

ACT FOR GOOD[®] WITH KLÉPIERRE

OUR COMMITMENTS FOR:
THE PLANET
TERRITORIES
PEOPLE



KLÉPIERRE

SHOP. MEET. CONNECT.[®]

MANIFESTO

Being a pan-European leader in shopping malls is as much a pride as it is a responsibility offering the opportunity to shake things up. The value of our assets is now measured in terms of impact on the world that surrounds us. That is why our new policy Act For Good® was created.

A strategy with concrete commitments for 2022 and ambitions for 2030, built around three pillars:

- Act For the Planet: ensure that Klépierre has a positive impact on the environment;
- Act For Territories: contribute to our centers' territorial integration and to the development of local communities with which we are involved;
- Act For People: put people at the heart of actions to create value for all.

PROFILE

Klépierre, a pan-European leader in shopping malls, associates expertise in development, locative and asset management. On December 31st, 2017, its portfolio was valued at 23.8 billion euros. It comprises major centers in 16 European countries welcoming 1.1 billion visitors per year in total.

ACT FOR GOOD® WITH KLÉPIERRE

IS A STRATEGY JOINTLY DEVELOPED WITH OUR STAKEHOLDERS WHICH ENABLES—THROUGH THE STUDY OF OPPORTUNITIES AND RISKS SPECIFIC TO OUR ACTIVITY—THE BUILDING OF THESE CONCRETE COMMITMENTS FOR 2022 AND STRATEGIC AMBITIONS FOR 2030.



ACT FOR GOOD®
WITH KLÉPIERRE

ACT FOR THE PLANET

THIS FIRST PILLAR IS THE CONTINUATION OF THE INITIATIVES WE HAVE BEEN WORKING ON SINCE 2008. OUR POSITIVE CONTRIBUTION TO ENVIRONMENTAL CHALLENGES, WIDELY RECOGNIZED FOR SEVERAL YEARS, STRENGTHENS OUR WILL TO BE A VECTOR OF INNOVATION AND TO RAISE OUR AMBITIONS EVEN FURTHER.

ACT FOR A LOW-CARBON FUTURE



Reduction in energy consumption for common areas compared with 2013.



Certification of the Group's climate strategy by the Science Based Targets Initiative.

CONTRIBUTE TO A CIRCULAR ECONOMY



Percentage of electricity coming from renewable sources in the total consumption of electricity of common areas.



Percentage of waste diverted from landfill.



Percentage of centers that have involved retailers in a circular economy effort (joint action to repurpose products, awareness raising in shopping centers, etc.).

INNOVATE FOR A SUSTAINABLE MOBILITY



Percentage of centers accessible via public transportation and equipped with charging stations for electric vehicles.



Percentage of centers that have earned a sustainable development certification (BREEAM In Use, ISO 14001, etc.).

100%

Percentage of development projects that have obtained a BREEAM New Construction certification (with a minimum level of "Excellent").

100%

Percentage of new developments using wood from a certified forest during construction.

TOP 5

The five biggest shopping centers in our portfolio are committed to having a positive carbon footprint within five years.



ACT FOR THE PLANET



ACT FOR TERRITORIES

THIS SECOND PILLAR ILLUSTRATES THE IMPORTANCE OF OUR LOCAL INVOLVEMENT IN THE REGIONS IN WHICH WE OPERATE. THERE ARE ALREADY MANY LOCAL INITIATIVES; WE ARE OVERSEEING THEM IN ORDER TO INCREASE THEIR VISIBILITY AND SCOPE, AND ARE BOOSTING THE SOCIO-ECONOMIC FABRIC AROUND OUR CENTERS. THIS INCLUSIVE PILLAR IS DEVELOPING AROUND EMPLOYMENT, CITIZEN ENGAGEMENT AND THE RETAIL OF TOMORROW.

PROMOTE LOCAL EMPLOYMENT AROUND OUR CENTERS



Percentage of local service providers for operational management of the centers (security, maintenance, cleaning services).



Percentage of centers that have contributed to local employment (by holding a job fair, advertising and sharing job offers, partnering with our training centers, etc.).

PARTICIPATE IN THE LOCAL COMMUNITY



Percentage of centers that have made space available for a local initiative (local entrepreneur, community organization, artist, etc.).

PURSUE OUR RESPONSIBLE CITIZENSHIP



Percentage of centers that have organized a drive (clothes, toys, furnitures, etc.) to profit a local charity.



Percentage of centers that have supported a citizen's initiative organized by a retailer in the center.

INVOLVE LOCAL ACTORS IN DEVELOPMENT PROJECTS



Percentage of development projects that have included local cooperation as part of the early planning process.



Percentage of development projects certifying that suppliers sign a "sustainability charter" governing construction site supply and management.

100%

Percentage of development projects that have implemented a biodiversity action plan.



ACT FOR TERRITORIES



ACT FOR PEOPLE

THIS THIRD PILLAR IS ABOUT THE WOMEN AND MEN INVOLVED WITH OUR SHOPPING CENTERS. IT IS DEVOTED TO THE WELL-BEING OF OUR VISITORS, OUR EMPLOYEES AND OUR CLIENT'S EMPLOYEES. IT INVOLVES ALL OF THE COMMUNITIES WITH WHICH THE GROUP INTERACTS AND PROMOTES VALUE CREATION FOR EVERYONE.

INCREASE THE SATISFACTION OF VISITORS



Percentage of customer questions asked on social media handled in under one hour.

+3 pts

Increase in the Group's Net Promoter Score (NPS).



PROMOTE HEALTH AND WELL-BEING IN OUR CENTERS



Percentage of centers that have promoted health and well-being.



Percentage of centers that have offered services to their retailers' employees.



OFFER GROUP EMPLOYEES A POSITIVE EXPERIENCE



Rate of access to training for Group employees.



Percentage of employees who have contributed to the co-construction of the Group's future.

100%

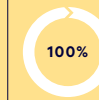
Percentage of employees concerned by measures aimed at achieving work/life balance.

100%

Percentage of recent graduates who have benefited from personalized career path support.



CHAMPION ETHICS IN THE LOCAL COMMUNITIES



Percentage of employees and stakeholders who have been made aware of ethical business practices.



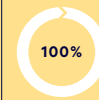
Percentage of suppliers chosen on the basis of CSR criteria.



ACT FOR PEOPLE



BE SOCIALLY CONSCIOUS



Percentage of employees who have had the opportunity to take part in a philanthropic initiative.

NGO

Partnerships signed with NGOs committed to employability and/or family.



OUR AMBITIONS FOR 2030

WE ARE BUILDING OUR STRATEGIC AMBITIONS FOR 2030 WITH A CONCERN FOR LONG-TERM CONSISTENCY. THIS STRATEGY WILL ALLOW OUR ASSETS TO BE SUSTAINABLY INTEGRATED IN THEIR ENVIRONMENT AND TO STRENGTHEN THEIR ATTRACTIVENESS. IT CREATES VALUE FOR OUR EMPLOYEES, SURROUNDING POPULATIONS, ECONOMIC AND SOCIAL ACTORS, PARTNER BRANDS AND SHAREHOLDERS.



Turn promising assets into an efficient carbon-positive property portfolio.



Support the new trends in mobility to accelerate our customers' switch to sustainable modes of transportation.



In collaboration with our retailers, create a zero-waste business.



Be recognized as a leading company in environmental performance.



ACT FOR THE PLANET



Make our centers a benchmark in local value creation.



Incorporate social responsibility into our sphere of influence.



Jointly develop the shopping centers of the future.



ACT FOR TERRITORIES



2030



Be the leader of our industry in customer care.



Be recognized as an exemplary employer.



Put charity at the heart of our strategy.



Promote more ethical business practices.



ACT FOR PEOPLE

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Public limited company with an Executive
Board and a Supervisory Board with
share capital of 440,098,488.20 euros.

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