

## REPORT BY ONE OF THE STATUTORY AUDITORS, APPOINTED AS AN INDEPENDENT THIRD PARTY, ON THE NON-FINANCIAL INFORMATION STATEMENT

*This is a free translation into English of the Statutory Auditor's report issued in French and is provided solely for the convenience of English speaking readers. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.*

### For the year ended December 31, 2021

To the shareholders of Crédit Agricole S.A.,

In our capacity as Statutory Auditor of Crédit Agricole S.A. (hereinafter the "entity"), appointed as an independent third party and accredited by Cofrac (Cofrac Inspection Accreditation n°3-1060, whose scope is available at [www.cofrac.fr](http://www.cofrac.fr)), we conducted our work in order to provide a report expressing a limited assurance conclusion on the historical information (observed and extrapolated) of the consolidated non-financial information statement (hereinafter respectively the "Information" and the "Statement"), prepared in accordance with the Entity's procedures (hereinafter the "Guidelines"), for year ended on the 31st of December 2021, included in the management report pursuant to the legal and regulatory provisions of articles L. 225 102-1, R. 225-105 and R. 225-105-1 of the French Commercial Code (*Code de commerce*).

## CONCLUSION

Based on the procedures performed, as described in the « Nature and scope of our work » section, and the elements that we have collected, nothing has come to our attention that causes us to believe that the consolidated non-financial information statement is not compliant with the applicable regulatory provisions and that the Information, taken as a whole, are not presented fairly in accordance with the Guidelines.

## PREPARATION OF THE NON-FINANCIAL PERFORMANCE STATEMENT

The absence of a generally accepted and commonly used framework or established practices on which to evaluate and measure the Information permits the use of different, but acceptable, measurement techniques that may affect comparability between entities and through time.

Consequently, the Information needs to be read and understood with reference to the Guidelines, significant elements of which are available upon request from the entity's headquarters.

## INHERENT LIMITATIONS IN PREPARING THE INFORMATION

The Information may be subject to inherent uncertainty because of incomplete scientific and economic knowledge and due to the quality of the external data used. Certain Information are sensitive to the methodological choices, assumptions and/or estimates used to prepare the Information presented in the Statement.

## THE ENTITY'S RESPONSIBILITY

The Board of Directors is responsible for:

- selecting or establishing suitable criteria for preparing the Information;
- the preparation of the Statement in accordance with the legal and regulatory provisions, including a presentation of the business model, a description of the principal non financial risks, a presentation of the policies implemented considering those risks and the outcomes of those policies, including key performance indicators and if applicable the information required by Article 8 of Regulation (EU) 2020/852 (green taxonomy);
- designing, implementing and maintaining internal control over information relevant to the preparation of the Information that is free from material misstatement, whether due to fraud or error.

The Statement has been prepared in accordance with the entity's Guidelines as mentioned above.

### RESPONSIBILITY OF THE STATUTORY AUDITOR, APPOINTED AS AN INDEPENDENT THIRD PARTY

On the basis of our work, our responsibility is to provide a report expressing a limited assurance conclusion on:

- the compliance of the Statement with the provisions of article R. 225-105 of the French Commercial Code;
- the fairness of the information provided in accordance with article R. 225-105 I, 3 and II of the French Commercial Code, i.e., the outcomes, including key performance indicators, and the measures implemented considering the principal risks (hereinafter the "Information").

As we are engaged to form an independent conclusion on the Information as prepared by management, we are not permitted to be involved in the preparation of the Information as doing so may compromise our independence.

It is not our responsibility to comment on:

- the entity's compliance with other applicable legal and regulatory provisions (in particular the information required by Article 8 of Regulation (EU) 2020/852 (green taxonomy), the French duty of care law and anti-corruption and tax evasion legislation);
- the fairness of the information required by Article 8 of Regulation (EU) 2020/852 (green taxonomy);
- the compliance of products and services with the applicable regulations.

### REGULATORY PROVISIONS AND PROFESSIONAL STANDARDS APPLICABLE

The work described below was performed in accordance with the provisions of articles A. 225-1 et seq. of the French Commercial Code and with the professional guidance of the French Institute of Statutory Auditors ("CNCC") applicable to such engagements, as well as with ISAE 3000 (Revised) – Assurance Engagements other than Audits or Reviews of Historical Financial Information.

### INDEPENDENCE AND QUALITY CONTROL

Our independence is defined by the provisions of article L. 822-11-3 of the French Commercial Code and the French Code of Ethics (*Code de déontologie*) of statutory auditors. In addition, we have implemented a system of quality control including documented policies and procedures to ensure the compliance with the ethical requirements, French professional guidance and applicable legal and regulatory requirements.

### MEANS AND RESOURCES

Our work was carried out by a team of 7 people between October 2021 and March 2022 and took a total of 18 weeks.

We were assisted in our work by our specialists in sustainable development and corporate social responsibility. We conducted around forty interviews with people responsible for preparing the Statement, representing among others sustainable development, human resources, learning, finance, asset management, logistic, marketing and customer satisfaction departments.

## NATURE AND SCOPE OF OUR WORK

We planned and performed our work considering the risk of material misstatement of the Information.

We consider that the procedures we performed were based on our professional judgment and allowed us to provide a limited level of assurance conclusion:

- we obtained an understanding of all the consolidated entities' activities, the description of the social and environmental risks associated with their activities;
- we assessed the suitability of the Guidelines with respect to their relevance, completeness, reliability, objectivity and understandability, with due consideration of industry best practices, where appropriate;
- we verified that the Statement includes each category of social and environmental information set out in article L. 225 102 1 III, as well as information regarding compliance with human rights and anti-corruption and tax evasion legislation;
- we verified that the Statement presents information set out in article L. 225 105 1 II when relevant to the principal risks;
- we verified that the Statement presents the business model and the principal risks associated with all the consolidated entities' activities, including where relevant and proportionate, the risks associated with their business relationships and products or services, as well as their policies, measures and the outcomes, including key performance indicators related to the principal risks;
- we referred to documentary sources and conducted interviews to:
  - assessed the process used to identify and confirm the principal risks and the consistency of the outcomes and the key performance indicators used with respect to the principal risks and the policies presented, and
  - corroborate the qualitative information (measures and outcomes) that we considered to be the most important presented in the appendix. Our work was performed at the consolidation entity level and on a selection of contributing entities;
- we verified that the Statement covers the scope of consolidation, i.e., all the companies included in the scope of consolidation in accordance with article L. 233-16, within the limitations set out in the Statement;
- we asked what internal control and risk management procedures the entity has put in place and assessed the data collection process implemented by the entity to ensure the completeness and fairness of the Information;
- for the key performance indicators and other quantitative outcomes that we considered to be the most important presented in the appendix, we implemented:
  - analytical procedures to verify the proper consolidation of the data collected and the consistency of any changes in those data;
  - substantive tests, using sampling techniques, in order to verify the proper application of the definitions and procedures and reconcile the data with the supporting documents. This work was carried out at the consolidating entity and on a selection of contributing entities (Crédit Agricole S.A., Crédit Agricole Assurances Solutions, Crédit Agricole Bank Polska S.A., Crédit du Maroc, Crédit Agricole CIB S.A., Crédit Agricole Consumer Finance) and covers between 22% and 24% of the consolidated data selected for these tests;
- we assessed the overall consistency of the Statement based on our knowledge of all the consolidated entities.

The procedures performed in a limited assurance engagement are less extensive than those required for a reasonable assurance engagement performed in accordance with the professional guidance of the French Institute of Statutory Auditors ("CNCC"); a higher level of assurance would have required us to carry out more extensive procedures.

Neuilly-sur-Seine, the 3<sup>rd</sup> of March 2022

One of the Statutory Auditors  
PricewaterhouseCoopers Audit  
Agnès Hussherr  
Partner

Sylvain Lambert  
Sustainable Development Partner

## APPENDIX: LIST OF THE INFORMATION WE CONSIDERED MOST IMPORTANT

### Key performance indicators and other quantitative results:

- Percentage of employees made aware of ethics
- Number of customers in vulnerable situations supported
- Outstandings of the social and solidarity impact fund
- Amount of financing related to health
- Outstanding financing granted to microfinance institutions
- Percentage of suppliers with a CSR assessment (EcoVadis) during calls for tenders
- Percentage of women in the highest management bodies
- Amount of housing finance in France
- Number of associations supported
- Extra-financial criteria within the variable compensation of executives
- Network of CSR actors
- Number of employees whose remuneration is linked to the FReD scheme
- Percentage of managers trained in the new leadership model
- Number of hours of training provided
- Increase in the rate of participation in the IER
- Amount of outstanding specific initiatives relating to the environment
- Amount of funding for green activities
- Amount of investments in renewable energies
- Amount of renewable energy financing
- Amount of funding for ENR projects in France
- CO<sub>2</sub> emissions from financing and investments
- Carbon intensity of surfaces (GHG emissions related to energy / m<sup>2</sup>)
- GHG emissions related to business travel per FTE
- Indicators of scope 1 GHG emissions (related to gas and fuel consumption,
- Scope 2 GHG emissions indicators (linked to electricity consumption of buildings / data centers, heating network and cooling network)
- Indicators of scope 3 GHG emissions (linked to financing, investments and business travel by plane and train)
- Number of social and environmental impact indicators piloted
- Proportion of women on the Board of Directors
- Amount of outstandings for multi-criteria solutions
- Percentage of employees trained in cyber risks over the past three years
- Effective tax rate
- Amount of paper consumption by Crédit Agricole S.A.

### Qualitative information (actions and results):

- Group anti-corruption system
- Platform for exercising your right to secure alert accessible
- System for preventing and managing conflicts of interest
- Device for chasing customer irritants
- Personal data charter
- Issuance of Social Bonds
- Issuance of Green Bonds
- Outstanding from the Grameen Foundation
- Outstandings in management with social and solidarity impact

- Outstanding cultural sponsorship projects
- Achievements of Supplier Meetings
- Indicators of payment deadlines
- Purchasing professionalization path
- Volume of purchases entrusted to the sheltered and adapted work sector
- Employment rate of people with disabilities
- Label Happy Trainee
- Percentage of employees trained in the fight against corruption
- Ownership of capital by employees
- Number of employees trained in fraud prevention
- Control and reporting plan dedicated to data protection
- Statement of risk appetite
- Results of a fake-phishing campaign
- IT Radar
- Actions provided for by the International Framework Agreement
- Group Committee meetings
- Meetings of the Consultation Committee
- Net Zero Banking Alliance
- Action plan in response to the ECB Guide
- Outstanding Green Bonds
- Mapping of the sectors and geographies most exposed to issues relating to the loss of biodiversity.
- Calculation of an average physical risk index
- Studies on the impact of extreme climatic disasters
- CDP Rating
- SBTi objectives
- CACF carbon footprint reduction action plans
- Offset projects
- ESG Strategy Committee;
- Experts in Sustainable Banking
- ESG performance management system
- Promoting the circular economy;
- Transition Risk Index
- Group anti-corruption system
- Green assets
- Eligible assets and ratios linked to the Taxonomy
- The NGFS scenarios: the ACPR climate pilot exercise
- Review of the vehicle policy and the new car fleet catalog
- Categorization in Article 8 or 9, in accordance with the “Disclosure” regulation, of Amundi funds and financial products
- “Ambition 2025” commitments and principles of Amundi’s ESG policy
- Training of large institutional clients on ESG investing
- ESG questionnaire distributed to investment officers
- Description of the 14 sectoral policies and their application
- Automation of the SAFE methodology

## INDEPENDENT LIMITED ASSURANCE REPORT ON THE INDICATORS RELATING TO THE IMPLEMENTATION OF THE CLIMATE STRATEGY PRESENTED IN CRÉDIT AGRICOLE'S 2021 MANAGEMENT REPORT

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### For the year ended 31 December 2021

To the shareholders of Crédit Agricole S.A.,

At the request of Crédit Agricole S.A. and in our capacity as statutory auditors of the company, we have undertaken a limited assurance engagement in respect of the indicators relating to the implementation of the climate strategy listed below and reported in the Company's 2021 Management Report.

The indicators relating to the implementation of the climate strategy selected by Crédit Agricole S.A. are the following:

- Creation of a "Societal Project Group Committee" (CASA)
- Creation of a "Scientific Committee" (CASA)
- Setting up an information system (CASA)
- Creation of an "Operational Monitoring Committee" (CASA)
- Regular review of sectoral policies (CASA)
- Publication of climate reporting according to TCFD recommendations (CASA)
- Implementation of a transition note (CASA)
- Deployment of a range of green offerings (LCL)
- Financing of REn projects in France (UNIFERGIE)
- Establishment of an envelope to develop environmental transition projects (LCL)
- Financing of green activities (CACIB)
- Outstanding ESG multi-criteria investment solutions (AMUNDI)
- Progress on specific initiatives relating to the environment (AMUNDI)
- GHG emissions financing and investments (CASA)
- Investments in renewable energies (CAA)
- Financing of REn (LCL)
- Treatment and phasing out process for coal developers (CASA - AMUNDI - CACIB)
- Coal exit scenario (CASA)

These indicators have been prepared under the responsibility of Crédit Agricole S.A.'s Corporate Social Responsibility (CSR) Department in accordance with the "Indicator sheets - 2021 extra-financial reporting platform" standard, which is available on request from the Corporate Social Responsibility (CSR) Department.

Our responsibility is to express a limited assurance conclusion on these selected indicators; a higher level of assurance would have required more extensive verification work. The conclusions expressed below relate to the selected indicators and not to all the CSR information contained in the management report.

## 2 NON-FINANCIAL PERFORMANCE

Independent limited assurance report on the indicators relating to the implementation of the climate strategy presented in Crédit Agricole's 2021 Management Report

### NATURE AND SCOPE OF OUR WORK

We conducted the work described below in accordance with the professional standards of the Compagnie Nationale des Commissaires aux Comptes (CNCC) relating to this type of engagement, as well as with International Standard on ISAE 3000 (Assurance Engagements other than Audits or Reviews of Historical Financial Information).

We have performed the following procedures to obtain a limited assurance on that nothing has come to our attention that causes us to believe that the indicators selected by Crédit Agricole S.A. have not, in all material respects, been prepared in accordance with the "Indicator Sheets - Non-Financial Reporting Platform 2021" standard:

- we examined the appropriateness of the reporting procedures drawn up by Crédit Agricole S.A. at Group level with regard to their relevance, completeness, reliability, neutrality and understandability.
- we verified the implementation of a collection, compilation, processing and control process aimed at ensuring the completeness and consistency of the indicators and understand the internal control and risk management procedures relating to the preparation of these indicators.
- we performed analytical procedures and verified, on a test basis, the calculations and consolidation of the data. This work was based on interviews with the people in Crédit Agricole S.A.'s Corporate Social Responsibility (CSR) Department, who are responsible for preparing and applying the procedures and consolidating the data.
- the non-financial reporting platform includes the carbon intensities of companies, which are taken from a private database prepared by the supplier Trucost; our procedures did not include a review of the preparation of this database.

We have selected a sample of entities:

- AMUNDI ASSET MANAGEMENT (AMUNDI)
- Crédit Agricole S.A. (CASA)
- LCL
- Crédit Agricole Assurance (CAA)
- Unifergie
- Crédit Agricole CIB (CACIB).

At the level of the selected entities:

- we verified, based on interviews with the persons in charge of preparing the data, the proper understanding and application of the procedures;
  - we carried out tests of detail, based on samples, consisting of verifying the calculations made and reconciling the data with supporting documents.
- These Crédit Agricole S.A. entities represent between 22% and 100% of the selected indicators relating to the implementation of the climate strategy. Our CSR experts assisted us in carrying out this work.

### CONCLUSION

Based on our work, nothing has come to our attention that causes us to believe that the indicators relating to the implementation of the climate strategy selected by Crédit Agricole S.A. and listed above, published in its 2021 management report, taken as a whole, are not presented fairly and in accordance with the standard used by Crédit Agricole S.A. and applicable in 2021.

Neuilly-sur-Seine, the 3<sup>rd</sup> of March 2022

One of the Statutory Auditors  
PricewaterhouseCoopers Audit  
Agnès Hussherr  
Partner

Sylvain Lambert  
Sustainable Development Partner