

Inspire Real Estate 2020

OUR
CSR STRATEGY
SUSTAINABLE DEVELOPMENT

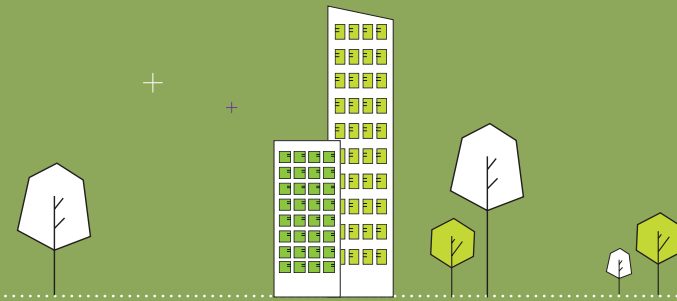


**BNP PARIBAS
REAL ESTATE**



Real Estate for a changing world

EDITORIAL



Dear Partners,

Sustainability and Corporate Social Responsibility (CSR) are an integral part of our activities and business lines at BNP Paribas Real Estate. We are convinced that CSR commitments are a powerful lever of innovation and performance for our clients, partners and employees.

In the context of recent global agreements on sustainable development, on climate change, on future national and European regulations, we thought it was the right time to review and update our CSR Strategy.

That is why, in early summer, we launched an online stakeholders' consultation across Europe. The objective was to gather your opinions about the most important issues as well as your feedback on our CSR commitments.

"In the current context of climate change, of future national and European regulations, we thought it was the right time to review and update our CSR Strategy."

Many of you shared your opinions with us and we would like to thank you for this constructive and broadminded dialogue. Your answers helped us to better understand your expectations and refine our vision for 2020.

That is the reason why, today, we would like to share with you the results of the online consultation and our vision, **"Inspire Real Estate 2020"** in order to aspire towards a more sustainable society for all.

Sincerely yours



Thierry LAROUÉ-PONT
Chief Executive Officer
of BNP Paribas Real Estate



Catherine PAPILLON
Global Head of CSR
at BNP Paribas Real Estate



STAKEHOLDERS

FEEDBACK ON THE ONLINE CONSULTATION

In May/June 2016, **6,600** stakeholders across Europe were invited to answer our online consultation.

INTERNAL PARTNERS

- Employees
- Supervisory Board, Management Board, Executive Committees
- Shareholders

BUSINESS PARTNERS

- Investors / Corporate / BNP Paribas Clients
 - Users (Occupiers)
- Local Authorities/Town Planners
 - Suppliers & Service Providers
 - Distributors



MARKET REGULATORS

- Regulatory Authorities
- Professional Federations and Professional Associations
- Certification and Accreditation Bodies

INFLUENCERS

- Media
- Analysts and Rating Agencies
- Associations / NGOs and Civil Society

500 RESPONDENTS FROM... **10** EUROPEAN COUNTRIES

OUR CSR LEVEL COMMITMENT

53% of respondents rated our corporate responsibility approach as committed or pioneer

39% expect from us a stronger commitment.



MATERIALITY MATRIX



28 ISSUES WERE RANKED BASED ON THE SIGNIFICANCE YOU GAVE THEM.

By prioritizing these issues, we were able to establish a **new vision** and **draw up our 12 CSR commitments**



OUR CSR VISION

Inspire Real Estate 2020

UP TO 2020, BNP PARIBAS REAL ESTATE AIMS...

to satisfy its clients and partners needs by delivering innovative products and services that create shared value (both tangible and intangible) so as to contribute together to the development of a more sustainable society.

ECONOMIC RESPONSIBILITY

To build innovative product and service offers, along with our clients and partners, in an ethical and responsible manner.

1. Strengthening partnerships and co-working opportunities with our key stakeholders
2. Developing a responsible and innovative service offer
3. Guaranteeing totally transparent ethics and governance

ENVIRONMENTAL RESPONSIBILITY

To reduce the environmental impact of our real estate activities and to make environmental quality a lever of tangible and intangible performance improvement.

4. Addressing climate change mitigation and adaptation issues in our service offers
5. Reducing the direct and indirect environmental impact of our activities
6. Making the environmental quality of our products and services a lever of improved performance

SOCIAL RESPONSIBILITY

To value the development and commitment of our employees.

7. Offering a healthy, flexible and innovative work environment that enhances the well-being of our employees
8. Promoting diversity, equal opportunities and employability of our teams
9. Empowering our employees to develop CSR skills

CIVIC RESPONSIBILITY

To be a committed real-estate sector player and to support local initiatives.

10. Promoting and disseminating the knowledge of CSR matters throughout the real estate sector and beyond
11. Favouring the development of the local economy
12. Supporting collaborative initiatives

GOVERNANCE

A whole company collective approach, driven by best practices and a culture of responsibility and integrity to ensure a sustainable future for our business and deliver a positive impact on society.



THE NEXT STEPS



CONTINUE THE DIALOGUE WITH EACH OF YOU

In adopting a true partnership approach, we aim to create value that will be shared with you. In the context of our vision **"Inspire Real Estate 2020"** and of our 12 strategic commitments, we are defining new objectives and action plans, that we will report and share with you. We remain determined to continue the dialogue with you.

Contact

Catherine Papillon

catherine.p.papillon@bnpparibas.com

