and introduction of remote access to systems (the number of mobile applications increased from 30 to over 80).
- Additional days of leave (one additional day for special leave, 2 days for volunteering and 1 additional day after reaching the annual limit).

WORK-LIFE BALANCE

- The "Two hours for the family" program: once a year (at a time of their choosing) employees may go home 2 hours early to spend time with their loved ones - family, friends or a pet.
- Regular competitions related to activities outside of work for employees and their children.
- Gifts for Children's Day and Santa's Day: employees can choose gifts for their children on the MyBenefit cafeteria platform.
- Holiday subsidies for children.
- Competitions for employees and their children.

The results of the latest GPS confirm that employees appreciate the new benefit offer (the result in this category improved by 5 percentage points compared to 2018). Among the top rated benefits are **"Two hours for the Family"** (over 5,000 employees in 2019), and **health-related events**. Employees value the possibility of remote work, new insurance opportunities (over 10,000 insured), co-financing of children's leisure, extension of the MyBenefit Cafeteria and new health care (it is used by over 13,000 employees and their relatives).

OCCUPATIONAL SAFETY AND HEALTH (OSH)

[GRI 403-1, GRI 403-2, GRI 403-3, GRI 403-4, GRI 403-5, GRI 403-6, GRI 403-7, GRI 403-9]

The Executive Director of HR Management is responsible for health and safety at BNP Paribas Bank Polska. The Bank has a Health and Safety Committee, which represents 100% of employees. The Chairman of the Committee reports to the Executive Director of HR Management.

Aiming to ensure the safety and health of our employees, we not only make sure that health and safety management is in compliance with generally applicable legal regulations, but we have also devised and implemented **additional**

internal regulations. Health and safety analyses are conducted annually as part of the the OHS management evaluation system at our Bank.

After the acquisition of the core operations of Raiffeisen Bank Polska, we have implemented the new solutions and good practices in order to increase the safety of employees at the merged Bank.

We monitor the number of accidents at work and analyse their causes. In 2019, individual accidents included i.a. company car accident and collective accidents, i.a. robbery at a branch. Most accidents were related to slips, trips and related falls which occurred in the office, in another place of work (e.g. conferences, meetings) or on the way to work (e.g. the parking lot).

We analyse employee absences and calculate the average length of absence. In 2019, the absence indicator at our Bank (days of absence divided by the product of working days in 2019 and the average annual employment level) was 10%.

[GRI 403-2]

Number of accidents at work in 2019 for the BNP Paribas Bank Polska Capital Group

	Women	Men	Total
Bank	41	11	52
Subsidiaries	0	0	0
Total	41	11	52

[GRI 403-2]

Absences in 2019 at BNP Paribas Bank Polska

	Women	Men	Total
Number of days of absence	199,839	33,088	232,927
Absence indicator	12.9%	4.2%	10%

Employees undergo **mandatory initial and periodical training** in the field of occupational health and safety. The topics discussed during these meetings include:

- selected legal regulations in the field of labour law, organisation of working conditions, health and safety management,
- analyses of the circumstances and causes of accidents at work,
- analyses of the occupational diseases and their prevention, behaviour safety and rules of conduct in the event of an accident or in emergency situations (e.g. fire, breakdown).

At the meetings employees receive first aid training and become acquainted with issues related to fire protection and protecting the natural environment

Current OHS information is posted on our intranet. During the CSR Days, we inaugurated a series of additional first aid trainings. In 2019, 134 employees took part in them.

Our employees receive health care related to their work. All employees receive glasses reimbursements, employees with RSI-type illnesses are provided with ergonomic workplace equipment (orthopaedic chairs, vertical computer mice, sensorimotor pillows).

For more about benefits related to health care, see section:
Remuneration Policy and Benefits

3.3. DIVERSITY MANAGEMENT

[GRI 103-1, GRI 103-2, GRI 103-3]

Promoting diversity is one of the main commitments under the CSR Strategy of Bank BNP Paribas and the BNP Paribas Group regarding responsibility in the workplace.

Diversity is one of our key strengths. It allows us to create a modern, socially responsible organisation which understands the changes taking place in the world and is able to propose innovative market solutions. At our Bank, every employee has the opportunity to develop their skills and competences. Values such as openness, tolerance, respect for diversity, care for safety and a sense of belonging are a part of the DNA of the BNP Paribas Group.

In 2016, we adopted the **Diversity Policy**, which aims to create and promote a working environment focused on respect and the optimal use of the potential stemming from differences between employees. We also created the position of **Diversity Officer** to ensure that the Bank's initiatives in the field of diversity are coordinated and for the supervision over diversity compliance. The Diversity Officer **coordinates operations related to compliance with the principles of diversity and promotes the exchange of good practices within the Group**. Employees can also report violations of these principles, i.e. all kinds of discrimination to the officers. Currently, two people serve as Diversity Officers.

The Bank is **actively involved in initiatives which support diversity and prevent discrimination**. We are also a signatory to the **Diversity Charter**. It is a commitment signed by organisations that wish to counteract discrimination in the workplace and to promote diversity.

We consciously build varied teams in which we complement and inspire each other. **This is reflected in the procedures, policies and good practices of the BNP Paribas Group around the world.**

The Bank's policy regarding diversity management has been discussed in section:
Approach to management: policies and procedures

At the level of the BNP Paribas Group, diversity management is regulated by the following documents:

1. *The BNP Paribas Group Code of Conduct* - respect for colleagues and rejection of discrimination are among the seven fundamental principles of conduct consistent with the Group's values;
2. The ILO Global Business & Disability Network Charter;
3. *BNP Paribas Agreement Concerning Fundamental Rights and Global Social Solutions* - confirms the Group's compliance with international standards, i.a. in the field of human rights, UN guidelines, OECD ILO. The contract will be valid until June 1, 2021.

Since 2016, the Bank has been a signatory and partner of the **Diversity Charter** educational program, i.e. an international initiative promoted by The European Commission and implemented in EU countries, including: Poland, France, Spain, Italy, Austria, Germany, Sweden, Belgium, Ireland, Finland, Estonia and Luxembourg.

The Charter is a commitment signed by organisations that wish to counteract discrimination in the workplace and to promote diversity. The signing of the Diversity Charter expresses the company's readiness to involve all employees and partners in these activities. Organisations which decide to implement this tool work towards social cohesion and equality.

INITIATIVES PROMOTING DIVERSITY

As the Bank's organisational culture is based on respect for diversity, in 2019 we undertook initiatives to support respect for diversity and build awareness, both among our customers and employees.

Internal initiatives

Bank BNP Paribas was included in the first Polish rating of leaders in the field of diversity management and promoting inclusive organisational culture, developed by the Responsible Business Forum and Deloitte. In the first edition, 5 companies were distinguished for demonstrating the highest level of diversity management: BNP Paribas Bank Polska, Citi in Poland, DNB Bank Polska, ING Bank Śląski and NatWest Poland.

In May and June 2019, we conducted webinars on promoting savoir vivre and respect in employee relations within the organisation. 750 people took part in the webinars.

In the first half of the year, the HR team also promoted good manners and respect in employee relations. 750 people attended webinars hosted by Aleksandra Minkowicz-Flanek from Dentons on the 9th and 23rd of May (250 managers), and on the 6th and 18th of June (500 employees).

On June 14 and July 10, 2019, the **“Equal Space” workshop** was held. It was devoted to non-discriminatory treatment in service industry and was organised in cooperation with the Polish Society of Anti-Discrimination Regulations. It was attended by 35 people responsible for managing diversity in various areas of the organisation. The workshop were conducted by solicitors: Karolina Kędziora and Katarzyna Bogatko.

In 2019, due to a grassroots initiative of several Bank managers, the "Women changing BNP Paribas" program was launched. The goal is to unlock the potential of women with the aim of creating a diverse organisation which supports the implementation of the Bank's strategy and the development of its employees. Program leaders wish to **strengthen the role of women at the Bank on all levels of employment as well as all levels of project and management structures.**

In 2019, we started a **series of workshops entitled “Leading Women”** aimed at strengthening women's leadership competences, supporting them in achieving professional goals, as well as equipping them with the tools, knowledge and crucial skills of a leader.

Support for diversity is also a key aspect of other initiatives, especially those supporting women's professional development, such as:

- Agro on Heels - an initiative supporting entrepreneurial women in the field of agrobusiness,
The Program is described in Chapter 4: Social Responsibility
- Partnership with the 9th edition of the *100 Women of Business* ranking, organised by Puls Biznesu,
- Vital Voices mentoring program,
- Leading Women development program,
- Participation in the “Be Bold” Entrepreneurial Women’s Network conference,
- Culture Breakfasts - a series of meetings with inspiring, motivating women from the world of sport, culture, technology,
- Workshop meetings within the “Woman and Money” clubs all over Poland,
- Workshops with Ambassadors of the “Success Written in Lipstick” program, devoted to personal development and held in 15 cities with 886 participants (including Bank employees).

We organised educational events for our employees related to the *Two Generations - Two Worlds* report, developed by the IQS company. The report covered topics such as age management and intergenerational differences.

Our support for diversity also includes **consideration for the needs of parents** working at the Bank. We take special care of mothers returning to work. We offer them facilities which allow them to safely resume their work after a break. In the retail segment their sales plans are reduced for the first 2 months after returning (this pertains to all employees returning after absences exceeding six months, regardless of gender).

Mothers returning to the labour market are also one of our groups of focus as regards recruitment activities. With them in mind, we organise open days at our Warsaw and Ruda Śląska contact centres. During these, they can learn about the specifics of working at Bank BNP Paribas and learn how they can reconcile work with raising children.

Our benefit offer, promoting health and well-being, takes into account the diverse needs of employees and includes initiatives addressed to parents. We also encourage fathers to take care of children. This is facilitated by, among others: the possibility of remote work (8 days per month), the cyclical “Two hours for the Family” program and Parental Week. During this last event, we conduct workshops for parents on parenting skills, upbringing and educational problems. Some of the workshops are addressed specifically to fathers. We also provide our employees with additional vacation days which they can devote to their families.

External initiatives

We support the LGBT+ community. Responding social needs, we created the Zone Open for Everyone project. We expressed our disapproval of discrimination and prejudice based on identity and sexual orientation. We decorated 156 branches of the Bank in major Polish towns and cities with a rainbow theme: the symbol of the LGBT+ community. It showed that everyone in our community is treated with respect and served with due care, regardless

of their identity and sexual orientation, their skin colour, level of mobility or views. We believe that in a changing world everyone should feel safe being themselves.

We also demonstrated our solidarity and support during the *Rainbow Friday* campaign. We promoted respect for diversity through social media.

We invited the “Lambada” and “Miłość nie Wyklucza” Associations to participate in the: “You are the change and we are the Bank for a changing world” campaign. The organisations received grants for the implementation of educational projects aimed at strengthening the sense of security in being yourself.

Inclusion strategy for the disabled

We employ people with disabilities and we are happy to see them in our Bank as clients. The new branches of our Bank are adapted to the needs of people with disabilities. With the disabled in mind, we organise special workshops, trainings and scripts for employees regarding good practices and savoir-vivre rules.

Number of disabled employees at Bank BNP Paribas by genders

	Women	Men	Total
Total	40	19	59
Branches	19	9	28
Headquarters	21	10	31

DIVERSITY DATA

[GRI 405-1]

Composition of supervisory units at Bank BNP Paribas (by gender)

	Women	Men	Total
Supervisory board	3	9	12
Management	0	10	10

Composition of supervisory units at Bank BNP Paribas (by age)

	<30 years	30-50 years	>50 years
Supervisory board	0	4	8
Management	0	3	7

Employment structure by gender - percentage in each category at Bank BNP Paribas

Employment structure	% of women	% of men	100%
Directors	35.9%	64.1%	100%
Managers	62.0%	38.0%	100%
Other positions	68.0%	32.0%	100%
Total	66.0%	34.0%	100%

Employment structure by age - number of employees in each category at Bank BNP Paribas

Employment structure	<30 years	30-50 years	>50 years
Directors	0.0%	85.8%	14.2%
Managers	3.7%	86.7%	9.6%
Other positions	18.4%	72.4%	9.2%
Total	16.1%	74.5%	9.4%

[GRI 401-3]

Parental leave at Bank BNP Paribas in 2019

	Women	Men	Total
Number of employees entitled to parental leave	922	1032	1954
Number of employees who took parental leave	813	206	1019
Number of employees who used the full length of parental leave	463	0	463

3.4. DEVELOPMENT AND TRAINING

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 404-1, GRI 404-2]

Our training processes support the implementation of the Bank's strategy and the creation of a learning culture at our company; a culture which supports dynamic employee career management. The trainings include programs dedicated to all employees of the Bank as well as those addressed to management. In addition, a number of projects supporting the developmental needs of individual Bank units are underway.

TRAINING IN 2019:

- Training devoted to the new product offer and to using the new operating system. It included initial training for sales employees of the Retail and Business Banking Division. The training was conducted by the Retail Training Team;
- Courses aimed at raising the level of product knowledge – for employees of the sales network; topics included investment funds and insurance sales,
- Training devoted to supporting the development of sales competences and increasing the level of customer service quality – for employees of the sales network of the Retail and Business Banking Division and Corporate Banking Division,
- Compulsory training resulting from legal regulations (RODO, MIFID2),
- Training implementing the post-audit recommendations of the Polish Financial Supervision Authority,
- Training supporting the development of managerial leadership competences and communication skills, including Feedback training,
- Training devoted to developing soft competences and supporting the personal development of employees in the fields of cooperation, relationship building, communication, conflict resolution, meeting organisation skills, visual thinking and self-motivation. The training was conducted as part of the “Zoom on Development” program;
- Training devoted to supporting managers in team management during the process of change. It covered topics such as: conducting difficult conversations with employees, delegating tasks that the team does not identify with, conducting individual conversations about motivation, preventing the decrease of motivation in the team;

- Training supporting the development of risk culture at the Bank as well as the pro-active attitudes of employees, especially in the areas of operational risk and compliance,
- Stress management training,
- Training related to the Bank merger,
- Soft competences and specialised knowledge training for the Bank's organisational units, in accordance with the needs of these units,
- Foreign language courses - we have launched the eTutor language platform. It supports the learning of English. The platform is available to all employees of the Bank, free of charge.

Key figures for 2019:

125 387 participants of mandatory training, 280 topics

15 465 participants of additional training:

14 516 participants of additional internal training, who took part in 915 training sessions, on 236 topics

949 participants of additional external training, who took part in 790 training sessions, on 727 topics

Number of training hours by gender and employment structure at Bank BNP Paribas

Employment structure	Number of training hours per person: women	Number of training hours per person: men	Number of training hours per person: total
Senior executives	-	11.10	11.10
Management	32.15	27.12	29.92
Other employees	24.75	24.94	24.80
Total	25.59	25.32	25.51

DEVELOPMENT PROGRAMS

[GRI 404-1]

In addition to providing training opportunities, we also enable our managers to participate in long-term development programs.

Manager Academy

The Manager Academy is a **program devoted to the development of managerial skills**. It supports the conscious management of responsibility which is related to managerial positions. We offer two types of two-day workshops, the aim of which is to develop management standards based on a culture of cooperation, daily feedback and the building of independent, involved teams.

Stronger Together

It is a **development program for senior executives**. It includes a series of workshops and meetings focused on strengthening cooperation and entrepreneurship, dismantling silos, and customer focus.

Digital Ambassadors

The goal of the program is to **create a digital culture at the Bank** by strengthening our employees' digital competences. A key role in this process is played by Digital Ambassadors, whose tasks include: the acquisition of knowledge and skills related to both new and existent tools; the promotion of social tools and digital solutions which

support remote work and business efficiency; the transfer of knowledge to colleagues; participation in testing and implementation of new solutions; promoting new work techniques; collecting and forwarding employee feedback related to the IT department; tracking new solutions on the market and their implementation at the Bank.

Leaders for Tomorrow

As a part of an international Group, Bank BNP Paribas Polska provides various development opportunities for its employees. One of the most interesting is an international talent program "Leaders for Tomorrow". Participants from around the world have the opportunity to take part in international, x-functional workshops, designed to expand their knowledge and skills in the area of leadership. The program aims to support talent within the organisation and to build consistent and responsible leadership practices among the managerial staff of the BNP Paribas Group. At the same time, the initiative strengthens the level of cooperation and networking within the BNP Paribas Group. Employees also have a wide range of soft skill workshops at their disposal, enabling them to find their own path of development within the organisation.

EMPLOYEE EVALUATION

[GRI 404-3]

Employees are assessed when they have worked at the Bank for at least 4 months. In 2019, 86% of those employed at the Bank under an employment agreement were subject to employee assessment. 68% of them were women and 32% were men.

3.5. EMPLOYER BRANDING

– Our organisation believes in the highest quality of recruitment. We look for employees in accordance with legal regulations and the best market practices. We want to reach the widest possible range of talented candidates, we are therefore present wherever they are - at job fairs, colleges and on social media. We offer internships for people without work experience. We encourage employees with extensive experience to participate in internal recruitment, and thus find the best candidates for managerial positions. Employees who value professional development can realise their plans in our organisation

Agata Komender, Head of Recruitment and Employer Branding
at Bank BNP Paribas

In 2019, we signed 2,000 employment agreements. We make every effort to ensure that the recruitment process is a source of positive experiences for participants. During recruitment interviews, we provide candidates with a set of necessary information about the Bank and about the position they are applying for. We involve business representatives in the recruitment process. Their substantive input is extremely important for building the Bank's image in the eyes of candidates. We attach particular importance to staying in touch with a candidate during the entire process and providing feedback after each stage of recruitment.

During the recruitment process, we place particular emphasis on respect for diversity in relation to age, gender, nationality, skin colour, religion, health, marital status, political beliefs as well as other preferences and personal characteristics. Recruitment decisions are made with professional objectivity and impartiality. The recruitment process is confidential, all the obtained information is protected and is not disclosed without appropriate authorisation.

For many years, we have been working towards creating the brand of a good employer (Employer Branding). In 2019, we continued the efforts to be perceived as a top choice employer which were addressed to current and potential employees.

In order to strengthen the Bank's image of a top employer, in 2019 conducted another employee opinion survey to learn about the needs of people employed in our organisation. Many internal and external training sessions and development programs have been carried out. We continued to implement a culture of feedback and an open, multidirectional way of communication, thus strengthening employee development. We also implemented external initiatives with regard to building the brand of a top employer: internships and internship programs for students and University graduates.

INTERNAL INITIATIVES

Professional Development Days

The Professional Development Days initiative is a **local edition of International Mobility Days**, an annual program which takes place simultaneously in several dozen countries of the BNP Paribas Group. The event was held on **April 1-12, 2019** and was aimed at **acquainting the Bank's employees with the subject of personal and professional development**.

The offer included inspirational lectures, workshops, webinars and individual meetings with Managers, HR Business Partners and Recruiters. **The topics covered included:**

- personal brand,
- recruitment savoir-vivre,
- positive psychology,
- competences for the future,
- introduction to programming,
- development through experience.

The largest events took place in Warsaw, Krakow, Ruda Śląska, Olsztyn, Poznań and Szczecin. They were often accompanied by live streaming for all employees. A total of 750 people participated in the meetings.

EXTERNAL INITIATIVES

Ambassador Duo

“Ambassador Duo” is a **program of cooperation with universities addressed to students**. Participation in the program lasts **two terms** and involves the implementation of various initiatives promoting the Bank at a university. Program participants receive remuneration in the form of a **scholarship**; attractive prizes await the best duos.

The program is directed to those who show energy, a willingness to act and who have many ideas for promoting the Bank in their university environment. The ambassadors who represent Bank BNP Paribas at universities are previously equipped with the necessary knowledge pertaining to the Bank's operations, employer branding, recruitment, social media and building a personal brand. Their tasks include: organising stands, promotional events, competitions and workshops for other students as well as all studying the image of the Bank among their colleagues.

The second edition of the Ambassador Duo program ended in June 2019. In September, another, extended edition began.

The **6 universities** which had previously participated in the program - Warsaw School of Economics, University of Warsaw, AGH University of Science and Technology in Krakow, Cracow University of Economics, Poznań University of Economics and the University of Gdańsk, were joined by **4** more:

1. University of Economics in Katowice,
2. Wrocław University of Economics,
3. Nicolaus Copernicus University in Torun
4. University of Warmia and Mazury in Olsztyn.

#GreenChangesZones

#GreenChangesZones were created at 10 Polish universities. In these zones, which were prepared from ecological materials and filled with greenery, students could meet our Ambassadors Duos as well as representatives of the HR department and learn more about internships and jobs at the Bank. Attractive competitions were organised for visitors. The events resulted from corporation between the HR, Marketing and Sales departments.

University of Warsaw: Library for Owls

On January 21-25, 2019, a promotional stand of the Bank BNP Paribas appeared at the University of Warsaw Library. It was connected with the University of Warsaw Library (BUW) initiative, which allows students who are

preparing for exams to use the library's collections until five in the morning. Students who visited the stand could meet the Ambassador Duo and learn more about internships and jobs at the Bank, as well as rest in the relaxation area and enjoy coffee, puzzles or table football.

“You ask, work answers” – Opens Days in Ruda Śląska

Open Days in Ruda Śląska took place on September 11 and October 26, 2019. They were organised to promote work in the Operations Center and build the image of the Bank as an attractive employer. People who wanted to learn about the specifics of work in the Operations Center had the opportunity to visit the office, talk to managers, listen to an interesting guest speech and take part in a recruitment game.

Job Fair

In 2019, Bank BNP Paribas took part in three Job Fair twice in three Polish cities: Warsaw, Krakow and Katowice.

Emplotbot

Emplotbot is a recruitment platform with an integrated chatbot (Emplotbot) based on two-way message communication. Chatbot is a part of the company's Career site: visitors can talk to the chatbot and answer its questions. On this basis, Emplotbot prepares the candidate's CV and matches the person to active recruitment processes. The chatbot significantly simplifies the recruitment process and, as a consequence, CVs are more efficiently obtained from the Career site. In addition, it contributes to the image of BNP Paribas as a modern employer and a technologically advanced Bank.

INTERNSHIP PROGRAMS

Focus on Development – Summer Program

A summer internship program with remuneration, addressed to **students of the 2nd and higher years**. It lasts 2 months, during which trainees have the opportunity to gain knowledge in the field of banking through active participation in tasks and projects of a selected department, under the guidance of a dedicated supervisor. Such internships are organised in all departments of the Bank, throughout the country.

In 2019, the Program began with an introductory meeting. Participants had the opportunity to learn more about Bank BNP Paribas and got to know each other better. During 2 days of workshops, students learned about the history, organisational culture and operations of selected Bank units, took part in design thinking training and met with Katarzyna Wągrowka, the author of “Zero Waste Life”. At the end of the program, students had the opportunity to take part in additional training related to creating a personal brand. **80 students** took part in the program.

Talent Academy

Talent academy is a series of monthly workshops with experts devoted to **exploring the world of banking from the inside**. It is a great opportunity for students to broaden their knowledge of economics, banking and financial markets. At the end participants receive a certificate.

In 2019, Talent Academies were held at the Poznań and Krakow Universities of Economics.

In the 2018/2019 academic year **30 people** participated in the **Krakow Talent Academy**. In the 2019/2020 academic year, **32 students** participated, and the following topics were covered:

- Quality - customer service standards,
- My retirement - investment plans,
- Basic sales techniques
- Insurance,
- Recruitment,
- Workshops on stress management and working under the pressure of time.

At the **Poznań University of Economics** the 6th edition of the Academy was held in 2019 and **17 participants** took part in it. The following issues were discussed:

- Bank customer - the customer's perspective through the eyes of a modern banker.

- Factoring is more than financing - the principles of factoring products and the possibilities of their use in enterprises.
- Credit risk management - using model thinking to make decisions.
- What do product specialists do at the bank? - effective use of treasury products and transactional banking.
- Advisory model - consultancy and sales techniques.
- Customer service standards - the importance of quality in building customer relations with the bank.
- The specificity of working with entrepreneurs - what is the difference between the view on finances of corporate and retail customers; what do companies expect and how to effectively advise them.
- Coaching - developing the skills and competences of Bank employees.
- What do private banking specialists do at the bank? - introduction to private banking.
- Recruitment without secrets - practical tips for effective participation in recruitment processes.

Dual Studies

Dual studies in **Financial Risk Management** are offered at the **University of Economics in Poznań**. These are two-year MA studies run by both Bank experts and lecturers from the University. The studies were launched on October 1, 2018. **27 students** enrolled in the first edition. On October 1, 2019, the **second edition** began, **18 students** are enrolled.

CHAPTER 4.

SOCIAL RESPONSIBILITY

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 413-1]

At Bank BNP Paribas we understand social responsibility as involvement in wise and active initiatives aimed to improve our environment.

We focus on areas in which we are able to contribute to positive social change most adequately and effectively.

The Bank’s social responsibility includes increased availability of products and services, openness to the clients’ needs and initiatives which benefit local communities. We focus on activities which support positive social change, such as counteracting social exclusion, and we support education as well as culture. We are proud of the increasing social commitment of our employees and of numerous BNP Paribas Foundation in Poland programs which support education, integration and local social capital.

Our CSR & Sustainability Strategy commitments under the social responsibility pillar:

- **Products and services that are widely accessible.**
- **Combat social exclusion and support human rights.**
- **Corporate philanthropy policy focused on the arts, solidarity and the environment.**

The Bank’s most important Sustainable Development Goals in the area of social responsibility included counteracting social exclusion as well as supporting education and culture, especially in small communities.



As a Bank for a changing world, we pay close attention to social problems and we act accordingly when they change, both in terms of our operations and communication. Our initiatives and partnerships are long-term. Therefore, we are able introduce lasting changes to our environment. Key to these changes are our employees who volunteer their time and knowledge.

Social responsibility is important for all companies of the Bank BNP Paribas Capital Group. Their operations are conducted in accordance with the highest responsibility standards and with guidelines of the BNP Paribas Group (including *The BNP Paribas Group Code of Conduct*). Their employees are involved in the Bank’s social initiatives.

2019 in numbers:

4,872 volunteer-employees who were socially involved

90 Local Banks Ambassadors operating all over Poland who worked 5,000 hours for the benefit of local communities

3,317 Bank volunteers took part in the “Noble Gift” campaign, providing support for over 100 families

95 Bank volunteers, conducted 209 lessons for 5,016 pupils as part of the BAKCYL program

28 branches of the Bank received “Facility without barriers” certificates, more are undergoing certification

770 scholarship holders from over 300 towns during the 17 years of the scholarship program “Class”

Over 900 participants of the “Agro on Heels” program

40,643 kilometers covered as part of the 5th edition of the “Good Kilometres” initiative

63 liters of blood donated by 142 employees as part of “Blood Donation Day”

60 primary schools took part in the “Kids to the Rackets” project

998 hours of classes for 60 participants of the Dream Up program within 3 years

2,000 children playing tennis during the summer edition of the “Kids to the Rackets” program

Over 180 employees made regular donations within the “I support all year-long” program

45 young refugees took part in a tutorship and scholarship program “Knowledge to the power”

138 potential donors registered in a bone marrow donor database of the DKMS Foundation

38 scholarship holders of the “Agro-talents” program

900 kilometers covered by 500 runners in “Relay the Change”

Almost PLN 1,5 million in donations to the Local Grants Program since 2011

4.1. AVAILABILITY OF PRODUCTS AND SERVICES

[GRI 103-1, GRI 103-2, GRI 103-3]

Increasing the availability of products and services is one of the twelve commitments set out in the CSR Strategy of the Bank. We therefore strive to adapt our products and services to the needs of the disabled, the elderly and groups at risk of exclusion. The new branch design, which is a part of the strategy, provides customer orientation as well as a digital transformation of products, services and processes.

– Increasing the availability of products and services is one of the Bank’s many commitments under the CSR Strategy of the Bank. In May 2018, we announced the “Fast Forward” strategy, whose main premise is customer focus and the digital transformation of products, services and processes. Therefore, our goal is to provide customers with greater accessibility and convenience. We will continue to transform our branches (with the preferences of our customers in mind) while at the same time ensuring the best working conditions for our employees.

Maciej Chlebowski, Director of the Branch Network Development and Transformation Department at BNP Paribas

While ensuring the availability of the Bank’s products and services, we:

- take into account the needs of the disabled, the elderly, as well as groups at risk of exclusion in current and planned operations,
- adapt the Bank's digital channels to accessibility standards,
- remove accessibility barriers at our facilities and prevent the emergence of new ones owing to a new branch design which meets the needs of those with limited mobility (confirmed by the certificate "Facility without barriers"),
- publish information regarding our operations, products and services in a form accessible to persons with disabilities and difficulties in reception,
- provide access to products and services for people from groups at risk of exclusion, e.g. the elderly and citizens of Ukraine.

To ensure full access to our services for people with special needs, on November 20, 2019, we introduced new versions of our document templates: audio recordings, video recordings in Polish sign language, enlarged prints and translations into Braille (the latter were introduced on January 1, 2019). We continue our efforts to implement further facilities for the deaf and hard-of-hearing. We thus meet the requirements of the Act of July 19, 2019 on ensuring accessibility for people with special needs.

NETWORK OF BRANCHES AND BUSINESS CENTRES

As at December 31, 2019, the Bank had **514 retail and business banking branches** (this includes 20 partner branches).

The branch network is supported by **18 Wealth Management Centres** (formerly: Private Banking Centres). The retail network is supported by 36 credit points located in shopping centres.

Banking products and services dedicated to corporate customers were sold by **50 SME Business Centres**, operating within **8 SME Banking Regional Branches**. In the largest Polish centres of industry and services, the Bank has 25 Corporate Business Centers operating within 9 Regional Corporate Business Centers.

At the end of December 2019, the Bank had a network of **417 cash deposit machines** (double-function devices) and **239 Bank BNP Paribas ATMs**.

TRANSFORMATION OF THE BANK’S BRANCH NETWORK

In 2019, we continued the transformation of the Bank’s branches. The aims were to adapt the facilities to the needs of customers as well as to continue the digital transformation of our products, services and processes. As a result, **142 branches of the Bank** were digitized and redesigned.

The redesigned branches feature a number of solutions which improve service, including:

- modern recyclers which allow contactless deposits and withdrawals as well as BLIK operations and thus provide 24-hour access to cash transactions.

- *instant issuing* allows customers to receive a card for their account right away in selected branches.
- free WiFi allows customers to use the GOMobile banking application.
- tablets are provided at branches, allowing customers to log in to the GOonline electronic banking system.

Selected digitized branches have a comfortable area for meetings with a consultant, as well as coworking zones, where you can work undisturbed and have access to a printer. Our clients can also use conference rooms for business meetings.

Branches are child-friendly, which allows adults to comfortably use the Bank's offer. The branches are an open, modern and ecological space. The main motif is a tree.

In connection with the merger of Bank BNP Paribas and Raiffeisen Bank Polska, it was necessary to merge and adjust branches. By December 16, 2019, 176 branches had been merged.

BANK BRANCHES AS MEETING PLACES

The Bank's branches - especially those which have already been redesigned - are not only comfortable and modern workplaces for our clients, but are also a space where we promote art, culture, eco-friendly attitudes and broadly understood development.

The flagship branch is Centrum Marszałkowska in Warsaw, located in the building of the former "Sesame" Department Store. We organize regular "Open Sesame" events and invite representatives of various art forms. Guests included writers: Mariusz Szczygieł, Anna Kamińska, Marcin Wicha, Wojciech Kuczok and Agata Passent, Joanna Bator, actress Magdalena Cielecka, as well as directors: Agnieszka Holland and Olga Hajdas. The events, initially devoted to literature, eventually became a place for discussions on a variety of topics; the initiative also spread to other cities in Poland.

Furthermore, we organised regular meetings as part of the BNP Paribas Talks project. **Bank branches throughout Poland are spaces where the Bank's Local Ambassadors conduct entrepreneurship workshops for children and youth, as well as meetings for seniors. This brings us closer to local communities and allows us to inspire their members.**

For a description of the BNP Paribas Talks project as well as descriptions of selected events, see the subchapter: *Important social topics in marketing communications*

In January 2019, we introduced special facilities for the blind and visually impaired. Customers can order Braille translations of contract templates for basic retail products at branches or via hotline. All branches are equipped with frames which facilitate the signing of contracts and with magnifying screens. In cooperation with the blind athlete Joanna Mazur, we published a series of materials explaining how the branches of Bank BNP Paribas are prepared to offer services to the visually impaired.

In December 2019, we introduced a solution which allows blind customers to access content posted on our social media. The graphics published on Facebook will be described with the needs of the blind and visually impaired in mind.

The Bank is working on implementing a voice function in ATMs and cash deposit machines, thus enabling people with sight disabilities to use them with headphones and a Braille button.

"INSTITUTION WITHOUT BARRIERS" CERTIFICATES

[GRI 203-1]

At the end of 2019, 28 branches of the Bank had the "Institutions without barriers" certificates, which attest that they are accessible to people with disabilities. More branches are in the process of audit and certification.

The certificate is awarded by the Integration Foundation to institutions that have implemented facilities for people in wheelchairs, with mobility impairments, the blind, the visually impaired and the deaf. The institutions also need to be adapted to the needs of the elderly and parents/guardians of young children. A person moving in a wheelchair needs to be able to access all the services available to other customers. Further solutions introduced in our branches include, i.a. high visibility transparent elements for the visually impaired people, width of doors and partitions adapted to the needs of people with mobility problems, access to ATMs and their appropriate adjustment.

For more information about the certification process, visit:
<https://www.integracja.org/bariery-architektoniczne/certyfikat-obiekt-bez-barier/>

PARTNERSHIPS FOR ACCESSIBILITY OK SENIOR® CERTIFICATE

[GRI 102-12, GRI 102-13, GRI 203-1]

We appreciate seniors and adapt our facilities to their needs. We became a partner of Krajowy Instytut Gospodarki Senioralnej, and in 2019 we received the OK SENIOR® quality certificate as the first financial institution in Poland. It is a certification program for personnel, products and services addressed to seniors, and it attests that senior (60+) clients are served with the following principles in mind:

- SAFE - facilities meet the highest security standards,
 - INTELLIGIBLE - during the conversation, consultants verify whether the client can hear them well, use accessible language, offer pen and paper for note-taking, print materials in a larger font,
 - ACCESSIBLE - facilities are easily accessible,
 - meeting the NEEDS - responding to the real needs of seniors, protecting them against abuse.
-
- The certification was preceded by an audit carried out by Senior Auditors. It covered infrastructure, interior design, senior customer service processes, queue management and internal quality standards of the Bank.
 - The certificate motivates us to continue the improvements and to further adapt the facilities in terms of accessibility for seniors and people with disabilities. It also confirms that we have reached our goal of maintaining service standards that allow seniors to feel safe under the professional care of advisers in the Bank's branches.

Find out more: <http://media.bnpparibas.pl/pr/439817/placowki-banku-bnp-paribas-przyjazne-seniorom>

Accessibility Plus

[GRI 102-12, GRI 102-13]

In 2018, we joined the **Partnership for Accessibility** program developed by the Ministry of Investment and Economic Development, as part of the Accessibility Plus initiative. The signatories of the document commit to the idea of accessibility and equal treatment, and aim to level opportunities and access for all citizens to the physical, social, and cultural environment, as well as to recreation, leisure, sports, healthcare, education, work, transport, information and communication. Our goal is to adapt our products and services to the needs of people with disabilities and special needs, as well as to the needs of the elderly and those from excluded groups.

Detailed information about the program:
<https://www.funduszeuropejskie.gov.pl/strony/o-funduszach/fundusze-europejskie-bez-barier/dostepnosc-plus/partnerstwo-na-rzecz-dostepnosci/>

Accessible ATM

[GRI 102-12]

We are a partner of the Accessible ATM project, whose aim is to counteract social and digital exclusion by eliminating restrictions and increasing access to financial services. The Accessible ATM project includes a freely accessible online platform with a database of ATMs adapted to the needs of people with various disabilities. Providing them with information on ATMs - their location and types of adaptations - enables people with disabilities to be active and independent.

The project is implemented by the Polish Bank Association, in cooperation with banks and the Widzialni Foundation, with the support and under the patronage of the National Bank of Poland and the Ministry of Entrepreneurship and Technology.

Visit the online platform: www.dostepnybankomat.pl

Accessibility Leader Award 2019

On May 8, 2019 Bank BNP Paribas received the **Accessibility Leader 2019** award in the “branch network” category. The reward was a token of appreciation for the Bank’s efforts to introduce a uniform branch design and a policy which focuses on the customer and his needs (regardless of age and mobility level) rather than on procedures. The jury appreciated the architectural solutions implemented in the Bank’s branches, the gradual modernization of branches, as well as the service standards developed and implemented by the Bank for people with disabilities.

Bank BNP Paribas is the only Bank that has received this award for its active efforts to increase accessibility.

Find out more about the award: <http://media.bnpparibas.pl/pr/437389/lider-dostepnosci-bank-bnp-paribas-nagrodzony-w-kategorii-siec-placowe>

- According to CSO data, there are currently more 60+ citizens in Poland than there are children and adolescents. In 2025 there will be almost 3 million more representatives of the 60+ segment than representatives of the young generation. We pay close attention to the world around us, listen to the expectations of our customers and respect their diversity. We are changing to respond optimally to the needs of all social groups, in particular those at risk of exclusion. We are very pleased that our efforts are appreciated by customers and the market. The quality and standards of service as well as architectural solutions in the branches of Bank BNP Paribas have been recognised, among others by the jury of Accessibility Leader Award 2019; they have also received the OK SENIOR® certificate. What makes the award even more valuable is the fact that we were the first financial institution to receive it. Our efforts, however, do not focus solely on our branches. We want to be a driving force of change, that is why we are involved in the life of local communities. In 2019, the Bank's Local Ambassadors spent 5,000 hours supporting the development of various local initiatives.

Barbara Stęchły, Managing Director of Sales at Bank BNP Paribas

4.2. INITIATIVES FOR LOCAL COMMUNITIES

[GRI 203-1, GRI 413-1]

THE BANK’S LOCAL AMBASSADORS

The Bank’s Local Ambassadors is a program created in 2018 by Bank BNP Paribas in Poland to launch interesting and important initiatives for local communities, while strengthening the Bank’s brand. This title is given to those most involved in local society life. The project is developing very dynamically. At the end of 2019, there were 90 Local Ambassadors of the Bank, operating all over Poland: advisors, directors of branches and regional directors. In total, they worked 5,000 hours for local communities.

It is a role that requires proactivity, good interpersonal skills, sensitivity to the problems of others and willingness to cooperate with representatives of local communities and organizations. New Ambassadors are already involved in the development of their environment and are already active volunteers. They undergo training to help them become social leaders and to provide them with tools to work with youth and solve the problems of local communities.

– Our Bank’s Local Ambassadors not only strengthen the brand and positive associations with BNP Paribas among local communities, but they are a brand in itself! They are invited to local ventures and events, which often have nationwide coverage. In total, they worked over 5,000 hours for the benefit of local communities. The inspiration to create the Local Ambassadors program came from the active involvement of our employees in local initiatives, e.g. “Sing with us” - the Polish Art Festival for Disabled Children and Youth in Tarnów; 9 Hills Festival in Chełmno or a mentoring program for youth in cooperation with “Exempt from Theory”. The training program, which is part of the Bank’s Local Ambassadors project, allow us to prepare our employees to be the leaders of change in their local communities. I am proud that we have tackled this challenge. Future editions of the program are still ahead of us and even more initiatives await!

Renata Rybarczyk, Head of Sales Support at Bank BNP Paribas

Key figures:**5,000 hours of work devoted to supporting local communities****90 Local Ambassadors of the Bank****Key initiatives of the Bank's Local Ambassadors in 2019:**

- activities for the youngest: Children's Day and St. Nicholas' Day celebrations, meetings in orphanages and community centers, entrepreneurship lessons for children and youth carried out in branches and in schools,
- sports events: runs, chess tournaments, swimming competitions,
- cultural events: festivals, singing competitions for children with disabilities, recitation competitions, dictation,
- local festivals of cities and towns,
- cooperation with associations and foundations (including the Kosmos dla Dziewczynek Foundation, the Sukces Pisany Szmką Foundation, the WIOSNA Association),
- pro-environmental initiatives: organization of educational competitions, planting trees,
- cooperation with village housewives' associations, local women's associations,
- educational meetings for seniors - cooperation with Universities of the Third Age.

A special initiative the Ambassadors were involved in was the **DIVERSITY holiday program** initiated in cooperation with the Zwolnieni z Teorii Foundation. For the first time, young people could implement their own projects devoted to combating social exclusion. The Bank provided them with the necessary knowledge: 3 expert webinars, direct assistance available 7 days a week and mentoring support. Projects implemented by young people concerned, among others, the hard-of-hearing - "Migaj w Mig"; people with autism - "Z autyzmem na TY"; tolerance - #accessibility and the problem hate speech - "STOP MOWIE NIENAWIŚCI

The DIVERSITY program. Key figures:**23 projects submitted to the program****16 completed projects****90 involved high school and university students****26 000 beneficiaries of the programs****16 Local Ambassadors of the Bank serving as mentors****THE LOCAL GRANTS PROGRAM**

The Local Grants Program, an initiative undertaken by Bank BNP Paribas for the ninth time, allows employees of the Bank's branch network to select and financially support local NGOs. Thanks to the Program, we improve the quality of life in local communities, while strengthening our position as a reliable partner. Compared to 2018, we have doubled the number of grants awarded (to 50), thus doubling the amount of financial support. In 2019, we provided PLN 200,000 to social organizations.

As a responsible company, we want to contribute to solving the most pressing problems of our environment and society. Therefore, in the 9th edition of the Program, we defined 4 main goals:

- environmental protection and promotion of eco-attitudes,
- health promotion,
- minimizing social exclusion, especially among children, the elderly and people with disabilities,
- promoting entrepreneurship and strengthening the role of women.

Applications for the program - stating the beneficiary organization and presenting a grant utilization plan - are submitted by branch directors or the Bank's Local Ambassadors. We establish long-term cooperation with the most active organizations.

Key figures:**116 submitted applications****50 awarded grants****PLN 200 thousand: the value of grants transferred in 2019****9 years of program duration****Almost PLN 1.5 million the value of grants transferred since the beginning of the program**

4.3. STRENGTHENING THE ROLE OF WOMEN

[GRI 103-1, 103-2, 103-3, GRI 203-1]

CHAMPIONS OF CHANGE CLUB

Since 2018, the President of the Management Board is a member of the **Male Champions of Change club** - an association of the presidents of major Polish companies who wish to proactively increase the number of women employed in senior positions and improve their employment conditions. The club's goal is to educate, increase awareness, share good practices, and create specific tools for the optimal engagement of both male and female talent as well as the promotion of diversity.

Przemek Gdański, the President of the Management Board, is one of the six founding members of the club, which was initiated by the Sukces Pisany Szminką Foundation and the Australian Ambassador in Poland, Paul Wojciechowski. In 2019 the club was constituted by 11 presidents of the largest Polish companies.

In 2019, the members of the Male Champions of Change club set three main goals for themselves:

- increasing the number of women in senior positions,
- closing the pay gap,
- introducing tools which will contribute to the optimal engagement of the talents of both sexes.

Club members also wish to promote parental leave among men, encouraging them not only to take paternity leave, but also to share parental leave with partners. As a result, women will be able to return to work faster.

Find out more at: <https://www.bnpparibas.pl/kobieta-przedsiębiorcza/klub-male-champions-of-change> and <https://sukcespisanyszminka.pl/champions-of-change/>

BUSINESSWOMAN OF THE YEAR, 10TH EDITION

The Bank was a partner of the 10th edition of the Businesswoman of the Year competition, organised by the Sukces Pisany Szminką Foundation. It recognizes women who have been successful in the areas of business, science and culture. Przemek Gdański, the President of Bank BNP Paribas, was a member of the judging panel, and the Bank funded the prize in the Start-up of the Year category. The prize is awarded to women who have recently created companies with revenues below PLN 5 million per year and have developed an innovative product (or its prototype) or an innovative solution.

The 2019 prize in this category was awarded to Olga Grudniak. Her company has developed an advanced medical tool which allows doctors to select the optimal antibiotic therapy for a given disease and given type of bacteria. The judges' assessment took into consideration, i.a.: company scalability, innovativeness, effective use of financing sources, competitive advantage, market potential and experience of team members. In addition to a trophy, the winner received an invitation to the largest Health IT congress in Europe - DMEA in Berlin.

– Bank BNP Paribas cooperates with start-ups whose innovative solutions are implemented in our organization. Therefore, the Businesswoman of the Year competition, and specifically the Start-up of the Year category are extremely close to us. Our experience shows that innovative start-ups often need financial support, but also international contacts. We hope that Ms Olga's trip to Berlin will create new opportunities for the Biolumo company.

Przemek Gdański, President of the Management Board at Bank BNP Paribas

Find out more about the award: <http://media.bnpparibas.pl/pr/424824/olga-grudniak-nagrodzona-w-x-edycji-konkursu-sukces-pisany-szminka-biz>

AGRO ON HEELS

We continue to support women, with a special focus on women in the agro sector. **We appreciate their growing role in the development of the entire sector:** women from rural areas are often the decision makers when it comes to self-managed businesses or family farms. Furthermore, they are active in their local communities: they serve as mayors or create village housewives' clubs. To show them our appreciation and at the same time offer a moment of respite and entertainment, we launched the Agro on Heels project, organised by women for enterprising women. In 2019, the 4th edition of the project was carried out. This time, the project was also refreshed, it received a new logo and rebranding.

A key element of the project are meetings, during these women participate in cultural events (such as concerts or theatre performances), but also have the opportunity to exchange experiences.

In 2019 we organised 3 meetings, attended by 1,900 women:

- Białystok: the main attraction of the evening was a musical theatre performance "Do not pull your chairs, or a short history of pop music" staged by the Podlasie Opera and Philharmonic together with the stars of the "Roma" Theater. Over 900 ladies took part in the meeting. An important part of the event was an awards ceremony: together with the project partner - Podlasie Chamber of Agriculture - we presented the Farmer of the Year awards.
- Lublin: over 650 participants took part in an Iza Połomska and Mieczysław Szczepiński concert entitled "We play green" at the Lublin Philharmonic.
- Gdańsk: we invited 350 women to a Waldemar Malicki concert in Stary Maneż.

The media partners of the events were the Gospodarz.pl agroportal and local media. At each location we were accompanied by representatives of local government authorities and representatives of agroportal organizations (mainly women). The project will be continued in 2020.

Key figures:

10 500 participants and 21 meetings since 2016

Over 1900 participants and 3 meetings

Find out more: <https://www.bnpparibas.pl/kobieta-przedsiębiorcza/agro-na-obcasach>

4.4. BNP PARIBAS FOUNDATION IN POLAND

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 203-1]

Mission

*The Foundation's mission is to **responsibly invest in people, ideas and projects**. By conducting and supporting innovative initiatives in the fields of education, culture and social solidarity, we inspire and create a stimulating environment, thus contributing to the development of a civil society.*

Role of the BNP Paribas Foundation in Poland

The BNP Paribas Foundation in Poland was established 14 years ago to carry out tasks related to the social responsibility of Bank BNP Paribas in 3 areas:

- initiatives related to education: levelling of educational opportunities in vulnerable groups, long-term scholarship programs (including the "Class" scholarship program)
- initiatives to increase access to culture and art: including "Meetings with music" as part of a long-term partnership with the National Philharmonic.
- philanthropic initiatives for social solidarity: support for refugee youth, partnerships with non-governmental organizations, as well as initiatives promoting and strengthening employee volunteering at the Bank.

Through pioneer programs and cooperation with expert organizations, the foundation levels educational opportunities, prevents the exclusion of disadvantaged and vulnerable groups, supports the construction of social capital and the development of civic organizations in local communities. The chairman of the Foundation Council is

the President of the Management Board of Bank BNP Paribas, and members represent key areas of the Bank's operations from the perspective of the Foundation's goals.

INITIATIVES OF THE BNP PARIBAS FOUNDATION IN POLAND IN 2019

In 2019, the Foundation continued its strategic, long-term programs and partnerships in the 3 above-mentioned areas.

We place particular emphasis on educational initiatives: the evaluation and development of scholarship and educational projects. We focused on the “Class” scholarship program and its adaptation to new conditions in connection with the educational reform which affected both the beneficiaries of our program (junior high school and elementary school graduates) and key partners: high schools. We also developed two educational programs implemented as part of the international initiatives of the BNP Paribas Group: Dream Up and “Knowledge to the power”.

In addition to strengthening the Foundation's impact in the area of education, we aimed to increase the social commitment of our employees through an employee philanthropy program “I support all year-long”, as well as initiatives under the employee volunteering program at the Bank. Once again, our volunteers were engaged in the fight against poverty, participating in the nationwide “Noble Gift” campaign. We also raised awareness and strengthened commitment in the area of ecology thanks to the #TrashChallenge eco-volunteering lesson.

Initiatives of the BNP Paribas Foundation in Poland:

- “Class” scholarship program,
- “Agro-talents” scholarship program,
- “Knowledge to the power” program in cooperation with the Ocalenie Foundation,
- Dream Up program in partnership with the Praga Południe Center for Culture Promotion,
- Competition for Social Projects,
- “I support all year-long”, a philanthropic program of the Bank's employees,
- Social campaigns: “Blood Donation Day” and “Good Kilometres”,
- “Meetings with Music” program in partnership with the Warsaw Philharmonic.

Joint initiatives of the Foundation and Bank BNP Paribas:

- “You can count on me” - an employee volunteering program at Bank BNP Paribas,
- Bankers for the Financial Education of Youth (BAKCYL),
- #TrashChallenge, an eco-volunteering initiative,
- Employee volunteering as part of the “Noble Gift” campaign,
- Support for the Bank's Local Ambassadors,
- “Marrow Donor Days” social campaign.

More about the projects: see further sections of the current chapter

COOPERATION WITH NGOS

The Foundation has been supporting the third sector for many years, cooperating long-term with selected expert organizations (characterized by a high competence level) in areas covered by the Foundation's statute. In 2019, the BNP Paribas Foundation continued cooperation i.a. with the Integration Foundation, the Club of Harvard Polska Association (the BNP Paribas Foundation in Poland became a partner of the “Way to Harvard” Competition for the third time), the Steżycza Friends Society (**since 2014** as a partner of the English Club program), and with the FLOW Open Imagination Foundation (becoming a partner of the “Let's meet” competition for children and youth).

The Foundation has also been a member of the Donors Forum since 2009. The Foundation is involved in the development of the third sector in Poland; it is a member of various coalitions and working groups. Representatives of the Foundation co-created, i.a. corporate foundation operating standards and standards for measuring the effects

of social initiatives in the "We act for change" project. In 2019, the Foundation became a partner of the Corporate Foundations' Forum for the third time.

Key figures:

Close to PLN 164 thousand donated to NGOs in 2019

THE FOUNDATION'S PLANS FOR 2020

In 2020 the Foundation will maintain its key priorities and strategic goals. It will continue to develop long-term scholarship programs: "Class", "Agrotalents", "Knowledge to the power", the Dream Up education program as well as long-term partnerships with cultural institutions and NGOs. In addition, the Foundation plans to further encourage philanthropy among the Bank's employees i.a. by continuing its partnership with the Alivia Oncological Foundation wherein employees can volunteer to donate a portion of their salary to a cause of their choosing (the "I support all year-long" initiative)

2020 is the 18th anniversary of the "Class" scholarship program - one of the oldest corporate scholarship programs in Poland. As part of the celebrations, we will summarize its effects thus far and we intend to implement a new system of ongoing evaluation of the program.

The Foundation will support the #1MillionHours2Help international initiative of the BNP Paribas Group, which will be joined by Bank BNP Paribas. We will continue initiatives which involve the Bank's employees and strive to jointly achieve the goal of a million volunteering hours within the BNP Paribas Group (i.e. on average half a day's work for each employee of the Group).

Find out more about the BNP Paribas Foundation in Poland: <https://www.bnpparibas.pl/fundacja>

4.5. VOLUNTEERING AND SOCIAL COMMITMENT

[GRI 103-1, 103-2, 103-3, GRI 413-1]

EMPLOYEE VOLUNTEERING

"You can count on me" is the motto of a social involvement program at Bank BNP Paribas. The program encourages employees to share their time, knowledge and skills, according to their preferences, in a way that is closest to their interests.

Each employee is **entitled to 2 additional days-off per year for volunteer work**. The opportunities are very diverse. Employees can engage in **individual volunteering** (helping a social organization of their choice or participating as educators in the **BAKCYL financial education project coordinated by the Warsaw Banking Institute**). They can also participate in **team volunteer projects**, such as initiatives of employee groups (e.g. taking part in the Competition for Social Projects), as well as projects implemented by the CSR Bureau of the BNP Paribas Foundation in Poland.

Employee volunteering supports not only the beneficiaries, but also the employees themselves: they can develop their skills, integrate, learn sensitivity to the needs of others.

The program is coordinated by the BNP Paribas Foundation in Poland and the CSR Bureau.

Find out more: <https://www.bnpparibas.pl/csr/wolontariat-pracowniczy>

[The Bank's own indicator: Number of hours devoted to volunteer work; Number of socially-involved volunteer-employees]

Social commitment in 2019 – key figures:

4 872 socially involved employees

31 126 hours of volunteer work

310 employees involved in individual volunteering

3 317 employees participated in the “Noble Gift” campaign

95 volunteers conducted 209 lessons for almost 5016 pupils as part of BAKCYL

34 projects implemented by 174 volunteers as part of the 7th Competition for Social Projects

Competition for Social Projects

For 7 years, we have been encouraging employees from all over Poland to use their knowledge about local communities to implement their own social initiatives. This is the goal of the Competition for Social Projects, whose winners receive funding to implement their ideas in cooperation with social organizations. The initiatives we choose are rooted locally and inspired by social problems. Thanks to the cooperation of many entities they bring real social change to the beneficiaries and the entire environment.

In 2019, 174 volunteer-employees joined the Competition. They completed 34 original projects which addressed the needs of local communities in cooperation with 34 NGOs.

The projects included i.a. preparing warm meals for the homeless and poverty-stricken at the Poznań Main Station in cooperation with the Soup Association; building sheds for the Open Bicycle Workshop in Warsaw's Praga district in cooperation with the Mierz Wysoko Association; creating a floral meadow (strengthening biodiversity) in Kędzierzyn-Koźle together with the City Housewives' Association.

The competition has had 7 editions, during which 158 projects for local communities were completed by the Bank's employees, who contributed 7,483 hours of volunteer work. The project is financed and supported by the BNP Paribas Foundation in Poland.

Key figures:

174 volunteers

34 completed projects

740 volunteers since the launch of the program

20 000 beneficiaries

Find out more: <https://www.bnpparibas.pl/fundacja/dzialalnosc-fundacji/wolontariat-pracowniczy-mozesz-na-mnie-polegac>

BAKCYL

Since 2013 we have been a partner of the Bankers for the Financial Education of Youth program, BAKCYL. It is a sectoral education program coordinated by the Warsaw Institute of Banking. Its purpose is to provide young people with practical knowledge and skills related to financial services. As part of the program, volunteers - employees of the program's partner banks - conduct finance lessons at schools. They provide financial knowledge and prepare young people for conscious citizenship.

In 2019, 95 employees of Bank BNP Paribas participated in the program. They conducted lessons entitled “Your money” and “From saving to investing” for primary school pupils, and lessons entitled “Financial market - trust in business”, “My finances - I think entrepreneurially” and “Smart investing” for secondary school students. All volunteers received intensive workshop training to prepare them for the role of educators.

The BAKCYL project is organised by the Polish Bank Association. Currently 170 partner banks participate in it.

Key figures:**95 employees joined the program in 2019****209 lessons carried out****5 016 students participating in lessons in 2019****1 175 lessons conducted since 2013 by Bank volunteer**Find out more: <http://bakcyl.wib.org.pl/>**THE BANK'S VOLUNTEER INITIATIVES****#TrashChallenge eco-volunteering action**

Employees of Bank BNP Paribas took part in the #TrashChallenge eco-activism campaign, thus joining the 26th World Clean-up Day. The campaign was carried out in cooperation with the Nasza Ziemia Foundation and under the patronage of the General Directorate of State Forests.

As part of this initiative, nearly 400 employees and their loved ones cleaned 8 forest locations in Poland, in the vicinity of Warsaw, Kraków, Ruda Śląska, Olsztyn, Lublin, Wrocław, Poznań and Gdańsk. #TrashChallenge participants also learned about ecology and the ecosystem of the forests. The campaign was organised by the BNP Paribas Foundation as part of the Bank of Green Changes educational program.

Key figures:**400 employees and family members involved in the campaign****8 forest locations in Poland**Find out more about the campaign: https://www.bnpparibas.pl/fundacja/aktualnosci/TrashChallenge_w_BNP_Paribas**“Let's make meadows around us”, Ruda Śląska edition**

In October 2019, 20 volunteers of Bank BNP Paribas cooperated with the Łąka Foundation to sow an ecological meadow at the Bank's Operations Center in Ruda Śląska. It was a continuation of the “Let's make meadows around us” campaign from 2018, which produced ecological flower meadows in Warsaw and Krakow. The initiative was carried out as part of the Bank of Green Changes educational program with the support of the BNP Paribas Foundation in Poland.

“Noble Gift”

Employees of Bank BNP Paribas have been supporting the “Noble Gift” campaign for years. The constantly growing number of volunteers among us was one of the impulses to start cooperation on a large scale. Since 2018, the Bank has been a strategic partner of “Noble Gift”. The official partnership and the nationwide nature of the project allow us to effectively utilise the volunteering potential among our employees.

The “Noble Gift” is a nationwide aid campaign of the WIOSNA Association. It is one of the largest social projects in Poland (and also the largest direct aid system in the world). In 2019 alone 14,562 families received support. Beneficiaries of the campaign receive packages that meet their actual needs. The parcels provide immediate help, but also have symbolic value for the families: they show that someone is thinking about them and motivate the beneficiaries to change their own situation.

3,317 volunteers from the Bank were involved in the campaign in 2019. They prepared and delivered packages to over 100 families in need from all over Poland. The work of volunteers at Bank BNP Paribas in connection with the campaign lasted nearly 3 months. A key role was played by Leaders who had been specially prepared for the task. They built teams of volunteers, and coordinated the process of completing, packing and delivering packages to the warehouses of “Noble Gift” or directly to families.

All team Leaders received support from the Bank and the Foundation. They took part in smart aid workshops and received StartPacks - financial support in the amount of PLN 1,000, which they could use to finance the purchase of package contents or for logistical purposes.

Other BNP Paribas Group companies also joined the campaign, including BNP Paribas Securities Services.

This is the second record-breaking employee-volunteering project carried out as part of the “Noble Gift” campaign. Last year, nearly 2,000 employees got involved.

Key figures:

100 leaders in 2019

over 100 packages prepared

3 317 employees involved in the preparation of packages

PLN 4,564 - average worth of package

The initiative was accompanied by a smart aid social campaign. Find out more about the campaign in subsection *Important social topics in marketing communication*

CYCLICAL SOCIAL CAMPAIGNS

[GRI 413-1]

BLOOD DONATION DAY

The nationwide campaign “Your Blood - My Life”, promoting honorary blood donation, is another initiative that Bank BNP Paribas and the Foundation have been supporting long-term. In cooperation with Regional Blood Donation Centers, we have organised the Blood Donation Day for the 10th time. Employees donate blood in special ambulances and register in the bone marrow donor database. In 2019, employees from five locations of the Bank (Warsaw Kasprzaka, Warsaw Suwak, Warsaw Inflancka, Krakow Awatar and Ruda Śląska) got involved in the campaign. **Since the beginning of the program, 725 employees have participated in Blood Donation Days, donating over 205 litres of blood.**

Key figures:

233 employees involved in the campaign in 2019

142 people donated blood

63 litres of donated blood

“Good Kilometres”

Employees of Bank BNP Paribas can also get involved in social initiatives by playing sports. The Good Kilometres social campaign is organised annually by the BNP Paribas Foundation. Employees have 30 days to cover as many kilometres as they can while cycling, running or practicing other sports. They track their activities on the Bank’s social and gamification platform. Each kilometre covered is converted into funds transferred to an NGO chosen by the employees.

In 2019, participants of the campaign collected PLN 14 thousand. PLN 12 thousand was donated to the “Little brothers of the poor” Association and PLN 2,000 to St. Christopher’s Oncological Hospice Foundation. All five editions of the campaign resulted in donations totalling PLN 54,000

Key figures:

238 employees involved in the campaign in 2019

3 595 activities undertaken

40 643 kilometres covered

Find out more about the project: https://www.bnpparibas.pl/fundacja/aktualnosci/Miedzynardowy_Dzien_Dobroczynosci

Bone Marrow Donor Days

Bone Marrow Donor Days are organised in cooperation with the DKMS Foundation. Bank employees can register in the bone marrow donor database. Information and registration points have been created at 4 Bank locations (Warsaw Kasprzaka, Warsaw Suwak, Krakow Awatar, Ruda Śląska) and registration packages have been sent to willing branches. The involvement of our employees is invaluable, because in c. 75% of cases the only chance for recovery is bone marrow or stem cell transplantation from an unrelated donor.

Key figures:

138 registered bone marrow donors

EMPLOYEE PHILANTHROPY

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 413-1]

“I support all year-long” program

Since September 2017 Bank employees have been provided with a simple and convenient tool for individual philanthropy. Every employee can declare a monthly deduction from their salary in order to contribute to a chosen objective. They can support a chosen NGO or “Class” scholarship holders. The donor can transfer money to both causes or indicate a single one. The program may be joined at any time and participants can track its results in quarterly newsletters.

The amount collected in 2019 will allow “Class” scholarship holders to take part in a 7-day sailing and language summer camp. Furthermore, the Alivia Oncological Foundation, which was selected by donors in 2019, could continue the implementation of initiatives dedicated to cancer patients. The program is coordinated by the BNP Paribas Foundation in Poland.

Key figures:

Close to 180 donors in 2019

over PLN 59 thousand donated in 2019 by Bank employees

Find out more about the Alivia Foundation: <https://www.alivia.org.pl/pomagamy-razem-z-fundacja-bnp-paribas/>

4.6. COUNTERACTING SOCIAL EXCLUSION

[GRI 103-1, GRI 103-2, GRI 103-3, GRI 413-1]

One of the areas in which we have been active for many years is the fight against social exclusion. We believe that that we can create lasting change and help local communities. By conducting projects in the areas of education, culture and social solidarity - we support the development of children and youth from disadvantaged backgrounds.

“CLASS” SCHOLARSHIP PROGRAM

“Class” is an innovative scholarship program of the BNP Paribas Foundation in Poland. With the aid of the program gifted elementary and middle school graduates from smaller towns and poorer families can attend top high schools in 5 Polish cities. It is one of the longest-running scholarship programs in Poland, owing to which 770 middle and elementary school graduates from nearly 300 towns have gained access to the highest level of education and the opportunity for comprehensive development. As a result they are also able to attend their dream universities. In 2019, 33 scholarship holders from all over Poland joined the program.

Benefits for scholarship holders

Program participants receive full financial support during their high school education and a financial scholarship for the first year of university education. Each participant is guaranteed a stay in a dormitory (meals included), as well as textbooks, monthly pocket money and participation in extracurricular activities. “Class” scholarship holders also take part in an integration language camp, a holiday camp and have access to scholarship awards.

We also support volunteer initiatives of program participants. As part of the scholarship holder involvement program - “You can count on me” - students share their knowledge, skills and time. Program participants remain under the care of the Bank and have opportunities for further development within the Alumni Association.

High Schools attended by “Class” scholarship holders:

- Juliusz Słowacki 7th High School in Warsaw,
- Polonia Belgijska 15th High School in Wrocław,
- Bartłomiej Nowodworski 1st High School in Krakow,
- Polish Navy 3rd High School in Gdynia,
- 13th High School in Szczecin.

Criteria for participation

To become a scholarship holder of the “Class” program, a number of conditions must be met: a grade average of at least 4.5, provenance from a town of up to 100,000 residents, family income not exceeding PLN 1200 per person, and a willingness to help other people. A letter of recommendation from the headmaster of an elementary or junior high school is also required.

Admissions to the program for the 2020/2021 school year will start in February 2020. 50 scholarships will be awarded.

Key figures:

111 scholarship holders in 2019 (including 33 newcomers to the program)

close to PLN 1.2 million transferred for scholarships in 2019

over 770 scholarship holders from over 300 towns during the 17 years of the program

over PLN 22 million invested in the education of youth

100% acceptance rate to higher education institutions

Find out more: <https://www.bnpparibas.pl/fundacja/dzialalnosc-fundacji/program-stypendialny-klasa>

– *The main goal of the program is to give equal educational opportunities to young people from villages and small towns. “Class” is also a social investment. By building a community of scholarship holders and alumni, by motivating them to become socially involved and by supporting their initiatives, we try to prepare them for the roles of social leaders. About 600 people have completed the program over 17 years. Their achievements and the activity of the “Class” Alumni Association testify to the effectiveness of the initiative. However, we do not rest on our laurels - we are in constant contact with partner schools and scholarship holders, we conduct evaluations and react to the changing environment.*

Kinga Pańczyszyn-Liśkiewicz, Head of the BNP Paribas Foundation in Poland

AGRO-TALENTS

“Agro-talents” is a comprehensive program for the development of young talents – a system of scholarships for ambitious youth who see their future in agriculture. The aim is to improve the level of agricultural education, enrich the offer of agricultural schools and strengthen local communities. The program, which was launched in 2012, is the result of cooperation between the BNP Paribas Foundation, educational institutions as well as experts and

clients of Bank BNP Paribas. The strategic partner of the BNP Paribas Foundation in this initiative is the Warsaw University of Life Sciences.

As part of the “Agro-talents” program, the Foundation offers scholarships to winners of the “Agricultural Knowledge and Skills Olympiad” organised by 8 of the best agricultural universities in Poland. Every year since 2012, about 40 scholarship holders receive support within the program. As part of the Bridge Educational Scholarships Foundation we support the most talented agricultural students after the 3rd and 4th year of studies – we fund 10 scholarships annually.

Key figures:

38 scholarship holders in 2019

PLN 150,000 - financial support in 2019

350 scholarship holders since 2012

Find out more about the program: <https://www.bnpparibas.pl/fundacja/dzialalnosc-fundacji/program-rozwoju-mlodziezy-agrotalenty>

KNOWLEDGE TO THE POWER – COOPERATION WITH THE OCALENIE FOUNDATION

In 2019 we continued the tutorship/scholarship program “Knowledge to the power” addressed to refugee youth from, i.a., the Ukraine, Chechnya, Syria and Iraq. In cooperation with the Ocalenie Foundation we gave program participants an opportunity to continue their education and find their way within the Polish education system. The regular support of volunteer-tutors (trained by the Ocalenie Foundation), as well as workshops, educational trips, cultural events and holiday camps enable young refugees to complete their current stage of education or to complete it with improved results.

From 2019, the program has become a part of the BNP Paribas Group European initiative for the integration of young refugees and, thanks to a 3-year grant from the BNP Paribas Group, will be continued in 2019-2021.

Key figures:

45 school-aged program participants in 2019

19 involved volunteers in 2019

EUR 50,000 - funds for 2019 provided by the BNP Paribas Group

Find out more at: www.ocalenie.org.pl

DREAM UP

We have launched the 2nd edition of the Dream Up program in the Warsaw Praga district.

Dream Up is an initiative created and financed by the BNP Paribas Foundation in Paris and it is currently present in 29 countries. The aim is to educate and prevent social exclusion through art. 60 people - children, youth, amateurs, as well as people with musical experience - participate in regular, free music classes which include playing instruments and singing. Thanks to the project, the Praga Dream Up Orchestra was created. It meets regularly for practice, but also gives concerts during cultural events in the district.

The second edition of the program will last until 2021.

Key figures:

998 hours of music classes in the 2018/2019 season

60 participants of the 2nd edition in 2019

See the effects of the program at: <https://www.bnpparibas.pl/fundacja/dzialalnosc-fundacji/program-wsparcia-rozwoju-dzieci-i-mlodziezy-na-warszawskiej-pradze> and <https://www.bnpparibas.pl/fundacja/aktualnosci/Orkiestra-Dream-Up-rozwija-muzyczne-skrzydla>

“MEETINGS WITH MUSIC” PROGRAM IN COOPERATION WITH THE WARSAW PHILHARMONIC

The cooperation of Bank BNP Paribas, the BNP Paribas Foundation in Poland and the National Philharmonic has been active since 2003. We support the development of music and musical education. Since 2011, the Foundation has been supporting the educational program “Meetings with Music”. Students from 250 educational institutions (schools, kindergartens and community centers) in smaller towns have regular contact with this form of art. At each location 10 different concerts are performed during every season. These constitute a form of “music lessons” during which the youngest learn about music, its genres and styles, but are also actively involved. The program covers 7 voivodeships.

Key figures:

over 2000 meetings in 2019 for over 300,000 participants

10 concert programs performed in schools during each season

“HOW TO DIFFER BEAUTIFULLY” – WORKSHOP AT THE “POLIN” MUSEUM OF THE HISTORY OF POLISH JEWS

The BNP Paribas Foundation has been cooperating with the POLIN Museum of the History of Polish Jews since 2018, thus supporting the educational offer of this institution. In 2019, we supported the organization of a workshop entitled “How to differ beautifully” addressed to schools and educational institutions. Children were able to learn that differences can be valuable. Bank employees and their children were invited to participate in the workshop; 50 people took part in the event.

“LET’S MEET” COMPETITION

In 2019, the BNP Paribas Foundation in Poland became a partner of the nationwide “Let’s meet” competition, organised by the FLOW Open Imagination Foundation and a coalition of NGOs under the patronage of the Commissioner of Human Rights, Adam Bodnar. Schoolchildren were asked to learn the stories of their peers representing national and cultural minorities and to prepare joint projects showing their traditions and culture. Students from all over Poland submitted 46 projects. The most interesting ones received awards during the Multicultural Final Gala. The BNP Paribas Foundation donated PLN 20,000 for one of the main prizes.

4.7. IMPORTANT SOCIAL TOPICS IN MARKETING COMMUNICATION

Banks marketing communication introduces important topics. We promote positive attitudes and encourage people to change. Our campaigns contain valuable messages which respond to the problems of a changing world and strive to improve our surroundings. We respond to current trends. The 2018 “Nothing happens without women... and without money” campaign raised the question of why women are not depicted on banknotes. Afterwards we asked further questions, and answered them through our campaigns and initiatives.

We followed up last year’s campaign and in July 2019 we created a vertical credit card with the image of a woman. The design by Jan Kallwejt was selected by Internet users. The next step will be the issuing of a debit card featuring a woman.

APPRECIATE, DO NOT JUDGE

#DOCENIAJnieocenij (#APPRECIATEdonotjudge) was the slogan of a campaign launched by the Bank in February 2019. Its purpose was to draw attention to the importance of positive influence and the role of daily support and appreciation in the pursuit of one’s passion and dreams. The campaign responded to the problem

of judgement and negative feedback which prevents people from realizing dreams. Our television and cinema commercials showed the power of loved ones' words and gestures. They encouraged viewers to support others in achieving their goals, instead of discouraging them. The protagonists in the commercials were motivated by those closest to them: "We support you very much", "I believe that you will fulfil your dream", "I'm sure you will succeed. I will support you."

The campaign was accompanied by a number of supporting initiatives, including:

- A series of articles and interviews with experts and psychologists about appreciation on the onet.pl online platform. These included a survey and a resulting appreciation report, a series of viral videos, as well as an interactive app.
- Social media activity integrated with the television commercials. In addition, three influencers (Nishka, Superstyler and Weronika Truszczyńska) joined our campaign and shared how important everyday appreciation is for them, coming from both loved ones and strangers.
- Two meetings at the Bank's Warsaw branch, in the former "Sesame" Department Store. During the first meeting, runner-bloggers (Bartek Olszewski and Kasia Gorlo) explained how being appreciated by people around them affects their passion and motivation. The next meeting was attended by representatives of the Polish Amp Football team (football players after leg amputations), who talked about making one's dreams a reality despite adversity.
- We also cooperated with the Sukces Pisany Szmianką Foundation. We co-organised meetings and training sessions for entrepreneurial women interested in self-development. These covered appreciation and communication styles as well as building self-confidence. A series of meetings for entrepreneurial women also took place.
- On March 5 we proclaimed the National Day of Appreciation. We organised a number of initiatives to highlight the need for appreciation. Information about the initiatives could be found, i.a. on the Bank's Facebook and Instagram profiles. We also announced a competition whose winner could support the plans and dreams of one of the Bank's customers. The author of the most creative idea received a prize of PLN 5,000.

The campaign was accompanied by internal initiatives addressed to the Bank's employees. We encouraged them to appreciate others, provide training and shared information about the "Two Generations" and "Woman in Finance" reports.

Find out more about appreciation: <https://www.doceniajnieoceniaj.pl>

THE LAST EVER ISSUE

For many years, we have been actively involved in activities which support diversity and combat discrimination, we place great emphasis on strengthening the role of women in society and professional life. Involvement in "The Last Ever Issue" provided a platform for discussions about gender equality and highlighted the problem of the objectification of women. Bank BNP Paribas and its partners contributed to closing the best-known erotic magazine in Poland. The last issue dealt with equal rights and opportunities for both sexes. It was dedicated to, among others, extraordinary women. The last issue of "Your Weekend" contains stories about men and women, told in articles, interviews and columns. The authors included Rikha Sharma Rani (a journalist collaborating i.a. with the New York Times) Maria Rotkiel (therapist and psychologist), Rafał and Tymek Bryndal, Miłosz Brzeziński and Rafał Madajczak. The layout of the magazine, including sections and headings (such as: Dossier, Positions, Poster or Comics) was preserved, but it was given a completely new meaning. Ewa Kasprzyk, Orina Krajewska and Joanna Jędrzejczyk took part in a unique cover session. By participating in the "The Last Ever Issue" project, we wanted to highlight the important topic of gender equality. The project was initiated by Gazeta.pl and VMLY&R Poland. Bank BNP Paribas, Mastercard and the Sukces Pisany Szmianką Foundation were its main partners.

The "The Last Ever Issue" campaign received 5 awards at the Cannes Lions festival - the most prestigious competition in the advertising industry - including the Grand Prix in the Glass and Titanium Lion categories.

Find out more about the project at: <http://media.bnpparibas.pl/pr/425593/ostatni-twoj-weekend-wspolnie-z-partnerami-kupilismy-i-zamykamy-kontro> and see how we changed the narrative about women: <http://twojweekend.gazeta.pl/twojweekend/0,0.html>

"YOU ARE THE CHANGE, WE ARE THE BANK FOR A CHANGING WORLD" CAMPAIGN

Rebranding provided an opportunity for us to redefine ourselves as Bank BNP Paribas. On April 8, 2019, the "You are the change, we are the Bank for a changing world" campaign was launched. It established the global BNP Paribas brand as "The Bank for a changing world", and introduced new Bank products.

– In our communication, we focus on relevant, real and universal topics - topics which are important for Poles. We observe the social and cultural changes in Poland and around the world, we talk about them and participate in them. We want to be a brand suited for the modern times, this resolve is reflected in two of our campaigns: "Why are there no women on banknotes?" and "Appreciate, do not judge." We want to draw attention to the fact that each of us has an impact on the surrounding microcosm. We can change this world together. That is how we see the role of our brand.

Dariusz Maciołek, Managing Director of Communication, Marketing and Engagement
at Bank BNP Paribas

Our priority is to be active and be an agent of change. That is why we have put forward a proposal to our partner NGOs to create new projects in response to social needs.

Our image campaign showed children who are not afraid to ask difficult questions, such as: "Will I find a job in Poland when I grow up?", "Will there be fresh air when I grow up?", "When I grow up, will there be people pointing fingers at me?". The protagonists' observations were intended as a source of inspiration for changes in the viewers' lives. Above all, they made us realize that we can shape the world which our children will inherit.

Answers to the above questions, as well as suggestions for ensuring that the needs of children are met, can be found at zostanzmiana.pl. It features the ideas of the representatives of various organizations, including: Kosmos dla Dziewczynek Foundation, Nasza Ziemia Foundation, Ocalenie Foundation, Lambda Warsaw Association, Miłość nie Wyklucza Association, Zwolnieni z Teorii Foundation and Łąka Foundation. Internet users could vote for a project of their choice. The winning foundations and associations received PLN 50,000 for the implementation of their ideas, and the remaining organizations - PLN 20,000 each.

Projects launched by NGOs with the help of our grants:

- **Kosmos dla Dziewczynek Foundation** focused on the development of children's passions and talents, conducting educational workshops for 750 kids from all voivodeships. Kids were shown effective ways of learning about and appreciating their own strengths and the strengths of others.
 - **Lambda Warsaw Association** and **Miłość nie Wyklucza Association** initiated the "Be yourself" project to show the positive aspects of diversity and help young people affirm their otherness. A series of meetings throughout Poland, as well as a series of videos and publications tell stories about people who dared to be themselves.
 - **Ocalenie Foundation** focuses on the integration of foreigners in Poland. The project includes a "Course on understanding" - a series of 25 multicultural workshops for children and youth in schools all over Poland. Their aim is to stimulate empathy, sensitivity and openness to other cultures.
 - **Nasza Ziemia Foundation** has planned 100 cleaning events throughout Poland as part of the "World Cleanup" campaign. An information campaign and a series of educational workshops at schools have also been planned.
 - **Łąka Foundation** transforms lawns into bee-friendly flower meadows. The submitted project - "Meadow Cottage" - involved the creation of an education center where officials, greenery designers, children and youth will be able find out about the role of meadows as well as learn how to create and mow them - for the common good.
 - **Zwolnieni z Teorii Foundation** – the "Exempt from the Theory" project is an initiative that develops students' competence in management, teamwork and entrepreneurship, with the aim of helping them to implement their own social projects.
- The Bank donated PLN 50,000 for the implementation of the first four projects selected by Internet users. The other two organizations received PLN 20,000 each.

Visit the campaign website and find out more about the projects: <https://www.zostanzmiana.pl/>

RELAY THE CHANGE

According to the World Health Organization, depression will become the most common health problem in the coming years. It is estimated that this problem affects 4-10% of Poles, and 96% of prevention and treatment initiatives are carried out by NGOs. To raise awareness about this disease, fight taboos and emphasize the important preventative role of sports, we organised the longest charity relay run in Poland: “Relay the Change - let's fight depression together”. The race started on June 4 at Kasprowy Wierch and ended 4 days later on the Hel Peninsula. The ambassador of the event was the world record holder in long distance running, Patrycja Bereznowska, accompanied by 16 popular athletes, including triathlete Jarosław Górski. Anyone could join the run at one of over 100 points on its route, and run a distance of 5 or 10 kilometers. The runners' efforts were broadcast live on social media. Income from the run was donated to the Aktywnie Przeciwko Depresji Association.

Key figures:

500 participants, including 300 registered runners

300 media publications

900 kilometres covered

96 hours of running

16 popular athletes leading the run

Find out more about the run: <https://www.youtube.com/watch?v=yDIWaTQPX0Q>

TRAIN FOR CHANGE

During the summer, passengers of PKP Intercity trains on the most popular summer routes were invited to the world of science. They could visit a special car, designed like a branch of Bank BNP Paribas. Workshops, scientific demonstrations and language lessons were prepared for both young and older travellers by our partners: Copernicus Science Center, the Łąka Foundation, the Ocalenie Foundation and the Kosmos dla Dziewczynek Foundation.

Key figures:

21 days spent on route and 15,000 kilometres travelled

180 hours of work of the MOBILE BANK BRANCH

4 organizations involved in the project

508 kids and 609 adults participated in the workshops

11 518 - the number of people we reached

Find out more about the project: <https://pociagdozmian.pl/>

CLIMATE CHANGE COSTS

– The problem of climate change concerns us all - citizens, business, NGOs. As an organization with a significant impact on the economy, we made a conscious choice not to finance new coal investments, and to support the transition to green energy. We are not afraid to talk about it. We promote eco-awareness among our employees, save sources and finance eco-investments. Care for the natural environment is one of the pillars of our organization. It was therefore an obvious choice to prepare a campaign which would show the consequences of climate change, which will affect us all. We wanted to reach people for whom climate issues are as important as they are for us, but also those who need motivation to take action.

Agnieszka Konarzewska, Head of Marketing Communications Department at Bank BNP Paribas

Climate change and its effects is one of the most important topics in public debate. Preventing climate change is one of the priorities of the entire BNP Paribas Group. In April 2019, our internal "Bank of Green Changes" program was launched. It aggregates all of the Bank's pro-ecological initiatives and includes an educational campaign for employees. Their remarkable commitment motivated us to raise the issue of climate in the "Climate change costs" campaign, which was launched 6 months later.

The first phase of the campaign focused on education about the causes of climate change and its costs, such as rising temperature, weather anomalies (hurricanes, hailstorms and violent rainfall), as well as prolonged and repeated droughts. These will cause issues with the availability of food and rising food prices. We explained the above in videos on a dedicated website: www.zieleniak2040.pl. It was developed in cooperation with our partner, Carrefour.

In the second part of the campaign, we encouraged people to join in the creation of "Great oxygen gardens," oxygen tree plantations which reduce the negative effects of increasing carbon dioxide emissions. We pledged to plant one oxygen tree - "Oxytree" (which produces up to 10 times more oxygen than other deciduous trees) - for each new account or cash loan at our Bank. Thanks to the commitment of our customers we will plant 50,000 Oxytrees in spring 2020.

The campaign was also addressed to our employees. We will not only plant a tree for every account or loan they set up, we also provided them with anti-smog masks and air-cleaning potted plants. Our intranet contains a site with tips on how to be eco-friendly, as well as a tree counter, showing how many Oxytrees we will plant thanks to their support. We also included the Bank's carbon footprint counter.

Furthermore, the Bank established cooperation with the newonce.media platform, inspiring and supporting the editors of the newonce.paper magazine in the transition to eco-paper. Together with newonce.radio, the KLIMAT broadcast was created. It focuses on the eco-initiatives of invited guests, and discusses issues related to climate change, ways of protecting the natural environment, responsible consumption and travel. The guests of the broadcast included: Michał Piróg, Paulina Górka, Sebastian Kulis. The music played during the broadcast was created by artists who are involved in environmental campaigns - from Paul McCartney, through Radiohead, to Billie Eilish.

Find out more about the campaign <https://www.bnpparibas.pl/bankzielonychzmian> and listen to podcasts at: <https://www.newonce.radio/klimat>

#GREENCHANGESZONE

We talked to students about climate change and about the need to introduce eco-improvements in everyday life. We organised a series of events at 10 universities in 8 cities, during which we presented, i.a. our initiatives for the environment and climate. Students who visited the green zone were able to learn about our pro-ecological projects and about the internship offer of the Bank. They also received practical tips for jobseekers.

The zones were built from ecological materials and filled with greenery. They were plastic-free and waste was segregated. In the cafe, visitors could squeeze out a personally composed juice using an energy bike, there was also a relaxation area with an eco-library.

BNP PARIBAS TALKS

We organize inspirational meetings with interesting personalities. The name of the initiative is BNP Paribas Talks and events take place in Bank branches all over Poland. In 2019, the topics were very diverse - from literature, through travel, ecology, sport to personal development. The common denominator was providing inspiration for changes and reaching one's goals.

So far, our guest included: Marek Kamiński - extreme traveler and philosopher, Orina Krajewska - actress and author of "Holistic Health Paths", Karolina Cwalina - coach and author of books on self-improvement, Renata Gut - talent management expert, and Joanna Kuciel –Frydryszak - journalist and reporter.

One of the aims of the meetings is to support the Bank's campaigns. A series of 7 events connected to the Bank of Green Changes campaign took place in Gdynia, Giżycko, Poznań, Wrocław, Częstochowa, Warsaw and Puławy. The invited guest was ecologist Katarzyna Wągorowska, author of the book "Zero Waste Life. Live without trash and live better" and the blog ograniczamsie.com, educator and zero-waste activist. Together, we showed participants how to live without waste but with care for our planet.

As part of the "Appreciate, Do Not Judge" campaign, Ewa Wilmanowicz - an inspirational speaker - instructed guests on how to prevent procrastination, how not to postpone life.

Key figures:

20 meetings all over Poland

500 participants and 460 books given out to them

12 invited guests

35 hours of interesting talks

STRATEGIC PARTNERSHIP WITH "NOBLE GIFT"

As a strategic partner of the "Noble Gift" initiative, we help not only by encouraging our employees to volunteer, but also by promoting the idea of responsible aid and inspiring our clients to join in. In 2019, we continued the partnership under the slogan "The most important gifts are those that you don't unpack". Communication channels included the www.pomaganiejestfajne.pl website and a promotional campaign online and in cinemas. Bank BNP Paribas was also a partner of the "Weekend of Miracles", broadcast by TVN television channel. On December 7, the progress of "Noble Gift" volunteers who were preparing and delivering gifts to families in need could be followed live on television.

Our partnership with the "Noble Gift" initiative includes a commitment to transfer our own funds to the "Noble Gift" for each non-cash payment (mobile and online) made by our clients. From November 2018 to November 2019, we donated PLN 2,100,000. At the end of 2019, we also enabled our clients to make donations directly from the initiative's website.

4.8. SPONSORSHIP INITIATIVES

Sponsorship initiatives constitute an important aspect of the Bank's social involvement. Our sponsorship goals are a part of the global sponsorship strategy of the BNP Paribas Group. Its pillars are to support the development of tennis and culture (especially cinema). Bank BNP Paribas sponsors numerous projects related to the development of tennis in Poland, both at the professional and amateur level. We also support film festivals, opening night events as well as cultural events. Furthermore we provide financial support for entrepreneurship development projects which involve potential recipients of our products.

#WEARETENNIS

The history of BNP Paribas has always been intertwined with the history of tennis. It is a universal sport, based on the idea of fair play, and we have been supporting it for 45 years - over four decades ago BNP Paribas Group supported the French Tennis Federation for the first time. Since then, the BNP Paribas Group has been promoting the development of this discipline around the world. Our involvement has become an important element of our brand identity and an inseparable aspect of the Group's image. The BNP Paribas Group is involved in the development of tennis at all levels: professional, amateur and junior competitions, as well as tennis competitions for the disabled. In addition to the organization and sponsorship of tennis events around the world, the Group has created an information and community portal for all tennis lovers - wearetennis.com.

In Poland, our involvement is just as intense. We regularly support athletes and sports clubs, we organize tournaments. These include prestigious professional tournaments, competitions for children and youth and wheelchair tournaments. The events we supported in 2019 included:

- BNP Paribas Sopot Open International Tennis Tournament - the 2nd edition of a men's tournament, attended by the world's leading tennis players,
- FedCup by BNP Paribas in Zielona Góra,
- SPORTBIZ 2019 sport and business forum in Warsaw,
- BNP Paribas BUSINESS CUP 2019 - a series of tournaments taking place in Warsaw, Poznań, Wrocław, Katowice, Kraków and Gdynia,

- XXI BNP Paribas Zambrów Open 2019.

The tennis events are cheered by members of the We Are Tennis Fan Academy. It is a team of tennis fans (supported by the Bank) who cheer the Polish tennis team during matches played in Poland.

Kids to the Rackets

We care about the health of Polish children and therefore strive to instill the love of movement and of our favourite sport. To this end, we organised the 4th edition of the Kids to the Rackets campaign. It is a nationwide BNP Paribas project which popularizes physical activity among children, parents and teachers.

Every year, a series of tennis events in holiday resorts, allows children from all over the country to get acquainted with the discipline. In 2019 we visited 6 cities, from the sea to the Tatra Mountains, with project ambassadors: Urszula Radwańska and Iga Świątek. Under the watchful eye of professionals children could learn to play all day long.

Our goal is also to bring tennis lessons to elementary schools. Schools are invited to participate in a competition, whose winners receive children's tennis equipment and professional training for teachers (organised in cooperation with the Polish Tennis Association). In 2019 over 300 schools participated in the competition, and 60 of them received prizes. Therefore, since the beginning of the program, we have introduced tennis to 210 schools, while promoting sporting values and a healthy lifestyle.

Key figures:

2000 kids took part in summer tennis workshops in 2019

over 300 elementary schools took part in the competition

60 winner elementary schools

6 cities where tennis events were held: Warszawa, Sopot, Krynica Morska, Giżycko, Władysławowo, Zakopane.

Find out more about the initiative: www.dzieciakidorakiet.pl

– The basis of our sponsorship strategy is message consistency. We do not support every interesting initiative, we carefully select topics which are consistent with the Bank's values and traditions. This way, we build strong, lasting associations. This is the nature of our involvement in initiatives connected with tennis and we want to follow a similar path with cinema.

Małgorzata Wasiuk, Head of Brand Strategy and Involvement at Bank BNP Paribas

#WELOVECINEMA

The second area of focus when it comes to the sponsorship strategy of Bank BNP Paribas and the BNP Paribas Group is the promotion of cinema. In 2019 we became involved in a number of initiatives connected by the motto: “We love cinema”.

Mastercard OFF CAMERA International Festival of Independent Cinema

Bank BNP Paribas became a strategic partner of the largest independent cinema festival in Central Europe. Furthermore, Bank BNP Paribas became a partner of the Festival Hits section (Best of FEST). It features 6 films which were most successful at international film festivals. The Bank also became a patron of the Best Actor Award in the Polish Competition. The award was presented during the closing Gala. Mastercard OFF CAMERA, a celebration of independent cinema, consists of 250 screenings in Krakow's cinemas, on the roofs of apartment buildings, in a river barge cinema and on the Vistula Boulevards. In 2019, it was attended by 400 festival guests from around the world.

Cooperation with Cinema City and Muranów Cinema in Warsaw

We have started a 3-year cooperation with the Cinema City network. Bank BNP Paribas has become a partner of all Imax cinemas and 8 cinemas in multiplexes in major Polish cities. We have also become a partner of a series of film

screenings addressed to women, named "Ladies Nights", which are shown in 19 Cinema City cinemas. Participants can take part in competitions, prizes are funded by Bank BNP Paribas. Owing to the cooperation, holders BNP Paribas payment cards receive a 10% discount for tickets.

Bank BNP Paribas has also established cooperation with Muranów Cinema in Warsaw. We sponsor monthly "In good company - for seniors" screenings organised by the Gutek Film company. The screenings are followed by discussions with invited guests, who represent the world of cinema. Tickets for seniors cost only PLN 5.00.

ECONOMIC EVENTS

– As a Bank for a changing world, we want to support our clients' responsible development, which is why we constantly monitor global trends and challenges, including technological developments and climate change. We participate in key economic events, during which our experts share their knowledge and experience as well as participate in discussions regarding the development of our industry and the national economy.

Izabela Tworzydło, Head of Corporate Communication,
Spokesperson for Bank BNP Paribas

Last year, we became a partner of many international economic events in Poland. Representatives of Bank BNP Paribas gave talks at congresses, shared knowledge and good practices in the areas of management, finance, agrobusiness, energy transformation and sustainable development.

- **11th edition of the European Economic Congress** in Katowice, during which professionals and experts took part in over 150 thematic sessions. Bank BNP Paribas became the main partner of the event, as well as a Partner of the "Generational change in business" session. The Bank's representatives hosted the "Green finances - principles, standards and reporting in the financial sector" debate.
- **European Forum of New Ideas** in Sopot is one of the largest conferences in Central and Eastern Europe, devoted to global trends, new ideas and the future of Europe. The Bank was the main partner of the Forum, a supporting partner of the "Friendly workplace - talents and the employer's brand" panel and a partner of the "How to feed the world of tomorrow? Agriculture of the future" panel.
- **10th European Financial Congress** in Sopot devoted to ways of ensuring a stable, modern and fair future of finance, and thus the economy. Bank BNP Paribas was a partner of the event and a partner of one of the debates.
- **Economic Forum in Krynica** is the largest conference of its kind in Central and Eastern Europe. It provides an opportunity for the exchange of views on the political, economic and social situation while also being an opportunity for highlighting the key values on which the Bank bases its development. Bank BNP Paribas became a partner of the Forum and hosted the "Sustainable financing - new business models" debate, which was a part of the "New Economy" session. The Bank's representatives in discussion panels and debates were: President of the Bank's Management Board - Przemek Gdański, Vice President of the Management Board - Jerzy Śledziwski, and Managing Director of Asset and Liability Management - Jarosław Rot.
- **Open Eyes Economy Summit** is an international congress organised in Krakow and devoted to economy based on social values. The fourth edition of the Summit focused, i.a. on issues related to the job market, territorial justice between the countryside and the city, unfair selling practices and international governance. The Bank was a sponsor of this unique event, and its representatives joined speakers from Poland and abroad.
- **Not Irresponsible Conference** focused on responsibility in the financial industry. The main theme of the conference in 2019 was "Rebellion and anger in (ir)responsible life and business". Bank BNP Paribas was the main partner of the event.
- **DesignWays Conf 2019** is one of the largest conferences addressed to designers which focused on topics related to UX/UI, product and service design as well as new technologies. Bank BNP Paribas was a partner of the event.
- **Impact fintech'19** is the largest conference devoted to the future of financial services in the region. It is addressed to banking, finance and economy experts, both from Poland and abroad. Bank BNP Paribas was its Premium Partner and we supported the event for the third time.

CHAPTER 5. ENVIRONMENTAL RESPONSIBILITY

[GRI 103-1, GRI 103-2, GRI 103-3]

Care for the natural environment is one of the key commitments of Bank BNP Paribas. We believe that change should begin with ourselves, we therefore put great emphasis on initiatives which protect our planet.

In 2011, the BNP Paribas Group recognised preventing climate change as its key priority and made a commitment to strengthen its efforts related to protecting biodiversity, water, air, natural resources and promoting a closed circuit economy.

Our efforts to counteract climate change include a number of initiatives and projects. We offer products which support eco-investments, we limit the negative impact of operational activity on the environment and we promote ecological attitudes among our employees, clients and contractors. Establishing partnerships and promoting climate justice within our industry is an important part of our operations.

Since the acquisition of core operations of Raiffeisen Bank Polska, we have been systematically harmonising procedures regarding environmental liability. We implement the best solutions and practices from the point of view of the organisation and its employees.

After many years of supporting the protection of our natural environment, in April 2019 we inaugurated the Bank of Green Changes program. It aggregates all of our previous initiatives for the climate. The Bank of Green Changes program includes: an internal educational campaign addressed to employees of all departments, changes in the functioning of the organisation (eco-improvements) and the constant development of our offer of eco-products and services.

Our *CSR & Sustainability Strategy* commitments under the environmental responsibility pillar:

- Partnering with our clients in the transition to a low carbon economy.
- Reduce the environmental impact of our operations.
- Advance awareness and sharing of best environmental practices.

The key Sustainable Development Goals for Bank BNP Paribas from an environmental perspective include financing investments supporting access to energy from renewable sources, supporting the development of sustainable cities and communities, and active participation in partnerships and initiatives for climate justice.



2019 in numbers:

2,500 employees
took part in the Bank of Green
Changes educational campaign

1,844 people took part
in thematic quizzes about
ecology,
448 people solved the final quiz

nearly 50 ideas
for eco-efficient organization
and eco-friendly private life
submitted by employees

400 employees and their loved
ones took part in the
#TrashChallenge – eco-
volunteering action

over 30 million people
were reached by the Climate
Change Costs online campaign,
over 8,5 million people saw the
campaign spots

50,000 Oxytrees
will be planted on wasteland
in 2020

34,000
kilometres of carsharing

699 employee trips
within the Bank's carsharing
system

56 new vehicles with
alternative propulsion
entered the Bank's fleet

over 200 employees
trained in the Safe Driving
Academy program

10,000 financed photovoltaic
installations for households

16,640.5 MWh energy
consumption from renewable
energy sources at the Bank

9 beehives
in Apiary
Under the Stars

450,000 bees
in the care of the Bank BNP
Paribas

250 kilograms of honey
produced in our apiary since
2017

5.1. SUPPORTING ENERGY TRANSFORMATION

[GRI 103-1, GRI 103-2, GRI 103-3]

As a responsible financial institution, Bank BNP Paribas limits its involvement in industries widely recognised as environmentally harmful and inconsistent with the principles of sustainable development. Since 2015, the Bank has been withdrawing from financing the coal energy sector and does not offer new financing for energy groups based on coal. In 2017, the successive tightening of regulations in this respect led to the decision to stop financing for all projects related to the construction of new coal-fired power plants and coal mines. We decided to support only those companies within the coal energy sector which are actively involved in the transition to other energy sources.

During the UN Climate Summit (COP24), held in December 2018 in Katowice, five leading global banks, including BNP Paribas, made a joint commitment to adapt their loan portfolios to global climate goals by supporting the objective described in art. 2.1c of the Paris Agreement: "Making finance flows consistent with a pathway towards low greenhouse gas emissions and climate-resilient development."

In 2019, the BNP Paribas Group declared that it would increase support for the development of renewable energy sources. A new financial target of EUR 18 billion by 2021 has therefore been set.

Focusing on responsible financing, Bank BNP Paribas monitors the level of environmental, social and governance (ESG) risk for all of its clients. In addition, as part of the BNP Paribas Group, the Bank pays particular attention to financing ESG sensitive sectors. To this end, the Bank has recognised nine sectors and has introduced CSR Policies which define specific requirements for clients operating within each.

For more about the sensitive sectors and responsible financing, see Chapter 2: *Economic Responsibility*, section: *Responsible financing and sustainable development*

ECO-FRIENDLY PRODUCTS AND SERVICES

Our key commitment in the field of environmental responsibility is to support our customers in the energy transformation, and thus to develop eco-friendly products and services. Bank BNP Paribas is constantly developing its offer of products and services to help our customers transition to a low-carbon economy and develop their sustainable and ecological investments.

We have been financing small and medium renewable energy (RES) projects since 2008: wind farms, agricultural biogas plants, small hydropower plants and photovoltaic installations.

Our Bank specialises in financing the projects of small and medium-sized entities, including farmers. A team of renewable energy and agro experts supports customers who plan eco-friendly projects which support a sustainable economy and energy transformation in Poland.

In 2019, our offer included numerous eco-friendly products and services.

Instalment loan for financing renewable energy sources

We have been offering instalment loans for the financing of ecological energy sources since 2017. The offer is addressed to retail customers and allows them to finance the purchase of: solar installations, water heaters, heat pumps, recuperators and home wind farms.

We are particularly proud of the development of a financing system for photovoltaic installations planned by individual customers. The offer is available in nearly 1,200 sales outlets of our partners throughout the country. The repayment of loans up to PLN 60,000 can be spread over 120 months.

In 2019, the photovoltaic program for prosumers was streamlined by popularising the paperless contracts among retail customers and by adding the option of postponing the first instalment by 1 month.

The dynamic development of the loan offer related to renewable energy installations for individual customers allowed us to finance over 10,000 household installations in December 2019 and to become the market leader in this segment.

Photovoltaics for farmers

Farmers from the micro sector have access to a wide offer related to financing the purchase and installation of photovoltaics, including: Rzeczówka Light revolving loan in the margin account, Agro Lider mortgage loan, and Agro Progress investment loan.

Loan with a BGK bonus for the thermo-modernisation of real estate

The loan was created in cooperation with Bank Gospodarstwa Krajowego as part of the “Loan with a BGK Bonus” program and is addressed to housing communities aiming to improve the energy classification of multi-family residential buildings.

Green Energy Loan

The Green Energy investment loan was created to support investments in renewable energy sources. It is intended to finance the construction of wind farms, hydropower plants, solar farms and installations for the production of electricity or heat from biomass/biogas. The loan can be used by businesses planning to generate energy from renewable sources. One of the conditions is the possession of a preliminary license for the production of RES energy issued by the President of the Energy Regulatory Office (if required by law).

Technological loan

Companies planning to implement new technologies (self-developed or acquired) and launch innovative products on the market can apply for a non-returnable subsidy of up to PLN 6 million under an EU program which our Bank participates in. Loans for technological innovations are a product of cooperation with Bank Gospodarstwa Krajowego. The latter grants a non-returnable technological bonus, which partially covers the loan capital, thus encouraging the implementation of bold innovative investments.

EKO LEASING POLSEFF ecological bonus

Between 2011 and 2019 Bank BNP Paribas cooperated with the European Bank for Reconstruction and Development (EBRD) as part of the Program for Financing Sustainable Energy Development in Poland (PoSEFF). The cooperation was related to the financing of energy efficiency projects in the form of investment loans and leasing with an ecological premium. The product was addressed to SMEs and financed investments which reduced energy consumption by at least 20%. The program also involved the creation of an innovative tool: a publicly available list of LEME energy-saving machines. In addition, throughout the entire investment process, PoSEFF experts offered entrepreneurs free engineering support and advised on the selection of technologies that reduce energy consumption. Over 2,000 projects have been financed within the program.

GREEN INVESTMENT PRODUCTS

Bank BNP Paribas supports investments which are not only meant to meet the investment goal, but which are also planned in a socially responsible and environmentally friendly manner. The Bank decided to participate in a campaign whose purpose is to plant a tree for every EUR 1,000 spent on socially responsible investments.

The program encourages participation in the recreation of a forest area in the Greater Poland Voivodeship, which was destroyed during a tornado in 2017. Owing to the program, the indicated area will be afforested by the Reforest'Action company in April 2020.

SUSTAINABLE FUNDING COMPETENCE CENTER

In June 2018, our Bank established **The International Financial Institutions and Sustainable Growth Programmes Bureau**, whose aim is the analysis and development of programs which will optimally support investments made by the Bank's customers from various market segments.

– The Bank's competence center for the development of sustainable financing is responsible for the analysis and implementation of development programs related to energy efficiency, the use of renewable energy sources, electro mobility and environmental protection. The Bureau cooperates with national and international financial institutions, such as the European Investment Bank and Bank Gospodarstwa Krajowego, as well as with other national and European public institutions. The programs implemented by the Bureau are addressed to all market segments: retail customers, individual farmers, housing associations, micro, SME and large companies. The Bureau is an internal competence center for sustainable financing. It consolidates all of the Bank's projects in the above-mentioned areas; its goals include the strengthening internal competences in the field of sustainable development and obtaining financing for eco-friendly projects through credit lines, grants and guarantees, as well as by providing clients with technical assistance and promoting eco-attitudes.

Adam Hirny, Director of the International Financial Institutions and Sustainable Growth Programmes Bureau at Bank BNP Paribas

The main goal of the Bureau is to create dedicated sustainable development programs which support the energy transformation of our clients. The programs are included in the offering of the Bank's business lines, and they take advantage of the existing experience of the Bank and BNP Paribas Group experts. They also entail cooperation with sources of financing and co-financing available in Poland and the European Union.

Strategic projects implemented by the unit in 2019:

- energy transformation project for housing communities,
- energy transformation project for enterprises,
- project increasing access to financing for retail customers, farmers and housing communities.

The sustainable financing center also focused on:

- reducing barriers for the energy transformation investments of individual customer groups,
- facilitating clients' access to sustainable financing,
- limiting the risks associated with financing the energy transformation,
- raising competences related to financing energy transformation among Bank experts,
- promoting and spreading knowledge in the field of energy transformation.

In order to implement strategic projects, The International Financial Institutions and Sustainable Growth Programmes Bureau signed the following agreements in 2019:

- with the European Investment Bank (EIB). Based on the ELENA (European Local Energy Assistance) program under the Horizon 2020 program, the Bank obtained funds for technical support for housing communities. The technical support component aims to help housing communities initiate and implement investments in the field of energy efficiency in multi-family residential buildings;
- through a similar agreement with the EIB - also based on the ELENA program - the Bank obtained technical support funds for SME and MidCAP enterprises. The purpose of the technical support component is to help enterprises in initiating and implementing investments in the field of energy efficiency of commercial buildings;
- with Bank Gospodarstwa Krajowego (BGK) regarding cooperation in granting BiznesMax guarantees to SMEs. The BiznesMax guarantee is an instrument supporting SMEs in the scope of innovative and ecological projects;
- with the EIB regarding the risk sharing tool within the PF4EE Program (Private Finance for Energy Efficiency) based on the LIFE Environment and Climate Action Program (2014-2020), which is an instrument of the European Union. As a result of the agreement, investors (retail customers, housing associations, farmers) will have greater access to financing in the field of energy efficiency and renewable energy micro-installations. They will be able to receive higher loans with longer financing periods.

In 2020, The International Financial Institutions and Sustainable Growth Programmes Bureau will focus on:

- the development of new sustainable financing programs,
- gradual extension of the system of loans for energy transformation,
- involvements devoted to the development of the "Clean Air" program and inclusion of commercial banks in the program in order to increase its accessibility to potential beneficiaries,
- continued financing for enterprises investing in innovation,
- promoting sustainable development in relation to, i.a. energy efficiency and renewable energy; sharing best practices in this field,
- building expert knowledge in the field of energy transformation within the organisation,
- further analysis of the legislative environment and planned legislative changes.

5.2. PROMOTION OF ECO-ATTITUDES

– At Bank BNP Paribas, we believe that each of us has an impact on shaping the world of tomorrow, that is why we care about the natural environment. We want to promote eco-attitudes and jointly counteract climate change. To minimise the adverse effects of human actions and prevent further degradation of the natural environment, we have undertaken a number of educational initiatives addressed to our employees and their relatives, customers and contractors. An important aspect of our activity in this area is the promotion of climate justice during industry events and initiatives.

Agnieszka Michalik, CSR Senior Specialist
at Bank BNP Paribas

1st EDITION OF “BANK OF GREEN CHANGES” PROGRAM

On April 23, 2019, following the International Earth Day celebrations, Bank BNP Paribas held a meeting with Katarzyna Wągrowaska, the author “Zero Waste Life. Live without garbage and live better.” and the ograniczamsie.com blog, which inaugurated the first edition of “Bank of Green Changes” educational program addressed to all employees and their loved ones.

In the first edition of the program in 2019, in particular months Bank employees discussed a topic related to renewable and non-renewable resources and the segregation of waste. Since then, each month Bank employees have received a dose of ecological knowledge – guidance and ready solutions helping to live in balance with our planet. Employees learn about the causes and effects of climate change and how to counteract them.

Employees can test their knowledge in thematic quizzes. Eco-experts can use for eco-friendly gadgets which help them to implement the zero waste principle. To strengthen eco-attitudes, the Bank encourages employees to participate in monthly eco-challenges and share their ideas and achievements.

As part of the campaign, a special page was also created on the intranet: a treasury of knowledge about ecology for employees of Bank BNP Paribas.

The program also includes inspirational meetings and workshops. Renowned experts share their knowledge with Bank employees. Guests included Franck Courchamp - creator of the documentary film "Separate genre" and Marcin Popkiewicz - nuclear physicist, climatologist, author of "Climate Science."

Key figures:

2,500 employees involved in the educational program

1,844 participants of thematic quizzes about ecology

448 people participated in the final quiz

close to 50 ideas for eco-upgrades at the Bank and in everyday life

ECO-VOLUNTEERING

In 2018, as part of the “Let’s make meadows around us” campaign in cooperation with the Łąka Foundation, volunteer-employees of Bank BNP Paribas sowed flower meadows in Warsaw and Cracow. In October 2019, they sowed a meadow near the Bank’s Operations Center in Ruda Śląska.

On September 2019 Bank BNP Paribas cooperated with the Nasza Ziemia Foundation and the General Directorate of State Forests to organise the #TrashChallenge. Employees and their loved ones took part in educational picnics and cleaned contaminated areas in 8 locations in Poland.

Watch a video about #TrashChallenge:

https://www.youtube.com/watch?v=GFLnxQ80RbU&list=PLGDdBtj0RC1jaT0gKBEE1A727vCA_1GUy&index=3

For more information about volunteering initiatives, see Chapter 4, section *Volunteering and social commitment*

“CLIMATE CHANGE COSTS” CAMPAIGN

We are all living with a land loan and our ecological debt is increasing dramatically. Preventing climate change is our joint responsibility. In order to adjust to a changing reality, Bank BNP Paribas focuses on important and universal issues in its communication, problems which are also important from a Polish perspective. Therefore, inspired by the commitment of our employees, we developed the “Climate Change Costs” campaign. The goal is to educate about climate change, but also to create Great Oxygen Gardens which we will plant on wastelands to clean the air around us.

The campaign raises the issue of **climate change and its effects on the environment**, including a rise in fruit and vegetable prices due to sudden droughts, more severe rainfall and hurricanes. In the first phase of the campaign, on television and in cinemas, we focused on the problem of high prices in the future. Those interested in additional information were invited to visit to zieleniak2040.pl.

In the second phase of the campaign, which included television, Internet, social media and cinema commercials, **we encouraged potential clients to join our climate protection initiative**. We pledged to plant one Oxygen tree for each new account or cash loan at our Bank.

All the above also promoted the bankzielonychzmian.pl website. It contains a counter of planned tree plantings, and a carbon footprint calculator for individual households with the added option of comparing results with the national and world averages. In addition we encouraged people to change their daily habits by giving them specific tips.

Key figures:

50,000 Oxytrees will be planted on wastelands in 2020

Over 8,5 mln people watched campaign videos

Over 30 mln people were reached with the online campaign

Find out more about the campaign “Climate change costs”

<https://www.bnpparibas.pl/bankzielonychzmian/time20191031143321>

For more information about the campaign, see Chapter 4, section *Important Social Topics in Marketing Communication*

INSPIRATION FOR “GREEN CHANGES”

Bank BNP Paribas expresses its care for the natural environment by spreading eco-enthusiasm among its customers and partners. Our Bank has established cooperation with one of the largest lifestyle portals in Poland. We supported the newonce.net editorial team in the transition from top quality to ecological paper. As the Bank of Green Changes, in cooperation with the newonce.net editors, we wanted to draw the attention of young people to the problem of climate change. The perfect opportunity came from using the pages of their favourite magazine.

Together with newonce.radio, we have created the KLIMAT podcast, which focuses on the eco-initiatives of invited guests, discusses the most vivid examples of negative human influence on the natural environment and proposes solutions for the protection of nature. It explains what the carbon footprint is and how we can help neutralise it in the easiest way possible. The broadcast also explains what climate summits are and why they are the most important meetings of the 21st century, despite controversy. It also answers key questions: how to buy responsibly, how to travel wisely, how not to waste food, where to look for solutions and how much time we have left to reverse negative trends.

Listen to the KLIMAT podcasts at: <https://www.newonce.radio/klimat>

Together with onet.pl we have also created a new program entitled **Green Stars**. Michał Piróg and invited guests raise important environmental issues in an accessible quiz formula.

Our **Free a Cloud for Earth** campaign, built awareness about the energy consumption of email-storage servers and their impact on the environment. We encouraged people to delete emails from mailboxes, as they create a real carbon footprint.

PROMOTING CLIMATE JUSTICE

Participation in industry events

– Financial institutions have a huge impact on shaping the Polish economy. Their financing decisions determine the future of generations to come. Bank BNP Paribas works for social and climate justice. The Bank's experts share their knowledge during conferences and industry events, they also promote a balanced approach to investment financing. It is extremely important for us to inspire others and to work together for our planet.

Izabela Tworzydło, Head of Corporate Communication,
Spokesperson for Bank BNP Paribas

The Bank's experts took part, i.a. in the SDGs Summit organised by CSR Europe in Brussels and the European Economic Congress in Katowice. During the European Financial Congress, the Bank hosted a debate entitled "Green finances - principles, standards and reporting", and during the Economic Forum in Krynica the debate "Sustainable financing - new business models".

The CCIFP Business Rendezvous with Przemek Gdański also had an ecological theme. The meeting entitled "The Bank of Green Change - Climate, Responsibility, Cooperation" concerned climate change and the Bank's initiatives in the field of developing "green" financing. The special guest of the meeting was Kamil Wyszowski - General Director of UN Global Compact in Poland, who acquainted participants with the importance of climate change.

Partnerships

The Bank is a partner of organisations and initiatives which support environmental protection and combat climate change. Since 2017, the Bank has been supporting the Association of Sustainable Agriculture "ASAP".

Bank BNP Paribas is a partner of the "SDG11 - Sustainable cities" program of the United Nations Global Compact Network Poland. As part of the partnership, the Bank supports the "First day without smog" campaign and other initiatives of the Global Compact Network Poland aimed at promoting eco-attitudes. The president of Bank BNP Paribas, Przemek Gdański, is a member of the UNGC Program Council. He also contributed to the annual publication: "Yearbook 2019". He urged consumers, companies and institutions to engage in initiatives under the 13th Sustainable Development Goal - initiatives for climate protection.

The Bank also cooperates with UNEP/GRID-Warsaw and is a member of the "Together for the Environment" partnership for the implementation of environmental goals of sustainable development. The partnership is a response to the need for creating the best possible conditions for achieving the Sustainable Development Goals in Poland, in particular those relating to environmental issues.

In 2019, Bank BNP Paribas joined Warsaw's "Partnership for Climate".

Przemek Gdański, was the first Polish CEO to support the "CEO CALL TO ACTION" initiative for climate justice, launched in May 2019 during the SDG Summit in Brussels.

Bank BNP Paribas also joined the ECO-CITY project, organised by the French Embassy in Poland in cooperation with the UNEP/GRID Warsaw Center and the "Teraz Środowisko" industry magazine. The goal of the initiative

is to exchange experiences between cities, promote the best and verified solutions, as well as to involve residents in these initiatives. Thus, the goal is to implement the principles of sustainable development. The initiative is accompanied by the ECO-CITY competition, which aims to reward the most environmentally involved Polish cities. As part of the project, the Bank wants to promote energy efficiency for multi-family residential buildings, to popularise the best environmental practices and to support sustainable cities and communities.

APIARY UNDER THE STARS

The importance of bees to humans and the environment cannot be overestimated. About 2/3 of our food depends on bees and other pollinating insects. As the Bank of Green Changes, we care about a sustainable urban ecosystem and our bee friends.

Since June 2017 honeybees have been living in 3 beehives on the roof of the Bank's Warsaw Kasprzaka Headquarters. In 2019, we decided to enlarge our apiary. Six bee houses were built near our Ruda Śląska Operations Center.

Currently, about 450,000 bees live in BNP Paribas' nine beehives. Under the watchful eye of Pszczelarium - the apiary's guardian - they work hard everyday, contributing to the production of our food.

They have produced nearly 250 kilograms of honey since 2017. Warsaw honeys are unique and diverse blends of flavours: acacia-chestnut, rapeseed and chestnut-maple. We also obtained linden honey in Ruda Śląska.

Key figures:

9 beehives in Apiary under the stars

450,000 bees in the care of Bank BNP Paribas

250 kilograms of honey produced in our apiary since 2017

5.3. LIMITING THE ADVERSE EFFECTS OF OPERATIONS ON THE ENVIRONMENT

As the Bank of Green Changes, we strive to **minimise the negative impact of operations on the natural environment**. Our priorities are:

- reduction of resource consumption and CO2 emissions,
- increased purchase of energy from renewable sources,
- development of the Bank's eco-fleet,
- implementation of eco-upgrades in the workplace.

Companies of the BNP Paribas Group focus on respect for the natural environment. They all apply The BNP Paribas Group Code of Conduct which states the general guidelines for environmental protection. The monitoring of environmental indicators is carried out at the BNP Paribas Group level. BNP Paribas Group companies in Poland implement their own good practices when it comes to minimising the consumption of natural resources.

The companies comprising the Bank's Capital Group which conduct operating activities are primarily sub-tenants of space at the Bank's headquarters:

- BNP Paribas Towarzystwo Funduszy Inwestycyjnych at the Bank's headquarters, Suwak 3, Warsaw,
- BNP Paribas Leasing Services Sp. z o.o. at the Bank's headquarters, Suwak 3, Warsaw,
- BNP Paribas Group Service Center S.A. at the Bank's headquarters, Suwak 3, Warsaw
- BNP Paribas Solutions Sp. z o. o. at the Bank's headquarters, Grzybowska 78, Warsaw.

They implement the good practices of Bank BNP Paribas with regard to minimising the use of resources.

The Campus Leszno company located at Fabryczna 1 street in Leszno **introduced a number of improvements consistent with the Bank's plans for the implementation of eco-improvements.**

To counteract adverse effects on the natural environment, the Company started its departure from plastic materials. At the company building, soft drinks and juices are served in reusable dishes: jugs, decanters and glass diffusers. The company also decided to discontinue the purchase of water in plastic bottles and replaced it with dispensers. All company employees as well as guests have unlimited access to filtered drinking water. The company has also taken steps to reduce the amount of plastic in promotional and advertising materials as well as office supplies. Waste segregation has been implemented at the facility, employees and guests are educated on the responsible use of resources. The company collects depleted batteries and toners. These are later sent to a recycling facility which supports a children's home in Piaseczno. 70% of lighting in the company building was replaced with LED bulbs. Fluorescent lighting was removed and recycled.

The company's services are associated with the presence of guests at the facility and the organisation of events and accompanying attractions. All due care for the natural environment is maintained during these events. Employees monitor and eliminate behaviour which interferes with the welfare of birds and animals. They care for the preservation of ecosystems and natural habitats, they feed animals living in the area during periods when food acquisition is difficult.

The company's plans for 2020 include eco-picnics, meetings for schools and representatives of the local community to promote eco-attitudes and minimise plastic consumption. The slogan for these meetings was "Water? Yes! – Plastic? No!". At its facility, the company has commenced cooperation with a supplier and promoter of healthy food and natural cosmetics based on aloe vera.

RESPONSIBLE USE OF RESOURCES

As part of The Bank of Green Changes program, we implemented a number of eco-improvements: initiatives minimising the adverse effects of the organisation's operations on the natural environment.

Minimising plastic consumption

Bank BNP Paribas has joined the fight against plastic. Disposable plastic cups, cutlery, plates, as well as drinks in plastic bottles have been removed from our purchasing platforms. Headquarters, business centres and departments are equipped with water dispensers, decanters and glasses. The process of minimising the use of plastic in canteens at the Bank's Headquarters is underway. We promote the use of reusable containers for meals and the exchange of plastic cutlery and packaging for ecological and compostable alternatives.

A pilot waste composting program was launched in the Paribar canteen at the Bank's Headquarters in Kasprzaka, Warsaw. The generated compost fertilises surrounding lawns. Workers can also take it home to fertilise their plants.

We make every effort to ensure that products available in vending machines at our premises have eco-friendly packaging. The vending machines contain drinks in glass bottles and cans.

At the Bank's branches, we segregate waste in accordance with local laws and regulations. We encourage our employees to use resources responsibly and to apply (both in private and professional life) the 5R principles:

- REFUSE - Refuse what you don't need;
- REDUCE - Limit what you need;
- REUSE - Reuse what you already have;
- RECYCLE - Recycle what you can't use anymore;
- ROT - Compost what is no longer suitable for consumption.

The Bank plans marketing gadgets responsibly. It promotes and produces sustainable gadgets: reusable lunchboxes, water bottles and eco-bags. Deprecated promotional materials receive a second life or are passed on to social organisations. After last year's rebranding campaign, large format materials were recycled to produce accessories, including bags and backpacks.

In September 2019, we introduced an ecological alternative to the foil used for decorating windows at our branches. It is free of PVC and environmentally harmful chemicals and is recycled after use it is then processed into a granulate, which can be reused in the production of polypropylene materials, such as: water pipes and tanks, medical accessories (e.g. syringes), rugs and carpets, wire insulation, car parts (e.g. bumpers) and toys.

Paper consumption

We give careful consideration to the planning of printed materials. From September 2019, leaflets and other advertisements are printed on certified, 100% recycled paper. Thus, we save resources and protect the planet from deforestation. In addition, we no longer display leaflets or other printed materials at our redesigned branches. In 142 branches of our retail network, all marketing information is available in digitally: on freely accessible tablets.

In 2019, due to the implementation of the new E-delegation tool, we discontinued delegation applications on paper. The process has been digitised, its new features have streamlined work and displaced paper documents.

We use eco-friendly, reduced weight paper at the Bank's headquarters. We encourage our employees and customers to use electronic documents and to print materials only when it is necessary. In order to reduce paper consumption, we implement rules regarding electronic correspondence and the usage of electronic documentation available through our network.

Promoting e-correspondence

At Bank BNP Paribas, clients can receive electronic account statements through electronic banking or to a specified email address. The electronic statements are currently our customers' preferred choice. It is still possible to receive paper statements, but customers who do are encouraged to switch to the electronic version. Advisors inform customers about the benefits of choosing the electronic variant, e.g. fast, secure access to data. Additionally, information about the possibility of switching to the electronic version is placed on the traditional, paper statements. The Bank also directs information to its employees, encouraging them to resign from paper documentation related not only to banking, but also telecoms and other services.

[GRI 301-1]

In 2019, the Bank's printing paper consumption increased by 26%. The change was caused by the increased scale of the organisation (including the number of employees, branches, customers) after the acquisition of the core business of Raiffeisen Bank Polska S.A. **It is worth noting that paper consumption decreased by 2% per FTE compared to 2018.**

Paper consumption at the Bank BNP Paribas (in tons)

	2018	2019
Total	239.8	302.8

Water consumption

[GRI 303-1]

We implement solutions for the reduction of water consumption at our offices. The Bank's hydraulic equipment reduces water consumption several times. Washing machines at the Bank have ecological washing programs.

- In 2018, Bank BNP Paribas used 64,334 m³ of water, and the BNP Paribas Capital Group 67,188 m³ of water.
- In 2019, Bank BNP Paribas used 79,015 m³ of water, i.e. 14,681 m³ more than in the previous year.
- The BNP Paribas Capital Group used 81,222 m³ of water, i.e. increased water consumption by 14,034 m³ compared to 2018.
- The increase in water consumption at Bank BNP Paribas and the BNP Paribas Capital Group is caused by the increased scale of the organisation (including the number of employees, branches of the Bank) after the acquisition of the core business of Raiffeisen Bank Polska S.A.

[GRI 307-1]

In 2019, the Bank and the Capital Group were not subject to penalties or non-financial sanctions for non-compliance with laws or regulations regarding environmental protection.

ENERGY EFFICIENCY

In order to reduce energy consumption, we use energy-saving devices and computer equipment. Other factors contributing to decreased energy consumption include the gradual replacement of equipment at the Processing Center and the use of virtualisation techniques which allow for the more efficient use of IT resources. In addition, we systematically educate our employees about energy-saving attitudes in everyday work.

In 2019, changes included:

- introduction of LED lighting,
- change of heating systems,
- change of water heating systems,
- purchase of green energy from renewable sources.

We have also launched a pilot of the ISEE service - intelligent control of energy efficiency - at four branches of the Bank. The six-month pilot will help us to identify possible energy savings.

Energy consumption at Bank BNP Paribas

[GRI 302-4]

Total energy consumption at Bank BNP Paribas (self-produced or purchased) in 2019

	Value (MWh)
Electricity	27,295.30
Heating (including steam consumption, cooling energy consumption)	21,764.18
Total	49,059.49

- In 2018, Bank BNP Paribas used **47,093 MWh** of heat and electricity.
- In 2019, Bank BNP Paribas used **49,059.49 MWh** of heat and electricity.
- In 2019, the consumption of heat and electricity at Bank BNP Paribas increased by **1,966.49 MWh** compared to 2018.
- The increase in energy consumption at Bank BNP Paribas and the BNP Paribas Capital Group is due to the increased scale of the organisation (including the Bank's branches) after the acquisition of the core business of Raiffeisen Bank Polska S.A.

Energy consumption in the Capital Group of the Bank BNP Paribas

[GRI 302-1]

Total energy consumption (self-produced or purchased) in the Capital Group of the Bank BNP Paribas in 2019

	Value (MWh)
Electricity	27,601,12
Heating (including steam consumption, cooling energy consumption)	22,908.43
Total	50,509.55

Total energy consumption from non-renewable energy sources in the Capital Group of the Bank BNP Paribas in 2019

Resource	Value (MWh)
Coal (if we include indirect consumption)	27,123.81
natural gas	6,461.63
heating oil	283.57
Total	33,869.01

The Bank's Capital Group consumed **47,583 MWh** of energy in 2018, and **50,509.55 MWh** in 2019, including **16,640.5 MWh** of energy from renewable raw materials.

CO₂ emissions

[GRI 103-1, GRI 103-2, GRI 103-3]

In 2017, the Bank joined a global program of the BNP Paribas Group: **Carbon Reduction 2020**. The goal is to reduce CO₂ emissions by 25% per employee by 2020 compared to 2012. Commitment and joint efforts have allowed the BNP Paribas Group to globally achieve emission neutrality in 2017.

We are constantly working to improve the organisation's energy efficiency and to achieve the maximum reduction of CO₂ emissions. Towards this end:

- we are removing coal and oil furnaces at the Bank's branches,
- we are gradually transitioning - wherever possible - to district heating,
- each year we increase the purchase of energy from renewable sources.

[GRI 305-2]

Indirect CO₂ emissions in 2019 [tCO₂e]

	Bank BNP Paribas	Capital Group of Bank BNP Paribas
Emission resulting from purchased electricity	8,337.67	8,576.52
Emission resulting from purchased heat	5,339.32	5,746.67
Emission resulting from purchased energy used for cooling or steam	0	0
Total indirect emissions	13,676.99	14,323.19

[GRI 305-5]

Total indirect emissions at Bank BNP Paribas in 2018	11,362 [tCO ₂ e]
Total indirect emissions at Bank BNP Paribas in 2019	13,676.99 [tCO ₂ e]
Total indirect emissions in the Capital Group of Bank BNP Paribas in 2018	12,612 [tCO ₂ e]
Total indirect emissions in the Capital Group of Bank BNP Paribas in 2019	14,323.2 [tCO ₂ e]

- In 2019, indirect emissions of Bank BNP Paribas increased by 2,314.99 tonnes of CO₂, compared to 2018.
- In 2019, the emissions of the Bank BNP Paribas Capital Group increased by 1,711.20 tonnes of CO₂ compared to 2018.
- The increase in CO₂ emissions of Bank BNP Paribas and the Bank BNP Paribas Capital Group is caused by the increased scale of the organisation (including the Bank's branches) after the acquisition of the core business of Raiffeisen Bank Polska S.A.

INITIATIVES FOR ECO-MOBILITY

– For several years, Bank BNP Paribas has been adding hybrid cars to the bank's car fleet, thus reducing harmful emissions. We gradually supply our employees with modern hybrid cars. In 2019, in response to employee expectations, we added fully electric cars to the fleet. They are at the disposal of employees who need to travel between our Warsaw offices. Thanks to the newly built fast-charging stations, the cars are always ready for use.

Marek Andruchów, Head of Administration
at Bank BNP Paribas

In 2019, we ordered 56 cars with alternative propulsion which will be added to our fleet at the beginning of 2020. At the same time, we increased the standard of equipment for cars already in the Bank's fleet. We focused particularly on improvements related to safety.

Our care for the natural environment and efforts to reduce air pollution are also reflected by amendments to the fleet procedure. Since 2019, employees using D-class vehicles have been able to choose hybrid cars. We simultaneously increased the individual budget for choosing an eco-friendly car. Employees who own a benefit cafeteria car were able to choose their own environmental impact. An employee who resigns from using a benefit car receives a cash equivalent.

Safe Driving Academy

Since 2017 we have organised training devoted to safe and ecological driving for all users of company cars. Employees who do not use company cars can participate in monthly competitions regarding safe driving and traffic law. The main prize is all-day Academy training. The initiative results in a reduced number of claims. At the same time, it increases eco-awareness on the road, and above all the safety of employees who use company cars.

The Safe Driving Academy is made up of the most experienced instructors in Poland. Adrenaline and fun, but also safety and learning to control the car in extreme situations are guaranteed elements of training. A team of professional instructors (including sports drivers) supervises employees during training.

In 2019, Safe Driving Academy:

- trained **over 200 people**,
- **was held at 3 new locations** - Krakow, Warsaw and Poznań (due to growing demand),
- included the organisation of additional lectures and inspirational workshops for 300 employees during CSR Days. Participants verified their skills on simulators.

Carpooling

Within the Carpooling program, employees can drive to work together. Thus, they reduce air pollution, save money (fuel costs are shared) and time. In addition, traveling together creates opportunities to make new friends and get to know colleagues better.

Carsharing

The service was introduced in 2018 and is dedicated to employees of selected sales network branches. It is the equivalent of a company car for individual employees. The positive experience of renting a car for hours or even minutes while maintaining mobility and safety has resulted in the extension of the service to many locations in the country.

Key figures:**699 carsharing trips****34,000 total kilometres travelled**

The program contributes to the reduction of traffic during rush hour: one carsharing vehicle can replace between 8 and 20 private cars. In addition, the compact size of the cars makes it easier to park in the urban environment. State-of-the-art engines allow for dynamic driving while maintaining low fuel consumption and low CO₂ emissions.

Cycling to work

The popularisation of bicycles as an ecological means of everyday transport has become a permanent element of promoting eco-transport at the Bank. At our headquarters, employees have access to secure bicycle parking lots and showers. We also provided our employees and clients with bicycle stands, which have been installed in front of most branches.

In 2019, we organised a series of informative workshops for employees who commute to work by bike. We built their motivation for cycling as a means of improving health and protecting the environment.

To conserve resources and respect the natural environment, we also promote **responsible business trip planning**, the availability of teleconferencing and video conferencing, as well as limiting training trips by conducting e-learning.

Business trips

[GRI 301-1]

Business trips in 2019 at Bank BNP Paribas (in km)

	2018	2019
car	23,391,258	29,355,508
airplane	2,592,917	2,605,895
train	3,451,987	5,751,479

Gasoline and diesel consumption at Bank BNP Paribas (in litres)

	2018	2019
gasoline	1,076,029	1,462,146
diesel	596,454	536,373

- In 2019, the number of kilometres travelled by car during business trips increased by 5,964,250 compared to 2018.
- In 2019, the number of kilometres travelled by plane during business trips increased by 12,978 compared to 2018.
- In 2019, the number of kilometres travelled by train during business trips increased by 2,299,492 compared to 2018.

The increase in the number of kilometres travelled on business trips in 2019 is related to the increase in the number of employees by 29%. The latter resulted from the Bank merger after the acquisition of the core business of Raiffeisen Bank Polska. At the same time, business travel per employee is 0.3% lower than in 2018 (per FTE).

- In 2019, gasoline consumption increased by 386,117 litres compared to 2018.
- In 2019, diesel consumption decreased by 60,081 litres.

In 2019, the Bank's diesel consumption per FTE **decreased by 30%** compared to 2018. Despite the increased number of employees after the merger (by 29%) and the increased number of company cars (by 50%), gasoline consumption increased only by 6% (per FTE).



CHAPTER 6. ABOUT THE REPORT

[GRI 102-1, 102-44, GRI 102-45, GRI 102-46, GRI 102-48, GRI 102-49, GRI 102-50, GRI 102-51, GRI 102-52, GRI 102-53, GRI 102-54, GRI 102-56]

Bank BNP Paribas has been collecting non-financial data since 2010, and since 2011 we have been publishing annual social reports containing non-financial data in accordance with GRI (Global Reporting Initiative) guidelines. Publications are available at: <https://www.bnpparibas.pl/csr/raporty-csr>

The present report covers the period from January 1, 2019 to December 31, 2019. It contains data pertaining to BNP Paribas Bank Polska S.A. and companies which are part of the BNP Paribas Bank Polska S.A. Capital Group (the Bank's Capital Group) as at December 31, 2019:

1. Bankowy Fundusz Nieruchomościowy ACTUS Sp. z o.o. („ACTUS”).
2. BNP Paribas Towarzystwo Funduszy Inwestycyjnych S.A. („TFI”).
3. BNP Paribas Leasing Services Sp. z o.o. („LEASING”).
4. BNP Paribas Group Service Center S.A. („GSC”).
5. Campus Leszno Sp. z o.o.
6. BGZ Poland ABS1 DAC („SPV”).
7. BNP Paribas Solutions Spółka z o.o.

Due to the nature of operations of the ACTUS and SPV companies, the non-financial data presented in the Report do not include said entities.

The previous report – “The CSR Report of Bank BNP Paribas S.A. for the year 2018” – was published on March 13, 2019.

Data previously reported did not require corrections. Comparisons of numerical data for 2018 and 2019 require the consideration of the acquisition of the core business of Raiffeisen Bank Polska S.A. (carried out in 2018-2019), which resulted, i.a. in an increased scale of operations.

The Report fulfils the requirements of the amended Polish Accounting Act which implements the guidelines of EU Directive 2014/95 regarding the disclosure of non-financial data. The present document constitutes an attachment to the Management Board Report on the activities of Bank BNP Paribas S.A. in 2019 and is available on the Bank's website in the section containing periodic reports of Bank BNP Paribas S.A.

The Report was prepared in accordance with the Global Reporting Initiative Standards (GRI Standards) in the Core version. The Report has not been subject to external verification.

In accordance with GRI Standards, the process of determining the significance of reported topics involved consultations with internal and external stakeholders of Bank BNP Paribas S.A. External stakeholders were included in the reporting process via an online survey. The following key topics were thus identified.

[GRI 102-44, GRI 102-47]

List of key non-financial reporting topics for 2019

Topic	Page number/s
1. Clear and transparent communication	46-50
2. A friendly workplace and responsible HR management	60-83
3. Counteracting climate change	40, 120-124
4. Ethics in internal and external relations	23-27, 44-45
5. Employee education and development	78-80
6. Offering products and services which respond to social and/or environmental challenges	42-44, 112-112
7. Responsible sales of products/services and self-regulation in this area	42-43, 46-47
8. Limiting the adverse effects of operations on the environment	118-124

9. Employee volunteering and social involvement	89-91, 95-99
10. Supporting diversity in the workplace	75-78

Thank you for reading the report. Feel free to contact the CSR Bureau and share any comments on the content.

Contact: CSR@bnpparibas.pl

**WE WOULD LIKE TO EXPRESS OUR GRATITUDE
TO THE EMPLOYEES OF THE BANK BNP PARIBAS
AND THE BNP PARIBAS CAPITAL GROUP
FOR THEIR ACTIVE INVOLVEMENT
IN THE IMPLEMENTATION OF CSR INITIATIVES
AND THEIR CONTRIBUTION TO THE PREPARATION
OF THE PRESENT PUBLICATION!**

*Thank you for reading the Report
Feel free to contact us, we are open to cooperation!
Best regards*

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Agnieszka Michalik
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NON-FINANCIAL INFORMATION TABLE

In accordance with the requirements of the Accounting Act regarding non-financial reporting, the Report includes the following information:

Topic	Reported content
1. Business model	p. 10 of the Report
2. Key Performance Indicators	p. 22 of the Report
3. Description of risks and risk management	p. 23 of the Report
4. Main policies, procedures and other regulations at the level of the BNP Paribas Capital Group and Bank BNP Paribas:	
– Employee issues	At the level of the Bank's Capital Group: <ul style="list-style-type: none"> – The BNP Paribas Group Code of Conduct, – The principles of responsible business of the BNP Paribas Group, – Whistleblowing Policy.
	At the level of the Bank: <ul style="list-style-type: none"> – Diversity Management Policy, – Anti-mobbing Policy, – Regulations regarding reports of harassment in professional relations.
– Social issues	At the level of the Bank's Capital Group: <ul style="list-style-type: none"> – The BNP Paribas Group Code of Conduct, – The principles of responsible business of the BNP Paribas Group.
	At the level of the Bank: <ul style="list-style-type: none"> – Corporate Social Responsibility Policy of BNP Paribas Bank Polska S.A.
– Environmental issues	At the level of the Bank's Capital Group: <ul style="list-style-type: none"> – The BNP Paribas Group Code of Conduct, – The principles of responsible business of the BNP Paribas Group, – BNP Paribas Group sectoral policies.
	At the level of the Bank: <ul style="list-style-type: none"> – Corporate Social Responsibility Policy of BNP Paribas Bank Polska S.A.
– Human rights issues	At the level of the Bank's Capital Group: <ul style="list-style-type: none"> – The BNP Paribas Group Code of Conduct, – The principles of responsible business of the BNP Paribas Group, – BNP Paribas Declaration Regarding Human Rights, – Whistleblowing Policy.
	At the level of the Bank: <ul style="list-style-type: none"> – Corporate Social Responsibility Policy of BNP Paribas Bank Polska S.A., – Diversity Management Policy, – Anti-mobbing Policy, – Regulations regarding reports of harassment in professional relations,

<ul style="list-style-type: none"> - Corruption prevention 	<p>At the level of the Bank's Capital Group:</p> <ul style="list-style-type: none"> - Corporate Social Responsibility Policy of BNP Paribas Bank Polska S.A., - The principles of responsible business of the BNP Paribas Group, - Whistleblowing Policy, - Anti-Corruption Policy.
	<p>At the level of the Bank:</p> <ul style="list-style-type: none"> - Policy for notifications about non-compliance incidents at Bank BNP Paribas S.A., - Regulations for accepting and giving presents by employees of Bank BNP Paribas S.A., - Code of Good Practices for employees of Bank BNP Paribas S.A., - Regulations for conflict of interest management at Bank BNP Paribas S.A. and the Brokerage Office of Bank BNP Paribas S.A., - Regulations on managing the risk of conflicts of interest between the Bank and Employees.
<p>5. The results of implementing policies related to issues listed in the Accounting Act:</p>	
<ul style="list-style-type: none"> - Employee issues 	<p>p. 60-83 of the Report</p>
<ul style="list-style-type: none"> - Social issues 	<p>p. 84-108 of the Report</p>
<ul style="list-style-type: none"> - Environmental issues 	<p>p. 109-124 of the Report</p>
<ul style="list-style-type: none"> - Human rights issues 	<p>p. 24, 45, 64-67,75-78 of the Report</p>
<ul style="list-style-type: none"> - Corruption prevention 	<p>p. 26-27, 67-69 of the Report</p>

GRI CONTENT INDEX

[GRI 102-55]

List of indicators included in the Report			
GRI-Code	Name of indicator	Description	Reference
GRI 101. Foundation 2016 Basic information [Does not include any indicators]			
I. GENERAL DISCLOSURES [General Disclosures 2016]			
GRI 102-1	GRI 102. General Disclosures 2016	Name of organization	7, 125
GRI 102-2	GRI 102. General Disclosures 2016	Activities, brands, products and services	7
GRI 102-3	GRI 102. General Disclosures 2016	Location of headquarters	7
GRI 102-4	GRI 102. General Disclosures 2016	Location of operations	7
GRI 102-5	GRI 102. General Disclosures 2016	Ownership and legal form	7
GRI 102-6	GRI 102. General Disclosures 2016	Markets served	7
GRI 102-7	GRI 102. General Disclosures 2016	Scale of the organisation	7
GRI 102-8	GRI 102. General Disclosures 2016	Information on employees and other workers	69
GRI 102-9	GRI 102. General Disclosures 2016	Supply chain	45
GRI 102-10	GRI 102. General Disclosures 2016	Significant changes to the organisation and its supply chain	18
GRI 102-11	GRI 102. General Disclosures 2016	Precautionary Principle or approach	24
GRI 102-12	GRI 102. General Disclosures 2016	External initiatives	28, 88
GRI 102-13	GRI 102. General Disclosures 2016	Membership of associations	35, 88
GRI 102-14	GRI 102. General Disclosures 2016	Statement from senior decision makers	3, 5
GRI 102-15	GRI 102. General Disclosures 2016	Key impacts, risk, and opportunities	11, 24
GRI 102-16	GRI 102. General Disclosures 2016	Values, principles, standards, and norms of behaviour	25, 62
GRI 102-17	GRI 102. General Disclosures 2016	Advisory mechanisms and concerns about ethics	26
GRI 102-18	GRI 102. General Disclosures 2016	Governance structure	23
GRI 102-40	GRI 102. General Disclosures 2016	List of stakeholder groups	35

GRI 102-41	GRI 102. General Disclosures 2016	Collective bargaining agreements	65
GRI 102-42	GRI 102. General Disclosures 2016	Identifying and selecting stakeholders	35, 47
GRI 102-43	GRI 102. General Disclosures 2016	Approach to stakeholders engagement	35
GRI 102-44	GRI 102. General Disclosures 2016	Key topics and concerns raised by stakeholders	125
GRI 102-45	GRI 102. General Disclosures 2016	Entities included in the consolidated financial statements	125
GRI 102-46	GRI 102. General Disclosures 2016	Defining report content and topic boundaries	125
GRI 102-47	GRI 102. General Disclosures 2016	List of material topics	125
GRI 102-48	GRI 102. General Disclosures 2016	Restatements of information	125
GRI 102-49	GRI 102. General Disclosures 2016	Changes in reporting	125
GRI 102-50	GRI 102. General Disclosures 2016	Reporting period	125
GRI 102-51	GRI 102. General Disclosures 2016	Date of most recent report	125
GRI 102-52	GRI 102. General Disclosures 2016	Reporting cycle	125
GRI 102-53	GRI 102. General Disclosures 2016	Contact data	125
GRI 102-54	GRI 102. General Disclosures 2016	Claims of reporting in accordance with the GRI Standards (Core or Comprehensive option)	125
GRI 102-55	GRI 102. General Disclosures 2016	GRI content index	130
GRI 102-56	GRI 102. General Disclosures 2016	External assurance	125
II. GRI TOPIC SPECIFIC STANDARDS			
GRI 201-1	GRI 201. Economic performance 2016	Direct economic value generated and distributed	22
GRI 203-1	GRI 203. Indirect economic impact	Supported infrastructure investments and services	52, 87-89, 91-92
GRI 202-1	GRI 202. Presence on the market 2016	Ratios of standard entry level wage by gender to local minimum wage	71
GRI 204-1	GRI 204. Purchase practices	Spending on local suppliers	45
Reporting topics: Ethics in internal and external relations. Responsible sales of products and services as well as self-regulation in this area. Simple and transparent communication.			

GRI 103-1	GRI 103. Management approach 2016	Explanation of the material topic and its boundaries	28, 38, 40, 46
GRI 103-2		The management approach and its components	
GRI 103-3		Evaluation of the management approach	
GRI 205-1	GRI 205. Anti-corruption 2016	Operations assessed for risks related to corruption	26, 46
GRI 205-2		Communication and training about anti-corruption policies and procedures	26, 46
GRI 205-3		Confirmed incidents of corruption and actions taken	26-27
GRI 206-1	GRI 206. Anti-competitive behaviour 2016	Legal actions for anticompetitive behaviour, anti-trust, and monopoly practices	27, 50
GRI 417-3	GRI 417. Marketing and labelling 2016	Incidents of non-compliance concerning marketing communications	27, 50
GRI 418-1	GRI 418. Customer privacy 2016	Substantiated complaints concerning breaches of customer privacy and losses of customer data	27, 50
GRI 419-1	GRI 419. Socioeconomic compliance 2016	Non-compliance with laws and regulations in the social and economic area	50
Environmental standards			
Reporting topics: Counteracting climate change. Offering products and services which respond to social and environmental challenges. Limiting the negative impact of operations on the environment.			
GRI 103-1	GRI 103. Management approach 2016	Explanation of the material topic and its boundaries	40, 84, 86, 109, 111, 121
GRI 103-2		The management approach and its components	
GRI 103-3		Evaluation of the management approach	
Own indicator	-	Description of BNP Paribas sector policies and/or environment-friendly products offered to clients	40
GRI 301-1	GRI 301. Materials 2016	Materials used by weight or volume	119, 123
GRI 302-1	GRI 302. Energy 2016	Energy consumption within the organisation	120
GRI 302-4		Reduction of energy consumption	120
GRI 303-1	GRI 303. Water 2016	Water withdrawal by source	119
GRI 305-2	GRI 305. Emissions 2016	Energy indirect (Scope 2) GHG emissions	121
GRI 305-5		Reduction of GHG emissions	121
GRI 307-1	GRI 307. Environmental compliance 2016	Non-compliance with environmental laws and regulations	27, 119
GRI 308-1	GRI 308. Supplier Environmental assessment 2016	New suppliers screened using environmental criteria	45

Social Standards			
Reporting topics: A friendly workplace and responsible employment management. Education and employee development. Promoting diversity in the workplace.			
GRI 103-1	GRI 103. Management approach 2016	Explanation of the material topic and its boundaries	60-78
GRI 103-2		The management approach and its components	
GRI 103-3		Evaluation of the management approach	
GRI 401-1	GRI 401. Employment 2016	New employee hires and employee turnover	71
GRI 401-2		Benefits provided to full-time employee	67, 71
GRI 401-3		Parental leave	78
GRI 402-1	GRI 402. Labour relations management 2016	Minimum notice periods regarding operational changes	65, 71
GRI 405-1	GRI 405. Diversity and equal opportunities 2016	Diversity of governance bodies and employees	77
GRI 406-1	GRI 406. Non-discrimination	Incidents of discriminations and corrective actions taken	64, 67
GRI 403-1	GRI 403. Occupational health and safety 2018	Workers representation in formal joint management-worker health and safety committees	67, 73
GRI 403-2		Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	67, 73, 74
GRI 403-3		Workers with high incidence or high risk of diseases related to their occupation	67, 73
GRI 403-4		Health and safety topics covered in formal agreements with trade unions	73
GRI 403-5		Employee training in occupational health and safety	73
GRI 403-6		Health promotion	73
GRI 403-7		Prevention and mitigation of health and safety issues directly related to business relationships in the workplace	73
GRI 403-9		Type and indicator of work-related injuries	73
GRI 404-1		GRI 404. Training and education 2016	Average hours of training per year per employee
GRI 404-2	Programs for upgrading employee skills and transition assistance programs		67, 78
GRI 404-3	Percentage of employees receiving regular performance and career development reviews		67, 80

GRI 414-1	GRI 414. Social Impact of Suppliers - assessment 2016	New suppliers that were screened using social criteria	45
GRI 412-1	GRI 412. Respect for human rights 2016	Operations that have been subject to human rights reviews or impact assessments	64
GRI 412-2		Employee training on human rights policies or procedures	64, 67
GRI 412-3		Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	45
Reporting topic: Employee volunteering and social involvement			
GRI 103-1	GRI 103. Management approach 2016	Explanation of the material topic and its boundaries	84, 86, 94-99
GRI 103-2		The management approach and its components	
GRI 103-3		Evaluation of the management approach	
GRI 413-1	GRI 413. Local communities 2016	Operations with local community engagement, impact assessments, and development programs	84, 89, 94, 97, 98
Own indicator	-	Number of volunteering hours	95
Own indicator	-	Number of socially-involved volunteer-employees	95