“COMMIT TO MORE SUSTAINABLE, BETTER SHARED GROWTH”
GEOFFROY BAZIN, CEO BGL BNP PARIBAS
The gardens of the BGL BNP Paribas head office
MESSAGE FROM GEOFFROY BAZIN

Country Manager, BNP Paribas Group in Luxembourg,
Chairman of the BGL BNP Paribas Executive Committee
For nearly 100 years, BGL BNP Paribas has been one of the largest financial institutions in the Grand Duchy. Serving the needs of the economy and our multiple local and international clients, our purpose is to help women and men, as well as businesses, associations and institutions, develop their projects and solve practical problems.

Our society is changing, preparing for a future of opportunities but also concerns, notably linked to growing inequalities and the risks of climate change. No country, no business, no citizen can stand to gain from a world exposed to social and environmental risks. At BGL BNP Paribas, we are convinced that collective progress will stem from more sustainable, better shared growth.

It is on this basis that we constantly strengthen our commitment, notably as part of the UN’s 17 Sustainable Development Goals.

Our company is transforming to become more digital and more client focused. At the same time, we must give a deeper meaning to our role in society as a whole. Our clients, employees, investors, partners, citizens, etc., all our stakeholders share our commitment to a joint mission: contributing to changing the world for a better future.

To keep up with these commitments, in January 2018 the BNP Paribas Group published a Commitment Manifesto which outlines our sustainable development strategy.

We commit to continually improving the integration of social and environmental responsibility into the bank’s operational processes and major projects, while inventing new solutions and partnerships combining support for our clients and benefits to the world around us.

We are readying ourselves for causes for which we have powerful leverage, by converging commercial offer, partnerships, employer actions, procurement policies, inclusive projects, sponsorship, volunteering and intrapreneurship.

Beyond our responsibilities towards our clients, employees, society and the environment, we have identified four priorities on which to focus our efforts:

- **Climate**, by acting in conjunction with our clients and partners as an accelerator for energy transition, and focusing on renewable energy, energy efficiency, sustainable mobility and the circular economy.
- **Youth**, by facilitating their inclusion in society, supporting the projects they value most and strengthening intergenerational dialogue.
- **Entrepreneurs**, by encouraging creativity and development in people from varied backgrounds, and supporting social and entrepreneurial innovation.
- **Our local ecosystems**, by positively impacting Luxembourg’s economic and social dynamics.

» Being the bank for a changing world means further assisting our clients, while contributing to more sustainable, better shared growth. Being the bank for a changing world means being a bank which contributes to changing the world for a better future. «
2018 PROFILE

OWNERSHIP

We promote a balanced approach to value sharing by distributing the benefits of our growth among all our stakeholders, while investing to guarantee the Group’s sustainability.

VALUE SHARING

SHAREHOLDERS
EUR 144.92 million in dividends paid including EUR 49.27 million to the Luxembourg State

SUPPLIERS
EUR 149.49 million including EUR 131.8 million in Luxembourg

NET BANKING INCOME
EUR 1,447 million

SHARING THE BENEFITS OF GROWTH

INVESTING TO GUARANTEE SUSTAINABLE GROWTH

LOANS GRANTED
EUR 1.47 billion mortgages, personal loans and investment loans

EMPLOYEES
2,474 staff EUR 226.2 million total payroll

OVERHEAD EXPENSES
EUR 763.9 million
A GLOBAL GROUP

202,623 Employees in 72 countries

North and South America
- Argentina
- Brazil
- Canada
- Chile
- Colombia
- USA
- Guadeloupe - France
- French Guiana
- Martinique - France
- Mexico
- Peru

Europe
- Germany
- Austria
- Belgium
- Bulgaria
- Denmark
- Spain
- France
- Finland
- Hungary
- Ireland
- Italy
- Luxembourg
- Norway
- Netherlands
- Poland
- Portugal
- Czech Republic
- Romania
- United Kingdom
- Russia
- Serbia
- Slovakia
- Sweden
- Switzerland
- Turkey
- Ukraine

Africa
- South Africa
- Algeria
- Burkina Faso
- Ivory Coast
- Reunion - France
- Guinea
- Mali
- Morocco
- Senegal
- Tunisia

Middle East
- Saudi Arabia
- Bahrain
- United Arab Emirates
- Israel
- Kuwait
- Qatar

Asia Pacific
- Australia
- China
- South Korea
- Hong Kong
- India
- Indonesia
- Japan
- Malaysia
- New Caledonia - France
- New Zealand
- Philippines
- Singapore
- Taiwan
- Thailand
- Vietnam

BNP PARIBAS, A EUROPEAN GROUP WITH GLOBAL REACH

154,974 Employees in Europe
18,371 Employees in the Americas
18,736 Employees in Asia Pacific
10,027 Employees in Africa
515 Employees in the Middle East

BNP Paribas figures, December 2018
1919 establishment of the Banque Générale du Luxembourg

2,474 employees

1 OF THE 4 DOMESTIC MARKETS of the BNP Paribas Group
( along with France, Belgium, and Italy)
We want to be the benchmark bank with global reach, our clients’ preferred partner in the long term and a player contributing to responsible and sustainable growth.

We have a positive impact on our stakeholders (clients, employees, shareholders) and society as a whole. We help build a better future.

With our integrated model, our highly committed teams provide our clients with high-quality service and solutions. We offer a motivating and inspiring working environment for our colleagues.

We want to be among the industry’s most trustworthy players by further integrating our values and ethics into our everyday conduct.
Our Values

Compliance with these values is essential to pursue BGL BNP Paribas’ change and growth strategy.
ORGANISATION AND GOVERNANCE

“Good governance” is a prerequisite to ensure the success of a social responsibility (CSR) approach. It promotes a long-term strategy and ensures the approach is adopted across the organisation.

A POLICY SUPPORTED IN THE HIGHEST LEVEL

Initiated and supported by the Group’s Management, the CSR policy is of strategic importance to BNP Paribas. It is reflected in the desire, in the highest echelons of the company, to combine performance with responsibility, ethics and transparency.
Our team is tasked with managing projects in keeping with BGL BNP Paribas’ CSR strategy, and coordinating the various initiatives undertaken within the bank. However, for its impact to be felt, CSR must be cross-departmental and integrated across the entire organisation.

Emmanuelle Humann, Head of CSR BGL BNP Paribas.

**A RESPONSIBLE BANK: 4 PILLARS**

**OUR ECONOMIC RESPONSIBILITY**
Finance the economy in an ethical manner

**OUR SOCIAL RESPONSIBILITY**
Develop committed and loyal management of human resources

**OUR CIVIC RESPONSIBILITY**
Play a leading role in society

**OUR ENVIRONMENTAL RESPONSIBILITY**
Act against climate change

***KEY DATES***

**2001**
BNP Paribas creates a department in charge of sustainable development.

**2010**
In Luxembourg, creation of a CSR department reporting to the CEO and backed by a team of experts who deploy the strategy across all the business lines and functions of BGL BNP Paribas.

**2012**
BNP Paribas’ CSR department reports to the Group’s Senior Management.

**2017**
BNP Paribas creates a Corporate commitment department, directly represented on the Group’s Executive Committee. Its purpose is to define and implement the company’s commitment in areas essential to the future of our company.
MOBILISING OUR STRENGTHS TO RESPOND TO MAJOR SOCIETAL ISSUES
BGL BNP Paribas in a nutshell

- ENTREPRENEURS: Allow individuals from increasingly diverse backgrounds to access leadership positions or create their own businesses.

- SMART CITY: Our local contribution to the bank for changing cities.
03 OUR CSR APPROACH
BGL BNP Paribas feels it is vital to understand the challenges its contacts have to deal with in order to integrate them into its decision-making processes. Our stakeholders are numerous and diverse. First of all our contractual stakeholders, who are easily identified: employees, clients, suppliers, shareholders. There are also other strategic stakeholders, such as regulators, the media, civil society NGOs, investors, etc.

Here are a few examples of good practices to facilitate dialogue.

**OUR CLIENTS**

**CLIENT SATISFACTION**

Client satisfaction has always formed part of BGL BNP Paribas’ DNA and values. We must meet our clients’ new expectations by providing them with innovative and simple solutions, be this at our 41 branches and 4 private banking locations or on social networks where a dedicated team responds to all their requests.

Our individual or professional clients can also access a number of complaint services.

Finally, BGL BNP Paribas attaches great importance to personal data protection and we undertake to act as a role model in this respect.
Customer satisfaction @BGL BNP Paribas
The clients have spoken: we listened!
5 practical initiatives to address their challenges

#1 Improve our interactions with clients

- Our clients can contact their branch advisor without having to deal with the Client Service department. In the absence of their advisor, their calls can be answered by any other branch advisor.
- The waiting time when calling the Client Service department decreased when 9 new employees were taken on.
- Our clients can keep the same advisor for a longer period, as the staff turnover rate within branches has been reduced.
- Advisors can respond immediately by calling an expert on a dedicated phone number, for any question relating to payments.

#2 Develop our range of services and their pricing

- Our clients have a price guide at their disposal, which has been reviewed to make it clearer and simpler. We also provide them with detailed price sheets for certain types of expenses.
- Our clients were able to invest in our structured product with capital protection, the Step Up Note in USD.
- Our clients can diversify their holdings by investing in our new Diversipierre fund, which is partly based on local property investment.
- Our Luxembourg resident clients can benefit from our new Private Lease offer.

#3 Enhance our clients’ digital experience

- Our clients who are minors (15 to 18 years old) can conduct their everyday transactions via web banking.
- Our clients can raise their temporary credit card limit online, independently.
- Our existing and potential clients can use a calculator on our bgl.lu website to find out about their borrowing capacity.
- When a potential client initiates an online contact request, he/she can finalise this request in a branch. Before coming in, he/she can read the online documents allowing him/her to fast-track the processing of the request.
- Our clients have an explanatory document at their disposal, as well as a tutorial so they can activate their token on their own.

#4 Improve client request processing effectiveness and speed

- Our clients get a response to their complaint within 5 days; they also get a call from the Management.
- Our clients are assigned a dedicated contact person from the Centre of Loan Expertise to help them collect documents, liaise with the notary, release funds and transfer them to third parties (pilot scheme in 4 branches).
- Our clients can receive a loan decision without having to visit their branch (pilot scheme in the Centre region with the creation of the Mortgage Centre).
- A secure email informs the client that the documents expected by the Bank have been received.

ADVOCACY LUXEMBOURG PROGRAMME

Client focus is one of our strategic priorities.

We now use the NPS method (Net Promoter System to work on client satisfaction in an unprecedented manner.

This method is implemented in Retail banking in order to:

- Collect and disseminate feedback from clients, in real time, so we can see ourselves the way the client sees us.
- Call clients back to gain a better understanding of shortcomings and take local action (“Inner Loop”).
- Implement initiatives designed to correct the shortcomings reported by clients, at central level (“Outer Loop”).

DEVELOP SOLUTIONS FOR AND WITH OUR CLIENTS

Wealth Aggregator is an application giving clients an aggregated view of their assets (financial and non-financial).

Some ten clients were involved in developing this application, and their comments on its content or form were taken into account to deliver an interface best suited to their needs.
OUR SHAREHOLDERS AND ALL OUR STAKEHOLDERS

Although exempted from publishing information relating to the Declaration on the Corporate Governance of credit institutions, BGL BNP Paribas has nevertheless decided, since 2018, to voluntarily disclose information on how the company is managed and administered.

This is public information which can be viewed by all our stakeholders.

In complete transparency it addresses issues such as the composition of the Board of Directors, the directors’ attendance rates, the remuneration policy, the proceedings of the Board of Directors, etc.

OUR EMPLOYEES

The “Global People Survey” or GPS is an annual survey of all our employees about their life within the company.

THE EMPLOYEE’S VOICE

<table>
<thead>
<tr>
<th>Employees’ commitment to BGL BNP Paribas</th>
<th>Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>73% of employees claim they fully endorse the values upheld by the company.</td>
<td>89% of BGL BNP Paribas employees have received training, whether in a classroom or via e-learning.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Perception of CSR by employees</th>
<th>Well-being at work</th>
</tr>
</thead>
<tbody>
<tr>
<td>87% of employees believe BGL BNP Paribas cares about protecting the environment.</td>
<td>78% of BGL BNP Paribas employees feel they have achieved a good work/life balance.</td>
</tr>
<tr>
<td>75% of employees feel that BGL BNP Paribas acts in a socially responsible manner on a local scale.</td>
<td></td>
</tr>
</tbody>
</table>

From a global perspective,

71% of employees believe the bank effectively exercises its social and environmental responsibility, and fulfils its commitments as a responsible bank.
The “employee’s voice” helped identify

8 PRIORITY INITIATIVES

- Improve the sourcing of positions to be promoted
- Reinvent career management and the mobility process
- Describe the ideal manager/empowerment and ownership
- Rethink managerial communication
- Establish respect and exemplary behaviour as values to be applied on a daily basis
- Reinforce recognition and reward employees
- Create a “client focus” within every department
- Imagine BGL BNP Paribas’ corporate vision over the next 5 years
Launched in September 2015 by the UN, the Sustainable Development Goals aim to **eradicate poverty by 2030 while preserving the planet.**

As a bank, BGL BNP Paribas has a key role to play to contribute to this collective effort. With our Social and Environmental Responsibility approach, we help build a sustainable future while guaranteeing the Group’s performance and stability, to do this, we essentially focus on **8 of the Sustainable Development Goals.**
THE 4 PILLARS OF OUR CSR APPROACH
The BNP Paribas Group’s responsibility policy is underpinned by 4 pillars – economic, social, civic and environmental – which reflect our responsibilities to our clients, employees, society and the environment.
OUR ECONOMIC RESPONSIBILITY

SOCIALLY RESPONSIBLE INVESTMENTS

BGL BNP Paribas finances the economy responsibly via a committed lending policy and a range of SRI investment products which contribute to the UN’s Sustainable Development Goals.

- In Luxembourg, loans amounting to EUR 210 million were granted to businesses with a social and/or environmental impact.
- In addition, BGL BNP Paribas provides a broad range of SRI products, and the amounts invested in these products reached EUR 63 million in 2018.

EXAMPLES OF OUR RANGE OF RESPONSIBLE PRODUCTS:

- **Generalpart World Sustainable**
  Development of the SRI range with the creation of a reference product for the network: the Generalpart World Sustainable Fund.

- **Impact Investing**
  Integration of the Luxembourg Microfinance & Development Fund into the BNP Paribas Group’s offer at central level.

- **Climate Care Note**
  European companies with an energy transition strategy.

- **BNP Paribas Aqua Fund**
  Water-related companies.

SUPPORT FOR RESPONSIBLE FINANCE VIA SPONSORSHIP

BGL BNP Paribas sponsored the 1st Luxembourg Sustainable Finance Forum, organised by Luxembourg For Finance.

SRI themes
- ESG

EUR 63 Million

LMDF

IMPACT INVESTMENT
Private/public partnership
As a bank, we finance numerous industries, some of which pose major environmental, social and governance (ESG) challenges. This is the case, for example, in the defence, palm oil, and even nuclear energy sectors. For these sectors, we defined policies stipulating the need to take ESG requirements into account, in addition to economic performance criteria, in our funding and investment decisions. Developed in conjunction with independent experts, these public policies apply to all business lines and countries where the Group operates.

In 2018, more than one hundred transactions were reviewed by BGL BNP Paribas’ CSR department in light of these policies.
THE START-UP COMMUNITY

The Lux Future Lab, the 1st incubator created by a bank in Europe, is a genuine innovation pioneer in Luxembourg. Thanks to its historical roots, the Lab forms an integral part of the “Start-up Nation” ecosystem.

Beyond its Incubation mission, the Lux Future Lab team also instils the innovation culture within BGL BNP Paribas, notably through the TIZ programme, “The Intrapreneurs’ Zone”.

OUR KEY FIGURES

An international community of “Doers”:

- 26 innovative start-ups
- 120 people from some twenty countries
- > 450 jobs created since 2012

Our strength is in our sectoral diversity:

- 40% Fintech
- 8 positive impact projects
- 24% information and communication technologies
F4A “Food For All”, the “positive environment” solution, a low-price alternative for supermarkets and consumers.

In full expansion since its arrival at Lux Future Lab, F4A will celebrate its first anniversary with the incubator.

This great adventure with positive impacts has only just begun!

OUR 2018 HEROES:

- A year of expansion for CrossLend: EUR 14 million raised, international conferences including one at BGL BNP Paribas on securitisation attended by the Minister of Finance, partnerships with banks.
- A promising year for our F4A anti-food waste heroines: launch of their application on Apple & Android, agreements entered into with Delhaize and Pall Center, numerous awards won.
- A year of growth for Adapti, our website customisation magicians: new e-Commerce clients, winners of the “Best Marcom Startup” Marketers’ award.
- A year of international development for LuxAI: QTRobot represented the “Luxembourg Startup Nation” at major global events, including CES Las Vegas.

TIZ: “THE INTRAPRENEURS’ ZONE”

The TIZ is the new intrapreneurship programme launched by the Lux Future Lab and Human Resources teams, the purpose of which is to promote the culture of and appetite for innovation within the bank. 5 out of the 16 projects proposed and led by BGL BNP Paribas employees were fast-tracked using the new AGILE, Lean Startup and Design Thinking work methods. In the exciting final, the teams presented their projects to employees and a jury of experts from the various business lines of the bank. The winning project of this first TIZ event is “Net Eleng”, which offers an innovative solution to protect frail elderly people against unusual activities detected on their bank account. The winning team were awarded a EUR 100,000 Golden Ticket to develop their project.
OUR CIVIC RESPONSIBILITY

SUPPORT FOR LOCAL ASSOCIATIONS

HELP2HELP

The Help2help programme supports general interest projects led by active and retired employees of the BNP Paribas Group in Luxembourg.

In 2018, 31 projects financed up to EUR 68,500. 220 projects supported since the launch of the programme for a total of EUR 850,000.

DREAM-UP BY BNP PARIBAS FOUNDATION

EUR 20,000 were paid to the Abbey of Neumünster Cultural Exchange Centre for its “Bock Op Zirkus” project.

The objective is to provide children (aged 6 to 12, seeking international protection, and coming from State-funded children’s homes or the general public) with carefree events but also personal development tools via circus arts.

This 3-year project amounts to EUR 60,000 in total.

LENDING SKILLS

52 individuals (active and retired) volunteered their time and shared their experience on 7 different projects for a total of 560 hours.

HOPE – GIVE ME ONE, GET A SMILE

Hope is the Association of Employees of the BNP Paribas Group in Luxembourg.

Thanks to a contribution of EUR 1 per month, inclusive projects were supported for up to EUR 16,500.

- Construction of an orphanage for 40 children in Nepal.
- Support of 50 family farms in Cambodia.
- Educational support for young children in Tanzania.
- Roof replacement in a boarding school in India.
FOYER ACQUIRES A STAKE IN MICROLUX

Having already partnered microlux in supporting micro-entrepreneurs since 2016, the Foyer Group reinforced its commitment in September 2018 by acquiring a EUR 300,000 stake in microlux.

MICROFINANCE AND SOCIAL ENTREPRENEURSHIP

MICROLUX

Microlux is Luxembourg’s first microfinance institution. A guarantee agreement for the reimbursement of a portion of unpaid microcredit was signed with the European Investment Fund (EIF).

Projects supported by microlux:

Massage parlour in Luxembourg-City

Cake Design workshop in Dudelange

The microlux team

Support for entrepreneurial projects which are not eligible for traditional bank loans.

Support for project leaders via a coaching programme provided by its network of volunteers.

Granting of loans of up to EUR 25,000.

30 microcredit facilities granted in 2018

60 microcredit facilities granted since the launch

EUR 15,000 average amount of microcredit facilities

43 businesses established

> 60 job created

04 The 4 pillars of our CSR approach
**SOCIAL ENTERPRISES OFFER**

BGL BNP Paribas supports social enterprises and provides a specific offer to better meet their expectations.

BGL BNP Paribas supported

54 social enterprises, i.e. twice as many as in 2017, which attests to the emergence of this sector.

EUR 10.9 million in loans were granted.

BGL BNP Paribas also sponsored the Lux 4 Good hackathon, the first Tech for Good hackathon in Luxembourg, the ambition of which is to drive digital innovation in projects with a social and/or societal impact.

**SPONSORSHIP**

By building partnerships with local initiatives and stakeholders, BGL BNP Paribas has, since it was founded, been committed to participating in Luxembourg’s cultural and sporting life.

A major sponsor of the Luxembourg Football Federation, BGL BNP Paribas is also the number one partner of Luxembourg tennis notably via the BGL BNP Paribas Luxembourg Open, a key women’s tennis tournament where the world’s best players compete.

Culture also features strongly in BGL BNP Paribas’ commitment. This ambition is reflected in partnerships with internationally renowned cultural operators and events in the field of film, where BGL BNP Paribas sponsors the Luxembourg City Film Festival, or music with the Luxembourg Philharmonic Orchestra.

**SUMMER SCHOOL**

Designed to help secondary school students prepare for their future, this 2-week programme is based on meetings with stakeholders from all backgrounds, team building activities, practical workshops and individual support provided by a guidance councillor.

In 2018 the 7th such event hosted 26 students aged 15 to 20, from 20 secondary schools and 10 different countries.

**STARTMEUP**

Young people aged 16 to 18 take part in workshops to awaken their spirit of enterprise. For one afternoon, young people can find out about the incubator of the Lux Future Lab and the start-up community.

**WEICKER FOUNDATION**

For the past 30 years, BGL BNP Paribas has promoted scientific study and research via the Weicker Foundation. The Foundation provides Luxembourg students with financial support, organises conferences and seminars and is a partner in the University of Luxembourg’s FinTech projects.

In 2018, in recognition of its activities, the Foundation was awarded the Research Organisation Approval by the Luxembourg Ministry of the Economy.
CONFERENCES

**MEETUP4GOOD**
These conferences are intended for employees to discuss CSR-related issues.

The first conference organised with Digital Inclusion and One Step Forward focused on the inclusion of refugees. Another featured Swiss sailor Yvan Bourgnon, who addressed the issue of marine plastic pollution and his revolutionary solution: MANTA (Mobilise-Act-clean-Treat-Alert) - a deep-sea ship capable of collecting, sorting and compacting ocean waste floating offshore and close to the shore.

**LUXEMBOURG MICROFINANCE & DEVELOPMENT FUND**
A conference in partnership with the Luxembourg Microfinance & Development Fund on the impending reality of climate-induced migration and the challenges of the European Union and Luxembourg was attended by nearly 400 participants.

**EBAN WINTER SUMMIT 2018**
Under the theme “Better together: how to shape a more sustainable and innovative world”, the summit brought together some fifty renowned speakers and more than 400 attendees from all over the world to participate in the many mentoring sessions, workshops, and meetings on offer.
OUR ENVIRONMENTAL RESPONSIBILITY

PROMOTION OF DIVERSITY AND INCLUSION

EMPLOYEE SATISFACTION WITH THE DIVERSITY POLICY

At the heart of our values, open-mindedness guides our action in the promotion of diversity and inclusion. Our ambition is to ensure a friendly atmosphere within the teams and encourage personal development while guaranteeing respect for differences. Through our annual employee satisfaction survey, 67% of these employees rate our diversity policy favourably, a result that has improved steadily since 2012.

EQUAL OPPORTUNITIES FOR WOMEN AND MEN

For BGL BNP Paribas, equal opportunities for women and men is a strong commitment. As a signatory of the Diversity Charter since 2012, BGL BNP Paribas was awarded the Positive actions prize by Ministry of Equal Opportunities in 2015.

RESPECT

BGL BNP Paribas wishes to provide its employees with a working environment where everyone is treated with fairness and respect, where psychological or sexual harassment and discrimination are not tolerated.

This led to the creation of #RESPECT FOR COLLEAGUES, an awareness programme designed to avoid any form of workplace violence whatsoever.

BGL BNP Paribas promotes gender equality in parental leave. 63% of parental leave was taken by men in 2018, compared with just 22% in 2015.
Joining BGL BNP Paribas as a Graduate is a very rewarding experience. As “new talent”, I feel supported and accompanied by the bank, which has helped me develop my skills through a variety of training courses or tasks involving responsibilities.

I also took part in TIZ, BGL BNP Paribas’ intrapreneurship programme. This is how I was given the opportunity to create my own start-up within the bank. This experience allowed me to use my innovative skills and enhance my knowledge in terms of entrepreneurship.

Amandine Henx. Graduate, Class of 2018-2019

MIXCITY EVENTS ON OFFER IN 2018
(8 TO 10 ACTIVITIES/YEAR)

MixMornings/MixLunches: interactive meetings with Board members and other senior managers of our Group, to share career advice.

MixNetworks: meetings between all members of the BNP Paribas Group’s entities in Luxembourg, who get acquainted at a cocktail reception and expand their cross-company network.

MixTrainings: initiation in various personal development themes to master career management tools.

Example of MixTraining “Parent passport” is an initiation to neuroscience and brain function to better interact with our children at all stages of their development.

This training was particularly appreciated by members, so much so that additional sessions were organised.

GRADUATE PROGRAMME

Young graduates can make the most of a 12-month personalised programme within BNP Paribas’ business lines/functions and entities in Luxembourg. Following a training period in the field, they are able take on new responsibilities.
GOOD PLACE TO WORK

BGL BNP Paribas cares about its employees and strives to retain them and maintain long-standing relationships. Its social responsibility is reflected in its ability to provide them with a safe environment, which notably preserves their health and ensures a good work/life balance.

TOP EMPLOYER 2018

For the 3rd consecutive year, BGL BNP Paribas was awarded the prestigious “Top Luxembourg Employer” certification. This honour, bestowed by the Top Employers Institute, an internationally renowned independent organisation, rewards employers who provide their employees with top-tier conditions and foster their personal development. Four themes achieved particularly high scores, even higher than in 2017: workforce planning, talent management, training and skills development, as well as career management.

HEALTH DAY

This day brought together employees of the BNP Paribas Group in Luxembourg as part of sporting and recreational activities, information sessions based on themes such as sleep or Alzheimer’s disease, or smoothie tasting sessions.

Thanks to sporting challenges taken up by the many participants, two cheques of EUR 6,000 each were presented to the Ile au Clown and ALA (Association Luxembourgeoise Alzheimer) associations.

INTERVIEW WITH THE HRD

“Being a responsible employer primarily means keeping in mind that the strength of a company lies in the commitment of its people.

At BGL BNP Paribas, we are united by values and a promise: “Being the bank for a changing world”. This is why we expect every employee to help us build the Bank of the future, in a world we strive to make better, more sustainable.

In return, we invest in their development and provide them with motivating, varied career advancement opportunities within a quality work environment, based on gender equality and respect.

These are the reciprocal commitments binding the bank to its employees.

In 2018, we managed the integration of employees from ABN AMRO responsibly, by safeguarding jobs and providing support throughout the transition phase. Given its history, BGL BNP Paribas is the result of several mergers and alliances, which allowed us to expand our operations and client portfolio, while employing more than 2,400 staff from diverse backgrounds and experiences. We see this diversity as a great resource, which provides our clients with genuine added value.

Louis de Looz-Corswarem, HRD BGL BNP Paribas
BGL BNP PARIBAS AND ABN AMRO: A RESPONSIBLE MERGER

To strengthen the Group’s key positions in Luxembourg on private banking and insurance markets, BGL BNP Paribas took over the Luxembourg business of Dutch bank ABN AMRO, which employed 150 full-time staff at the time of the merger. They were all integrated by BGL BNP Paribas thanks to an integration plan drawn up in conjunction with social partners.

Such a merger involves significant changes and, during this crucial period, our BGL BNP Paribas colleagues really made a difference. With the support, understanding and warm welcome we received, the integration of ABN Amro’s employees and clients into BGL BNP Paribas was a seamless process.

Gertjan Slothouber, Wealth Manager Key Clients

WORK/LIFE BALANCE

We give our employees a high degree of flexibility in the organisation of their working time.

687 employees work part-time based on 241 different options

Furthermore, many services such as concierge services, fitness facilities, company restaurants, crèche, play and relaxation areas, etc. are made available to male and female employees so that they can find a perfect work/life balance.

COUNSELLING UNIT

The BNP Paribas Group in Luxembourg has a unit catering for employees who are going through difficult times in their personal or professional life, to give them a friendly ear, advice on their administrative procedures with ad hoc public organisations (CNS, CNAP, etc.) as well as refer them to medical professionals.

211 employees benefited from this scheme in 2018

Attentive to changes in its business activities and the employability of its employees, BGL BNP Paribas provided:

68,989 training hours

28 training hours on average per employee
OUR ENVIRONMENTAL RESPONSIBILITY

BGL BNP Paribas uses all the means at its disposal to fast-track the transition to a more carbon neutral economy. We provide our clients with products and services which allow them to make a tangible contribution to this change and we also make every effort to reduce our direct impact.

GREEN DESK OFFER

The Green Desk is composed of experts in the fields of renewable energy, energy efficiency and the circular economy.

40 businesses supported for an amount exceeding EUR 180 million in loans.

PROMOTION OF GREEN FINANCE

BGL BNP Paribas is an active member of the Climate Finance Task Force and is involved in Luxinnovation’s Luxembourg EcoInnovation Cluster (discussions and internal training sessions with our partner clients).

AREAS OF ACTIVITY SUPPORTED BY THE GREEN DESK

- 20% wind
- 43% hydroelectric
- 9% biomass
- 3% economic efficiency
- 8% solar energy
- 17% joint renewable energy projects

The MTN-i Awards awarded the “Deal of the Year” prize to BNP Paribas for its role as financial intermediary and exclusive structuring advisor of a green Schuldschein (Bond) for Encevo. Encevo, the parent company of energy supplier Enovos and grid operator Creos, uses this EUR 250 million loan agreement to exclusively finance projects pertaining to renewable energy, smart power grids, sustainable real estate and sustainable transport solutions.
REDUCING OUR ENVIRONMENTAL FOOTPRINT

- 2018 was marked by the installation of a photovoltaic power plant. This project was implemented with ENOVOS as part of their ENOSOLAR campaign in which BGL BNP Paribas is the financial partner.
- In 2018, the district heat consumption of the two new buildings of the Kirchberg site decreased by 13.5% compared with 2017.

ENERGY AND WATER

BGL BNP Paribas also strives to reduce its water consumption on a daily basis:

- In the historic building at the Kirchberg site:
  - 5.5% reduction in water consumption by optimising our HVAC systems (Heating, ventilation and air-conditioning),
  - use of 4,850 m³ of rainwater (dedicated to HVAC production).
- Use of 3,522 m³ of rainwater dedicated to restroom facilities for the buildings at the Kirchberg site.
WASTE REDUCTION

PLASTIC WASTE

ECOBOX

800 Ecoboxes are in use in the bank’s restaurants

In October 2018, the bank introduced the Ecobox (SuperDrecksKëscht®) in its restaurants. Employees can eat salads prepared by Sodexo directly in reusable boxes, or they can use these boxes to take the leftovers home.

“It’s a great success”, Hilde Monserez is delighted to point out. “We currently have 800 Ecoboxes in use, for a total of 3,000 employees”, which means that they are used by more than 25% of employees. One only has to look at employees arriving at the restaurant to attest to the effective use of green boxes.

ELIMINATION OF PLASTIC CUPS

Because taking care of the environment also means reducing our waste, in addition to all disposable plastic items, we decided to remove paper cups from our restaurant areas, and we encourage all employees to obtain reusable mugs and bottles.

600,000 cups were used every year, i.e. the equivalent of the distance between Luxembourg and New York if placed end to end.

Myriam Winkel, Head of Procurement & Services
PAPER WASTE

With a view to reducing its environmental impact, BGL BNP Paribas endeavours to reduce its paper consumption by recycling paper for the manufacture of newspapers, notebooks, sheets, etc.

ORGANIC WASTE

Since 2007, the organic waste generated by the restaurants of the Kirchberg site has been converted into Biogas. Initially crushed on site, it is subsequently stored in a tank and recovered by a pumping system. The biogas is then fed into the national grid and benefits the entire community.

The entire procedure is carried out in Luxembourg!
NON-FINANCIAL RATINGS
**MAIN NON-FINANCIAL RATINGS**

No. 1 bank out of 31 in the “Diversified banks” category in Europe according to Vigeo Eiris’ 2018 rating.

No. 5 bank out of 244 in the “Commercial Banks & Capital Markets” category according to ISS-Oekom’s 2018 rating (Prime status).

BNP Paribas is in the “Leaders” category of Sustainalytics’ 2018 rating.

BNP Paribas was awarded the A rating by the 2018 MSCI ESG Ratings.

BNP Paribas received the A- rating from the 2018 Carbon Disclosure Project.

**PRESENCE IN SUSTAINABILITY INDEXES**

BNP Paribas is listed in the Dow Jones Sustainability World index.

BNP Paribas is listed in the Euronext-Vigeo Eiris World 120, Europe 120, Eurozone 120 and France 20 indices.

BNP Paribas received the A- rating from the 2018 Carbon Disclosure Project.

**OTHER RANKINGS AND CSR AWARDS**

BNP Paribas was cited as “World’s best bank for sustainable finance”.

BNP Paribas features in the 2018 ranking of the “Global 100 Most Sustainable Corporations” of the Corporate Knights magazine (1st European bank).

BNP Paribas received the “Europe Top Employer 2018” certification in 7 countries.
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>AuM</td>
<td>Assets Under Management</td>
</tr>
<tr>
<td>BREEAM</td>
<td>Building Research Establishment Environmental Assessment Method</td>
</tr>
<tr>
<td>CEO</td>
<td>Chief Executive Officer</td>
</tr>
<tr>
<td>CES</td>
<td>Consumer Electronics Shows</td>
</tr>
<tr>
<td>CSR</td>
<td>Corporate Social Responsibility</td>
</tr>
<tr>
<td>DGNB</td>
<td>Deutsche Gesellschaft für Nachhaltiges Bauen</td>
</tr>
<tr>
<td>GPS</td>
<td>Global People Survey</td>
</tr>
<tr>
<td>HEQ</td>
<td>High Environmental Quality</td>
</tr>
<tr>
<td>HVAC</td>
<td>Heating, ventilation and air-conditioning</td>
</tr>
<tr>
<td>IMS</td>
<td>Inspiring More Sustainability Luxembourg</td>
</tr>
<tr>
<td>INDR</td>
<td>National Institute for Sustainable Development and Corporate social responsibility</td>
</tr>
<tr>
<td>ISR</td>
<td>Socially Responsible Investment</td>
</tr>
<tr>
<td>kWp</td>
<td>Kilowatt-peak</td>
</tr>
<tr>
<td>LMDF</td>
<td>Luxembourg Microfinance and Development Fund</td>
</tr>
<tr>
<td>SDG</td>
<td>Sustainable Development Goals</td>
</tr>
<tr>
<td>CSR</td>
<td>Corporate Social Responsibility, or Corporate Societal Responsibility</td>
</tr>
<tr>
<td>ESG</td>
<td>Environmental, Social and Governance risks</td>
</tr>
<tr>
<td>NGO</td>
<td>Non-Governmental Organisation</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>NPS</td>
<td>Net Promoter Score</td>
</tr>
</tbody>
</table>
USEFUL LINKS

- BNP Paribas Group’s 2017 SCR report: invest.bnpparibas.com/rapports-annuels
- Sustainable Development Goals: un.org/sustainabledevelopment/fr/objectifs-de-developpement-durable
- bgL.lu
- group.bnpparibas
- luxembourgforfinance.com/event/sustainable-finance-forum-luxembourg
- lmdf.lu
- luxfuturelab.lu
- neimenster.lu
- microlux.lu
- foyer.lu
- lux4good.org
- eban-luxembourg-2018.com
- top-employers.com/fr
- luxinnovation.lu/fr
- sdk.lu