2021

ANNUAL FINANCIAL REPORT

UNIVERSAL REGISTRATION DOCUMENT

WORKING

EVERY DAY IN THE INTEREST OF OUR CUSTOMERS AND SOCIETY

CRÉDIT AGRICOLE S.A.

CONTENTS

INTERVIEW
of Dominique Lefebvre
and Philippe Brassac 2

1 ABOUT CRÉDIT AGRICOLE S.A. 8

Rankings and key figures 9
The business lines of Crédit Agricole S.A. at 31 December 2021 14
Asset gathering 16
Retail banking 18
Specialised Financial Services 22
Large customers 24
Corporate centre 26
2021 highlights 29
History 32
Information on the share capital and shareholders 34
Stock market data 40

2 NON-FINANCIAL PERFORMANCE 44

Introduction 48
1. Business Model 48
2. Non-financial risks 49
3. Our ESG strategy 55
4. ESG risk management: financial materiality 98
5. Results 108
Acceleration of the Societal Project: a 10-commitment programme plan 119
Implementation of the Principles for Responsible Banking 120
Cross-reference table 121
Report by one of the Statutory Auditors, appointed as an independent third party, on the non-financial information statement 123
Appendix: List of the information we considered most important 126
Independent Limited assurance report on the indicators relating to the implementation of the climate strategy presented in Crédit Agricole's 2021 Management Report 127

3 CORPORATE GOVERNANCE 130

1. Report of the Board of Directors 132
2. Additional information on Corporate Officers 162
3. Information on executives and management bodies 188
4. Reward policy 193
5. Rules of procedure of the Board of Directors 235

4 REVIEW OF THE 2021 FINANCIAL POSITION AND PERFORMANCE 244

Operating and financial information 246
Information on Crédit Agricole S.A.'s financial statements (parent company) 272

5 RISKS AND PILLAR 3 274

1. Crédit Agricole S.A. risk factors 276
2. Risk management 290
3. Pillar 3 Disclosures 340
4. Cross-reference tables 446

6 CONSOLIDATED FINANCIAL STATEMENTS 448

General framework 450
Consolidated financial statements 456
Notes to the consolidated financial statements 464
Statutory Auditors' report on the consolidated financial statements 629

7 PARENT COMPANY FINANCIAL STATEMENTS 638

Annual financial statements 640
Notes to the financial statements 643
Statutory Auditors' report on the financial statements 686

8 GENERAL INFORMATION 690

Articles of Association – Updated version on 10 March 2022 692
Information on the Company 700
Statutory auditors' report on related party agreements 705
Person responsible for the Universal Registration Document of Crédit Agricole S.A. 714
Glossary 715
Cross-reference tables 720

UNIVERSAL REGISTRATION DOCUMENT

ANNUAL FINANCIAL REPORT

2021

WORKING EVERY DAY IN YOUR INTEREST
AND FOR SOCIETY

AUTORITÉ DES MARCHÉS FINANCIERS
AMF

The English version of the Universal Registration Document was filed on 24 March 2022 with the AMF, as competent authority under Regulation (EU) 2017/1129, without prior approval pursuant to Article 9 of the said regulation. The Universal Registration Document may be used for the purposes of an offer to the public of securities or admission of securities to trading on a regulated market if completed by a securities note and, if applicable, a summary and any amendments to the Universal Registration Document. The whole is approved by the AMF in accordance with Regulation (EU) 2017/1129.

This is a translation into English of the Annual Financial Report/URD of the Company issued in French and it is available on the website of the Issuer.

MOBILISED
TO SERVE OUR CUSTOMERS AND SOCIETY

Interview with Dominique Lefebvre, Chairman of the Board of Directors, **and Philippe Brassac,** Chief Executive Officer

What is your assessment of the context in which Crédit Agricole finds itself in early 2022, which started with armed conflict in Ukraine, the impact of which is difficult to measure?

Dominique Lefebvre

Human impact is the primary concern. From the start of the conflict, our priority has been to support the 2,400 employees of our subsidiary, CA Ukraine, whose lives have been turned upside down. I pay tribute to the courage of these men and women, who – in one of the most adverse situations that humanity can endure – have remained mobilised to provide essential services to their compatriots and clients, while simultaneously defending their families and their country. I would also like to highlight the huge solidarity movement that has emerged on their behalf within the Crédit Agricole Group, particularly the actions of their neighbours across the border at CA Bank Polska.

The situation has provided a brutal reminder that the value of everything we do, as individuals or as a company, is dependent on each and every person's responsibility to others. For a large banking institution such as Crédit Agricole, this responsibility is expressed through a commitment to support the economy, whose sole purpose is long-term welfare and prosperity. This armed conflict on Europe's doorstep arrives at the tail end of a global pandemic and alongside an indispensable surge in the fight against global warming. It shows the extent to which the challenges of these extreme events are intertwined. The pandemic reminded us that our health is our most precious asset and we have seen how fragile it can be in the face of disease or war. The conflict also highlights our dependence on fossil fuels and, if we needed reminding, the urgency of accelerating the energy transition.

The environment, health, the economy and social cohesion are all one issue. In 2021, the Group made formal, concrete commitments to boost cohesion and support the transition to a low-carbon economy. The current situation shows just how important these issues are, and how our responses must adapt to the context.

How is the Crédit Agricole Group positioning itself as regards major social issues?

Dominique Lefebvre

To fight climate change, we are committed to achieving carbon neutrality by 2050 with regard to our own footprint and our investment and financing portfolios. We are integrating non-financial performance criteria into the decision-making process for providing financing to corporates and farmers.

In terms of social cohesion, Crédit Agricole is a leading private-sector employer, especially of young people. In 2021, we recruited 18,000 work-study students and developed Youzful, a platform that promotes job offers for young people. The health of the elderly and most vulnerable is also on our minds.

We have a special role to play in facilitating and accelerating the necessary changes to French agriculture and agri-food. As the banker to nearly 85% of farmers in France, the Crédit Agricole

"The shift to a new model requires stronger social cohesion and inclusion and successful agricultural and agri-food transitions."

Dominique LEFEBVRE

Refer to the glossary on page 715 for the definition of technical terms.

> "During those two years, we have achieved very good financial results, but more importantly, we have demonstrated, on a daily basis, our willingness and ability to serve the economy."
>
> **Philippe BRASSAC**

Group supports the transformation of farms and agribusinesses into more sustainable systems that are able to meet the needs of the population while caring about the climate and biodiversity. Food sovereignty is one of the central pillars of this model, which the Crédit Agricole Group is helping to strengthen.

After two difficult and uncertain years for everyone, is the Crédit Agricole Group's development model still fit for purpose?

Philippe Brassac

During those two years, we have achieved very good financial results, but more importantly, we have demonstrated, on a daily basis, our willingness and ability to serve the economy. This willingness is made explicit in our Raison d'Être, "Working every day in the interest of our customers and society", and made possible by our unique model that combines power and flexibility. This model has three features: a universal approach to customer relations, three-level development potential and a largely decentralised organisational structure.

First of all, our model is universal because we meet the needs of all customers, from the most affluent to those with more modest resources. For example, this year we launched our EKO car insurance offer, which provides high-quality essential coverage to our customers on a budget.

Next, our development is based on three areas of growth: the organic growth of each business line, supplemented by revenue synergies within the Group (€9.5 billion this year); shared growth, with new partnerships such as the one between CACF and Stellantis; and external growth, which in 2021 included the acquisition of Creval and Lyxor.

Finally, our organisation into decentralised companies allows us to be as close as possible to our customers' expectations in each of our business lines while demonstrating flexibility. Despite our imposing size (the Crédit Agricole Group is the tenth-largest bank in the world in terms of balance sheet size), we have managed to adapt to the profound changes in expectations and working methods that the pandemic has brought about.

You have achieved record financial results in 2021. Is this because of short-term factors? Can you sustain this level of performance?

Philippe Brassac

Our 2021 results are indeed strong, and we achieved our financial targets for the 2022 Medium-Term Plan a year ahead of schedule. This was partly due to short-term factors, with a very low cost of risk due to the massive amounts of state aid during the crisis. Above all, however, this performance is structural because with our powerful, diversified and scalable model, our revenues have been growing very steadily for five years. These revenues are driven by strong sales momentum, as illustrated by the 1.7 million new retail banking customers in 2021, and good cost control. Our profitability and ability to generate a significant return on equity over the long term enhance our solvency, which is among the highest in the sector.

Our dynamism and solidity enable us to face the uncertainties of the upcoming period, which is characterised by a potential return of inflation as a result of the liquidity injected by governments during the crisis. In addition to this inflationary uncertainty, the cost of risk may go up again as state aid comes to an end.

But without doubt the biggest uncertainty relates to the situation in Ukraine and, more widely, across Europe. This may lead to serious consequences for the stability of European energy supplies and for the global energy market. While consistently maintaining our commitment to providing responsible finance to an energy transition that is more vital than ever, it is clear that Crédit Agricole will be able to adjust to this new landscape, based on the prevailing requirements, to support its customers.

The Group simplified the Crédit Agricole S.A. capital structure this year and introduced exceptional dividend payout schemes. Could you explain these capital transactions and their consequences?

Philippe Brassac

First, we paid out a loyalty dividend in 2021 because we had followed the European Central Bank's instructions and asked our shareholders to forgo the 2019 dividend in 2020. To do this, we proposed a scrip dividend option, and thanks to SAS la Boétie's commitment to subscribe to it, we were able to offer a high dividend of €0.80 per share.

Following this payout, two transactions were carried out to offset the share capital dilution caused by the scrip dividend option and to simplify the capital structure of the Group by unwinding the Switch guarantee. As a result, in 2021, the Group bought back shares in two tranches for a total amount of €1,059 million and completed the full unwinding of the Switch guarantee, with a full-year impact of +€104 million on earnings.

In 2022, we will propose a dividend of €1.05 per share to the General Meeting. This high level is the result of Crédit Agricole S.A.'s record earnings in 2021 and the continued catch-up on the unpaid 2019 dividend.

And in your future MTP, will the strategy change or stay the same?

Dominique Lefebvre

Our Group strategy is standing the test of time. This year, in keeping with our history, we are going to double-down on the cornerstones of our strategy: customers, personal relationships and society. We know that our true responsibility is expressed in our usefulness, and the Medium-Term Plan that we will present in June will reflect this.

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE GROUP'S RAISON D'ÊTRE

WORKING

EVERY DAY IN THE INTEREST OF OUR CUSTOMERS AND SOCIETY

2021 IMPLEMENTATION OF OUR RAISON D'ÊTRE

Day in, day out in 2021, we proved ourselves both willing and able to help the economy and work for the good of our customers and society, during the economic recovery and the emergence from the pandemic.

CRÉDIT AGRICOLE'S END PURPOSE

is to be a trusted partner to all its customers:
Its solid position and the diversity of its expertise enable CA to offer all its customers ongoing support on a daily basis and for their projects in life, in particular by helping them to guard against uncertainties and to plan for the long term.

CA is committed to seeking out and protecting its customers' interests in all it does. It advises them with transparency, loyalty and pedagogy.

It places human responsibility at the heart of its model: it is committed to helping all its customers benefit from the best technological practices, while guaranteeing them access to competent, available local teams that can ensure all aspects of the customer relationship.

Proud of its cooperative and mutualist identity and drawing on a governance representing its customers, Crédit Agricole:

Supports the economy, entrepreneurship and innovation in France and abroad. It is naturally committed to supporting its regions.

Takes intentional action in societal and environment fields by supporting progress and transformations.

Serves everyone: from the most modest to the wealthiest households, from local professionals to large international companies.

This is how Crédit Agricole demonstrates its usefulness and availability to its customers, and the commitment of its 147,000 employees to excellence in customer relations and operations.

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE GROUP

Crédit Agricole Group includes Crédit Agricole S.A., as well as all of the Regional Banks and Local Banks and their subsidiaries.

REGIONAL BANKS

11.2 million

MUTUAL SHAREHOLDERS
who hold mutual shares in

2,406

LOCAL BANKS

39

REGIONAL BANKS

jointly holding the majority of Crédit Agricole S.A.'s share capital *through* SAS Rue la Boétie(2)

100%

≃ 25%

Political link

Sacam Mutualisation

Fédération Nationale du Crédit Agricole (FNCA)

HOLDING

55.5%

FLOAT

29.3%

INSTITUTIONAL INVESTORS

7.3%

INDIVIDUAL SHAREHOLDERS

5.1%

EMPLOYEE SHARE OWNERSHIP PLANS (ESOPS)

2.8%(1)

TREASURY SHARES

HOLDING

44.5%

CRÉDIT AGRICOLE S.A.

ASSET GATHERING AND INSURANCE

INDOSUEZ WEALTH MANAGEMENT

CRÉDIT AGRICOLE ASSURANCES

Amundi

RETAIL BANKING

CRÉDIT AGRICOLE Pologne, Ukraine, Egypte, Serbie

مصرف المغرب CRÉDIT DU MAROC

CRÉDIT AGRICOLE Italie

LCL

SPECIALISED FINANCIAL SERVICES

CRÉDIT AGRICOLE CONSUMER FINANCE

CRÉDIT AGRICOLE LEASING & FACTORING

LARGE CUSTOMERS

CRÉDIT AGRICOLE CORPORATE & INVESTMENT BANK

caceis INVESTOR SERVICES

SPECIALISED ACTIVITIES AND SUBSIDIARIES

CRÉDIT AGRICOLE GROUP INFRASTRUCTURE PLATFORM

CRÉDIT AGRICOLE CAPITAL INVESTISSEMENT & FINANCE

CRÉDIT AGRICOLE PAYMENT SERVICES

CRÉDIT AGRICOLE IMMOBILIER

uni_médias

(1) Treasury shares, including buybacks of shares in 2021 that will be cancelled in 2022. Once 87,673,241 shares are cancelled, the treasury shares will be non significant and SAS Rue de la Boétie's holding will account for about 57%.
(2) The Regional Bank of Corsica, 99.9% owned by Crédit Agricole S.A., is a shareholder of Sacam Mutualisation.

Refer to the glossary on page 715 for the definition of technical terms.

THE OBJECTIVES OF CRÉDIT AGRICOLE S.A. WITHIN THE CRÉDIT AGRICOLE GROUP

Central body: represents the Credit Agricole Group before the monetary and banking authorities

Application of laws or regulations pertaining to the Group
Approval of the executives of the Regional Banks and of merger plans
Bank supervision in collaboration with the regulatory authorities (Banque de France, AMF, ACPR, etc.)
Audit of the accounts (accounting approval)
Parent company of the business line subsidiaries

Central bank of the Crédit Agricole Group

Guarantor for the financial unity of the Group
Financial reconciling of resources and uses by the Regional Banks
Group cash management

Head of the network: manages the domestic and international subsidiaries of the Group

Creation of new products, promotion and coordination of commercial policy
Managing the Crédit Agricole brand
IT planning
Monitoring of subsidiaries and of international developments

Refer to the glossary on page 715 for the definition of technical terms.

OUR UNIVERSAL CUSTOMER-FOCUSED BANKING MODEL – A GLOBAL RELATIONSHIP BANK FOR ALL

Crédit Agricole Group's universal customer-focused banking model is based on the close association of its retail banks with its specialised business lines. The Regional Banks are at the heart of this model, based on recognised know-how in the distribution of all the financial products and services developed by the Group to all types of customers in France and internationally.

This model underscores Crédit Agricole Group's commitment to be the trusted partner of all of its customers and to cover the full breadth of their financial and wealth management needs, namely: payment instruments, insurance, savings management, financing, real estate and international support.

All of these services and skills are offered in a close relationship based on the Group's retail banks in France (Regional Banks, LCL, BforBank) and internationally (Crédit Agricole Italia, CA Bank Polska, CA Egypt, CA Ukraine, Crédit du Maroc, etc.). The contacts maintained by employees and elected representatives of Local and Regional Banks in the field ensure good knowledge of customers and their problems throughout their lives. This understanding of the expectations and needs of customers, together with the size of the Group's networks, enable Crédit Agricole S.A.'s specialised business lines to constantly improve their offerings and their competitiveness.

With its specialised subsidiaries (insurance, asset management, wealth management, corporate and investment banking, financial services for institutional investors and issuers, consumer finance, leasing and factoring, payment instruments, real estate), the Group is able to offer comprehensive and customised solutions to all its customers, in good times and bad times, within the framework of an enduring relationship.

This universal and customer-focused model demonstrated its strength, resilience and usefulness to all stakeholders, including during the unprecedented events of the last two years. The Group was thus able to support all of its customers through the difficult times but also seize the opportunities of recovery. This experience has only reinforced the relevance and implementation of the three pillars – customers, personal relationships and society – that have explicitly framed its actions since 2019.

CRÉDIT AGRICOLE S.A. – RATINGS AT 15 MARCH 2022

Ratings	LT/ST counterparty	Issuer/LT senior preferred debt	Outlook/ Review	ST senior preferred debt	Date of last review	Rating action
S&P Global Ratings	AA-/A-1+ (RCR)	A+	Stable outlook	A-1	02/02/2022	• LT/ST ratings affirmed; outlook unchanged
Moody's	Aa2/P-1 (CRR)	Aa3	Stable outlook	P-1	15/12/2021	• LT/ST ratings affirmed; outlook unchanged
Fitch Ratings	AA- (DCR)	A+/AA-	Stable outlook	F1+	27/10/2021	• LT/ST ratings affirmed; outlook revised from negative to stable
DBRS	AA (high)/R-1 (high) (COR)	AA (low)	Stable outlook	R-1 (middle)	13/09/2021	• LT/ST ratings affirmed; outlook unchanged

ACTIVITIES AND ORGANISATION OF THE REGIONAL BANKS

The Crédit Agricole Regional Banks are co-operative entities and fully-fledged banks that have a leading position in all their retail banking markets in France. With 21 million individual customers, the Regional Banks account for 23.4% of the household bank deposit market and 23.9% of the household credit market (source: Banque de France, September 2021). They are leaders in the agricultural market (84% share; source: Adéquation 2020) and professionals market (35%; source: Pépites CSA 2019-2020), and in second place on the corporate market (38%; source: Kantar 2021).

The marketing of products and services covering the financial and wealth management needs of their customers is based on a network of nearly 6,000 branches, about 5,500 in-store servicing points installed at small retailers and a full range of remote banking services.

Refer to the glossary on page 715 for the definition of technical terms.

1

ABOUT CRÉDIT AGRICOLE S.A.

Rankings and key figures 9
Business at 31 December 2021 11
Results in 2021 11
Trends in earnings 11

The business lines of Crédit Agricole S.A. at 31 December 2021 14

Asset gathering 16
Insurance 16
Asset management 17
Wealth management 18

Retail banking 18
LCL 18
International retail banking 19

Specialised Financial Services 22
Consumer finance 22
Leasing & Factoring 23

Large customers 24
Corporate and investment banking 24
Asset servicing 25

Corporate centre 26
CACIF – Crédit Agricole Capital Investissement & Finance 26
Crédit Agricole Immobilier 27
Crédit Agricole Payment Services 27
Crédit Agricole Group Infrastructure Platform 28
Uni-médias 28

2021 highlights 29

History 32

Information on the share capital and shareholders 34
Ownership structure at 31 December 2021 34
Change in share ownership over the past three years 34
Recent changes in share capital 35
Information concerning major shareholders 35
Dividend policy 36
Table summarising authorisations in force and the use made thereof during 2021 36
Purchase by the Company of its own shares in 2021 38
Description of Crédit Agricole S.A. share buyback program for 2022 and subsequent years 39

Stock market data 40
Crédit Agricole S.A. share 40
Dividend calendar 42
2022 financial communications calendar 42
Contacts 42

Refer to the glossary on page 715 for the definition of technical terms.

Rankings and key figures

#1

European Union retail bank based on number of retail banking customers

Private employer in France[1]

Financer of the European economy[2]

Insurer in France based on revenues[3]

European asset manager[4]

53 million
CUSTOMERS

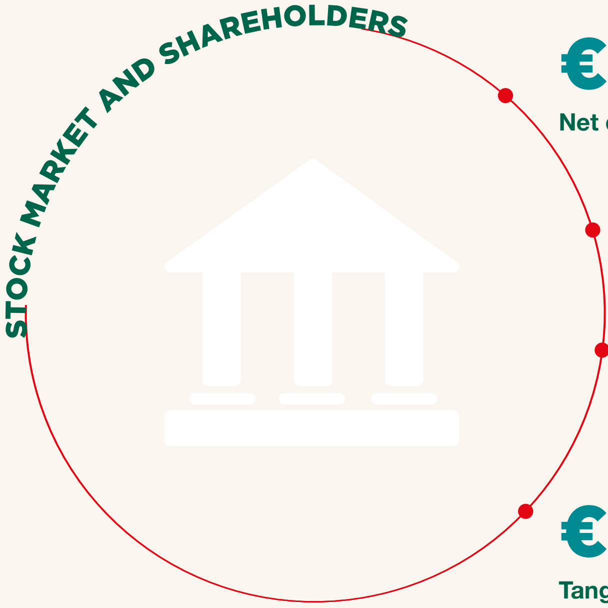
10th
by balance sheet size[5]

47 Countries

9,500 branches
including 7,400 in France (Regional Banks and LCL)

(1) Source: Challenge 2021, Crédit Agricole Group scope.
(2) Internal source: ECO 31 December 2021.
(3) Source: L'Argus de l'Assurance 2021.
(4) Source: IPE "Top 500 Asset Managers" June 2021.
(5) Source: The Banker 2021.

Solid capital position, attractive shareholder returns



€1.05[1]
Net dividend per share in 2021

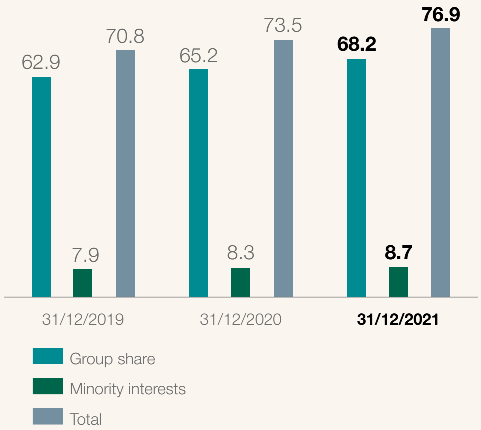
8.4%
2021 dividend yield[2]

€39.1bn
Market capitalisation at end-2021

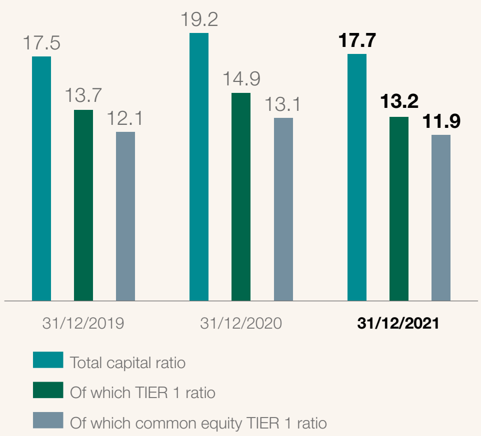
€14.1
Tangible book-value per share at end-2021

FINANCIAL STRUCTURE

Total equity
(in billions of euros)



Phased-in solvency ratios
(percentage)



(1) The set-up will be submitted by the board of Crédit Agricole S.A. to the General Assembly of 24 May 2022.
(2) Proposed dividend / 31/12/2021 stock price.

Refer to the glossary on page 715 for the definition of technical terms.

BUSINESS AT 31 DECEMBER 2021

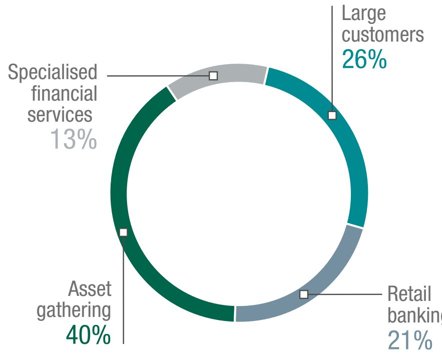
TOTAL ASSETS
€2,074bn

GROSS LOANS(1)
€568.9bn

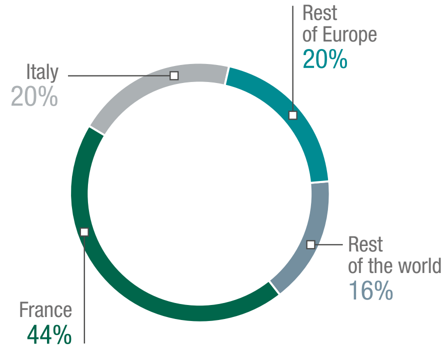
CUSTOMER deposits(2)
€1,075.4bn

RESULTS IN 2021

By business line(4)



By geographic area



TRENDS IN EARNINGS

Condensed income statement

(in millions of euros)	2019	2020	2021
Revenues	20,153	20,500	22,657
Gross Operating Income	7,392	7,609	8,836
Net income	5,458	3,238	6,849
Net income Group share	4,844	2,692	5,844

Net income Group share 2021 (before CA Italia goodwill impairment)

€5,844m(3)

Underlying return on tangible equity (underlying RoTE)

13.1%

(1) Gross value of loans and receivables due from credit institutions and due from customers.
(2) Due to customers, due to credit institutions (excluding Crédit Agricole internal transactions), debt securities (excluding bonds).
(3) 2021 Underlying net income group share : €5,397m.
(4) Excluding the Corporate Centre Division.

Refer to the glossary on page 715 for the definition of technical terms.

OUR BUSINESS MODEL SERVING SUSTAINABLE VALUE CREATION

OUR RESOURCES

OUR DNA

Mutualist and cooperative Group serving all.

OUR TALENTS

147,000

Crédit Agricole Group employees.

OUR GOVERNANCE

Solid majority shareholder ensuring long-term commitment.

OUR MULTIPLE PARTNERS

An organic **growth model** reinforced by external expertise and distribution partnerships in France and abroad.

REGIONAL COVERAGE

In France:

- **39** Regional Banks, LCL and BforBank
- **7,400** retail banking branches

Abroad:

- **47** countries
- **54%** of Crédit Agricole S.A. employees

OUR TECHNOLOGICAL CAPITAL

Single **centre of IT expertise** serving all of the Group's business lines.

Crédit Agricole S.A. **energy consumption**: **419,466 MWh**

OUR CAPITAL

Equity Group share:

- Group: **€126.5bn**
- Crédit Agricole S.A.: **€68.2bn**

OUR ACTIVITIES

Supporting and advising our customers during their key life moments

Providing financing, savings and insurance solutions

Proposing complementary services

Payment instruments, real estate, transport, healthcare

Elaborating investment solutions

Refer to the glossary on page 715 for the definition of technical terms.

"Working every day in the interest of our customers and society" is our raison d'être

OUR VALUE CREATION

Our foundation
Regional Banks

SOLID COMMITMENTS

- **Utility** at the service of everyone
- **Sound** and diverse range of expertise
- **Protecting** our customers' interests and assets
- **Human responsibility** at the heart of our model
- **Supporting** the economy and social cohesion
- **Supporting** the transition to other sources of energy

OUR 3 STRATEGIC PILLARS

Excellence in customer relations

Empowered teams

Commitment to society

CUSTOMERS

Number 1 provider of financing to the French economy
(€746bn loans outstanding in retail banking)

Number 1 asset manager(1) in Europe
(€2,064bn assets under management)

Number 1 insurer in France

EMPLOYEES

80% participation rate in the ERI

11,101 internal transfers around the world

Number 1 private employer in France

Number 2 private provider of work-study contracts in France

31% of CASA's Executive Committee are women

SHAREHOLDERS AND INVESTORS

Crédit Agricole Group revenues: **€36.7bn**(2)

Crédit Agricole S.A. market capitalisation: **€39.1bn**

Crédit Agricole S.A. net income: **€5.4bn**(3)

Crédit Agricole Group net income Group share: **€9.1bn**, of which **€1.9bn** distributed to shareholders(4) and mutua shareholders and AT1 coupons; **€7.1bn** retained

PUBLIC AUTHORITIES AND PARTNERS

Group procurement: **€6.1bn**(5)
Group taxes and social security expenses: **€7bn**

CIVIL SOCIETY AND THE ENVIRONMENT

CACIB arrangements for green, social and sustainable bonds: **€46bn** (top 5 worldwide)

CACIB green loans: **€13.2bn**

Amundi environment solutions: **€35bn**

Capital invested in renewable energy by Crédit Agricole Assurances(6): **€2.5bn**

4,200 overindebted customers helped by Crédit Agricole Consumer Finance

10,000 families helped by Point Passerelle

2021 data.
(1) Including Lyxor. (2) Underlying revenues. (3) Underlying net income Group share.
(4) Subject to the approval of the General Meeting of 24 May 2022. (5) External expenses.
(6) CAA, with a capacity of 8.5 GW.

Refer to the glossary on page 715 for the definition of technical terms.

THE BUSINESS LINES OF CRÉDIT AGRICOLE S.A. AT 31 DECEMBER 2021

ASSET GATHERING

INSURANCE

MISSION: as France's leading insurer[(1)], Crédit Agricole Assurances is highly focused on the needs of its customers, whether they are individuals, SMEs and small businesses, corporates or farmers.
TARGET: to be useful and effective, from designing solutions and services to handling claims.

OUR OFFERING: a full and competitive range, tailored to customers' needs in terms of savings/retirement, death & disability/creditor/group and property & casualty insurance, and backed by the efficiency of the largest banking network in Europe and international partnerships outside the Group.

KEY FIGURES:

Revenues	Savings/retirement outstandings	Number of property and casualty insurance contracts
€36.5bn	€323bn	15.2 million

ASSET MANAGEMENT

MISSION: Amundi is the leading European asset manager in terms of assets under management and ranks in the top 10 worldwide[(2)]. The Group manages €2,064 billion[(3)] and has six main management platforms (Boston, Dublin, London, Milan, Paris and Tokyo).

OUR OFFERING: Amundi offers its customers in Europe, Asia Pacific, the Middle East and the Americas a full range of savings and investment solutions in active and passive management, in traditional or real assets. It constantly strives to have a positive impact on society and the environment. Amundi's customers can also access a full range of high added value technological solutions and services.

KEY FIGURES:

Assets under management	No. 1 European asset management company[(2)]	Present in more than
€2,064bn[(3)]		35 countries

WEALTH MANAGEMENT

MISSION: Indosuez Wealth Management comprises Crédit Agricole Group's wealth management activities[(4)] in Europe, the Middle East and Asia-Pacific. Renowned for the breadth of its offering and its international reach on a human scale, it operates in 10 territories around the world.

OUR OFFERING: Indosuez Wealth Management offers a tailored approach, allowing each of its customers to preserve and grow their wealth in a manner which best fits their aspirations. Embracing a global vision, its multidisciplinary teams draw on excellence, experience and expertise to provide customers with appropriate, sustainable solutions.

KEY FIGURES:

Assets under management[(4)]	2,955	Present in
€135bn	employees	10 territories

RETAIL BANKING

LCL

MISSION: LCL is the only domestic network bank in France to focus exclusively on retail banking and insurance. It covers all markets: individual customers, SMEs and small businesses, and private and corporate banking.

OUR OFFERING: a complete range of banking products and services covering finance, insurance, savings and wealth management, payments and flow management. With branches nationwide and an online banking service, the aim is to develop a close customer relationship (mobile app and website).

KEY FIGURES:

Loans outstanding	Total customer assets	≈ 6.1 million
€151bn (including €92bn in home loans)	€233bn	individual customers

INTERNATIONAL RETAIL BANKING

MISSION: Crédit Agricole's international retail banks are primarily located in Europe (Italy, Poland, Serbia[(5)] and Ukraine), and in selected countries of the Mediterranean basin (Morocco and Egypt), where they serve all types of customers (individuals, small businesses, corporates – from SMEs to multinationals), in collaboration with the Group's specialised business lines and activities.

OUR OFFERING: the international retail banks offer a range of banking and specialised financial services as well as savings and insurance products, in synergy with the Group's other business lines (CACIB, CAA, Amundi, CAL&F, etc.).

KEY FIGURES:

Loans outstanding	On-balance sheet deposits	5.9 million
€72.2bn	€78.2bn	customers

(1) Source: *L'Argus de l'Assurance*, 17 December 2021 (data at end-2020).
(2) Source: IPE "Top 500 Asset Managers" published in June 2021 and based on assets under management at 31 December 2020.
(3) Amundi data including Lyxor as at 31 December 2021.
(4) Excluding LCL Private Banking, Regional Banks and private banking activities within International Retail Banking.
(5) As of third quarter 2021, reported under IFRS 5.

Refer to the glossary on page 715 for the definition of technical terms.

SPECIALISED FINANCIAL SERVICES

CONSUMER FINANCE

MISSION: a major player in consumer finance in Europe, Crédit Agricole Consumer Finance offers its customers and partners a range of flexible, responsible solutions, tailored to their needs. Digital is a strategic priority, particularly through investments, in order to build with the clients a credit experience which meets their expectations and new consumption trends.

OUR OFFERING: a complete multi-channel range of financing, insurance solutions and services available online, in branches of CA Consumer Finance subsidiaries and at its banking, institutional, distribution and automotive partners.

KEY FIGURES:

Assets under management €93bn	Including €22.4bn on behalf of the Crédit Agricole Group	Present in 19 countries

LEASING, FACTORING AND FINANCE FOR ENERGIES AND REGIONS

MISSION: Crédit Agricole Leasing & Factoring (CAL&F) provides solutions for corporates of all sizes for their investment plans and the management of their trade receivables, through its offering of lease financing and factoring services in France and Europe. CAL&F is also one of France's leading providers of finance for energies and regions.

OUR OFFERING: in lease financing, CAL&F offers financing solutions to meet property and equipment investment and renewal requirements. In factoring, CAL&F provides trade receivable financing and management solutions for corporates, both for their day-to-day operations and for their expansion plans. Lastly, CAL&F, via its subsidiary Unifergie, helps corporates, local authorities and farmers to finance renewable energy and public infrastructure projects.

KEY FIGURES:

1 out of 3 mid-caps funded by CAL&F in France	€25.5Bn of managed oustandings	No. 2 in the financing of renewable energy(1)

LARGE CUSTOMERS

CORPORATE AND INVESTMENT BANKING

MISSION: Crédit Agricole Corporate and Investment Bank is the corporate and investment bank of the Crédit Agricole Group, focused on financing activities and corporate clients and based on a powerful network in the major countries of Europe, the Americas, Asia-Pacific and the Middle East.

OUR OFFERING: products and services in investment banking, structured finance, international trade finance and commercial banking, capital market activities and syndication, and known worldwide "green" finance expertise.

KEY FIGURES:

$46Bn Green, social, sustainable bonds bookrunner (top 5 worldwide ; source : Bloomberg)	3rd largest bookrunner in syndicated loans for the EMEA region *(source: Refinitiv)*	More than 30 covered markets

ASSET SERVICING

MISSION: CACEIS, a specialist asset servicing group, provides support to asset management companies, insurance companies, pension funds, private equity, real estate, infrastructure and private debt funds, banks, brokers and corporate clients from order execution to asset custody.

OUR OFFERING: With a network of offices across Europe, North America, South America (following an activity merger with Santander Securities Services) and Asia, CACEIS offers solutions to cover all asset classes' product lifecycles: execution, clearing, forex, securities lending, custody, depositary banking, fund administration, middle-office outsourcing solutions, fund distribution support and issuer services.

KEY FIGURES:

Assets under custody €4,581bn	Assets under administration €2,405bn	Assets under depositary €1,798bn

SPECIALISED BUSINESSES AND SUBSIDIARIES

Crédit Agricole Immobilier
- €1 billion in annual fees
- 3 million sq. m under management at end-2021
- 2,157 homes sold

Crédit Agricole Capital Investissement & Finance (IDIA CI, SODICA CF)
- IDIA Capital Investissement: €1.9 billion in assets under management – Approximately 100 corporates supported by the Group's equity capital
- SODICA CF: 40 M&A transactions (SME/mid-caps) in collaboration with the Group's networks in 2021

Crédit Agricole Payment Services
- France's leading payment solutions provider with a 30% market share
- 12 billion payment transactions processed in 2021
- 22.7 million bank cards

Crédit Agricole Group Infrastructure Platform
- 1,700 employees at 17 sites in France
- 200,000 workstations/platform positions enabling the connection of 120,000 teleworkers in the Group
- Power usage effectiveness (PUE) indicator of the Chartres datacentre: 1.351 (down from 2019; the Uptime Institute benchmark is a PUE of 1.67)

Uni-médias
- 14 publications, most of them market-leading, with nearly 2 million subscribers
- 32 million cumulative users
- 8 million readers
- 22 million visits per month
- 31 million page views per month

(1) CAL&F is No. 2 on the Sofergie market (source: CAL&F at end-2020).

ASSET GATHERING

INSURANCE

Business and organisation

Crédit Agricole Assurances (CAA) is France's leading insurer[1] in terms of premium income and the leading bancassurer[2] in Europe.

Crédit Agricole Assurances's positions are supported by a full and competitive range of products, tailored to the specific requirements of each domestic market and each local partner, as well as by the power of Crédit Agricole Group distribution network.

Savings and retirement

Crédit Agricole Assurances has confirmed its position as the leading personal insurer in France[3], and this year has become the number one life insurer by outstandings.

It offers its customers a wide range of policies for saving, transmitting capital, financing projects or preparing for retirement.

In France, CAA primarily distributes its products to customers of Regional Banks and LCL: individual customers, high net worth customers, farmers, SMEs and small businesses and corporates.

Internationally, Crédit Agricole Assurances is present through the Crédit Agricole Group entities in Italy, Luxembourg and Poland, where it continues to export and adapt its bancassurer know-how and is continuing its development via distribution agreements with external partners in Italy, Portugal, Japan and Luxembourg.

In addition, it is expanding through alternative networks: independent wealth management advisers, BforBank online bank.

Death & disability/creditor/group insurance

Crédit Agricole Assurances is the leading provider of individual death & disability insurance in France[4] and second-largest provider of creditor insurance[5]. Launched in 2015, collective insurance policies covered around 762,000 individuals at 1 January 2022.

Individual or group insurance solutions cater for customers wishing to:

- protect themselves and their families from the financial implications of a serious personal accident;
- repay a loan in the event of short-term disability, long-term disability, unemployment thanks to guarantees linked to consumer or home finance;
- provide employees with a supplementary group health and death & disability insurance contract.

The death & disability/health offering works through the banking networks of Crédit Agricole Group, in France and abroad, supplemented in metropolitan France by a network of general agents dedicated to health professionals. In group insurance, CAA and Amundi have joined forces to become a leading provider of social protection for companies. With expertise in creditor insurance, CAA offers its services through around 50 partners, retail banks and specialised finance companies in seven countries.

Property & casualty insurance

Crédit Agricole Assurances is the leading car, home and healthcare bancassurer[6] and the fifth-largest insurer of property and liability in France[7].

It offers a full range of property and casualty insurance policies to individual customers, SMEs and small businesses: protection of personal property (car, home, etc.), protection of farming and business assets, protection of mobile electronic devices in the home, legal protection, supplementary health insurance, personal accident cover, specialist policies for the agricultural market, professional liability insurance, card theft protection (in case of fraudulent use of lost or stolen payment instruments).

It markets its products to customers of the Regional Banks, LCL and via a network of general agents for the health professionals sector.

Internationally, CAA is capitalising on the success of its bancassurance model by also deploying its expertise in property & casualty insurance, especially in Spain following the partnership formed in 2019 with the Abanca banking group.

2021 highlights

- Credit Agricole Assurances confirmed its commitment to sustainable insurance and a low-carbon economy and announced its membership of the Net Zero Asset Owner Alliance and adherence to the Principles for Sustainable Insurance (PSI).
- IARD Entreprise – Credit Agricole Assurances continued to expand on the corporate market with a new range of property and casualty insurance.
- Credit Agricole Assurances launched its new car insurance, enhancing it with an inclusive offer with its Eko formula.
- Crédit Agricole Assurances gives Europ Assistance all its French assistance activities.
- Credit Agricole Assurances provided its customers with an online medical questionnaire for its death & disability and creditor insurance contracts.
- Credit Agricole Assurances provided its customers with a New customer journeys in property & casualty : "mobile first".
- Signature of an agreement for the sale of La Médicale by Crédit Agricole Assurances to Generali.
- Prets Participatifs Relance Fund (the French government-backed equity loan scheme for businesses) – Credit Agricole Assurances announced that it will contribute €2.25 billion of financing.

(1) Source: *L'Argus de l'Assurance,* 17 December 2021 (data at end-2020).
(2) Internal source: data at end-2020.
(3) Source: *L'Argus de l'Assurance,* 21 May 2021 (data at end-2020).
(4) Source: *L'Argus de l'Assurance,* 02 April 2021 (data at end-2020).
(5) Source: *L'Argus de l'Assurance,* 1 September 2021 (data at end-2020).
(6) Source: *L'Argus de l'Assurance,* 21 April 2021 (data at end-2020).
(7) Source: L'Argus de l'Assurance, 17 December 2021 (data at end-2020).

Refer to the glossary on page 715 for the definition of technical terms.

ASSET MANAGEMENT

Business and organisation

A customer-centric model

Amundi's customer-centric organisation means that it can offer individual customers, institutional investors and corporates a broad range of savings and investment solutions as well as services and technology.

Present in the main global financial markets, Amundi disseminates its know-how through all investment universes: active management strategies, including "alpha" management (bonds, equity or multi-asset), passive management (ETF, index management and Smart Beta), and real assets management (real estate, private equity, private debt, infrastructure), as well as services and consulting.

Amundi's know-how is further enhanced by its unique expertise in research and financial and non-financial analysis, allowing it to support its customers in their investment decisions without losing sight of its goal to have a positive impact on society and the environment.

For retail customers, Amundi distributes its savings products through close partnerships with retail bank partner networks (Amundi's traditional way of operating), but also through third-party distributors. In Europe, Asia-Pacific and North America, Amundi offers personalised savings solutions, innovative services and value-added investment advice; these offerings are tailored to the needs and risk profile of individual customers. In a context of profound changes in the fund distribution market, Amundi has solid advantages to strengthen its relationships with third-party distributors, in particular a recognised ability to manage their "open architecture"; the implementation of the Services and Solutions offering has consolidated this positioning.

For its institutional and corporate customer base, Amundi draws on its extensive expertise, global presence and research-based investment culture to provide a comprehensive approach of investment products and solutions.

Listed since November 2015, Amundi remains the leading market capitalisation (€14.7 billion as at 31 December 2021) among traditional listed asset managers in Europe. In stock markets, Amundi's share price closed 2021 at €72.55, an increase of +8.6% from end-2020.

Strategic achievements

After 2020, marked by the Covid crisis, Amundi continued to implement its strategic plan in 2021.

In Asia, the new Chinese joint venture (created in late 2020) launched successfully in line with its targets, with high inflows from wealth management products in Bank of China's networks.

In Spain, inflows were sustained due to the success of the partnership with Banco Sabadell, which launched in 2020.

Amundi Technology, the new business line, continued to grow with 15 new customers in 2021, expanding its offering and increasing its revenues to €36 million.

In April 2021, Amundi announced a plan to acquire Lyxor for €825 million in cash. The transaction, finalised on 31 December 2021, has made Amundi the European leading ETF manager, with €189 billion of combined assets[(1)], market share of 14% in Europe[(2)] and a diversified profile in terms of both customers and geography.

A pioneer of ESG since its creation, Amundi implemented a three-year action plan in 2018 with the aim of adopting a 100% responsible approach. All the plan's targets were achieved by 2021.

In order to fulfil the expectations of third-party distributors more effectively, a new Wealth & Distribution business line has been created, grouping together products and services tailored to the needs of these players.

With its unique business model, its industrial approach and its customer-centric organisation, boasting operational efficiency and combining a local presence with a global reach, Amundi is well placed to continue its profitable growth.

Amundi's ambition is to become a leader in the worldwide asset management industry, recognised for its quality of expertise and services offered to customers, its momentum in terms of development and profitability, and its positioning as a committed financial player.

2021 highlights

- **Acquisition of Lyxor,** making Amundi the European leader and the number two in Europe on the ETF market. A value-creating transaction that strengthens Amundi's passive management and alternative asset offering and boosts its growth potential.
- **Launch of "Ambition 2025", a new ESG 2022-2025** action plan with three targets: to increase the level of responsible investment requirements of its savings solutions; to obtain the commitment of as many companies as possible to defining credible strategies for alignment with the Net Zero 2050 target; and to ensure the alignment of its employees and shareholders with its new ambitions.
- **Ramping up of Amundi Technology,** a new business line dedicated to technological products and services, to accelerate and increase the sale of technological solutions.
- High net inflows of €60 billion, particularly in medium- and long-term assets[(3)] (€75 billion).
- The **new Chinese subsidiary, Amundi BOC Wealth Management**, got off to a strong start in the networks of our partner, Bank of China, with €10 billion of inflows in 2021.

(1) At 31 December 2021.
(2) Source: ETFGI at end-December 2021.
(3) Assets excluding cash management products.

WEALTH MANAGEMENT

Business and organisation

Shaped by 145 years of experience in supporting families and entrepreneurs worldwide, the Indosuez Wealth Management Group offers a tailored, international approach across 10 territories, allowing each of its customers to preserve and grow their wealth in a manner which best fits their aspirations.

Embracing a global vision, its 2,955 employees provide expert advice and first-class services in both private and professional wealth management.

2021 highlights

- Expansion of the offering in favour of more sustainable development and a more responsible economy, meeting customer expectations: CFM Indosuez Océano, an innovative solidarity finance solution created in partnership with Crédit Agricole CIB, along with a donation to the Oceanographic Institute of Monaco, success of responsible guidelines in management positions, incorporation of ESG ratings into customer portfolio statements, etc.
- Realisation of digital projects: launch of the Startup Connections platform in France, designed to connect startups in the Villages by CA with customers of Indosuez, roll-out of the digital investment proposal tool in Switzerland and Luxembourg (after Monaco in 2020) and a new CLM (customer lifecycle management) system in Luxembourg, increase in the use of RPA (robotic process automation) and artificial intelligence.
- Signature of a partnership between Azqore and the international private banking arm of Société Générale.
- More rapid dissemination of a culture of innovation: first creation challenge, use of Indosuez's Innovation Lab for co-creation workshops enabling customers and prospects to take part in the innovation process and projects.
- Merger of the two entities in France: creation of CA Indosuez, parent company of the Indosuez Group.

RETAIL BANKING

LCL

LCL is a domestic network bank, with a leadership position in cities, focused exclusively on retail banking and insurance.

As part of its "LCL Demain 2022" Medium-Term Plan, the ambition of LCL is to be the leading bank and insurance company in the city, which cultivates and develops its expertise thanks to the excellence of its customer relations, in a collective dynamic of development to strengthen its attractiveness and sustainable profitability.

Business and organisation

As a universal bank and insurer, LCL offers its customers solutions that are tailored to their needs, drawing on its expertise and the wealth of know-how of Crédit Agricole Group. LCL caters for all kinds of customers, from individuals and SMEs and small businesses to private banking and wealth management, corporates and institutional customers.

LCL's ambition is to offer customers a personalised relationship experience that is a combination of human contact and remote access. Its six million individual customers thus have the choice of using the bank how they want, where they want and when they want via their preferred channel.

Capitalising on its strategic urban presence, LCL has adapted its approach and services for comprehensive coverage.

LCL now has a network of nearly 1,500 branches, plus remote "LCL Mon Contact" customer service centres and digital solutions such as the "LCL Mes Comptes" app and websites, giving its customers complete freedom in using its banking services. Whether in-branch or online, LCL is committed to fully understanding the needs of its customers.

By rethinking and digitising certain processes such as opening an account or taking out a mortgage loan, a commercial loan or insurance, it seeks to facilitate subscription to its main products.

LCL Banque Privée has 216,000 private banking clients. Dedicated advisers work with regional centres of expertise to offer comprehensive, tailored advice on finance, day-to-day banking and management of real estate and financial assets. The 73 private banking centres offer peace and quiet and complete privacy for analysis, advice and decision-making.

The 380,000 SMEs and small businesses – skilled craft workers, retailers, professionals and other small businesses – also benefit from the support of 1,240 specialist advisers and the creation of 94 "Espace Pros" business areas. Advisers serve as a single contact point to help their customers manage their daily business and achieve their business and personal projects. LCL is a major player in the financing of professionals, granting loans of €3 billion through its subsidiary Interfimo.

LCL Banque des Entreprises relies on its national network of 62 geographic locations to provide its 29,900 customers with its full range of expertise in Paris and throughout the rest of France: corporate finance for SME takeovers and acquisitions, market activities, international trade and payments, employee savings. As a player of choice in the mid-cap sector, LCL is today the bank to nearly half of all mid-caps. LCL Banque des Entreprises also reaffirms its comprehensive approach and its desire to assist executives with their wealth management plans by expanding its Wealth Management teams in Paris and across France.

To assist the networks, the back-office, electronic payments and flow management and support functions serve all customers and make an active contribution to operational excellence.

Refer to the glossary on page 715 for the definition of technical terms.

2021 highlights

- LCL won the award for **"Best Customer Service in 2022"** in the banking sector and three awards out of six for quality of service of banks from MoneyVox[1] (**best everyday banking adviser**, **best bank branch** and **best remote service**).
- LCL drew up the **"I ♥ my customer"** charter: 10 commitments prioritising customer satisfaction in the daily concerns of all employees, communicated to all of their customers.
- LCL **launched more initiatives** in the area of **digital** for its customers:
  - the **"LCL Mes Comptes"** app has been enhanced with new features (management of selfcare direct debits, instant transfers, new insurance report, new loan simulator, etc.);
  - work to **redesign the main processes of** credit, home, insurance, opening an account and savings, to accelerate the digital transformation.
- LCL is strengthening **the autonomy and responsibility of the teams**, in particular with **Décid'Immo**, to enable advisers to make decisions on mortgage loan prices more quickly and to work more efficiently for customers and prospects.
- LCL continued **to support its customers in their energy transition** with new partnerships developed within the context of **Smart Business Entreprises** (Tennaxia, GCI, etc.) and **Smartbusiness Pro** (App'iness, Ekwateur, Artur'In).
- LCL is developing new and **innovative "LCL Impact Climat" placement offerings** (Double Green Structured Fund, Forestier d'Investissement grouping, etc.), and is also offering **solidarity savings solutions, such as** the sustainable and solidarity development savings account, the societal and solidarity impact range, etc.
- LCL continued to tailor its **network coverage** as closely as possible to the areas where people live and the expectations of urban customers and continues to renovate its branches: at end-2021, 1,047 branches had been modernised, i.e. more than two-thirds of the network.

INTERNATIONAL RETAIL BANKING

Business and organisation

Within Crédit Agricole S.A., the "International Retail Banking" (IRB) division is responsible for overseeing and developing IRB entities according to the Group's standards and guidelines. It has three main tasks:

- to act on behalf of Crédit Agricole S.A. as shareholder and integrator with the Group's operations;
- to draw up strategic guidelines in consultation with the international retail banks to optimise their market performance;
- to create added value for the international retail banks and deliver results through synergies with the Group's business lines, LCL and the Regional Banks, as well as within the different international retail banks themselves.

The IRB division is therefore operationally responsible for the smooth running and performance of these banks and controls and supports their development. It also ensures that IRB entities properly apply the Group's standards, particularly with regard to transaction management and regulatory aspects, and plays a key role in implementing new customer service and customer relationship models.

The main activities and characteristics of the international retail banks – located in Italy, Eastern Europe (Poland, Serbia and Ukraine), Morocco and Egypt – are as follows:

Crédit Agricole Italia

With a longstanding presence in some of the country's most buoyant regions, CA Italia is the masthead for the Group's presence in Italy, Crédit Agricole S.A.'s second domestic market after France, where all the Group's business lines are present (consumer finance, corporate and investment banking, asset management, insurance, custody and fund administration, and private banking services).

Through its distinctive customer-led positioning, Crédit Agricole Italia is a retail bank covering all market segments: individuals, small businesses, SMEs, large corporates, and agricultural and food processing.

The close collaboration and synergies developed between the commercial network of the banks and the business lines enable Crédit Agricole to offer a wide and integrated product range in Italy, aimed at all economic players.

2021 was marked by the acquisition of the Lombardy-based bank Credito Valtellinese. This new stage of the CA Italia Group's growth is intended to consolidate its competitive positioning as the seventh largest Italian bank (by total assets and number of customers), with a combined market share of 5% nationally, and to penetrate new regions such as Valle d'Aosta, Trentino and Sicily.

This transaction represents a significant step forward for the Bank's presence in the country, with a geographical expansion into new regions and cumulative revenues of approximately €4 billion.

CA Italia has 1,200 branches and 13,200 employees and serves over 2.7 million customers, with a balance sheet totalling 102.1 billion.

(1) Mainstream press website dedicated to personal finances.

2021 highlights

- Crédit Agricole Italia successfully carries out a successful voluntary public tender offer for the shares of Credito Valtellinese, followed by a public buyback offer, giving Crédit Agricole Italia ownership of 100% of shares of CreVal.
- The first bank in Italy to issue bank guaranteed green bonds, in line with the Group's *Green Finance* targets.
- Opening of Italy's third Village by CA in Padua, centred around sustainability, in addition to those in Milan and Parma.
- Crédit Agricole Italia, in partnership with Fondazione Carispezia, Wylab and the Village by CA, launches "Nowtilus – Sea Innovation Hub" to support innovation and technology in the maritime economy.
- Creation of a new Open Innovation structure in order to coordinate activities in this area, develop analyses and benchmarks, and monitor the activities of the Villages in Italy.
- Launch of Plick, a peer to peer digital payment service created by PayDo, a startup in the Village by CA in Milan, which enables payments to be made throughout Europe without an IBAN, via only the beneficiary's mobile number or email address.
- Measures to promote the social and digital inclusion of the youngest members of society in the most disadvantaged regions, with the "Digital Connections" project created by Save The Children, an international NGO which defends the rights of the child.
- Launch of the Next Generation project: reaching an agreement with trade unions on generational renewal and the recruitment of young talent.
- Rating: Baa1 stable – Moody's.
- Ranked second (among universal banks) on the strategic Net Promoter Score.
- "Top Employer Italia 2022" for the fourteenth consecutive year and the "Italy's Best Employers for Women 2021" label from ITQF, the German Institute for Quality and Finance.
- Second place in the Potential Park[1] ranking, for its employer branding digital strategy, among 100 businesses audited.
- The first bank to obtain the "Privacy Ok" label for its app in Italy, which complies with data protection requirements.

(1) Ranking of the most attractive Italian companies for talent (social media and career sites) - February 2022.

Refer to the glossary on page 715 for the definition of technical terms.

Crédit Agricole's five other international retail banks:

Entity	Number	Total assets *(in billions of euros)*	Highlights of 2021	Positioning/Rating
CA Bank Polska	285 branches[(1)] 1,359,000 customers 3,781 employees	6.6	• First payment card in environmentally friendly plastic in Poland • Education and awareness-raising initiatives on plastic waste (#mniejplastiku and Baltic Odyssey), as well as the clean air programme. • New bank app features (online loans, etc) • Launch of a single VIP account for deaf and hard of hearing customers	• Customer satisfaction: number 3 in the market in NPS • "CSR Silver Leaf Award" for the inclusion of CSR and always taking the environment into account in its activities – *Politika* • 11th best employer in Poland – *Forbes* magazine
CA Egypt	81 branches 406,000 customers 2,504 employees	2.7	• 15th anniversary of Crédit Agricole Egypt • New version of the "Banki Mobile" app • New app for opening accounts remotely for corporates and farmers • New Happy Points loyalty scheme • Launch of lease financing business	• One of only two banks in the flagship index of the Cairo Stock Exchange (EGX 30) • "Most Innovative Retail Bank Product" – Global Business Outlook • "Most Innovative Digital Bank" – Global Business Outlook • Best bank on Customer Satisfaction and Happiness and on Corporate Governance (Global Banking and Finance Review)
CA Ukraine	148 branches 426,000 customers 2,239 employees	1.8	• Agreement with the EBRD (European Bank for Reconstruction and Development) to support micro-, small and medium-sized companies • The first bank in the country to launch the Mobile SIM service • Launch of new features for the CA+ mobile app	• Customer satisfaction: number 2 in the market in NPS • No. 2 in car financing • "2021 Bank of the Year" in the "Corporate Bank" category – Agence d'Information du Club Financier • One of the top 5 most reliable banks in the country – Dragon Capital and Novoye Vriemya • Agro School by Crédit Agricole Ukraine recognised as the "best leaders development programme" – "HR Brand Ukraine Award"
Crédit du Maroc	293 branches 718,000 customers 2,425 employees	5.7	• 90th anniversary • New version of the "myCDM" app • Construction of the new head office, an HQE building in Casablanca • Launch of specific offerings for health professionals • Supporting entrepreneurship with the third edition of the Start Your Project award with Fondation Crédit du Maroc and Bidaya • Signature of a partnership with École Centrale Casablanca	• Moody's rating of Ba1 outlook negative • Customer satisfaction: number 5 in the market in NPS • "My Campus", the first Mobile Learning app in Morocco, wins the Special Jury Award at the Mobile Learning Awards
CA Serbia[(2)]	74 branches 365,000 customers 820 employees	1.4	• Launch of "KESnaKLIK", the 100% online, 15 minute loan • Initiatives to help the medical sector and customers (dedicated offers, moratoria)	• Customer satisfaction: number 1 in the market in NPS • No. 1 in agricultural financing • No. 1 in car financing

(1) Excluding 141 specialist branches.
(2) Sale transaction expected in the first half of 2022.

Crédit Agricole S.A. also holds an investment in other European countries alongside the Regional Banks: Crédit Agricole Next Bank in Switzerland (5%).

SPECIALISED FINANCIAL SERVICES

CONSUMER FINANCE

Business and organisation

A major player in consumer finance in Europe, Crédit Agricole Consumer Finance (CA Consumer Finance) offers its customers and partners a range of flexible, responsible financing solutions, tailored to their needs.

CA Consumer Finance is composed of the following entities: Agos[1] (Italy, 61% owned), Credibom (Portugal), CA Consumer Finance Nederland (Netherlands), CA Consumer Finance S.A. (activities in France, particularly through its Sofinco commercial brand, and Group consolidation, head office services), Creditplus Bank (Germany), CACF Spain (Spain), Wafasalaf (Morocco, 49% owned), FCA Bank[2][3] (50/50 joint venture with Fiat Chrysler Automobiles Italy, present in 19 countries in Europe and Morocco), GAC-Sofinco AFC[4] (50/50 joint venture with Guangzhou Automobile Group CO in China) and CA Mobility (50/50 joint venture with CAL&F).

Present in 17 countries in Europe, as well as in China and Morocco, CA Consumer Finance draws on its know-how and expertise to improve its own customer satisfaction, its commercial success and the customer retention policies of its banking, institutional, distribution and automotive partners. Committed to helping its customers balance their budgets, the Group supports its most vulnerable customers by teaching them how to manage their finances and avoid taking on too much debt.

CA Consumer Finance is a robust and socially cohesive company, with a strong customer base, solid and diversified partnerships and modern tools and processes. It knows how to anticipate new consumer trends and the expectations of its partners. CA Consumer Finance took action in 2021 to support the economic recovery and to further assist its customers, its partners and society in general with energy transition:

- **A profitable leader in consumer finance in Europe, with employees fully committed** to customers, partners and society:
  - 16 million customers;
  - employee engagement and recommendation index at the record level of 81% in 2021;
  - €93 billion in gross managed loans at end-2021 with a comprehensive offering to meet new consumer uses, combining digitisation of processes, omni-channel points of contact and quality human support, a driver of the Crédit Agricole Group's development:
  - €43 billion in car loans at end-2021 and a contribution to net income Group share from the automotive joint ventures that rose by 13% per year between 2014 and 2021.
- **A robust situation at end-2021, a springboard for major business-line ambitions** by 2022, supported by digital technology, with **four levers for development**:
  - strengthening of partnerships by digital leadership, enhanced by expert cross-selling, which is set to double in France by 2022 versus 2019;
  - expansion in the mobility sector thanks to expertise in car financing and long-term rentals via a joint-venture with both CAL&F (CA Mobility) and Stellantis (Leasys);
  - roll-out in all countries of the servicing model: target of +1 percentage point in additional market share for the Group's banks in France in 2022 versus 2018 and 10 new international banking partners by the end of 2022 versus 2019;
  - leader in green financing, with an initial target of €1 billion in production annually in 2022, already reached in 2021.
- **Ambitious financial targets for 2023:**
  - managed loans up by €20 billion to €108 billion in 2023;
  - cost of risk assumption at a low level, below 160 basis points;
  - high profitability, with RoNE at 15% by 2023.

2021 highlights

- Announcement of the creation in 2023 by CACF and Stellantis as a joint venture of a pan-European leader in long-term rentals.
- CACF's investment of €100 million in Cosmobilis to finance new forms of mobility.
- Support recognised by customers: No. 1 or No. 2 in customer recommendations in its European markets (Net Promoter Score).
- 72% digital production, strengthened by the roll-out of high-performance "mobile first" online processes (Sofinco.fr ranks first in the Credit category in Google's Finance UX Benchmark 2021).
- A strong reorientation of the CSR trajectory, including:
  - almost €2 billion of green car loans (< 95 g/km);
  - almost €300 million of energy renovation works financed in France;
  - development of partnerships promoting access to sustainable products (Fnac-Darty alliance – "Sustainable Choice" label).
- A commitment to employee action (70 charitable projects chosen by employees and financially supported by Sofinco on the occasion of its 70th anniversary), co-creation for Fondation 101 of an app for patients in intensive care.
- More than 4,000 financially vulnerable customers supported in France.

(1) Consolidated entity.
(2) Equity-accounted entity.
(3) Under the draft agreement entered into with Stellantis in December 2021, CA Consumer Finance aims to create a major European player in long-term leasing, a 50/50 joint venture between CA Consumer Finance and Stellantis, and also to develop its own pan-European multi-brand car financing, leasing and mobility player, availing itself of the expertise of FCA Bank and Leasys Rent, of which it has purchased 100%.
(4) Equity-accounted entity.

Refer to the glossary on page 715 for the definition of technical terms.

LEASING & FACTORING

Business and organisation

With €25.5 billion in managed assets, 24% of which is international, Crédit Agricole Leasing & Factoring (CAL&F) is a major player in leasing, factoring and the financing of renewable energy in France and in Europe.

CAL&F supports companies of all sizes, both in their investment projects in equipment and real estate, and in the financing and management of their trade receivables.

CAL&F works closely with the Group's retail banks in France and internationally, as well as with non-banking partners. With its regional presence, it is close to economic actors and supports its customers outside France via nine entities in Europe and Morocco.

Lease financing

CAL&F offers lease financing solutions designed to meet the needs of businesses looking to invest in and replace equipment. These include equipment lease financing, finance leasing, IT operational leasing and property lease financing.

Factoring

CAL&F provides trade receivable financing and management solutions for corporates and small businesses, both for their day-to-day operations and for their expansion plans, in France and internationally: financing, dunning and collection of trade receivables, guarantee against insolvency risk and managed services.

Through its international network, CAL&F supports its customers and partners in the main European countries and overseas.

Financing for energies and regions

Through its subsidiary Unifergie, CAL&F assists corporates, local authorities and farmers, actors in the energy transition, with the financing of renewable energy projects (wind or solar farms, biomass projects, etc.) or energy efficiency schemes (cogeneration plants, etc.), as well as public infrastructure projects (funding for local authorities or their private-sector partners in the context of public/private partnerships or public service outsourcing).

2021 highlights

- Acquisition of Olinn. CAL&F is thus adding to the range of financing and services that it offers to Crédit Agricole Group customers, with a financing and equipment management offer that covers their entire life cycle. CAL&F has a robust CSR approach, offering end-of-life management of equipment to its customers.
- Increased market share in France at mid-year: +1.2 points of market share for factoring, +2.2 points for property lease financing, +8 points for renewable energy financing), and a slight decline in equipment lease financing (-1 point).
- The NPS has increased to +18 (+6 points versus 2020), the result of collective measures implemented under the anti-irritants battle plan, and more generally in connection with relational excellence.
- Creation of a Europe-wide factoring platform.
- Launch of the leasing business in Germany.
- Signature of a partnership between CRÉDITO AGRÍCOLA and CAL&F: CAL&F is responsible for selling factoring products for this large Portuguese banking group.
- Launch of a rental with purchase offering with integrated services and a long-term rental offering via a joint-venture (CA Mobility) with CA Consumer Finance.

LARGE CUSTOMERS

CORPORATE AND INVESTMENT BANKING

Business and organisation

Crédit Agricole Corporate and Investment Bank (Crédit Agricole CIB) offers the corporate and financial institution customers of the Crédit Agricole Group a wide range of products and services in the areas of investment banking, structured finance, international transaction and commercial banking, capital markets and syndication. The Crédit Agricole CIB model is based on a predominantly corporate client base (68% of the 2021 commercial revenues), on revenues driven by financing solutions (70% of revenues) and a powerful and coordinated international network (57% of the revenues generated outside of France).

Customer relations are the responsibility of Senior Bankers. In 2019, their regrouping into a single entity marks a new step in the implementation of a customer-centric organisation. The strengthening of links with the Investment Banking teams also enables the strategic dialogue with clients to be intensified. In parallel, the Sustainable Banking team advises and supports clients in their sustainable finance activities by providing expertise that has been recognized in the market for years.

The Corporate and Investment Bank is composed of two divisions: corporate banking (which includes structured finance and commercial banking) and market and investment banking.

The main tasks of the **Structured Finance** division include originating and structuring complex finance deals, mostly backed by collateral, advising on strategy and financing, and providing global coverage of the aviation and rail, infrastructure, oil and gas, maritime, utilities and power, and real estate sectors. In 2021, the division retained its market positioning while actively managing risks.

Within Commercial Banking, there are several business lines. The **debt optimisation & distribution business** line is responsible for originating, structuring and arranging medium and long-term bilateral and syndicated loans for customers, as well as the underwriting and primary and secondary distribution of syndicated loans with banks and non-banking institutional investors. In a context of recovery of the global syndication market in 2021, mainly driven by the Americas region, but with the health crisis persistently impacting the Europe region, the business retained its leadership by maintaining its positions while supporting its customers: it was the leading bookrunner in France and the third-largest bookrunner in EMEA by volume at end-December in the syndicated loans segment, with an improved ranking in certain segments (European Leveraged and Project Finance EMEA).

The **international trade finance and commercial bank's** main missions are to support customers in managing their daily needs and optimising working capital, through financing, security and payment solutions. In 2021, business in this sector continued to grow, thanks mainly to the efforts of all teams and to the roll-out of new offerings in different geographic regions, for example in the area of receivable & supply chain finance and sustainable finance, despite an environment that continues to be disrupted by the effects of the public health crisis.

The main mission of the **Investment Bank** is to offer a full range of high value-added solutions to deal with the strategic issues of our major customers. 2021, which was marked by Covid, was a record year for Crédit Agricole CIB in terms of mergers and acquisitions and equity capital markets/equity-linked transactions, and in terms of its equity-related structured financing activities. Crédit Agricole CIB has strengthened its sector expertise, and the integration of its international network enables it to support its customers in their domestic and cross-border transactions.

Market banking covers all sales, structuring and trading activities on the fixed income, foreign exchange, credit and equity derivatives markets, as well as securitisation and treasury activities. After an exceptional year in 2020, market activities had a very good year in 2021, due in particular to the expansion of the equity franchise, the strong performance of securitisation transactions, the alignment of activities with the needs of the Group's customers and the resilience of interest rate and foreign exchange activities in a more difficult market environment. Crédit Agricole CIB ranks first in French corporate issues for the fourth consecutive year.

Refer to the glossary on page 715 for the definition of technical terms.

2021 highlights

- In the context of the collective measures implemented by the Group for its Societal Project, Crédit Agricole CIB has strengthened its **commitments to the climate and to supporting customers in their energy transition and their decarbonisation strategy:** strengthening of sectoral policies concerning hydrocarbons, extension of protection of the Arctic zone, alignment with a Net Zero trajectory (reduction of exposure to oil, increased support for non-carbon energies).
- **Launch of the "ACT" digital transformation programme,** with the use of new technologies and the exploitation of data to improve the customer experience, offer new tailor-made products and services and improve our internal operating methods.
- **Creation of a new mid-cap division** within Crédit Agricole CIB, in order to offer customers of medium-sized companies in France a coordinated commercial approach within the Crédit Agricole Group, based on an offering of products and solutions adapted to their needs.
- **Launch of the "New ways Of Working" (NOW)** project to shift the Bank towards new working modes and methods. This project is based on four main areas: remote working; working spaces; new tools and applications; and managerial practices and corporate culture.
- **Creation of a Senior Regional Officer Europe (excluding France) role with the simultaneous appointment of Georg Orssich to the post,** in order to coordinate and amplify the growth of the Bank in this area by grouping together and supporting the actions of all the SCOs (Senior Country Officers) in the region.
- **Signature of a partnership in quantum computing** with European technological leaders Pasqal and Multiverse Computing. The aim of this partnership is to design and develop new approaches combining traditional and quantum computing for the improvement of algorithms in the areas of capital markets and risk management.

ASSET SERVICING

Business and organisation

CACEIS is an international banking group and market leading custody and fund administration services provider in Europe, 69.5% owned by Crédit Agricole S.A. and 30.5% by Santander. CACEIS is a major partner in several Crédit Agricole S.A. Group entities.

With more than 4,500 employees in 15 countries, CACEIS offers a complete range of asset servicing solutions. The Group's competence centres in Europe provide uniform, reliable services to all its clients, whatever their geographical location. Each entity has local sales teams and local experts to ensure a close relationship with its clients.

CACEIS has a long-held commitment to digital transformation, both in terms of its own digital journey and that of its clients. The Group places clients at the heart of its product development process in order to ensure the client experience continuously improves.

2021 highlights

- Launch of the 2021-2023 plan for the transformation and development of the CACEIS Group.
- Acceleration of digitisation of the client's entire journey, from account opening and contract signature to measuring satisfaction through a "Leading by Client Satisfaction" process.
- Completion of the migration of several hundred KAS BANK clients in the Netherlands and more than €200 billion of assets to CACEIS, following the acquisition in 2019.
- Creation of the CACEIS Sustainability Center, consisting of a cross-functional team of ambassadors and experts with the aim of strengthening initiatives and the client offering around its corporate social responsibility (CSR) policy and environmental, social and governance (ESG) challenges.

Refer to the glossary on page 715 for the definition of technical terms.

CORPORATE CENTRE

CACIF – CRÉDIT AGRICOLE CAPITAL INVESTISSEMENT & FINANCE

CACIF holds the investments of Crédit Agricole S.A., the Regional Banks and LCL in unlisted companies through dedicated funds, most of which are managed by its subsidiary IDIA Capital Investissement (capital development supporting French mid-caps and SMEs in all business sectors, with recognised expertise in food processing, wine-making and the energy transition). IDIA Capital Investissement also manages the land, forestry and wine-growing grouping of the Crédit Agricole Group and monitors the investments of Crédit Agricole S.A. in specific funds.

CACIF also provides services through SODICA Corporate Finance, which specialises in M&A advisory services and financial and stock market engineering for medium-sized companies in all business sectors, with teams based in Paris and regional France. It also has teams specialising in the food, wines and spirits, health, aeronautics, renewable energy and real estate sectors. SODICA is the Group's listing sponsor on Euronext Growth.

2021 highlights

IDIA Capital Investissement:

- Creation of the Développement Filière Bois fund: an investment fund dedicated to the development of the timber industry's entire value chain in France, awarded the Greenfin label.
- A very rich year in terms of investments: some 30 transactions, around 20 of which were carried out with new corporate customers of the Group.
- Participation in a number of CSR-related initiatives:
  - integration of the Impact Commission and the Gender Equality Charter of France Invest (first quarter of 2021);
  - signature of the United Nations Principles for Responsible Investment (PRI) in April 2021;
  - adherence to the International Climate Initiative (iCi) in June 2021.

SODICA Corporate Finance:

- Establishment of the SODICA ETI department, dedicated exclusively to upper-mid-cap transactions, and the strengthening of the partnership with CACIB to develop an "M&A Advisory Vertical Line" within the Group.
- 2021 was a record year in terms of activities, with more than 40 transactions in various fields; SODICA is also well-established in sectors currently undergoing consolidation, such as automotive distribution, health care (laboratories, clinics, MedTechs, etc.) and tourism.
- After its assessment based on CSR criteria by EcoVadis, SODICA was awarded a gold medal with an average overall score of 68/100.
- Launch of SODICA AGRIMANAGERS.

CACIF:

- Continuation of sponsorship with "Espérance Banlieues" to support the inclusion and education of young people.

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE IMMOBILIER

As the Group's real estate specialist, Crédit Agricole Immobilier builds, sells and manages housing and offices for its territories and customers.

As a trusted partner, it supports real estate projects of private individuals through its residential property development and property administration services (Crédit Agricole Immobilier and Square Habitat), while businesses, local authorities and institutions benefit from its office development, property management and commercial property services.

A major player in providing access to housing and regional economic development, Crédit Agricole Immobilier is shaping the city of tomorrow by offering innovative and sustainable solutions.

2021 highlights

- **Structuring of the Group's real estate business** with the creation of two specialised subsidiaries within the Crédit Agricole Immobilier Group: CA Immobilier Corporate & Promotion, dedicated to BtoB and Corporate activities; and CA Services Immobiliers, implementing the "Banque-Immo" real estate banking project.
- **Commitments to low-carbon construction** with the launch, with around 30 players, of "Re-employment Booster", an ambitious initiative to promote the reuse of materials, and membership of the DÉMOCLÈS project led by ADEME, which aims to develop a circular economy of waste from building demolition or rehabilitation sites.
- **Action to preserve biodiversity** via the launch of a programme of applied research and collective action named BIG (Biodiversity Impulsion Group).
- **Development, alongside Engie, of a 3D simulation** application modelling the flows on a building, making it possible to offer work spaces arranged according to the needs of the occupants.

CRÉDIT AGRICOLE PAYMENT SERVICES

Payments are central to the customer relationship and a key means of building loyalty and acquiring new customers. Crédit Agricole Payment Services (CAPS) designs payment solutions for Crédit Agricole customers, helps the Group's banks launch them on the market, and processes transactions. CAPS develops innovative service offerings that are both secure and easy to use and meet the highest market standards.

2021 highlights

- Digitisation of payment solutions tailored to the context of the public health crisis.
- Launch of the Paiement Mobile (mobile payment) app (1 million registered customers at 31 December 2021).
- Innovations in means of payment (start of biometric card deployment, experiments on vocal means of payment for visually impaired persons…).
- "Efficash" pilot project (streamlining of the fiduciary business).
- Launch of AgoraPay, an offering dedicated to marketplaces.
- Alongside the Group's banks, success in a number of tender bids for major accounts: LIDL-Veepee-Lydia.
- Anti-fraud: roll-out of strong authentication solutions (Securipass-Securicode) and launch of interactive fraud SMS.
- New high-performance "SAEV2" sender authorisation server: more than 500 transactions per second.

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE GROUP INFRASTRUCTURE PLATFORM

The Crédit Agricole Group Infrastructure Platform (CA-GIP) brings together more than 80% of the computing infrastructure and production of the Crédit Agricole Group.

CA-GIP aims to become a European benchmark for computing infrastructure and production by 2025. For this, a Together4tech transformation programme has been launched in 2022 through five performance challenges: service quality, risks and security, digital capabilities, performance and savings and the CA-GIP company (being a player in environmentally responsible production and becoming a reference employer).

CA-GIP's mission can be summed up in one phrase: "together, every day, in confidence, securely, and for the best price, delivering technological services and supporting the Crédit Agricole Group in its digitisation".

2021 highlights

- Creation of the AI Trace solution, based on artificial intelligence, which analyses the behaviour of applications and servers in real time in order to predict incidents upstream.
- New version of MaBanque, with a new interface and a new architecture.
- Confirmation of the resilience of the Group's data centres (three IT backup plans successfully implemented during the year).
- Development of a new financial model with the entities. Roll-out of a new internal IS at CA-GIP.
- Commitment on the part of CA-GIP to develop the feminisation of IT occupations: signature of a partnership with the "Elles Bougent" association and five employee ambassadors of Women in Tech.

UNI-MÉDIAS

Uni-médias, a press subsidiary of Crédit Agricole S.A., is one of the top eight magazine publishers in France (source: Plimsoll) and continues to be one of the most profitable in the industry, with revenues of €88 million.

Fully integrated into the Group's Customer, Human and Societal Projects, Uni-médias is accelerating its digital transformation in 2021 to become the media group that helps everybody to improve their daily lives and transform society.

2021 highlights

- Launch of a new publication: the first edition of *Les Petits Plats de Laurent Mariotte* registered the highest magazine press sales in 2021 with nearly 120,000 copies.
- Sustained editorial support to help its readers to overcome the public health crisis and its customers to make the ecological transition.
- No. 1 in their competition universe: *Dossier Familial* and *I Comme Info, Santé Magazine, Parents, Maison créative, Détente Jardin, Régal, Détours en France* and *Secrets d'Histoire.*
  - A digital transformation that is bearing fruit with outperforming sites registering 260 million visits in 2021.

See detailed operating segment information on page 538.

Refer to the glossary on page 715 for the definition of technical terms.

HIGHLIGHTS 2021

January

Crédit Agricole S.A. announces the signature of an agreement for the sale of its Romanian subsidiary Crédit Agricole Bank Romania S.A. to Vista Bank Romania S.A.

Announcement of a partnership between Société Générale Wealth Management and Azqore on IT and back-office services

Amundi and BNY Mellon announce a technological partnership in asset management

April

Success of Crédit Agricole Italia's voluntary public tender offer for all shares of Credito Valtellinese

July

Crédit Agricole Group and Amundi respectively join Net Zero Banking Alliance and Net Zero Asset Managers Initiative

August

Crédit Agricole S.A. announces the signature of an agreement for the sale of its Serbian subsidiary Crédit Agricole Srbija A.D.

September

End of first Crédit Agricole S.A.'s €558.6 million share repurchase program

October

Crédit Agricole Assurances joins the Net Zero Asset Owner Alliance

November

Full Switch unwinding

Crédit Agricole Leasing and Factoring purchases Olinn, a European group, therewith completing the range of offers and services offered to professionnals customers

Announcement of La Médicale disposal by Crédit Agricole Assurances to Generali

December

End of second Crédit Agricole S.A.'s €500 million share repurchase program

Announcement of Crédit Agricole Group societal project : a plan encompassed in 10 commitments at the heart of all of Group activities

Crédit Agricole and Stellantis joint forces to create a European leader in long-term rentals

Completion of Lyxor acquisition by Amundi

Refer to the glossary on page 715 for the definition of technical terms.

The following press releases are incorporated by reference in this Universal registration document.

Date of issuance	Press release title	Annex 1 2019/980 regulations
January 2021	Crédit Agricole S.A. announces the signature of an agreement for the sale of its Romanian subsidiary Crédit Agricole Bank Romania S.A. to Vista Bank Romania S.A. https://pressroom.credit-agricole.com/news/credit-agricole-s-a-announces-the-signature-of-an-agreement-for-the-sale-of-its-romanian-subsidiary-credit-agricole-bank-romania-s-a-to-vista-bank-romania-s-a-c726-94727.html	5.7
March 2021	The Combined General Meeting of Crédit Agricole S.A. will be held on 12 May 2021 without the physical presence of its shareholders https://www.credit-agricole.com/en/finance/finance/financial-press-releases/the-combined-general-meeting-of-credit-agricole-s.a.-will-be-held-on-12-may-2021-without-the-physical-presence-of-its-shareholders	19
April 2021	Success of Crédit Agricole Italia's voluntary public tender offer for all shares of Credito Valtellinese https://www.credit-agricole.com/en/finance/finance/financial-press-releases/success-of-credit-agricole-italia-s-voluntary-public-tender-offer-for-all-shares-of-credito-valtellinese	5.7
	Crédit Agricole Group: disclosure on global systemically important banks' (G-SIBs) indicators https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-group-disclosure-on-global-systemically-important-banks-g-sibs-indicators9	9.1
May 2021	Crédit Agricole S.A. announces the redemption of its Undated Deeply Subordinated Additional Tier 1 (AT1) Fixed Rate Resettable Notes issued on 8 April 2014 for a total nominal amount of €1,000,000,000 https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-s.a.-announces-redemption-of-undated-deeply-subordinated-additional-tier-1-fixed-rate	8.1
	General Meeting of Crédit Agricole S.A. of 12 May 2021 https://www.credit-agricole.com/en/finance/finance/financial-press-releases/general-shareholders-meeting-of-credit-agricole-s.a2	19
	Crédit Agricole Italia crossed the 95% threshold in Credito Valtellinese share capital and will control 100% after the squeeze out procedure https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-italia-crossed-the-95-threshold-in-credito-valtellinese-share-capital-and-will-control-100-after-the-squeeze-out-procedure	5.7
	Crédit Agricole S.A. announces one-for-one offer of new CRR-Compliant, Sonia-linked GBP Additional Tier 1 securities https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-s.a.-announces-one-for-one-offer-of-new-crr-compliant-sonia-linked-gbp-additional-tier-1-securities	8.1
	Crédit Agricole S.A. announces the redemption of its redeemable subordinated bonds issued on 10 June 2016 for a total nominal amount of JPY 22,700,000,000 (ISIN: JP525022EG63) https://www.credit-agricole.com/en/finance/finance/financial-press-releases/redemption-22-700-000-000-japanese-yen-callable-subordinated-bonds-issued-on-june-10-2016	8.1
June 2021	85% of Crédit Agricole S.A.'s shareholders chose the scrip dividend payment option https://www.credit-agricole.com/en/finance/finance/financial-press-releases/85-of-credit-agricole-s.a.-s-shareholders-chose-the-scrip-dividend-payment-option	8.1
	Success of early participation phase of the exchange offer for GBP Additional Tier 1 securities https://www.credit-agricole.com/en/finance/finance/financial-press-releases/success-of-early-participation-phase-of-the-exchange-offer-for-gbp-additional-tier-1-securities	8.1
	Crédit Agricole S.A. launches a share repurchase program for 558.6 million euros https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-s.a.-launches-a-share-repurchase-program-for-558.6-million-euros	8.1
	Crédit Agricole S.A. announces the final results of its exchange offer of Additional Tier 1 securities denominated in pounds sterling previously announced, with a total of GBP 396,684,000 offered for exchange https://www.credit-agricole.com/en/finance/finance/financial-press-releases/final-results-of-the-previously-announced-exchange-offer-for-gbp-additional-tier-1-securites	8.1

Refer to the glossary on page 715 for the definition of technical terms.

Date of issuance	Press release title	Annex 1 2019/980 regulations
July 2021	Crédit Agricole S.A. gave Kepler Cheuvreux a mandate to handle a Market-making Agreement https://www.credit-agricole.com/finance/finance/communiques-de-presse-financiers/communique3	7.1
August 2021	Crédit Agricole S.A. announces the signing of an agreement for the sale of its Serbian subsidiary Crédit Agricole Srbija A.D. https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ credit-agricole-s.a.-announces-the-signing-of-an-agreement-for-the-sale-of-its-serbian-subsidiary-credit-agricole-srbija-a.d	5.7
	Press release https://www.credit-agricole.com/en/finance/finance/financial-press-releases/press-release34	7.1
September 2021	2021 capital increase reserved for employees of the Crédit Agricole Group https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ capital-increase-2021-reserved-for-employees-of-the-credit-agricole-group	8.1
	End of Crédit Agricole S.A.'s 558.6 million euros share repurchase program https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ end-of-credit-agricole-s.a.-s-558.6-million-euros-share-repurchase-program	8.1
	Crédit Agricole S.A. in Morocco https://www.credit-agricole.com/en/finance/finance/financial-press-releases/credit-agricole-s.a.-in-morocco	5.7
October 2021	Crédit Agricole S.A. launches a new share repurchase program for 500 million euros https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ credit-agricole-s.a.-launches-a-new-share-repurchase-program-for-500-million-euros	8.1
	Repayment of the Undated deeply subordinated notes https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ repayment-of-the-undated-deeply-subordinated-notes	8.1
November 2021	Crédit Agricole S.A.: first convening of a General Meeting of the bondholders of JPY floating rate subordinated bonds https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ credit-agricole-s.a.-first-convening-of-a-general-meeting-of-the-bondholders-of-jpy-floating-rate-subordinated-bonds	19
December 2021	2021 capital increase reserved for employees https://www.credit-agricole.com/en/finance/finance/ financial-press-releases/2021-capital-increase-reserved-for-employees	8.1
	End of Crédit Agricole S.A.'s 500 million euros share repurchase program https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ end-of-credit-agricole-s.a.-s-500-million-euros-share-repurchase-program	8.1
	Crédit Agricole has strong ambitions as regards automotive financing and mobility https://www.credit-agricole.com/en/finance/finance/financial-press-releases/ credit-agricole-has-strong-ambitions-as-regards-to-automotive-financing-and-mobility	5.3

HISTORY

CREATION

1885

CREATION OF THE FIRST LOCAL BANK IN POLIGNY (JURA)

1894·2001

1894 — Law authorising the creation of the first "sociétés de crédit agricole", later named "Caisses locales de crédit agricole mutuel" (Local Banks of Crédit Agricole Mutuel).

1899 — Law grouping the Local Banks into Crédit Agricole Regional Banks.

1920 — Creation of Office National du Crédit Agricole, which became Caisse Nationale de Crédit Agricole (CNCA) in 1926.

1945 — Creation of Fédération Nationale du Crédit Agricole (FNCA).

1959 — Decree allowing Crédit Agricole to make home loans, in rural areas, to non-farm households.

1986 — Creation of Predica, the life insurance company of the Group.

1988 — Law reorganising CNCA as a mutual company, which became a French public limited company (*société anonyme*) owned by the Regional Banks and the Group's employees.

1990 — Creation of Pacifica, a property and casualty insurance company of the Group.

1996 — Acquisition of Banque Indosuez.

1999 — Acquisition of Sofinco and an initial stake in Crédit Lyonnais.

2001 — Reincorporation of CNCA as Crédit Agricole S.A. and initial public offering on 14 December 2001.

2003·2014

2003 — Acquisition of Finaref and Crédit Lyonnais, now LCL.

2006 — Acquisition of Cariparma, FriulAdria, 202 branches of Banca Intesa in Italy, and Emporiki Bank in Greece.

2009 — Crédit Agricole Asset Management and Société Générale Asset Management combine to form Amundi.

2010 — Creation of Crédit Agricole Consumer Finance (merger between Sofinco and Finaref) and Crédit Agricole Leasing & Factoring (merger between Crédit Agricole Leasing and Eurofactor).

2011 — Acquisition in Italy of 172 branches from Intesa Sanpaolo S.p.A.

2013 — Sale of Emporiki Group to Alpha Bank, disposal of the stockbrokers CLSA and Cheuvreux as well as Bankinter equity investments.

2014 —
- Disposal of the 50% stake in Newedge to Société Générale and simultaneous acquisition of an additional 5% stake in Amundi's capital (from then on 80% owned).
- Refocusing with the disposal of Nordic subsidiaries of Crédit Agricole Consumer Finance, Crédit Agricole Bulgaria and BNI Madagascar.

Refer to the glossary on page 715 for the definition of technical terms.

2015-2018

2015 —

- IPO of Amundi, with a reduction of Crédit Agricole Group's stake to 75%.
- Disposal of Crédit Agricole Albania to Corporate Commercial Bank AD.

2016 — Announcement and completion of the transaction to simplify the Group's capital structure (Eureka).

2017 —

- Finalisation of Amundi's acquisition of Pioneer Investments, with a reduction of the Crédit Agricole Group stake to 70%.
- Disposal of a part of the stake (16.2% of 31.1%) in Banque Saudi Fransi to Kingdom Holding Company (KHC).
- Acquisition of a stake of more than 95% in the Cesena, Rimini and San Miniato Savings Banks.

2018 —

- Creation of a joint venture in Spain in consumer credit between Bankia and Crédit Agricole Consumer Finance.
- Creation of Azqore, a joint technological platform between Capgemini and Indosuez Wealth Management.
- Finalisation of the acquisition of Banca Leonardo in Italy by Indosuez Wealth Management.

2021

2019-2020

2019 —

- Presentation of the Group Project and of the 2022 Medium-Term Plan.
- Announcement and signing of an agreement between CACEIS and KAS Bank for a friendly takeover bid by CACEIS for the entire share capital of KAS Bank.
- Merger between CACEIS and Santander Securities Services to create a leading actor in institutional financial services.

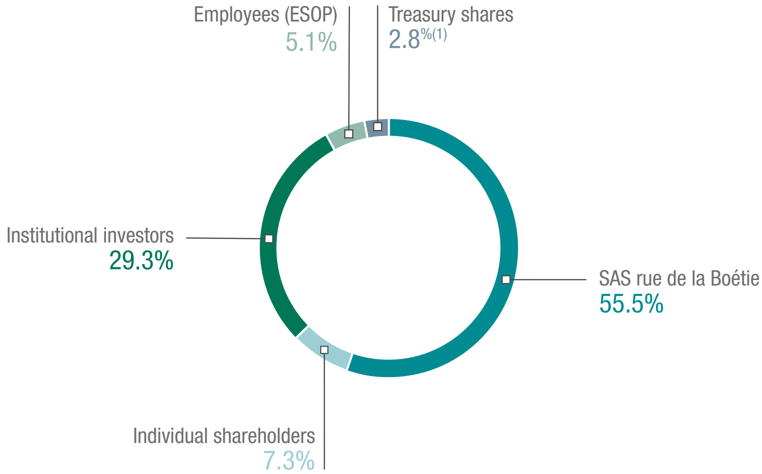
2020 —

- Banco Sabadell and Amundi announce their strategic partnership in Spain and Amundi's acquisition of Sabadell Asset Management.
- Crédit Agricole Italia launches a cash voluntary public tender offer for all shares of Credito Valtellinese.
- €1bn for local, sustainable and inclusive growth in the regions: the Crédit Agricole Group carries out its first social bond issuances.
- Strategic partnership between Crédit Agricole Assurance and Europ Assistance

Refer to the glossary on page 715 for the definition of technical terms.

INFORMATION ON THE SHARE CAPITAL AND SHAREHOLDERS

OWNERSHIP STRUCTURE AT 31 DECEMBER 2021



(1) Treasury shares following the share buy back before cancellation in March 2022 (following which SAS La Boétie will hold 57% of Crédit Agricole S.A. capital)

CHANGE IN SHARE OWNERSHIP OVER THE PAST THREE YEARS

The table below shows changes in the ownership of Crédit Agricole S.A. over the past three years:

	Position at 31/12/2021			Position at 31/12/2020	Position at 31/12/2019
Shareholders	Number of shares	% of voting rights[3]	% of share capital[4]	% of share capital	% of share capital
SAS Rue La Boétie[1]	1,726,880,218	57.08	55.46	55.29	55.90
Treasury shares[2]	88,423,241	-	2.84	0.04	0.02
Employees (FCPE, PEE)	158,241,948	5.23	5.08	5.79	4.68
Institutional investors	913,728,442	30.20	29.35	30.88	32.43
Individual shareholders	226,301,742	7.48	7.27	8.00	6.99
TOTAL	**3,113,575,591**	**100%**	**100%**	**100%**	**100%**

(1) SAS Rue La Boétie is wholly owned by the Crédit Agricole Regional Banks.

(2) Treasury shares are directly held as part of share buyback programmes, recognised on Crédit Agricole S.A.'s balance sheet, designed to cover stock options and as part of a market-making agreement.

(3) % of voting rights corresponds to exercisable voting rights.

(4) % of share capital corresponds to theoretical voting rights.

There is no significant difference between theoretical voting rights (% of share capital) and exercisable voting rights (% of voting rights), presented in the above table.

The ownership structure changed slightly in 2021

The Regional Banks maintain their investment in Crédit Agricole S.A. through SAS Rue La Boétie.

Jointly and on a permanent basis, they own the majority of the share capital: 55.46% at end-2021, 55.29% at end-2020 and 55.90% at end-2019.

Following the December 2021 capital increase (21,556,100 new shares), employee profit-sharing through company savings plans (PEEs) and employee share ownership plans (FCPEs) decreased to 5.1% at end-2021 compared to 5.79% at end-2020.

The share of institutional investors posted a slight decrease to 29.35% compared to 30.88%, at end-2020.

The share of individual shareholders is stable.

Overall, the free float was down slightly over the period, at 36.6% in 2021 versus 38.88% at end-2020.

Refer to the glossary on page 715 for the definition of technical terms.

RECENT CHANGES IN SHARE CAPITAL

The table below shows changes in Crédit Agricole S.A.'s share capital over the past five years:

Date and type of transaction	Total of capital *(in euros)*	Number of shares
21/06/2016 Share-based payment of dividend and loyalty dividend bonus *(General Meeting of 19/05/2016)*	+509,891,574	+169,963,858
16/12/2016 Capital increase reserved for employees	+110,441,133	+36,813,711
SHARE CAPITAL AT 31/12/2016	**8,538,313,578**	**2,846,104,526**
SHARE CAPITAL AT 31/12/2017	**8,538,313,578**	**2,846,104,526**
22/05/2018 Capital increase by awarding free shares to eligible shareholders *(Removal of bonus dividend)*	+19,590,132	+6,530,044
01/08/2018 Capital increase reserved for employees	+41,407,758	+13,802,586
SHARE CAPITAL AT 31/12/2018	**8,599,311,468**	**2,866,437,156**
01/08/2019 Capital increase reserved for employees	+54,754,668	+18,251,556
SHARE CAPITAL AT 31/12/2019	**8,654,066,136**	**2,884,688,712**
22/12/2020 Capital increase reserved for employees	+95,999,784	+31,999,928
SHARE CAPITAL AT 31/12/2020	**8,750,065,920**	**2,916,688,640**
09/06/2021 Scrip dividend payment	525,992,553	175,330,851
14/12/2021 Capital increase reserved for employees	64,668,300	21,556,100
SHARE CAPITAL AT 31/12/2021	**9,340,726,773**	**3,113,575,591**

On 31 December 2021, the share capital of Crédit Agricole S.A. has amounted to €9,340,726,773, divided into 3,113,575,591 shares with a par value of €3 each. On March 10th 2022, General Management acting by delegation of the Board of Directors noted the decrease in capital resulting from the cancelation of 87,673,241 treasury shares, purchased as part of two share buyback program in 2021. As a result, as of March 10th 2022, the share capital of Crédit Agricole S.A. amounts to 9,077,707,050 euros divided into 3,025,902,350 shares.

INFORMATION CONCERNING MAJOR SHAREHOLDERS

There are currently no shareholders' agreements.

Crédit Agricole S.A. has not issued any securities giving rights to share capital other than those indicated in the "Recent changes in share capital" table above. The Company has not issued any securities giving rights to the potential share capital or shares carrying double voting rights. Nor has it pledged any of its shares as collateral.

To Crédit Agricole S.A.'s knowledge, no shareholder other than SAS Rue La Boétie owns 5% or more of the share capital or voting rights.

Control over the issuer

The shareholder relationships between Crédit Agricole S.A. and the Regional Banks are described in the notes to the financial statements under "General framework" of this document.

Control over Crédit Agricole S.A. is described in Chapter 3, "Corporate governance", of this Universal Registration Document.

The rules governing the composition of the Board of Directors are set out in Article 11 of the Articles of Association.

Under the terms of the agreement entered into by the Regional Banks and Crédit Agricole S.A. at the time of the initial public offering, the Regional Banks, through SAS Rue La Boétie, own the majority of the share capital on a permanent basis (55.46% at end-2021) and of the voting rights (57.08% at end-2021) in Crédit Agricole S.A., making it immune to takeover bids. The composition of the Board of Directors results from the intention expressed in the listing agreement to ensure a majority representation of the Regional Banks.

In addition to the Director appointed by joint decree by the Minister of Finance and the Minister of Agriculture, six seats are allocated to Directors from outside the Crédit Agricole Group. On the proposal of the Appointments and Governance Committee, these six outside Directors are considered by the Board of Directors as independent in accordance with corporate governance guidelines (AFEP/MEDEF Corporate Governance Code for listed companies). The outside Directors play an extremely important role on the Board. Four of them chair the Board's Special Committees (Audit, Risk, Risk in the United States, Compensation, Appointments and Governance).

There are no agreements of which the implementation could, at a subsequent date, result in a change in the Group's control.

DIVIDEND POLICY

The dividend policy is defined by the Board of Directors of Crédit Agricole S.A. It may take into account, in particular, the Company's earnings and financial position, as well as the dividend policy practices of leading French and international companies in the sector. Crédit Agricole S.A. gives no guarantee as to the amount of the dividend which will be paid in any given financial year.

From 2013 to 2017, certain securities that met the conditions of eligibility on the payment date were also entitled to a loyalty dividend of 10%. To comply with a request of the European Central Bank, the General Meeting of 16 May 2018 voted to remove the statutory loyalty dividend clause as well as the terms and conditions of the compensation to be paid to beneficiaries.

For financial year 2018, the Board of Directors proposed a dividend of €0.69 per share to the General Meeting.

The intention to distribute dividends for financial year 2019 appeared incompatible with the European Central Bank's recommendations related to the public health crisis. Given these circumstances, the Crédit Agricole S.A. Board of Directors, which was consulted in writing on 1 April 2020 pursuant to the legal provisions on the functioning of deliberative bodies during the COVID-19 pandemic, moved to propose to the Annual General Meeting of 13 May 2020 that the entire profit for 2019 be allocated to a reserves' account.

For financial year 2020, the Board of Directors of Crédit Agricole S.A. proposed to the General Meeting on 12 May 2021 to distribute a dividend of €0.80 per share, with a scrip dividend payment option to which SAS La Boétie commited to subscribe. The subsequent dilution of capital was compensated by both share buy back programs and switch unwinding.

For financial year 2021, the Board of Directors of Crédit Agricole S.A. proposed to the General Meeting on 12 May 2021 to distribute a dividend of €1.05 per share, of which €0.85 related to 50% pay-out policy and €0.20 of continued 2019 dividend catch-up.

For the last five financial years, Crédit Agricole S.A. distributed the following dividends, as indicated in the table below:

	2021	2020	2019	2018	2017
Net dividend per share (in euros)	1.05	0.80	-	0.69	0.63
Payout ratio[1]	57%	66%	NA	50%	56%

(1) Total dividends payable (ex. treasury shares) divided by net income Group share (net of AT1 coupons).

TABLE SUMMARISING AUTHORISATIONS IN FORCE AND THE USE MADE THEREOF DURING 2021

Type of authorisation	Purpose of authorisation	Validity of authorisation	Ceiling	Use during 2021
Share buyback	**Buy** Crédit Agricole S.A. ordinary shares.	**General Meeting of 12/05/2021** 29th resolution Valid for a term of: 18 months Effective: 12/05/2021 Expiry: 12/11/2022	10% of the ordinary shares in the share capital	See detailed information
Capital increase by means of the issue of ordinary shares	**Increase** share capital by issuing ordinary shares and/or securities conferring access to ordinary shares, with pre-emptive subscription rights.	**General Meeting of 13/05/2020** 28th resolution Valid for a term of: 26 months Expiry: 13/07/2022	€4.3 billion €8.6 billion in respect of debt securities Those of the 29th, 30th, 32nd and 34th resolutions are offset against these ceilings.	None
	Increase share capital by issuing ordinary shares and/or securities conferring access to ordinary shares, without pre-emptive subscription rights, through offers to the public referred to in Article L.411-2 1 of the French Monetary and Financial Code.	**General Meeting of 13/05/2020** 29th resolution Valid for a term of: 26 months Expiry: 13/07/2022	€870 million €5 billion in respect of debt securities That stipulated by the 28th and 30th resolutions is offset against these ceilings.	None
	Increase share capital by issuing ordinary shares and/or securities conferring access to ordinary shares, without pre-emptive subscription rights, through offers to the public other than those referred to in Article L.411-2 1 of the French Monetary and Financial Code.	**General Meeting of 13/05/2020** 30th resolution Valid for a term of: 26 months Expiry: 13/07/2022	€870 million €5 billion in respect of debt securities That stipulated by the 28th resolution is offset against these ceilings.	None

 Refer to the glossary on page 715 for the definition of technical terms.

Type of authorisation	Purpose of authorisation	Validity of authorisation	Ceiling	Use during 2021
Capital increase by means of the issue of ordinary shares	**Increase** the amount of the initial issue in the case of issuing ordinary shares and/or securities conferring access to ordinary shares, with or without pre-emptive subscription rights, decided pursuant to the 28th, 29th, 30th, 32nd, 33rd, 36th and 37th resolutions.	**General Meeting of 13/05/2020** 31st resolution Valid for a term of: 26 months Expiry: 13/07/2022	Within the limits of the ceilings stipulated by the 28th, 29th, 30th, 32nd and 33rd resolutions of the General Meeting of 13 May 2020 and the 32nd and 33rd resolutions of the General Meeting of 12 May 2021.	None
	Issue ordinary shares and/or other securities conferring access to capital, without pre-emptive subscription rights, in consideration for asset transfers to the Company, consisting of equity securities or other securities conferring access to capital, other than through a public exchange offer.	**General Meeting of 13/05/2020** 32nd resolution Valid for a term of: 26 months Expiry: 13/07/2022	Within the limits of 10% of the share capital; this ceiling will be offset against that stipulated by the 28th and 30th resolutions.	None
	Set the price of issue of ordinary shares in the scope of repayment of contingent capital instruments (“CoCos”) pursuant to the 29th and/or the 30th resolution, up to the annual limit of 10% of share capital.	**General Meeting of 13/05/2020** 33rd resolution Valid for a term of: 26 months Expiry: 13/07/2022	€3 billion The total nominal amount cannot exceed 10% of the share capital in any 12-month period. This ceiling is offset against that stipulated by the 28th resolution.	None
	Limit authorisations of issue, with or without pre-emptive subscription rights, as a consequence of the adoption of the 28th to 32nd resolutions and of the 36th and 37th resolutions.	**General Meeting of 13/05/2020** 34th resolution	Nominal amount of capital increase under the 28th to 32nd resolutions of the Annual General Meeting of 13 May 2020 and the 32nd and 33rd resolutions of the Annual General Meeting of 12 May 2021.	None
	Increase the share capital by capitalisation of reserves, earnings, share premiums or other items.	**General Meeting of 13/05/2020** 35th resolution Valid for a term of: 26 months Expiry: 13/07/2022	€1 billion, autonomous and distinct ceiling.	None
Transaction reserved for employees	**Increase** the share capital by issuing ordinary shares, without pre-emptive subscription rights, reserved for Crédit Agricole Group employees who subscribe to an employee savings scheme.	**General Meeting of 12/05/2021** 32nd resolution Valid for a term of: 26 months Expiry: 12/07/2023	€300 million	Issuance of 21,556,100 new shares with a par value of €3 each, carried out on 02/12/2021
	Increase the share capital by issuing ordinary shares, without pre-emptive subscription rights, reserved for a category of beneficiaries in the context of an employee shareholding transaction.	**General Meeting of 12/05/2021** 33rd resolution Valid for a term of: 18 months Expiry: 12/11/2022	€50 million	None
	Award performance shares, whether already issued or to be issued, to eligible employees or Corporate Officers.	**General Meeting of 13/05/2020** 39th resolution Valid for a term of: 24 months Expiry: 19/05/2022	0.75% of the share capital at the date of the Board of Directors’ decision to award the shares.	None
Cancellation of shares	**Cancel** shares acquired under the share buyback programme.	**General Meeting of 13/05/2020** 38th resolution Valid for a term of: 24 months Expiry: 13/05/2022	10% of the total number of shares in each 24-month period.	None

PURCHASE BY THE COMPANY OF ITS OWN SHARES IN 2021

The twenty-ninth resolution of the Ordinary General Meeting of Crédit Agricole S.A. of 12 May 2021 authorised the Board of Directors to trade in Crédit Agricole S.A. ordinary shares, in accordance with the General Regulation of the French Financial Market Authority (AMF) and with Article L.22-10-62 of the French Commercial Code (*Code de Commerce*).

The key provisions of this resolution, which is still valid, are as follows:

- the authorisation was granted for a period of 18 months;
- the Company may not, under any circumstances, hold more than 10% of the share capital;
- the number of shares purchased may not exceed 10% of the total number of ordinary shares at the date on which the said purchases are carried out;
- the maximum purchase price is €20;
- in any event, the maximum amount the Company may allocate to the buyback of its ordinary shares is €4.3 billion.

Information on the use of the share buyback program, given to the General Meeting, in accordance with Article L.225-211 of the French Commercial Code (*Code de Commerce*)

The Board of Directors informs the General Meeting of the following activities undertaken in accordance with the share buyback programme for the period from 1 January to 31 December 2021.

Transactions were carried out as part of the repurchase program in order to:

- cancel a certain number of shares;
- create an active market for the shares through market-making by an investment services provider under a market-making agreement that complies with the AMAFI (the French Association of Financial Markets Professionals) Code of Conduct.

Number of shares registered in the Company's name at 31/12/2020	1,090,000
To proceed with the cancellation of the shares bought back	*0*
To provide volume to the market in the context of the market-making agreement	*1,090,000*
Number of shares bought in financial year 2021	**90,298,683**
To proceed with the cancellation of the shares bought back	*87,673,241*
To provide volume to the market in the context of the market-making agreement	*2,625,442*
Volume of shares used to achieve the purpose set(1)	
To proceed with the cancellation of the shares bought back	*87,673,241*
Market-making agreement (purchases + disposals)	*5,590,884*
Number of shares reallocated for other purposes	0
Average purchase price of shares bought in 2021	€12.05
Value of shares bought in 2021 at purchase price	1,088,395,290
Trading costs	3,736,131
Number of shares sold in financial year 2021	**2,965,442**
To proceed with the cancellation of the shares bought back	*0*
To provide volume to the market in the context of the market-making agreement	*2,965,442*
Average price of shares sold in 2021	€11.64
Number of shares registered in the Company's name at 31/12/2021	**88,423,241**
To proceed with the cancellation of the shares bought back	*87,673,241*
To provide volume to the market in the context of the market-making agreement	*750,000*
Carrying amount per share(2)	
To proceed with the cancellation of the shares bought back	*€12.55*
Shares bought as part of the market-making agreement (market price at 31/12/2021)	*€12.55*
Total carrying amount of shares	1,109,711,675
Par value	€3
Percentage of the share capital held by the Company at 31/12/2021	2.84%

(1) To cover commitments to employees and Corporate Officers, these are shares sold or transferred to beneficiaries after they exercise options on Crédit Agricole S.A. shares, or sold on the stock market for the surplus coverage recorded at the closing date of the plans, and shares purchased and delivered or sold under deferred compensation plans as performance shares; shares relating to the market-making agreement are shares bought and sold under the agreement during the period in question.

(2) Shares bought to cover commitments to employees and Corporate Officers are recognised as investment securities and valued at acquisition cost, less any impairment; shares purchased with a view to cancellation are recognised as financial fixed assets and valued at market value; shares purchased under the market-making agreement are recognised as trading securities and valued at market value at each reporting date.

Refer to the glossary on page 715 for the definition of technical terms.

DESCRIPTION OF CRÉDIT AGRICOLE S.A. SHARE BUYBACK PROGRAM FOR 2022 AND SUBSEQUENT YEARS

Pursuant to Article 241-2 of the AMF General Regulation, this document constitutes the description of the share buyback programme to be approved by the Ordinary General Meeting of 24 May 2022.

I. Number of shares and percentage of share capital directly owned by Crédit Agricole S.A.

At 31 January 2022, Crédit Agricole S.A. directly owned 88,725,727 shares, representing 2.85% of the share capital.

II. Breakdown of targets by equity securities held

At 31 January 2022, the shares held by Crédit Agricole S.A. broke down as follows:

- No shares earmarked to cover commitments to employees and Corporate Officers;
- 1,052,486 shares held under a market-making agreement to create an active market for the shares;
- 87,673,241 shares held for cancellation.

III. Purposes of the share buyback programme

The authority to be granted by the shareholders at the Combined General Meeting of Shareholders of 24 May 2022 is designed to allow Crédit Agricole S.A. to trade in its own shares either on the stock market or over the counter for any purpose permitted or to be permitted by applicable laws or regulations.

In particular, Crédit Agricole S.A. may use this authorisation:

1. to implement stock option plans for some or all of the Company's employees and/or some or all of the eligible Corporate Officers of the Company or of the companies or groupings affiliated with it, now or in the future, under the conditions defined by Article L.225-180 of the French Commercial Code (*Code de Commerce*);
2. to allot or transfer shares to eligible Corporate Officers, employees and former employees of the Company or of the Group, or to certain categories thereof, as part of an employee profit-sharing or employee savings scheme, as provided for by law;
3. to award bonus shares under a bonus share plan as provided for by Articles L.225-197-1 et seq. and Article L.22-10-59 of the French Commercial Code (*Code de Commerce*) to some or all categories of eligible Corporate Officers and employees of the Company, and/or of companies and economic interest groupings affiliated to it pursuant to Article L.225-197-2 of the French Commercial Code (*Code de Commerce*); and, more generally, to honour obligations related to the allocation of Company shares to such employees and Corporate Officers, notably under variable compensation plans for employees who are financial market professionals and whose activities have a material impact on the Company's risk exposure, in which case such allocations are contingent upon such employees meeting performance conditions;
4. to ensure coverage of securities granting rights to Company shares;
5. to ensure an active secondary market or liquidity of shares is created by an investment services provider under a market-making agreement, in compliance with market practice permitted by the French Financial Market Authority;
6. to proceed with the full or partial cancellation of the shares bought back.

IV. Maximum percentage of share capital, maximum number and characteristics of shares that may be bought back and maximum purchase price

1. Maximum percentage of share capital to be bought back by Crédit Agricole S.A.

Crédit Agricole S.A. is authorised to acquire up to 10% of the total number of shares forming its share capital at the date of settlement of the purchases. However, the number of shares purchased by the Company and held with a view subsequently to exchanging them or using them to pay for a potential merger, spin-off or asset transfer shall not exceed 5% of the Company's share capital.

In addition, the maximum total amount that Crédit Agricole S.A. may allocate to the buyback of its shares during the term of the share buyback programme is €4.3 billion.

The Board of Directors shall ensure that these buybacks are carried out in accordance with regulatory prudential requirements as set by law and the European Central Bank.

2. Characteristics of the shares covered

Class of shares purchased: shares listed on Euronext Paris (Compartment A).

Name: Crédit Agricole S.A.

ISIN Code: FR 0000045072.

3. Maximum purchase price

The purchase price for Crédit Agricole S.A. shares under the share buyback programme may not exceed €20 per share.

V. Duration of programme

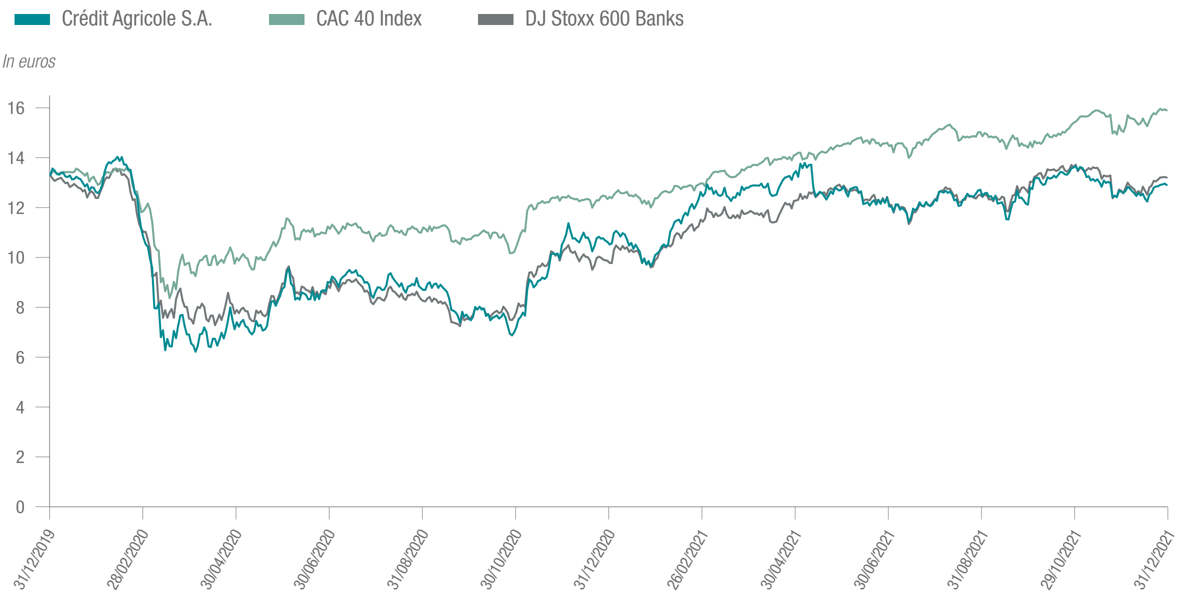
In accordance with Article L.22-10-62 of the French Commercial Code (*Code de Commerce*) and with the 23rd resolution to be submitted to the Ordinary General Meeting of 24 May 2022, this share buyback programme replaces the unused portion of the programme approved by the Ordinary General Meeting of 12 May 2021, and may be implemented until it is renewed by a future General Meeting and, in any event, for a maximum term of 18 months as from the date of the Ordinary General Meeting, i.e. until 24 November 2023 at the latest.

STOCK MARKET DATA

CRÉDIT AGRICOLE S.A. SHARE

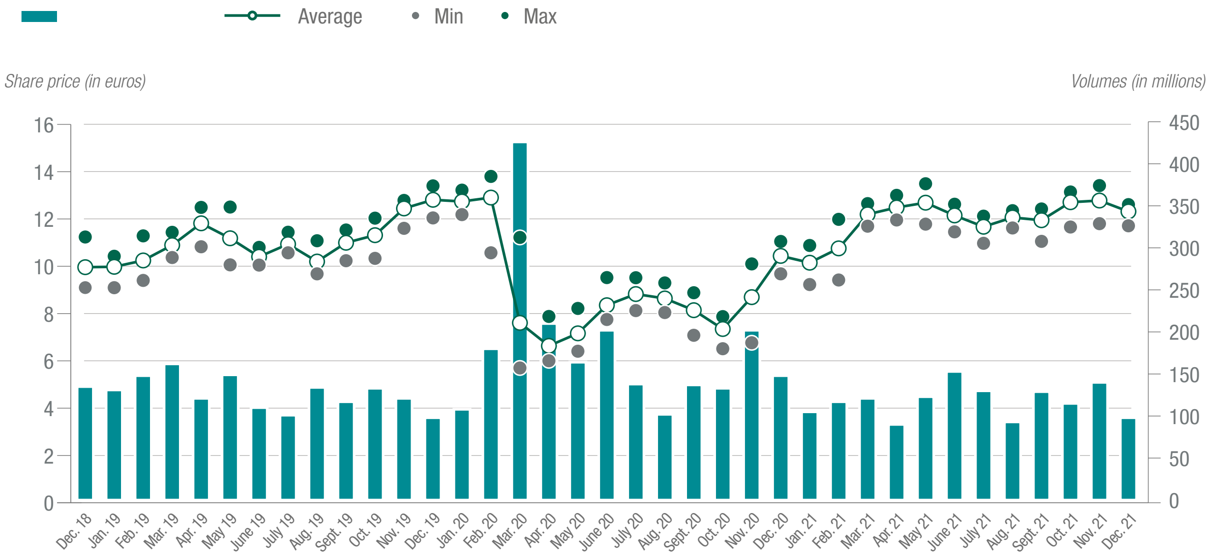
Stock market performance

Share performance from 31/12/2019 to 31/12/2021



All curves are rebased on Crédit Agricole S.A.'s stock price at 31 December 2019.

Monthly change in the share price and in the volume of shares traded



Between 31 December 2018 and 31 December 2021, the Crédit Agricole S.A. share price rose from €9.43 to €12.55, i.e. an increase of +33% in three years, underperforming the CAC 40 index (+51.2%) and the DJ Stoxx 600 Banks index (+44.7% over the period).

In the course of 2021 alone (between 31 December 2020 and 31 December 2021), the share price increased by +21.6%, a performance equivalent to the DJ Stoxx 600 Banks (+22.1%), but underperforming against the CAC 40 (+28.9%).

The total number of Crédit Agricole S.A. shares traded between 1 January and 31 December 2021 on Euronext Paris was 1.41 billion (2.15 billion in 2020), with a daily average of 5.48 million (8.37 million in 2020). Over this period, the stock traded at a high of €13.49 and a low of €9.23.

Refer to the glossary on page 715 for the definition of technical terms.

Stock market indexes

Crédit Agricole S.A. shares are listed on Euronext Paris, Compartment A, ISIN Code: FR0000045072.

They are included in several indexes: the CAC 40 (featuring the 40 most representative listed companies on the Paris Stock Exchange), the Stoxx Europe 600 Banks Index (made up of 48 banking institutions in Europe), and the FTSEurofirst 80 Index (representative of the largest companies in the eurozone by market capitalisation).

Crédit Agricole S.A. strengthens its global CSR performance and maintains itself in the main international socially responsible indexes, which bring together the best performing companies according to strict ESG criteria. Since 2004, it has also been in the FTSE4Good, and in the NYSE Euronext Vigeo Eiris, Eurozone 120 and Europe 120 indexes since 2013. Since 2014, it has been included in the STOXX Global ESG Leaders index.

Stock market data

	31/12/2021	31/12/2020	31/12/2019	31/12/2018	31/12/2017
Number of shares in issue	3,113,575,591	2,916,688,640	2,884,688,712	2,866,437,156	2,846,104,526
Stock market capitalisation *(in billions of euros)*	39.1	30.1	37.2	27.0	39.3
Net earnings per share (NEPS) *(in euros)*	1.69	1.20	1.39	1.39	1.12
Net book value per share (NBVPS) *(in euros)*	19.2	19.0	19.0	18.2	17.5
Price/NBVPS	0.65	0.54	0.68	0.52	0.79
Net Tangible Book Value Per Share (NTBVPS) *(in euros)*	13.0	13.0	12.8	11.3	10.6
Price by NTBVPS	0.97	0.79	1.01	0.83	1.30
PER (price/NEPS)	7.4	8.6	9.30	6.80	12.28
The stock's high and low during the year *(in euros)*					
High (during trading day)	13.49	13.80	13.40	15.54	15.68
Low (during trading day)	9.23	5.70	9.10	9.10	11.06
Close (closing price at 31 December)	12.55	10.32	12.93	9.43	13.80

Shareholder return

The table below shows the total shareholder return for retail investors in Crédit Agricole S.A. shares.

The calculation, which is based on the market price at the time of the investment (initial public offering on 14 December 2001, or the beginning of the year in other cases), takes into account the reinvestment of dividends received (until 2005, this included a tax credit for 2004, which accounted for 50% of the amount distributed), but does not include the loyalty dividend of €0.035 per share paid for 2014 and 2015. The valuations are based on the closing share price on the day of the investment.

The calculation also assumes that investors sold their pre-emptive subscription rights and used the proceeds to take up the rights issued at the end of October 2003, January 2007 and July 2008. All results are presented before tax impact.

Holding period	Average annualised return	Cumulative gross return
1 financial year (2021)	+29.65%	+29.65%
2 financial years (2020 and 2021)	+1.74%	+3.52%
3 financial years (2019 to 2021)	+14.81%	+51.38%
4 financial years (2018 to 2021)	+2.07%	+8.54%
5 financial years (2017 to 2021)	+5.80%	+32.57%
10 financial years (2012 to 2021)	+15.02%	+305.69%
Since the stock market listing (14/12/2001)	+2.98%	+80.36%

Refer to the glossary on page 715 for the definition of technical terms.

DIVIDEND CALENDAR

30 May 2022	Ex-dividend date, the amount of the dividend is offset against the opening share price on this date
31 May 2022	Record date, shares must be in bearer's account on this date to receive the dividend
1st June 2022	Dividend paid and shares delivered

2022 FINANCIAL COMMUNICATIONS CALENDAR

10 February	Publication of 2021 full-year results
5 May	Publication of 2022 first-quarter results
24 May	General Meeting of Shareholders
4 August	Publication of 2022 first-half results
10 November	Publication of 2022 nine-month results

CONTACTS

www.credit-agricole.com/en/Investor-and-shareholder

Financial Communication department
Clotilde L'Angevin
Tel.: +33 (0)1 43 23 32 45

Institutional investor relations
Tel.: +33 (0)1 43 23 04 31
investor.relations@credit-agricole-sa.fr

Retail investor relations
Toll-free number: 0 800 000 777 (from France only)
relation@actionnaires.credit-agricole.com

Refer to the glossary on page 715 for the definition of technical terms.

2

NON-FINANCIAL PERFORMANCE

- **Introduction** ___ **48**
- **1. Business Model** ___ **48**
- **2. Non-financial risks** ___ **49**
  - **2.1** Consultation of stakeholders 49
  - **2.2** Materiality matrix 49
  - **2.3** Analysis of non-financial risks 50
- **3. Our ESG strategy** ___ **55**
  - **3.1** From *Raison d'Être* to action: our ESG strategy, a lever for a just transition 55
  - **3.2** Governance 55
  - **3.3** Ethics 61
  - **3.4** Environmental strategy 64
  - **3.5** The social strategy: at the service of a just transition 74
- **4. ESG risk management: financial materiality** ___ **98**
  - **4.1** The ESG risk approach 98
  - **4.2** Integration of ESG criteria in investment and asset management policies 99
  - **4.3** Integrating ESG issues into the financing of large corporates 101
  - **4.4** The integration of ESG issues into the analysis of small- and mid-cap counterparty risk 102
  - **4.5** TCFD Chapter: Climate risk management 102
- **5. Results** ___ **108**
  - **5.1** Non-financial performance indicator 108
  - **5.2** Managing non-financial performance with the GreenWay Platform 110
  - **5.3** Indicators of EU taxonomy for sustainable activities 110
  - **5.4** Measures and targets related to our indirect carbon footprint 112
  - **5.5** Measures and targets related to our internal footprint 113
  - **5.6** Human resources indicators 115
  - **5.7** Recognition of non-financial performance by stakeholders 117
- **Acceleration of the Societal Project: a 10-commitment programme plan** ___ **119**
- **Implementation of the Principles for Responsible Banking** ___ **120**
- **Cross-reference table** ___ **121**
- **Report by one of the Statutory Auditors, appointed as an independent third party, on the non-financial information statement** ___ **123**
- **Appendix: List of the information we considered most important** ___ **126**
- **Independent Limited assurance report on the indicators relating to the implementation of the climate strategy presented in Crédit Agricole's 2021 Management Report** ___ **127**

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE'S ENVIRONMENTAL COMMITMENT

Steered through governance guided by a scientific approach

SUPPORT FOR CORPORATE AND INDIVIDUAL CUSTOMERS ON THEIR TRANSITION STRATEGY

8,000
Corporate customers with a climate transition rating

$46bn
Arrangement of green, social and sustainable bonds in 2021
(top five worldwide)

€35bn
Environmental and social solution(1)

€2.6bn
Individual financing of vehicles <95g CO_2/km(2)

GRADUAL REALLOCATION OF FINANCING AND INVESTMENT PORTFOLIOS TO GREEN ASSETS

€2.5bn
Capital investments in renewable energy(3)

No. 1
Private financier of renewable energy in France (€2.6bn)(4)

€13.2bn
Green loans portfolio(5)

100%
actively managed open funds with an ESG > average score for the investment universe(6)

€13bn
Green Social Sustainability Bonds investments in our liquidity portfolios(7)

NEW COMMITMENTS TAKEN IN 2021(8)

NET ZERO ASSET OWNER Alliance

NET ZERO BANKING Alliance

NET ZERO ASSET MANAGERS initiative

-20%
CACIB exposure to oil extraction by 2025

+60%
CACIB exposure to non-carbon energy

x 2
production capacity of renewable energy installations financed by CAA to reach 10.5 GW by 2025 (as compared to 2020)

50%
Increased financing of renewable energy projects by Unifergie in France by 2025

(1) Amundi.
(2) CACF.
(3) CAA; or a capacity of 8.5 GW.
(4) CAL&F ASF Sofergie Market – source CAL&F end-2021.
(5) Outstanding green and transition loans on CACIB's balance sheet. Does not include impact loans (Sustainability Linked Loans).
(6) When an ESG methodology is applicable.
(7) Credit Agricole S.A. and its subsidiaries.
(8) Non-exhaustive list of new engagements taken in 2021.

Refer to the glossary on page 715 for the definition of technical terms.

CRÉDIT AGRICOLE'S SOCIAL COMMITMENT

ECONOMIC DEVELOPMENT FOR ALL

135,000 open accounts

10,000 families supported by the Gateway scheme

59,000 LCL Essential customers

4,200 customers in a vulnerable financial situation supported

DEVELOPMENT OF SOCIAL IMPACT FINANCING

Support for solidarity investment(1)

€1.1bn *social loans* portfolio

RESPONSIBLE EMPLOYER

1st Private employer in France(2)

37.5% of women on the Executive Committee of Crédit Agricole S.A.(4)

TARGET **20%** of the international development succession plans for 2022

Increase in the ERI participation rate(5)

1.84 million training hours received by employees

TERRITORY SUPPORT

1st housing financier in France(3)

LE VILLAGE

PROMOTING ENTREPRENEURSHIP

>1,200 startups supported in 2021

YOUTH PLAN

2nd corporate recruiter of work/study students in France(6)

youzful

PLATFORM DEDICATED TO THE EMPLOYMENT AND ORIENTATION OF YOUNG PEOPLE

> 500,000 offers(7) and **100,000** young people registered

(1) Amundi Finance and Solidarity ; CAA solidarity contract.
(2) CA Group, source Challenges March 2021.
(3) CA Group.
(4) At 01/01/2022.
(5) Engagement and Recommandation Index.
(6) Internships, work/study apprentices, term and permanent contracts.
(7) CA Group, Le Figaro 2020 classification.

Refer to the glossary on page 715 for the definition of technical terms.

Methodological foreword

The purpose of this chapter is to present the policies and actions undertaken by Crédit Agricole S.A. and its subsidiaries and the way in which corporate social responsibility has been placed at the heart of the value creation model. It presents the expectations of the stakeholders included in the materiality analysis. The main Crédit Agricole S.A. non-financial risks in accordance with its business model (detailed in Chapter 1), its business relationships and the services that it provides are detailed in Part 2. The Group has identified these risks using methods developed by Crédit Agricole S.A.

Risks related to climate issues are analysed and described in Part 4.5 “TCFD Chapter**: Climate risk management”.**

Crédit Agricole’s environmental, social and governance strategies are also presented. For each of these, the policies and actions that respond to the main risks identified, together with the corresponding performance indicators, are detailed. **In addition, and pursuant to the law of 27 March 2017, Crédit Agricole S.A. has established and is implementing a vigilance plan to identify risks and prevent serious violations of human rights and fundamental freedoms, harm to personal health and safety, and damage to the environment that could potentially result from the Group’s activities. This vigilance plan is described in Chapter 3.**

The Statement of Non-Financial Performance (DPEF) allows Crédit Agricole S.A. to present specific social, societal and environmental information according to how consistent it is with the principle risks or the policies carried out. It helps provide better information to stakeholders about the management of social and environmental risks.

The DPEF covers the scope of Crédit Agricole S.A. (holding company) and its subsidiaries[(1)]. Where useful, however, we have also chosen to mention information relating to the policies and action plans of the Regional Banks to inform our stakeholders about the highly integrated dimension of our operations and present the social, environmental and societal impacts of the Group as a whole.

The DPEF is structured according to a specific plan:

Business model	The business model is the systematic and synthetic representation of the origin of value added by a company as well as its partition between the various stakeholders in a clearly identified field of business and period. *The Business Model is available in Chapter 1 of this Universal Registration Document.*
Key Risks	In order to identify the key non-financial risks for our activities, our business model and the geographical areas where we operate, we used a methodology based on a four-step approach. *The methodology and key risks are presented on pages 49 to 54 of the Universal Registration Document.*
Policies and Action Plans	Building on its ambitious ESG strategy, the Group has put in place policies and action plans that reduce identified risks while helping to promote socially acceptable and sustained decarbonised growth. *The Policies and Action Plans are presented throughout pages 64 to 98 of the Universal Registration Document.*
Action plan and performance indicators	To illustrate the ambitious policies put in place, the DPEF presents the key indicators that are monitored rigorously by the Group. *The performance indicators are presented on pages 108 and 109 of the Universal Registration Document.*

(1) Data related to the internal environmental footprint correspond to Crédit Agricole S.A. entities with more than 100 FTEs, excluding EFL Finance S.A., Carefleet S.A., Crédit Agricole Vita S.p.A., Sabadell Asset Management, S.A., S.G.I.I.C.

INTRODUCTION

Our society is facing major challenges. Global warming, with its ecological, socio-economic and geopolitical consequences, requires fundamentally rethinking the model that has developed over the last 150 years. In addition, the climate transition required of us has come in a particularly complex context in terms of the increased social inequality, the health crisis, societal expectations when it comes to health, food, etc. According to the World Bank[1], for the first time in more than 20 years, the global rate of extreme poverty went up in 2020, due to the effect of the Covid-19 pandemic. In 2019 in France, according to the National Institute of Statistics and Economic Studies — INSEE[2], one in five people were living in income poverty or material and social deprivation. The health crisis has highlighted the vulnerability of young people, the isolation of the elderly and the inequalities in growth between regions.

In order for a new model of prosperity that drives progress for everyone to be possible, a concerted mobilisation of all actors is required: government authorities, private companies and each one of us individually.

The regions are formidable accelerators of sustainable transformation, providing innovative and solidarity-based economic and social solutions. In a world where local action is becoming a driving force for the economy and social cohesion, regions will be major assets. These revolutions will also be accompanied over the coming decades by huge investment and financing needs. Action by the financial sector will have a major impact.

Access to financing is crucial for mobilising the resources needed to reach the Net Zero 2050 target. Crédit Agricole is therefore committed to contributing to the net carbon neutrality by that date. The Paris Agreement and, more recently, the Glasgow Climate Pact have underlined the importance of the notion of a ***just climate transition*** in order to place social cohesion at the heart of this profound economic transformation. The transition must not be made at the expense of jobs, consumers and future generations, but must instead make it possible to move towards a more inclusive economy. A just, sustainable and responsible transition requires all stakeholders to be convinced and mobilised, and must be shared and adjusted as necessary, without the immediate demands of the moment making us lose sight of the ultimate ambition. It can succeed only if it is fully directed towards a clear and resolute vision of a true Societal Project with an exacting trajectory, defined transparently, collectively and pragmatically, and leaves no-one stranded at the side of the road. Moreover, it can succeed only if everyone is convinced by being the driver of their own change.

Crédit Agricole is working to deploy this transformative vision every day in all its business lines. In 2021, Crédit Agricole joined alliances with the aim of contributing to carbon neutrality by 2050 through all its business lines: banking, insurance and asset management. The Group has also subscribed to the benchmark commitments of the banking profession. To accelerate the implementation of its societal project, **at end-2021 it adopted a programme plan of 10 commitments based on three main areas: action for the climate and the transition to a low-carbon economy, the strengthening of cohesion and social inclusion, and successful agricultural and agri-food transitions (see page 119 for details of this programme plan).**

1. BUSINESS MODEL

The Business Model is presented in Chapter 1 of the 2021 Universal Registration Document.

(1) World Bank press release of 7 October 2020.

(2) INSEE Focus n° 245 – published 1 September 2021.

Refer to the glossary on page 715 for the definition of technical terms.

2. NON-FINANCIAL RISKS

2.1 CONSULTATION OF STAKEHOLDERS

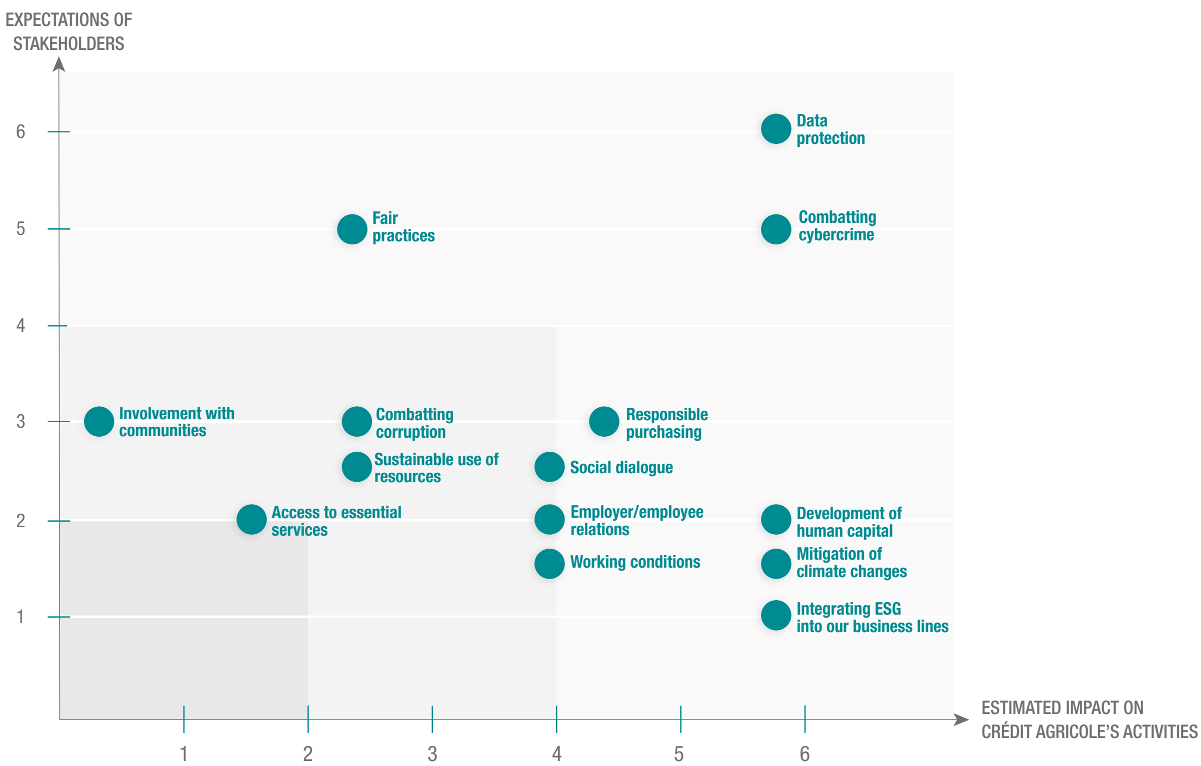
The needs of stakeholders are constantly changing. Crédit Agricole S.A. listens to them in various ways:

- regular meetings with civil society actors (professional unions, associations, NGOs);
- customer consultation (including through special questionnaires that allow us to monitor Net Promoter Score (NPS)) and economic players (through our participation in national or international working groups);
- regular consultation of employees through an annual questionnaire (Engagement and Recommendation Index - ERI);
- the thorough handling of controversies by Crédit Agricole S.A.; In order to minimise the risk of controversy, Crédit Agricole S.A. ensures a follow-up of the proactive actions put in place to avoid such controversies, as well as of any corrective measures implemented. The Group has also established a responsive dialogue with the non-financial rating agencies in the event of any controversy. Thus, Crédit Agricole S.A. is considered "responsive", thanks to a rapid response on the website[(1)];
- relations with shareholders/investors;
- dialogue with the ECB and supervisory authorities;
- relations with our business partners and suppliers as part of sustainable partnerships, an annual online satisfaction survey and an annual discussion day organised in hybrid mode to promote participation;
- assessment of stakeholder expectations identified through a national survey. Launched at the end of 2014, this consultation process is carried out every two years to identify changes in stakeholder expectations and the possible appearance of new challenges.

Even though Crédit Agricole's reputation and familiarity remain stable, **its positive image is growing strongly and it ranks first in the banking sector**[(2)]. Crédit Agricole's bonding social capital increased on almost all of the dimensions tested. Crédit Agricole is identified first and foremost as a retail bank, accessible to everyone and economically useful. To exit from the public health crisis and aid economic recovery, French people expect banks to take action: 92% consider their role to be important, and 57% even consider it essential. **The fight against climate change emerges in this context as a real challenge** that French people would like to see taken on by companies as part of economic recovery (90% of them consider it to be an important issue)[(3)].

2.2 MATERIALITY MATRIX

The results of this consultation and the analysis of the main non-financial risks and controversies, enabled us to represent them in a materiality matrix structured along two axes: the intensity of stakeholder expectations and the impact of the risk determined by Crédit Agricole S.A.



(1) https://www.credit-agricole.com/en/responsible-and-committed/our-csr-strategy-be-an-actor-of-a-sustainable-society/our-positions.
(2) Source: CSA Research.
(3) CSA Research 2020.

2.3 ANALYSIS OF NON-FINANCIAL RISKS

Methodology

In order to identify the Group's main non-financial risks with regard to its activities, business model, geographical locations and stakeholder expectations, Crédit Agricole's methodology is based on a structured step-by-step approach:

Step 1: Formalisation of non-financial areas defined by the Group's *Raison d'Être*[1]

In 2019, Crédit Agricole Group formalised its *Raison d'Être*[1], and on that basis, the Group Project was developed around three pillars defining a unique relationship model:

- excellence in customer relations: becoming the bank of preference for individuals, entrepreneurs and institutions;
- empowered teams for customers: supporting the digitisation of business lines by offering customers human, responsible and accessible skills;
- commitment to society: amplifying our mutualist commitment by nurturing our position as the European leader in socially responsible investment.

Step 2: Complementary normative procedure to define a comprehensive scope for non-financial risks

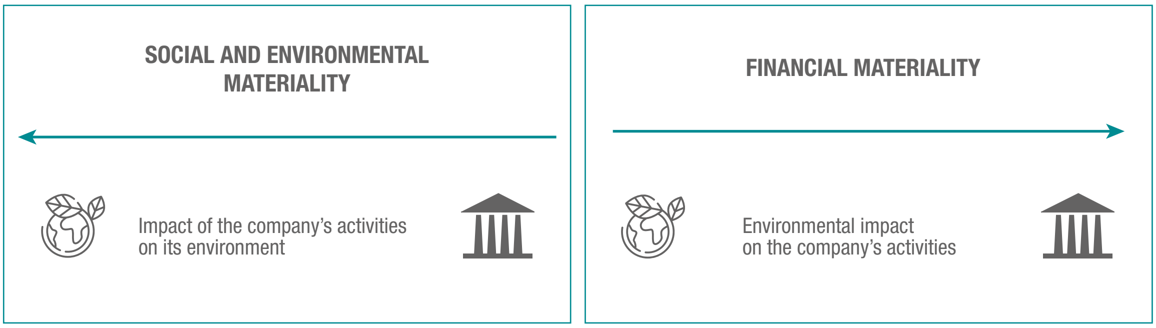
The issues defined in ISO 26000 and the subjects listed in section II, Article R. 225-105 were combined with the three pillars of our Group Project, which allowed us to identify some thirty non-financial risks.

Step 3: Selection of the main non-financial risks that could affect the Group's activities

This step enabled us to identify some 14 significant short-, medium- or long-term risks for Crédit Agricole. The risks identified were assessed on the basis of two criteria: their potential severity and their probability of occurrence. A time dimension was also used for certain risk factors that are less important today but could become more significant in the future. The assessment was made using "gross criteria" that did not include the Group's risk mitigation mechanisms.

Step 4: Integration of stakeholder expectations

The results of the stakeholder consultation conducted in 2020 enabled us to add stakeholder expectations to the analysis described in the previous three steps. **Following this analysis, each of the non-financial themes was assessed on an intensity scale with six levels and represented in the materiality matrix here above.**



The non-financial themes identified at the end of Step 4 were analysed using the **principle of double materiality**. **Social materiality** presents the impact of Crédit Agricole S.A. activities on its ecosystem. **Financial materiality** formalises the impact of the ecosystem on Crédit Agricole S.A. business lines. This work was carried out as part of a participatory process involving the Group's CSR, Risk, Compliance, Purchasing and HR departments[2]. It is also used to assess the material risks directly related to our activities, as part of updating our vigilance plan (see Chapter 3 "Corporate governance", part 1.4 "Vigilance Plan").

(1) Please refer to the glossary for the definition of *Raison d'Être*.
(2) As risk linked to tax evasion is a requirement under the regulations pertaining to the Statement of Non-Financial Performance, we have published a policy "3.6.2.1 Taxation and responsible lobbying policy" and an associated performance indicator.

 Refer to the glossary on page 715 for the definition of technical terms.

Key ESG issues	Description of the key ESG risks: Social and environmental materiality	Description of the key ESG risks: Financial materiality	Risk characterisation	Risk management policy	Contribution to SDGs
Integrating ESG risks and opportunities into our business lines	Financing and investment activities generate environmental and social externalities that have to be identified and estimated. The financial sector also has an ability to exert influence through the integration of ESG criteria in financing and investment decisions, which gradually orients the economy towards a more sustainable model.	Climate change and the occurrence of natural events may affect the financial statements. The integration of ESG criteria helps to provide a better understanding of the exposure of assets to non-financial risks. Responsible investment is an opportunity for positive value creation because it responds to a growing demand from investors and customers, especially individual customers, who want to direct their savings to support sustainable economic activities. In addition, supporting corporate customers in the development of sustainable business models helps to prevent the deterioration of counterparty risks.	Major risk with short-, medium- and long-term impact	4. ESG risk management: financial materiality	13 CLIMATE ACTION 7 AFFORDABLE AND CLEAN ENERGY 11 SUSTAINABLE CITIES AND COMMUNITIES
Climate change mitigation and adaptation	The activities of Crédit Agricole S.A. may have an impact on the climate, either directly (internal carbon footprint) or indirectly (indirect carbon footprint related to the financing and investment portfolios). Failure to take these negative externalities into account may generate an image risk for Crédit Agricole S.A. in the short, medium and long term.	Climate change is likely to affect Crédit Agricole S.A.'s financial statements in the long term. Climate risks are mapped as major risks. Understood as risk factors that influence existing risks (counterparty, market, operational, damages, etc.), they cover physical and transition risks. These risks are considered material in the short term for acute physical risks, in the long term for chronic physical risks, and in the potentially short/medium or long term for transition risk.	Major risk with short-, medium- and long-term impact	3.4.1 The Group's climate strategy 4.5 TCFD Chapter: Climate risk management	13 CLIMATE ACTION 7 AFFORDABLE AND CLEAN ENERGY 11 SUSTAINABLE CITIES AND COMMUNITIES
Access to essential services	Access to financial services and products (current accounts, payment instruments, credit, insurance) is one of the essential levers in the fight against exclusion. For example, opening a savings account and being able to take an insurance is part of setting up personal or professional projects and makes one more aware of life's ups and downs. Because it compensates for the consequences of damage or loss, insurance contributes to a more resilient society.	In addition to the impact on Crédit Agricole S.A.'s reputation and loss of attractiveness, the exclusion of the most modest customer groups would result in a significant loss of customers and, by excluding people from economic and social life, heighten the fragility of the regions in which Crédit Agricole operates.	Major risk with short-, medium- and long-term impact	3.5.1 A universal approach for our businesses: supporting all customer groups to promote social cohesion	10 REDUCED INEQUALITIES 3 GOOD HEALTH AND WELL-BEING 1 NO POVERTY
Employment and employer/ employee relations	Crédit Agricole S.A. strives to maintain a working relationship with all of its employees based on trust, respect, involvement and recognition. Without these elements, our impact on the labour market in France would be negative as a leading recruiter in the private corporate market, particularly among young people.	Against a backdrop of profound change, losing employee engagement is a risk that can impact the Group's results. This engagement is essential to the success of Crédit Agricole S.A.'s organisational and managerial transformation.	Major risk with short-, medium- and long-term impact	3.5.2 A responsible employer in a citizen company Multiple opportunities Employee training and collective development Commitment to Young People	3 GOOD HEALTH AND WELL-BEING 5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH

	Description of the key ESG risks				
Key ESG issues	**Social and environmental materiality**	**Financial materiality**	**Risk characterisation**	**Risk management policy**	**Contribution to SDGs**
Working conditions and social protection	Safeguarding the health and safety of its employees is one of Crédit Agricole S.A.'s priorities. In addition to health and safety, Crédit Agricole S.A. attaches great importance to the quality of working life and working conditions, which are major drivers of team performance and commitment. There are several kinds of risks associated with this: a decline in team commitment and individual and collective performance; economic risks related to loss of productivity and the imbalance of existing insurance schemes; and legal risks related to Crédit Agricole S.A.'s obligation to provide security for its employees.	The role of private companies in social protection is increasingly important. Because of the number of our employees, our insurance system has to be an effective complement to public schemes.	Highly significant risk with short-, medium- and long-term impact	3.5.2 A responsible employer in a citizen company Attractive and secure working environment	8 DECENT WORK AND ECONOMIC GROWTH 3 GOOD HEALTH AND WELL-BEING 10 REDUCED INEQUALITIES
Social dialogue	The quality of social dialogue depends on the smooth functioning of relations (negotiation, consultation or simple exchange of information) between Crédit Agricole S.A. and all employee representatives. Failure to comply with the rules in this area presents legal and reputational risks for Crédit Agricole S.A. and impacts the labour climate and Crédit Agricole S.A.'s ability to generate employee support and cohesion around its strategic projects. Strengthening the social compact is one of the ambitions of the Group's Human Project, which illustrates the importance the Group attaches to developing and maintaining a rich social dialogue.	Quality social dialogue can prevent and mitigate the impact of conflicts that originate outside Crédit Agricole S.A.'s entities.	Highly significant risk with short-, medium- and long-term impact	3.5.2 A responsible employer in a citizen company Social progress	8 DECENT WORK AND ECONOMIC GROWTH 3 GOOD HEALTH AND WELL-BEING
Development of human capital	Crédit Agricole S.A.'s human capital is one of the key sources for its business model and its value creation. Inadequate career and skills management (integration, mobility and career paths, skills management, etc.) and the loss of key talent and resources could impact Crédit Agricole S.A.'s business continuity, its performance, and its ability to attract and retain employees. This dysfunction in HR management would be detrimental to the labour market in France.	Changing work patterns and digital transformation are reconfiguring the talent market with increased competition, which can lead to risks for the company if we do not have an appropriate human capital development policy.	Highly significant risk with short-, medium- and long-term impact	3.5.2 A responsible employer in a citizen company Employee training and collective development Sharing value creation	8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES

Refer to the glossary on page 715 for the definition of technical terms.

Key ESG issues	Description of the key ESG risks: Social and environmental materiality	Description of the key ESG risks: Financial materiality	Risk characterisation	Risk management policy	Contribution to SDGs
Promotion of corporate social responsibility in the value chain (responsible purchasing)	An increase in trade and production leads to strong pressures on the environment and resources. It also creates risks for people in terms of working conditions and safety, especially in areas where local legislation does not guarantee respect for human rights.	The supply and subcontracting chains are becoming increasingly long and complex, which inevitably brings with it a multiplication of risks for Crédit Agricole S.A. The identification and control of risks in our value chain with respect to human rights, health, safety, security, fundamental freedoms and environmental protection are essential in order to create value for the company and ensure the sustainability of supplies.	Highly significant risk with short-, medium- and long-term impact	3.5.4 Responsible purchasing	8 DECENT WORK AND ECONOMIC GROWTH 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Combating corruption	Exposure to the risk of corruption is all the more important as there is a multiplicity of trades and countries. It must therefore be given particular attention to control its effects on fair trade practices (violation of competition rules) or fraud. Commitments in the fight against corruption strengthen the confidence of customers, employees and institutions.	A presence in some countries where the risks of corruption are high encourages increased rules of vigilance. Thus, the application of the "Sapin II Law" requires the strengthening of mechanisms and tools for the prevention and detection of corruption. Reputational and financial risk is considerable. Obtaining ISO 37001 certification is a sign of confidence for stakeholders.	Highly significant risk with short-, medium- and long-term impact	3.3.1 A strong ethical culture	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Fair marketing, information and contracting practices	Customers have high expectations of their bank and insurer with regard to advice as a trusted partner, including in relation to climate transition financing. Compliance with the duty to advise is of paramount importance in banking and insurance activities, including the consideration of ESG preferences. This advice must be fair, lest a risk of loss of confidence on the part of customers be created that impacts approvals for the distribution of financial instruments, which may result in penalties by regulators.	The training of employees is essential with respect to marketing practices and advisory duties. The same is true for the need to adapt tools. Regulations are strict, and image and financial damage can be severe.	Highly significant risk with short-, medium- and long-term impact	3.3.1 A strong ethical culture	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Consumer data and privacy protection	The alteration of customers' personal data (destruction, loss, theft, misuse, etc.) is likely to infringe on their rights and privacy. They therefore have a right to control the use of their personal data with respect to such areas as information on collection and its purposes; right of access, rectification and right to erasure.	The image and financial damage resulting from a loss of integrity of personal data held by an institution can be considerable. Provisions such as the GDPR and IT security rules are indispensable.	Highly significant risk with short-, medium- and long-term impact	3.3.1 A strong ethical culture	16 PEACE, JUSTICE AND STRONG INSTITUTIONS

Refer to the glossary on page 715 for the definition of technical terms.

Key ESG issues	Description of the key ESG risks: Social and environmental materiality	Description of the key ESG risks: Financial materiality	Risk characterisation	Risk management policy	Contribution to SDGs
Exposure to cybercrime	A successful cyber-attack resulting in the theft or disclosure of our customers' financial data and assets could cause them financial and moral damage. A major cyber-attack resulting in the sustained unavailability of certain banking and financial services provided by the Group could also harm our customers and disrupt the functioning of the financial markets or the functioning of the economy.	Any intrusion or attack against Crédit Agricole S.A.'s information systems and communication networks and/or any resulting disclosure of confidential information of customers, counterparties or employees could cause significant losses and could have an adverse effect on Crédit Agricole S.A.'s reputation, operating results and financial position.	Highly significant risk with short-, medium- and long-term impact	3.5.5. Cybersecurity and combatting cybercrime	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Sustainable use of resources	Our planet faces many challenges related to human activities (overexploitation of natural resources, rising costs of access to drinking water, air, water and land pollution, soil sealing, loss of biodiversity, etc.), directly impacting not only the economic activities of companies but also our food and health security. Through the ecosystem services rendered to our society (food, wood, soil formation, water and air quality, etc.), the protection and rational use of natural resources are essential to maintain sustainable economic activities, prevent the emergence and spread of diseases and fight against global warming.	As an organisation consuming natural resources, Crédit Agricole S.A. must ensure the sustainable use of these resources. Crédit Agricole S.A. must have an exemplary attitude toward its stakeholders with regard to the management of these resources, at the risk of suffering a deterioration of its reputation that could impact the Group's financial results. Poor management would also lead to higher associated costs (increased consumption and higher bills for water, electricity, paper, etc.).	Low risk with medium- and long-term impact	5.5 Measures and targets for our internal footprint	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 14 LIFE BELOW WATER 15 LIFE ON LAND 6 CLEAN WATER AND SANITATION
Community involvement	A balanced economic development model based on a region's assets is a source of social cohesion, prevents fragility and promotes sustainable development.	Involvement by Crédit Agricole S.A. with communities is a strong expectation of its stakeholders, whose absence would have a negative impact on its attractiveness and reputation and would generate a rejection of its economic activities by local stakeholders.	Significant risk with short-, medium- and long-term impact	3.5.1 A universal approach for our businesses: being there for everyone	11 SUSTAINABLE CITIES AND COMMUNITIES 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES

Crédit Agricole S.A.'s support for the SDGs (Sustainable Development Goals) is in line with these priority issues. Launched by the United Nations in 2015, it consists of 17 goals, broken down into 169 targets, to create a fairer and more prosperous world by 2030. To strengthen its actions, the Group has mapped these links between the SDGs, the main non-financial risks identified and the policies implemented. The Group contributes directly to the SDGs through concrete actions that appear in each of the parts of this document and are presented in the table above.

As risk linked to tax evasion is a requirement under the regulations pertaining to the Statement of Non-Financial Performance, we have published a policy "3.6.2 Taxation and responsible lobbying policy" and an associated performance indicator.

Refer to the glossary on page 715 for the definition of technical terms.

3. OUR ESG STRATEGY

3.1 FROM *RAISON D'ÊTRE* TO ACTION: OUR ESG STRATEGY, A LEVER FOR A JUST TRANSITION

If we are to adapt and contain the effects of climate change and its ecological, socio-economic and geopolitical consequences, our entire model of growth and progress must be critically examined in depth. Against this backdrop of change, Crédit Agricole's ESG strategy is intended to support a just climate transition. The success of the climate transition relies on a fair distribution of everyone's efforts, ensuring protection for the most vulnerable economic actors, such as people on low incomes and small businesses made vulnerable by over-demanding clients. Social cohesion is a major issue for stability. To deploy this strategy, Crédit Agricole relies on its strengths and its uniqueness as a universal retail bank: closeness to the regions thanks to its community of elected officials and members and the breadth of its network of branches, the universality of its offer aimed at all customer groups from the most modest to the most affluent, and its entrepreneurial spirit, which enables it to engage in powerful forms of cooperation with other actors who share common values.

In line with the United Nations Sustainable Development Goals, the ESG strategy revolves around three axes:

1. **An environmental strategy based on scientific facts**

   The work done on thinking about environmental issues, the climate strategy, the development of dedicated tools and the sector policies are all based on academic input and scientific facts. They are also exposed to critical examination by the Scientific Committee made up of independent experts. The work of that Committee contributes to the corporate governance of Crédit Agricole S.A.

2. **An inclusive approach that promotes social cohesion**

   Faithful to its mutualist values of solidarity and in line with its *Raison d'Être*[1], Crédit Agricole adopts a universal approach and caters to all customers, from the most modest to the most affluent.

3. **Governance dedicated to thinking about the Societal Project and its implementation**

   Conducted at the highest level by the Group's senior executives, the deployment of the Societal Project and the ESG strategy is driven by a dedicated governance structure, the Group Societal Project Committee, which relies on the work of the Scientific Committee and an Operational Committee. In particular, the Group Societal Project Committee monitors the implementation of the ten collective commitments defined in December 2021.

3.2 GOVERNANCE

3.2.1 Governance that is representative of the Group's identity and guarantees long-term commitments

The governance of Crédit Agricole S.A., which is the central body of the Crédit Agricole Group, a listed company that is a member of the CAC 40 index and the holding company for the business line subsidiaries, makes it possible to reconcile the interests of the customers, the consideration of social and environmental issues, and respect for the mutualist values that form the basis of Crédit Agricole's identity.

It has been based from the outset on a model that establishes a clear separation between executive and non-executive control and supervisory responsibilities, with a separation of the functions of Chairman and Chief Executive Officer of Crédit Agricole S.A. The Chairman of the Board of Directors is also Chairman of the FNCA[2], and as such plays a coordinating role between Crédit Agricole S.A. and the Regional Banks, the main shareholders of Crédit Agricole S.A. The majority representation of the Regional Banks on the Board of Directors reflects the Group's cooperative basis and ensures a sustainable and fair development model for the Crédit Agricole Group entities for the benefit of all stakeholders: customers, member customers, shareholders, investors, suppliers and employees.

The collective competence of the Board of Directors arises from the individual professional experience of its members. The Chairmen of Regional Banks who are Directors of Crédit Agricole S.A. contribute to the Board of Directors their insights as entrepreneurs with strong ties to their regions in sectors other than banking. The Board also benefits from the technical expertise and managerial skills provided by the Chief Executive Officers of the Regional Banks and by the six independent directors who hold or have held senior positions in major international groups. Added to this is the operational knowledge of the business lines and the company as a whole of the three employee Directors. The Board has integrated ESG/sustainable development expertise into the range of skills required for its proper functioning.

The Board has balanced representation of women (44% of members) and men[3]. With the exception of the Strategy and CSR Committee, which is chaired by the Chairman of the Board, the five other Specialised Committees of the Board are chaired by independent Directors. Detailed information on corporate governance and the composition of the Board can be found in Chapter 3 "Corporate Governance".

(1) Please refer to the glossary for the definition of *Raison d'Être*.
(2) Fédération Nationale du Crédit Agricole
(3) At 31 December 2021, the Board of Directors of Crédit Agricole S.A. included eight women out of 18 members named in the statutory list, which does not include the Directors elected by employees.

3.2.2 Governance of non-financial performance

At the Company's highest levels, **the Board of Directors** of Crédit Agricole S.A., a listed company and the central body of the Crédit Agricole Group, ensures that the Group's strategy and activities take environmental and social concerns and risks into account. In June 2021, its Strategy Seminar was dedicated to CSR issues in the Group's activities. The Board ensures the consistency of the Company's commitments and project as part of the monitoring of the implementation of the Societal Project. It takes environmental and social concerns and risks into account in its strategic decisions. To that end, it relies on the strategic analyses and risk management policies presented to it and on the review of the risk strategies submitted for adoption. Finally, it reports on the Company's ESG strategy and non-financial performance to the General Meeting and ensures the transparency and fairness of that communication.

In order to facilitate the inclusion of social and environmental concerns and risks in its decisions, the Board has chosen to entrust the review of its ESG strategy to a dedicated committee, the Strategy and CSR Committee, while maintaining a cross-functional approach that involves, depending on the topic, most of **its Specialised Committees**, in particular the Appointments and Governance Committee, the Risk Committee and the Compensation Committee.

- The **Strategy and CSR Committee**, chaired by the Chairman of the Board of Directors, reviews the Group's ESG strategy and analyses the results of all policies implemented and actions taken with regard to the Group's non-financial performance. It monitors the preparation of non-financial reporting as well as changes in non-financial ratings.
- **The Appointments and Governance Committee** ensures that the collective competence of the Board is consistent with the issues facing the Group, including ESG issues. It periodically assesses the Board's structure, size, composition and effectiveness, as well as the Board's policies for the selection of Directors whose appointment falls within its powers.
- The **Risk Committee** reviews the overall strategy and risk appetite of Crédit Agricole S.A. and the Crédit Agricole Group, which includes social and environmental risks. It analyses the Risk Strategies of the entities and business lines, in particular the Environmental Risks Strategy, before proposing their adoption to the Board.
- The **Compensation Committee** assesses the general principles of the compensation policy applicable to all Crédit Agricole S.A. entities and monitors the implementation of that policy to ensure compliance with regulatory provisions, including the principle of fairness. It ensures that the Group's ESG criteria are taken into account in the compensation policy.

The non-financial performance of **Crédit Agricole S.A. and its subsidiaries** is supervised by **the Executive Committee,** which monitors the definition of the ESG strategy and its operational implementation as part of the steering of the Group Project and more specifically the Societal Project, which forms the subject of quarterly presentations and reporting.

To increase coherence and strengthen synergies around the Group Project, a new organisation of the central functions of Crédit Agricole S.A. was introduced in July 2021.

Three divisions were created:

- an **steering division** reporting to Jérôme Grivet, Deputy General Manager of Crédit Agricole S.A., member of the Executive Committee;
- a **Technologies division** reporting to Jean-Paul Mazoyer, Deputy General Manager of Crédit Agricole S.A., member of the Executive Committee;
- a **Group Project division** reporting to Michel Ganzin, Deputy General Manager of Crédit Agricole S.A., member of the Executive Committee. This division now brings together three Departments dedicated to the three major axes of the Group Project: the **Societal Project Department** (formerly the CSR Department), the Customer Project Department and the Group Human Resources Department. A new Group Project steering and Impulsion Department was also created. The Department for Relations with the Regional Banks and Uni-médias also forms part of this division.

The deployment of the ESG risk strategy and steering in the business lines is coordinated within **cross-functional committees**, placed under the authority of senior executives at the highest levels of the Crédit Agricole Group.

- The **Group Societal Project Committee**, which is chaired by a Regional Bank Chairman, is made up of 12 members, half are Chief Executive Officers of Crédit Agricole S.A. and the other half of whom are Regional Bank senior managers. It monitors the implementation of the Group's employment-related commitments and the consistency of its ESG strategy. Meeting quarterly, it particularly monitors the implementation of the Group's climate strategy, relying on the work performed by two Specialised Committees: the **Scientific Committee** and the **Climate Strategy Monitoring Committee**.
- The **Group Risk Committee (CRG)**, chaired by Crédit Agricole S.A.'s Chief Executive Officer, defines the Group's risk policy and determines the Group's overall limits. It assesses the issues and monitors the Group's main risks with a cross-functional approach. It examines and validates the Group-level risk strategies presented by the entities and business divisions (risk strategies of subsidiaries or by sector of activity, geographic area, or issue). Within this framework, the environmental risk strategy, prepared by the Societal Project Department and the Risk Department in collaboration with the Group entities, is presented to it annually. This risk strategy and the associated risk opinion determine the environmental risk roadmap for the coming year.
- For individual credit files requiring approval by the Executive Management, the **Group Level Individual Risk Committee (CRIG),** chaired by Crédit Agricole S.A.'s Chief Executive Officer, meets according to the scheduling needs. It examines any sensitive file submitted by the entities of Crédit Agricole S.A. that fall within the authority of Crédit Agricole S.A.'s Chief Executive Officer, and also analyses individual alerts of any type according to their materiality for the Group. These files are made the subject of a Societal Project Department opinion for ESG issues. Decisions are formalised at meetings by the signing of a decision statement (see Chapter 5 "ESG Risks and Pillar 3", Chapter 2 "Risk management").
- **The CSR Committee**, chaired by the Deputy General Manager of Crédit Agricole S.A. in charge of the Group Project division and made up of representatives of the Executive Management of the subsidiaries and business lines, proposes the Group's ESG strategy, coordinates its deployment and monitors its progress, as well as the key non-financial performance indicators in the different entities. It is based on the work carried out by the Societal Project Department, reporting to the Societal Project Director, who is a member of the Management Committee. This Committee, with the support of the managers and a network of 150 CSR contributors (20 CSR officers and reference persons), is responsible for disseminating the Group's ESG strategy to all employees, who all contribute to its implementation. Reflection has begun on the role of this Committee with a view to evolving its missions from 2022 onwards and focusing its action on the management of our environmental and social impact within each business line, measurement of the progress of our non-financial performance and dissemination of new societal issues within the Group.

Refer to the glossary on page 715 for the definition of technical terms.

The **Societal Project Department** (SPD) of Crédit Agricole S.A. identifies the major societal issues for the Group, initiates the CSR policy, coordinates the implementation of the ESG strategy and oversees the implementation of the Societal Project among the CSR actors in the Group. In order to further strengthen the human resources devoted to the development of the ESG strategy and to the monitoring of the non-financial performance of Crédit Agricole S.A., the SPD workforce has been increased from nine to 15 (after an increase from four experts to nine in 2020). This strong growth of the workforce is accompanied by a reorganisation of the Department, structured around four types of activities: establishment of the methodological framework (sectoral policy, standards) and regulatory oversight, ESG expertise, support for the business lines in the deployment of the ESG strategy, and production and analysis of non-financial information.

Main ESG strategy and risk bodies

Governance of the Societal Project and the ESG strategy

The governance of the ESG strategy includes a special focus on the just transition

The Group has established a dedicated governance structure with the specific mission of overseeing the implementation of a just transition.

- The **Group Societal Project Committee**, which oversees the implementation of the Societal Project at Crédit Agricole Group level, is its umbrella committee.
  - *In 2021, the work of the Group Societal Project Committee was devoted to defining collective commitments around the three priorities of the Societal Project: climate transition, social cohesion and agricultural transitions. This work was carried out through the establishment of working groups of Group senior executives on these three priorities and coordinated by the GSPC.*
- **The Climate Strategy Operational Monitoring Committee** brings together the entities' expertise related to the various business areas. It meets at least every two months and it ensures the consistent operational implementation of climate commitments by Crédit Agricole S.A. entities.
  - *In 2021, the Committee examined and validated the implementation of the various stages of construction and production of the climate transition rating and the coal policy.*
- **The Scientific Committee is a multidisciplinary body composed of 10 external members** who are recognised experts in climate and environmental issues (academic partners or individuals) and meet on a quarterly basis.

Philippe Drobinski	Professor at the École Polytechnique Director of the Dynamic Meteorology Laboratory of the Pierre Simon Laplace Institute (PSLI)
Jean-Claude Hourcade	Researcher at the International Centre for Research on Environment and Development (ICRED)
Pierre Jacquet	Professor at the École des Ponts ParisTech President of the *Global Development Network*
Sylvie Lemmet	Senior Advisor to the Court of Auditors
Hervé Le Treut	Member of the Academy of Sciences Professor at the École Polytechnique and at the University of Paris Sorbonne
Emmanuelle Porcher	Deputy Director and Professor, National Museum of Natural History/Centre of Ecology and Conservation Sciences
Valérie Quiniou-Ramus	Foresight and Research Executive Director of Ademe (French Environment and Energy Management Agency)
Stéphane Siebert	Director of technological research at the French Atomic Energy and Alternative Energies Commission (CEA)
André Sobczak	Academic and Research Director Holder of the CSR Chair of Audencia Business School, Nantes
Stéphane Voisin	Head of the interdisciplinary programme on green and sustainable finance at LBI (Louis Bachelier Institute)

Its mission is to shed light, through the specific expertise of each of its members, on issues related to the implementation of the climate strategy and to draft recommendations on its objectives for the Group Societal Project Committee.

- *In 2021, the Scientific Committee worked mainly on issues related to the definition of a trajectory for the reallocation of the Crédit Agricole Group's financing in line with the goals of the Paris Agreement. In particular, the issues of fossil fuel energy financing and the strategies to be adopted for managing this trajectory were raised. The first issue was tackled based on the presentation of examples of financing files in the hydrocarbon sector, as well as on the work done in 2021 to rewrite the Group's oil and gas sector policy. The second issue was addressed on the basis of a study conducted by the Louis Bachelier Institute on the compatibility between the climate transition rating developed by Crédit Agricole and the main alignment methodologies available. Finally, the executives' work on climate was presented to the experts, who agreed on the relevance of the proposed commitments, in particular the adoption of a carbon neutrality ("Net Zero") target for 2050 for the Group as a whole.*

The climate strategy of Crédit Agricole S.A. and its subsidiaries is monitored by the **CSR Committee** and the Board of Directors of Crédit Agricole S.A., the central body of Crédit Agricole Group, through its **Strategy and CSR Committee.**

Presentations on the climate strategy are given to the Executive Committee and the Management Committee on at least a quarterly basis. The definition of the strategy as well as its operational implementation are discussed during these presentations.

Finally, the governance of climate risks, which could have a negative impact on the Group's activities, is treated in a chapter dedicated to ESG risk management (see Part 4 "ESG risk management: financial materiality").

Contribution of ESG performance to the compensation of executive corporate officers

Aligned with the Company's social interest, the reward policy for executive corporate officers takes into account the dimensions of sustainable performance beyond short-term economic results alone.

Thus, allocation of the annual variable compensation of the corporate officers is subject to non-financial criteria, including those related to ESG performance and in particular to the implementation of the Societal Project and the Human Project, which represent 16% of the targets for the Chief Executive Officer and 12% for the Deputy Chief Executive Officer.

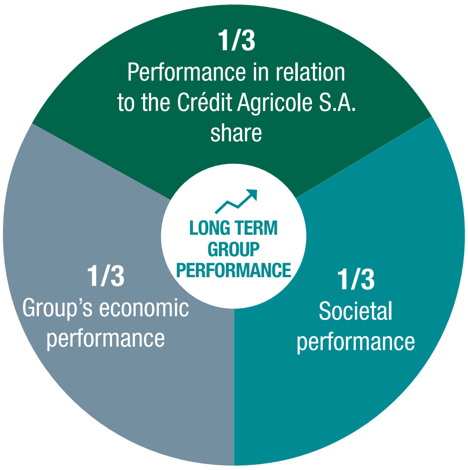
In addition, the vesting of the long term incentive granted in the form of free performance shares is 33.33% conditioned on a target linked to Crédit Agricole S.A.'s corporate performance. It is measured by a target index to be achieved, which is calculated as part of the internal ESG performance reporting system (FReD).

Detailed information on rewards for corporate officers is available in Chapter 3 "Corporate governance", part 4 "Rewards policy".

— 2021 grant criteria applicable to the annual variable compensation

			CEO	Deputy CEO
FINANCIAL CRITERIA 60%	**Financial performance**	Underlying net income Group share	20%	20%
		RoTE	20%	20%
		Cost/income ratio, excl. SRF	20%	20%
NON-FINANCIAL CRITERIA 40%	**3 pillars of the Medium-Term Plan**	Customer Project, excellence in customer relations	8%	6%
		Human Project, empowered teams for customers	8%	6%
		Societal Project, our commitment to society	8%	6%
	Technological transformation		3%	9%
	Risk and compliance management		5%	10%
	Employee engagement with the Group		8%	3%

2021 vesting criteria applicable to the long term incentive



3.2.3 ESG performance tool for employee contribution

Implemented in 2012, FReD is the Crédit Agricole S.A. internal system for disseminating ESG culture and its measurement. **Since 2019**, with the definition of the Group's *Raison d'Être*[1] and the integration of societal and environmental challenges in the Group's "Ambitions 2022" MTP, FReD has been positioned as a tool for the appropriation and operational application of the Group's ESG issues. For those entities that choose to participate, the approach allows each one to define a set of projects consistent with the Group Project that are then assigned to one of three types of respect: for the customer, for the employee and for the planet.

(1) Please refer to the glossary for the definition of *Raison d'Être*.

A comprehensive approach…	**FIDES** Strengthening confidence	**RESPECT** Developing people and the societal ecosystem	**DEMETER** Protecting the environment
…based on 3 frames of reference…	Fraud Customer interest Ethics Market balance Financial security	Acknowledgement Equality Security and Safety Profit-sharing Equity Coherence Territory	Dialogue Externalities Markets Ecosystems Transport Energy Natural resources
In relation to the 3 ESG pillar	Economic pillar	Social pillar	Environmental pillar

Each of the 17 entities of Crédit Agricole S.A. participating in the FReD[1] scheme must carry out six actions (i.e. two for each type of respect):

- three of these six actions (one for each type of respect) are "Group" actions: they are defined by Crédit Agricole S.A. with the contribution of the entities and validated by the tool's Steering Committee. They are then assigned to categories by each entity;
- the other three of these six actions (one for each type of respect) are actions unique to each entity.

The progress of each project is measured by an index: projects start with a rating of 1 and achieve a rating of 4 when completed. Every year, the FReD index measures the progress made, project by project, by calculating the change in rating between years Y and Y-1 for each entity. The indices achieved are then consolidated to arrive at the Group index.

In order to ensure constant and sustained progress each year, the system provides for a target index to be achieved through the implementation of an action plan balanced between short-term (one year), medium-term (two years) and long-term (three years) actions. Each year, an audit is carried out by an independent firm to ensure the robustness of the action plans and the reliability of the assessment. The results are then presented to the Compensation Committee of the Board of Directors and determine the payment of one-third of the deferred variable compensation of Crédit Agricole S.A.'s executive managers.

FReD is also used by several entities to calculate incentives and therefore affects the variable compensation of more than 23,000 employees. In 2021, 17 entities participated in this system and, for the eighth consecutive year, Crédit Agricole S.A. is publishing its FReD index, which was 1.37 in 2021 i.e. 105% of the 1.3 target.

(1) Amundi, Avem, CA Assurances, CA Bank Polska, CACEIS, CACF, Crédit Agricole CIB, CA Italia banking group, CA Immo, CA-GIP, CAL&F, CAPS, Crédit Agricole S.A., Crédit du Maroc, CA Indosuez, LCL, Uni-médias.

Refer to the glossary on page 715 for the definition of technical terms.

Some actions carried out in 2021

The actions carried out within the FReD mechanism feed into the Group's ESG strategy

FIDES pillar
the S in ESG

Group actions to reduce "customer irritants"

Support for financially fragile customers **(CACF, Crédit Agricole S.A. corporate entity)**

Accessibility to offers for people with disabilities and seniors **(CAPS, Crédit du Maroc, CA Bank Polska)**

Incorporation of ESG appetite criteria into the customer knowledge questionnaire **(CA Indosuez)**

Improvement of supplier payment terms **(CACEIS)**

RESPECT pillar
the S in ESG

Group actions to promote the integration of young people

Integration of employees with disabilities **(CAA, CAPS, Crédit Agricole S.A. corporate entity)**

Deployment of the sustainable mobility package **(CACIB)**

Prevention of psychosocial risks **(CA-GIP)**

Mentoring of work/study apprentices at the end of the contract **(CAL&F)**

DEMETER pillar
the E in ESG

Group actions to raise customer awareness of environmental issues

Promotion of the circular economy **(AVEM, CA Italia)** and re-use of construction materials **(CA Immo)**

Direct footprint control **(Crédit du Maroc, CA Immo, CACF, LCL)**

New "green" **offerings (CALF, LCL, CA Bank Polska, Crédit du Maroc)**

Development of a climate transition rating to support corporate customers

3.3 ETHICS

3.3.1 A strong ethical culture

The ethical culture is based on the historical values of our Group: utility, proximity, responsibility and solidarity. It also echoes our *Raison d'Être*, which is expressed through our Group Project and its three pillars: Customer, Societal and Human. The Group Compliance department and the Compliance business line are helping to organise the Group Project through the *Smart Compliance* approach launched in 2019, which integrates the regulatory and ethical dimensions in a complementary and coherent manner.

3.3.2 A group committed to protecting the interests of its customers and the trust of its stakeholders

The **Group Compliance Department** defines and implements Group policy on the prevention of non-compliance risks on the basis of procedures, tools and training actions.

It deploys a continuous compliance improvement approach *(Smart Compliance)* organised around two main areas: (i) one defensive: complying with regulations and protecting the image of the Group, and (ii) the other offensive: optimising the operational effectiveness of compliance to ensure fairness to customers.

Operationally, this approach results in different projects and actions aimed at deploying compliance close to the business lines, improving the effectiveness and productivity of compliance, and streamlining the relationship with customers while ensuring their protection.

Various actions were taken or continued in 2021 in relation to each of these pillars:

Customer Pillar

- **Quality of service and transparency towards customers, pricing:** the Crédit Agricole Group has implemented a system for hunting down customer irritants that forms part of its relational excellence approach and relies in particular on the complaint handling process, a clarification of the information contained in the documentation on savings products. With regard to customer advice, it has also strengthened its procedures and tools with the target of incorporating customers' ESG preferences in 2022. In this regard, the Group Compliance Department participates in the project to deploy the rules of sustainable finance, particularly on the component relating to the publication of information on the integration of sustainability risks in investment and insurance advice. With regard to pricing, the Group Compliance Department is closely associated with the work on transparency of charges and on banking inclusion.

Refer to the glossary on page 715 for the definition of technical terms.

- **Primacy of customers' interests through the prevention of conflicts of interest:** the Crédit Agricole Group has a system for preventing and managing conflicts of interest that is based on procedures covering, in particular, benefits and compensation, gifts and benefits and barriers to information, as well as on monitoring tools and regular training of employees.
- **Protection of financial markets and investors (transparency and integrity of markets):** this is ensured by the existence of procedures for the management of inside information, by market abuse monitoring tools and by training the relevant people in the Group entities.
- **Protection of the privacy and personal data of the Crédit Agricole Group's stakeholders, particularly our customers, in the framework of the GDPR.** Crédit Agricole Group adopted a Personal Data Code[1]in 2017. It is based on five strong principles: data security, integrity and reliability, ethics, transparency and education, and customers' control of their own data (see Chapter 3, part 1.4 Duty of vigilance, "Summary of measures implemented to prevent or mitigate these risks"). The protection of personal data is a priority addressed by the Group's highest decision-making bodies, such as the Data Coordination Committee and the Group Security Committee. The management within the Crédit Agricole Group controls the use of personal data through validation of the processing operations for which it is controller, in the data processing record established by the GDPR.

  In 2021, Crédit Agricole's Regional Banks enriched the information provided to data subjects through the publication of a new "Personal Data Protection Policy" (DPP)[2]. This policy is a statutory information document made available to data subjects such as customers, prospects, customer representatives and other third parties to inform them about the legal basis, the targets (purposes), the methods of collection and the use, retention and disclosure of their personal data (i.e. complete and GDPR-compliant information). It also reminds them of their rights over their data (access, objection, etc.) and how they can exercise those rights. More broadly, any new use of data subjects' personal data is stated in a contractual or informational notice. In the framework of the applicable legislation, in the event of identity theft and proven fraud, the banks of the Crédit Agricole Group will bear the financial loss of the customers concerned. In addition, contracts signed with the Group's suppliers include the obligations set out in the GDPR.

  The protection of personal data forms the subject of a control plan and dedicated reporting to the Group's decision-making bodies. Regular reporting on our actions is also formalised in the context of close follow-up discussions with the supervisory authorities, including the European Central Bank.

  In addition to the initial training for everyone on data protection, a new and strengthened training package will be made compulsory in 2022 for the most affected business lines of the Group (see Chapter 3, part 1.4 Duty of vigilance, "Summary of measures implemented to prevent or mitigate these risks").

Societal Pillar

- **Fight against terrorist financing and money laundering and compliance with international sanctions:** the Crédit Agricole Group regularly strengthens its system overseen by the Financial Security business line across the Group. The system is based on *"Know Your Customer"* and on operation monitoring measures, using tools and models for assessing customer risk and detecting unusual operations. Projects to improve this detection using the most advanced technologies were launched in 2021, in particular for retail banking and Crédit Agricole CIB. Reports are transmitted to the financial intelligence units, as required by law. The fight against terrorist financing and compliance with international sanctions, which also involve constant cross-referencing of customer files with sanctions lists and the monitoring of international operations, form the subject of a number of ongoing strengthening activities.

  Thus, in April 2021 the Group finalised, in accordance with the established schedule, the implementation of all the actions of the remediation plan defined as a follow-up to the agreements signed with the US authorities in October 2015 for actions that date back to a period between 2003 and 2008. This plan has made it possible to strengthen the robustness of the system for managing the risks of non-compliance with international sanctions, in the aspects relating to prevention, detection, correction and reporting to governance bodies. Work is now focused on the operational effectiveness of the scheme, in accordance with the latest recommendations issued by the Fed's independent consultant in the context of its annual audits.
- **Fraud prevention:** aims to protect customers and safeguard the Group's interests. The organisation of teams dedicated to the prevention of fraud and corruption has made it possible to strengthen tools, detection and control procedures and employee training programmes. At end-2021, 95%[3] of employees of Crédit Agricole S.A. and its subsidiaries had been trained in fraud prevention.
- **Fight against corruption:** in view of the strengthening of the legal obligations relating to the fight against corruption, since 2016 the Group has taken the necessary actions to consolidate its anti-corruption measures and implement the AFA's recommendations[4].

  The Group's anti-corruption system, whose deployment is monitored by the highest governance bodies (including the Board of Directors), is based on (i) a zero-tolerance policy, (ii) a dedicated procedure and governance, (iii) risk mapping, (iv) an instructional and operational Anti-corruption Code of Conduct, integrated into the Rules of Procedure, which specifies the appropriate behaviour to be adopted by employees when faced with situations of risk and reinforces ethical behaviour towards all stakeholders of the Group, (v) strengthening of the whistleblower protection system, (vi) a system for evaluating third-party suppliers through a search for negative information, and including, if necessary, measures to verify the existence of an anti-corruption approach by those third parties, (vii) the systematic insertion of anti-corruption clauses in Group model contracts to stipulate the ethical behaviour to be followed by each of the parties, (viii) and also includes a programme of corruption risk training and awareness-raising for employees, which includes an obligation for employees to certify that they understand the anti-corruption procedures and the Anti-Corruption Code. At end-2021, 95.3%[5] of the employees of Crédit Agricole S.A. and its subsidiaries had received anti-corruption training.

  The Crédit Agricole Group was also the first French bank to receive ISO 37001 certification for its anti-corruption management system, renewed in 2019, thus demonstrating the Group's commitment to

(1) https://www.credit-agricole.com/pdfPreview/122698.
(2) https://www.credit-agricole.fr/particulier/informations/politique-de-protection-des-donnees-personnelles-de-la-caisse-regionale.html.
(3) Achievement rate based on e-management, within the scope of Crédit Agricole S.A. and its subsidiaries, calculated on the workforce present at the time and paid at 31 December 2021 for the reference period (three years).
(4) French Anti-Corruption Agency.
(5) Achievement rate based on e-management, within the scope of Crédit Agricole S.A. and its subsidiaries, calculated on the workforce present at the time and paid at 31 December 2021 for the reference period (three years).

Refer to the glossary on page 715 for the definition of technical terms.

complying with high international anti-corruption standards. A renewal is expected in 2022.

- **Whistleblower mechanism:** the preventive measures (described above for the "Customer" and "Societal" pillars) have been supplemented by the implementation of a whistleblower mechanism. If an employee witnesses an irregularity, offence or crime within their entity, they should normally report this to their immediate superior. However, if reporting via this route is ineffectual or unsuitable for the situation (fear of reprisals, pressure from superiors, superiors involved, etc.), the employee can exercise their whistleblowing right in complete confidentiality on the secure platform accessible 24/7 via an independent unique link from a connected personal or work computer (see Chapter 3, part 1.4 Duty of vigilance, "Whistleblowing and reporting system"). This platform is also open to third parties[(1)]. In accordance with the Sapin II Law of 9 December 2016, when an employee acts disinterestedly and in good faith regarding facts of which they have personal knowledge, they are entitled to legal whistleblower protection. They can choose either to give their name or remain anonymous, but they will still be able to converse with the person responsible for handling the alert via the secure "dialogue box". The system now covers the entire Crédit Agricole Group: more than 300 entities with around 550 employees can use the tool to handle alerts. Over 200 alerts have been raised and processed via this new system, which also covers reports of incidents that fall within the scope of the duty of vigilance.

Human Pillar

- **Training plan:** as it was last year, the training plan is composed of five mandatory *e-learning courses* ("everyday compliance", "combating money laundering and the financing of terrorism (LAB-FT)", "international sanctions", "the prevention of external fraud and the fight against corruption") that are revised regularly and must be taken by all Group employees. For example, in 2021 87.7%[(2)] of the employees of Crédit Agricole S.A. and its subsidiaries had taken the "everyday compliance" training module.[(3)]

  Finally, and in accordance with the guidelines of the European Banking Authority and the provisions of the French Monetary and Financial Code, all members of the Board of Directors are trained in current regulatory issues through ad hoc training supports, depending on whether they are newly appointed as a director or are already members of the Board of Directors.
- **Innovation:** in order to make compliance simpler for employees and, at the same time, more fluid for our customers, the Group's Compliance Department launched an in-house compliance process as well as a laboratory *(Compliance Valley)* that identified and tests innovative tech solutions.

In addition to the compliance of the Group's operations with regulations, the dissemination of an ethical culture among Directors and employees is a powerful vector of growth for the Group.

3.3.3 Promoting an ethical culture among Directors and employees

Ethics (i) is an opportunity to convey a positive image of responsible entities concerned about the interests of their customers, (ii) is a lever to strengthen employee engagement and (iii) contributes to the preservation of stakeholders' trust in the bank.

The implementation of the Crédit Agricole Group's ethical culture is based on an internal system of reference documents that, along with legal and regulatory requirements, is based on three levels of coverage:

- **the Code of Ethics**[(4)], which was made available to the public in 2017 and is the same for all Group entities, affirms our commitments, our identity and our values of local presence, responsibility and solidarity. It also highlights our principles of action to be respected every day with our stakeholders by adopting ethical behaviour;
- **Codes of Conduct**[(5)] that translate the principles of the Code of Ethics into operating standards to be applied operationally in a form adapted to the specific nature of each entity's activities, to guide the actions, decisions and behaviour of each individual on a daily basis. These Codes of Conduct also include a specific anti-corruption component pursuant to the requirements of the Sapin II Law;
- **the *Corpus Fides*** is a collection of standards and procedures that identify the rules that Group entities, executives and employees must follow and reflect compliance-related regulatory changes.

Ethics is a priority held and monitored by the highest bodies of the Group. In 2021, the Appointments and Governance Committee (AGC) recorded its mission to monitor ethical issues in its Rules of Procedure.

Since 2019, **a programme to instil ethics** has been implemented in order to acculturate employees (including part-time employees) to ethics in an innovative way and to measure the level of acculturation using common indicators.

In 2021, this programme was intensified with the distribution of ethics-related communications (newsletter, cartoons, a video of members of the Executive Committee of Crédit Agricole S.A.) and the renewal of the "Ethics and you" quiz for employees of the entities registered in the FReD initiative.

This year was also marked by **the structuring and expansion of the Group's ethical approach.** This approach, which in 2021 resulted in the strengthening of the ERI ethics component[(6)], prevents **the conduct risk.**

Some Group entities also have their own programme for instilling a culture of ethics. Thus, **Crédit Agricole Group Infrastructure Platform (CA-GIP)** in 2021 provided the "Ethical IT" programme on its intranet through seven themed publications that combine a playful visual medium with a reminder of the challenges and the documentary resources available. Considering the particular sensitivity of the subject, given its status as IT producer for 80% of the Group's entities, CA-GIP also designed a *webinar* organised around practical "Protection of personal data" cases intended for project leaders.

(1) External and occasional service providers, contractors and suppliers with whom the Group has established business relationships.
(2) Achievement rate based on e-management, within the scope of the Group (Crédit Agricole S.A. And its subsidiaries), calculated on the workforce present at the time and paid at 31 December 2021 for the reference period (three years).
(3) The "everyday compliance" *e-learning* module covers the following issues: confidentiality of data, dysfunction, right to notify, reputational risk, privileged information.
(4) https://www.credit-agricole.fr/content/dam/assetsca/master/public/commun/documents/FR_Charte_Ethique.pdf.
(5) Crédit Agricole S.A. parent company Code of Conduct: https://www.credit-agricole.com/pdfpreview/170175.
(6) Engagement and Recommendation Index.

3.4 ENVIRONMENTAL STRATEGY

3.4.1 The Group's climate strategy

The Group's climate strategy is designed to understand the impacts on climate of the activities carried out by Crédit Agricole ("environmental materiality" component as defined by the Non-Financial Reporting Directive (NFRD)) to reduce the negative impacts and increase the positive impacts of these activities, and to identify opportunities related to climate transitions as defined by the TCFD (Task-Force on Climate-related Financial Disclosures).

The analysis of the potential financial impacts of climate risks on the Group's activities ("financial materiality" component as defined by the NFRD) is dealt with in Chapter 3 "ESG risk management".

Through its **climate strategy** adopted in June 2019, the Crédit Agricole Group made a commitment to progressively reallocate its financing and investment portfolios in line with the temperature goals of the 2015 Paris Agreement.

This global reallocation commitment resulted in two immediate decisions, the implementation of which, begun in 2020, continued in 2021:

- adoption of the first structuring decarbonisation targets: total exit from coal by 2030 and 2040[1], significant increase in renewable energy financing, acceleration of responsible investment policies;
- creation of tools in order to meet these targets: dedicated climate governance, non-financial reporting platform, climate transition rating for listed companies.

While 2021 saw the development and/or culmination of these different actions (detailed below in section 3.4.2), it was marked in particular by the Group's desire to increase and structure its climate goal even further. Thus, the Group made a commitment to achieve carbon neutrality by 2050 – a commitment that qualifies and strengthens the goal of limiting global warming by the end of the century formulated by the Paris Agreement: no longer 2°C (or even below that level), but 1.5°C maximum. 100% of the Group's portfolios are impacted by this decarbonisation target and the achievement of neutrality in 2050.

3.4.2 Implementation of the climate strategy action plan

In 2021, Crédit Agricole S.A. developed and implemented tools designed to give operational expression to the conviction that underpins its climate strategy. Crédit Agricole believes that, as a major player in the economy, it has a responsibility to provide support to its corporate customers in their efforts to adapt to the challenges posed by climate change.

Coal policy

With regard to the total exit from thermal coal determined in 2019[1], a process of adjustment of the financing relationship has been initiated in 2020 for companies qualified as "coal developer" (based on a specific list built by the Group's business lines). In 2021, the Group's work focused on the issue of the coal phase-out plan required of all client companies involved in the coal sector. client companies involved in the coal sector, regardless of the share of their turnover in thermal coal

The various Group entities concerned adopted a granular and progressive approach in this area, taking account of the location of the coal assets (or coal importation) so as to be more demanding first with the companies in the EU zone and the OECD where the exit from coal is expected by 2030.

The Group believed that, given its own commitments and its own timetable to exit coal (2030/2040), communication of an exit plan by these companies by the end of 2021 had to be a priority. The Group therefore worked towards this in 2021, while also engaging companies located outside the OECD whose exit is expected by 2040, to communicate such a plan to the Group.

(1) In 2019, Crédit Agricole was the first top-tier bank to make a commitment to a total exit from coal aligned on a 2030-2040 timetable after already being the first bank to have announced the end of coal mine financing in 2015.

Refer to the glossary on page 715 for the definition of technical terms.

Climate transition rating

Announced as part of the Group's climate strategy in June 2019, **the climate transition rating (CTR)** is a mechanism aimed at placing climate issues at the centre of the customer relationship, **with three key targets:**

- **measuring the transition momentum** of corporate and invested customers;
- integrating the challenges of the fight against **global warming** into the commercial and shareholder **dialogue**;
- **strengthening the Group's coherence** with its stakeholders: **a single rating per customer, common to the different business lines.**

Developed in 2020 and 2021, this mechanism has been the subject of a process of co-construction and ongoing improvement in methodology by the teams of **Crédit Agricole CIB** and d'**Amundi,** with the support of **Crédit Agricole S.A.** (Group CSR and Risks/ Modelling Departments) and the outside expert firms of **ENEA** and **Quantis.**

Construction of the CTR methodology was finalised in late July 2021. Its deployment on the GreenWay platform allowed the **rating of more than 8,000 listed companies.**

Fed by public data and shareable between the two Group business lines that co-constructed it, the CTR of the Crédit Agricole Group covers the large listed corporates (customers of **Crédit Agricole CIB** and securities in the portfolios of **Amundi**). Whatever the entity that uses it, a single rating is awarded to a single company.

This rating, ranging from "A" for the most advanced companies in their climate transition trajectory to "G" for the least advanced, is based on three main dimensions: energy performance to date, commitment to transition and speed of transformation – determined by eight criteria.

Climate transition note

3 dimensions 8 criteria

Performance to date			Commitment			Speed of transition	
Énergie	CO_2 intensity	Contribution of revenues to climate transition	Level of ambition	Quality of governance	Transition methods	Speed of transition Carbon	Speed of transition Business
A G	A G	A G	A G	A G	A G	A G	A G

In 2022, deployment of the CTR in the tools and processes of the business lines will be intensified (taking progressively the CTR into consideration during annual customer reviews on the Crédit Agricole CIB side and in the context of the shareholder dialogue on the Amundi side) in order to accelerate adoption. Moreover, the work begun on the uses of the rating and its internal governance will be deepened, and studies on opening up the methodology to the outside via participation in the work (French Agency for Ecological Transition – ADEME, French Banking Federation – FBF, UN Environment Programme-Finance Initiative – UNEP-FI) will be continued.

At the same time as work was being finalised on the rating of listed companies, the Group also launched a project in the second half of 2021 aimed at rating the climate transition trajectory of the Group's mid-cap and small corporate customers. Unlisted, these companies are therefore not subject to the regulations on the publication of non-financial information.

This major project in the action plan in response to the ECB Guide is currently being co-constructed with three pilot Regional Banks (Normandy, Provence-Alpes Côte d'Azur, Île-de-France), as well as the subsidiaries **LCL, IDIA and Crédit Agricole CIB,** with the support of **Crédit Agricole S.A.** (Group CSR, Risk and Corporates Market Departments) and a data management firm **(Ecosys).**

3.4.3 Participation in ambitious coalitions

Adopted by a growing number of international players, both government and private, as COP26 approached in November 2021, this target, known as "Net Zero 2050", represented a decisive milestone on the path to be followed at the global level so that global warming does not exceed 1.5°C by 2100. This is a path of constant and massive reductions in greenhouse gas emissions, made gradually until 2050, the year of the balance point between the emissions emitted and the emissions absorbed by natural or technological carbon sinks.

In 2021, the Crédit Agricole Group and its various entities thus decided to join three coalitions of financial institutions committed to carbon neutrality 2050: the ***Net Zero Banking Alliance*** for banking business lines, the ***Net Zero Asset-Managers Initiative*** for its asset management business led by Amundi, the ***Net Zero Asset Owner Alliance*** for Crédit Agricole Assurances.

While each of the coalitions implies commitments specific to each business line, certain requirements form a common base: the setting of both long term (2050) and short-medium term (2025, 2030) targets with intermediate milestones; the establishment of a reference year for annual measurement of emissions; the choice of a stringent decarbonisation scenario recognised by science; and the validation of targets and trajectories by the highest governance bodies.

In this context, the Crédit Agricole Group decided to develop significant means to define targets and trajectories aligned with a net zero scenario beginning in 2022:

- At the end of 2021, Crédit Agricole began a major methodology project, grouping together all Group entities (subsidiaries of Crédit Agricole S.A. and the Regional Banks), with the support of external consultants, intended to define trajectories for each business line and entity for the main sectors of the economy financed by the bank. Within this framework, analyses are being conducted to take account of the varying levels of expertise, resources and experience of the entities composing the Group with regard to this climate goal, using an approach that ensures methodological consistency at Group level in tandem with the operational effectiveness of these trajectories in each of its major business lines (financing, investment and insurance).
- These trajectories will include scheduled action plans to pace their implementation.

In this context, the Crédit Agricole Group has made a number of commitments concerning energy financing:

- **Investment target by 2025, €20 billion** in impact funds that invest in companies or finance projects with a positive environmental or social performance;
- **doubling** of CAA's investment in renewable energy between 2020 and 2025 to 10.5 GW;
- **50% increase in the financing of renewable energy projects** by Unifergie in France by 2025;
- **60% increase in the exposure of** Crédit Agricole CIB **to non-carbon energy sources** by 2025;
- creation of a platform dedicated to consulting and financing of **hydrogen projects**;
- from 2022, commitments on the restriction of financing of non-conventional hydrocarbons (oil, shale gas, tar sands and protection of the Arctic Zone) and **a 20% reduction in Crédit Agricole CIB's exposure to oil extraction by 2025 is planned**;
- respect for the **Poseidon Principles** (assessment of the climate alignment, responsibility, application, transparency) for responsible vessel financing.

3.4.4 Supporting economic sectors on the way to environmental transition

To support its customers in the **environmental transition,** the Crédit Agricole Group intends to help its business lines and subsidiaries move forward through the integration of climate transition issues. Investments, financing, responsible savings or consulting offers, the Group wants to enable and facilitate the action of all its customers to amplify the positive effects in the territory and society.

Promote energy transition for companies

Created in 2018, the "Energy Sector" includes the Corporate, Agriculture, Professional and public sector markets and unites all the entities of the Group. Its missions are to mobilise the community of contacts to bring this dynamic to clients, to raise the expertise of the entities and to expand financing to encourage the energy transition. It is run by Unifergie, Crédit Agricole's expert subsidiary and leader in renewable energy financing.

Crédit Agricole Leasing & Factoring (CAL&F), through its subsidiary **Unifergie,** has a team of highly qualified experts in project financing in the energy and environmental fields. Unifergie finances projects for farmers, corporates and public authorities and transition players in the fields of renewable energies, energy performance, the environment and land use planning. At 31 December 2021, Unifergie, together with the Group's banks (mainly the Regional Banks, LCL, the international retail banks), provided €1,012 million in funding (2021 production) to the energy sector (renewable energies and energy efficiency). These investments represented 865 megawatts (MW).

Crédit Agricole Leasing & Factoring (CAL&F), provides the Regional Banks with **Green Solutions,** an approached co-built with the Banks, which integrates:

- the Green Academy: a digital training course dedicated to the first-level energy transition to encourage greater expertise in the distribution networks of the Regional Banks and tools to assist in sales;
- a range of green offerings in leasing to finance the equipment of the Energy Transition for corporates, professionals and farmers who want to:
  - reduce their energy bill and their carbon footprint,
  - anticipate environmental regulations,
  - place the question of the environment at the centre of their brand identity and their business model;
- added-value content designed for customers: educational guides, simulators and more.

The Green Solutions started their gradual roll-out in early 2021 with the Regional Banks.

LCL is also mobilised on supporting the transition via several types of financing:

- **Impact financing:** for its small and mid-cap customers and LCL structures and arranges "impact financing" that breaks down into two families: "green loans"/"green bonds" where the funds are allocated directly to a "green" asset or project, as well as "sustainability-linked loans"/"sustainability-linked bonds" – which are financing activities in which the margin or coupon is indexed to ESG criteria specific to the company. This complete offering allows our customers to align their CSR strategy with the financing of their growth;

Refer to the glossary on page 715 for the definition of technical terms.

- **targeted financing:** via this type of financing, LCL supports its Corporate customers in their transition and finances projects identified as having an environmental benefit in line with the European taxonomy;
- For example, the amount of **financing for renewable energy projects** amounted to €268 million at the end of 2021.

Again at **LCL,** the Smart Business programme supports corporate customers (small and mid-cap, small and large corporates) in their transformations, particularly in the area of energy transition with partners: GreenFlex, for advice on the issues of the energy, environmental and societal transition; Voltalia for energy contracts (CPPA) that bring added value to the core of our customers' business; Global Climate Initiatives to measure and reduce the environmental footprint; Tennaxia, for management solutions for CSR indicators; Greenly for the performance of a digitalised carbon footprint assessment and a related action plan designed to reduce their carbon footprint; and Ekwateur, a green energy supplier.

Crédit Agricole CIB has been committed to the development of sustainable finance since 2010 with a first-in-the-market dedicated team. Crédit Agricole CIB is a leading player in the global green, social, sustainability and sustainability-linked bond market and is involved in the governance of the sustainable bond market (Executive Committee of the Green Bond Principles).

In addition, CACIB supports its clients in their transition by financing renewable energy projects, green buildings, clean transport, water and waste management and energy efficiency. The portfolio of green and transition assets financed by CACIB totalled €13.2 billion at end-2021.

Finally, CACIB has been developing innovative solutions for its clients for years, with, for example, the introduction in 2021 of sustainable securitisations and derivatives.

A global benchmark for green bonds

In addition to its project financing activities, **Crédit Agricole CIB** contributes to financing the fight against climate change and the ecological transition through its **green bond arrangement business,** directing capital from bond markets (green bonds) towards environmental projects. Crédit Agricole CIB has been working in this market since 2010 and in 2021 ranked as the fourth-largest book runner in the world, with more than $46 billion in green, social, and sustainability bonds for its major customers (source: Bloomberg). Credit Agricole CIB regularly receives awards for its commitment to sustainable finance (such as ESG House of the Year 2021 award from the prestigious International Financing Review (IFR)) and participated in a number of transactions, which were also recognised (for example: the green bond of the Federal Republic of Germany was recognised as the green bond of 2020 by Global Capital).

In addition, Crédit Agricole CIB is an issuer since 2013 of Green Notes dedicated to financing environmental projects.

The Crédit Agricole Group *Green Bond Framework*

A Group Framework was established in 2018 at the time of the initial issue of green bonds from Crédit Agricole S.A. It defines a harmonised framework for all green bond and green note issues from the Crédit Agricole Group, including those of Crédit Agricole CIB.

Crédit Agricole Home Loan SFH completed its first issue of green covered bonds in 2019, then Crédit Agricole Italia issued a first green covered bond in the first half of 2021 and Crédit Agricole next bank in the second half of 2021.

The Crédit Agricole Group's green bonds are presented along four structuring axes defines by the Green Bond Principles: use of funds, valuation and project selection processes, monitoring of the use of funds, and reporting.

The Green Bond Framework of Crédit Agricole consists of six different categories of eligible green loans:

1. renewable energy;
2. green real estate;
3. energy performance;
4. environmentally friendly transportation;
5. water and waste management;
6. sustainable agriculture and forest management.

The Green Bond Framework of Crédit Agricole is available on the Crédit Agricole S.A. website at https://www.credit-agricole.com/en/finance/finance/debt. It received a second opinion from the non-financial rating agency Vigeo Eiris which was updated in 2019. The experts of Vigeo Eiris approved the methodology for identifying and selecting green assets included in the green portfolio, as well as the relevance of the eligible categories selected in the definition of green eligible loans.

Crédit Agricole Group's issues of *green bonds*

Since 2019, Crédit Agricole S.A. has published a green bond report covering green bond issues by all the entities (Crédit Agricole S.A., Crédit Agricole CIB, Crédit Agricole Home Loan SFH, Crédit Agricole Italia, and Crédit Agricole next bank). This reporting is available on the website of Crédit Agricole S.A.[1] and details the allocations of the funds raised by the issues of green bonds by Group entities in the green portfolio of Crédit Agricole and an estimate of the carbon impact of the green projects financed in this way.

The Crédit Agricole green bond has enabled the financing of green projects, reducing greenhouse gas emissions by around 346 tonnes of CO_2eq per million euros invested/per year, and the Crédit Agricole CIB green notes have financed green projects reducing greenhouse gas emissions by 444 tonnes of CO_2eq per million euros/per year.

(1) https://www.credit-agricole.com/en/finance/finance/debt-and-rating.

At 31 December 2021, green bond assets issued were as follows:

Issuer	Assets *(in millions of euros)*	Number of issuances
Crédit Agricole S.A. *Green bonds*	2,000	2
Crédit Agricole CIB Green Notes	3,912	446
Crédit Agricole Home Loan SFH Green Covered Bond	1,250	1
Crédit Agricole Italia Green Covered Bonds	500	1
Crédit Agricole next bank Green Covered Bonds	145	1
TOTAL	**7,807**	**451**

At 31st December 2021, Crédit Agricole S.A.'s green portfolio is centred on Crédit Agricole CIB (71%), followed by the Regional Banks (27%), LCL (1%) and CAL&F (1%). Nearly half of the green portfolio is located in France (46%) and the other half is split between the rest of Europe (29%), the Americas (13%), Asia (11%) and the Middle East and Africa (1%). Renewable energy is the most represented eligible category in the green portfolio (52%), followed by green real estate (32%), clean transport (12%), energy efficiency (3%) and water and waste management (1%).

Crédit Agricole CIB's green portfolio is composed of assets distributed primarly in Europe (62%), including 24% of the portfolio in France, with the remainder split between the Americas (18%), Asia (16%) and the Middle East and Africa (4%). Renewable energy is the most represented eligible category in the green portfolio (41%), followed by green real estate (36%), clean transport (17%), energy efficiency (4%) and water and waste management (2%).

The portfolio of the issuers of the Group's green covered bonds (Crédit Agricole Home Loan SFH, Crédit Agricole Italia and Crédit Agricole next bank) is composed of residential loans exclusively financing new homes belonging to the local top 15% of the most energy efficient buildings.

As at 31 December 2021, the green portfolio of Crédit Agricole Home Loan SFH is composed of loans financing new housing in France exclusively, originated by the Regional Banks of Crédit Agricole and LCL, respecting RT 2012 with a first draw after 1 January 2017. The majority of the loans were originated in 2017.

The green portfolio of Crédit Agricole Italia is composed of loans that finance new housing in Italy exclusively, with an A, B or C energy certificate, or built on or after 1 January 2016.

The green portfolio of Crédit Agricole next bank is composed of loans financing housing in Switzerland exclusively with an A or B energy certificate or built on or after 1 January 2016.

Offers and services to advise our individual customers in climate transitions

For individual customers, the business lines and subsidiaries combine their efforts to advise and support our customers in their transition. Whether it is a question of a home energy renovation, sustainable mobility or savings geared to societal issues, the Group proposes offers and services so that each customer can act for their own environmental transaction and can contribute to the major transitions of the economy, agriculture and the regions.

The Regional Bank network markets various loans that help finance the work intended to improve home energy performance, such as:

- the interest-free eco-loan (Eco-PTZ); since 1 January 2021 and until the end of September 2021, 15,955 loans were processed by the Crédit Agricole Regional Banks, totalling more than €194 million;
- Green Mobility Loans: 35,900 loans have been processed, totalling nearly €540 million (including 16,645 loans amounting to €265.5 million in 2021);
- Green Home Loans: nearly 11,600 loans have been processed for a total of over €148 million (including 6,510 loans for nearly €87 million in 2021);
- Since November 2019, the **Crédit Agricole Regional Banks** have deployed the Habiter Mieux (Live Better) eco-loan in collaboration with their partner SOLIHA. This eco-renovation offer is designed for modest households, subject to resource conditions of the Agence nationale de l'habitat (National Housing Agency - ANAH). This offer is intended to finance the remaining costs of households once all aid, grants or premiums are deducted from the cost of financing of the operation to improve the planned energy performance of the home. The release of the Habiter Mieux eco-loan is intended to allow work to start through the payment of the initial instalment to the company, pending full payment to the households of the assistance for which they are eligible. The Crédit Agricole Regional Banks are the only bank to roll out this offer. As at 31 December 2021, 388 HM eco-loans have been declared.

In 2021, the advisors of the **Regional Banks** were made aware of energy renovation of housing using the **PEP'Z training.** This training consists of three training modules (Discovery/Control/Advice) accessible using the IFCAM (Crédit Agricole Corporate University) E-campus tool.

CA Italia joined the Hypothécaire Efficacité Énergétique Label with the creation of a standardised energy performance loan at the European level thanks to favourable financial conditions.

LCL is marketing "Sustainable City – Energy Saving Works" loans that allow consumers to finance at preferential rates the cost of insulating or outfitting homes to make them more energy efficient. Such works could involve heating equipment, thermal insulation or the installation of equipment that uses a renewable energy source. Loan amounts range from €3,000 to €20,000. **The "Sustainable City – Green Mobility" consumer loans** are intended to finance at a preferential rate the purchase of vehicles (including pre-financing of the conversion grant) that produce less than 50 gCO_2/km as well as two-wheeled electric or non-electric bicycles, or other motorised travel equipment. Amounts are between €500 and €75,000.

Crédit Agricole Consumer Finance facilitates its customers' energy transitions: at 31 December 2021, CACF had granted nearly €2.6 billion to finance vehicles that emit less than 95 gCO_2/km and, in France, €283 million for home energy renovation work.

In Europe, 231 cities, including most of the major French cities, adopted low emission zones (*zones à faibles émissions* – ZFE) with the goal of reducing pollution and encouraging the flow of the most environmentally friendly vehicles. In France, over 12 million vehicles will no longer be allowed on the road in 2024. The long-term leasing of automobiles facilitates individuals' access to rechargeable electric and hybrid vehicles and releases the renter from reselling the vehicle. It enables the smallest businesses to offer their employees vehicles that are maintained and replaced regularly. It accelerates the energy transition of car manufacturers by supporting the distribution of their new models. To meet these new challenges, Crédit Agricole Consumer Finance and Crédit Agricole Leasing & Factoring created CA Mobility, which offers long-term automobile leasing to all customers (individuals, professionals and businesses) of the retail banks under the Agilauto brand, including an integrated "green" leasing offer that combines the vehicle and the charging station.

Refer to the glossary on page 715 for the definition of technical terms.

Investment solutions to promote the climate transition

In 2021, **Amundi** continued its commitment to climate transition and a low-carbon economy. Assets supporting the climate transition and green growth thus amounted to €35 billion at 31 December 2021, up 53%. As part of its climate solutions package, Amundi offers a range of thematic funds that support the climate transition in the main asset classes, thus making the fight against climate change accessible to all investors.

- The **Amundi Valeurs Durables** and **Amundi Equity Green Impact** funds (targeted to international customers): these funds take into account Amundi's ESG criteria and exclude companies that produce fossil and nuclear energy; they are invested in the shares of European companies that generate at least 20% of their turnover from the development of green technologies.
- **Amundi Énergies Vertes:** launched in June 2020, this fund, which was created in partnership with Crédit Agricole Assurances, is the first climate transition fund eligible for life insurance policies that invest directly in green infrastructure. In 2020, Amundi Energies Vertes came in third place in the AGEFI Coupoles de la Distribution innovation prize.
- **Funds invested in green bonds:** capitalizing €5.3 billion as of December 31, 2021, these funds give investors access to bond solutions that help finance the climate transition in developed and emerging markets.
- The **Amundi Just Transition for Climate** fund: launched in January 2021 and designed to finance a socially acceptable energy transition.
- The **CPR Invest – Hydrogen** fund: launched in late November 2021 with more than €225 million in assets, this international stock fund is breaking new ground to actively participate in the energy transition for the development of a *Net Zero Carbon* economy. Its investment universe consists of the entire hydrogen sector, from upstream (with green energies), to storage and distribution, and to the various users (the automobile and rail industries, for example).
- To enable its customers to take action against global warming through their savings, LCL has designed the **innovative "Climate Impact with LCL" programme**. The first pillar of this programme, the **LCL Placements Impact Climat** range of products, is built around investment vehicles designed to combine performance and the active fight against global warming. This first complete range of asset-based investments provides each major asset class (listed and unlisted equities, structured products, real estate) with asset active in the fight against global warming, that encourage the reduction, neutralisation or offsetting of CO_2 emissions. This range must be enhanced on a regular basis. At the end of 2021, inflows reached €1.2 billion.
- After the November 2019 launch of the international stock fund **Indosuez Objectif Terre** (classified as an Article 9 fund under the SFDR regulation) that allows investing in the securities of companies participating in the fight against global warming and for the preservation of natural resources, Indosuez Wealth Management continues to deploy its responsible offer in all asset classes. ESG criteria are now integrated in its different support modes (*advisory*/management under mandate), its processes to develop and select financial products (individual stocks, investment funds, structured products, private equity) as well as its loan policy. Thus, **Indosuez Wealth Management** offers to its customers, and to the more affluent customers of the Regional Banks, **management strategies on environmental and societal themes.**
- In Italy, the **Crédit Agricole Italia** network markets the new green investment solution from Crédit Agricole CIB, the Capital Protected Impact Green Certificates, to its individual customers.

A major institutional investor in the climate transition in France, **Crédit Agricole Assurances** in 2021 continued its investments in renewable energies through its partnership with Engie in particular. Crédit Agricole Assurances is committed to doubling its investments in renewable energies between 2020 and 2025 to reach 10.5 GW, which is the average energy use of four million French households per year. At end-2021, its investments in renewable energies represented €2.5 billion in capital for installed capacity of close to 8.5 GW.

Crédit Agricole Immobilier is developing "low carbon" real estate

As a real estate operator of the Crédit Agricole Group, **Crédit Agricole Immobilier** deployed solutions in its various activities that limit the carbon impact of its activities.

Within a more stringent legislative context[(1)] as well as the climate emergency for this sector that produces 42 million tonnes of waste per year, waste products are becoming top resources. Crédit Agricole Immobilier is participating in the **DEMOCLES** call for bids from 50 exemplary project owners in building waste management. Co-financed by Ademe and ECOSYSTEM, the goal of this collaborative platform is to develop the circular economy for the waste coming from demolition or rehabilitation projects.

Since 2020, Crédit Agricole Immobilier, alongside a number of project owners, has signed a partnership with **"Booster Re-use",** and is becoming a player in the demand for materials that can be reused, recording three real estate operations on the "Looping" digital platform in 2021. This platform matches the supply of reconditioned materials and the demand from project owners, and through A4MT and Ifpeb supports and advises project owners in these new practices. Re-use is the most virtuous method of managing resources since it replaces the production of new materials. In this way, it avoid the production of waste, the emission of CO_2eq and the consumption of natural resources like water. In addition, this platform, which prioritises the **circular economy** will support the development of companies and emerging streams for re-use, those of the Social and Solidarity Economy in particular.

Finally, **Crédit Agricole Immobilier** has also made innovations in construction materials thanks to a partnership with **Wall'up,** a manufacturer of wood frame walls and hemp concrete (hempcrete) in Seine-et-Marne (77). Crédit Agricole Immobilier will roll out this solution at a collective residence of more than 80 housing units in the **WOODI eco-neighbourhood in Melun.** These "low carbon" pre-fabricated walls, made in a loop circuit with bio-sourced and geo-sourced materials have high performance thermal characteristics. Upstream from this application, Crédit Agricole Immobilier, a partner in a network of operators from the hemp cross-industry, organised an eco-construction stream by planting ten hectares of hemp on lots awaiting construction in the eco-neighbourhood.

3.4.5 Supporting the agricultural and agri-food sectors on the way to ecological transition

Agriculture and agri-food are currently at the nexus of climate, environmental, economic and social challenges. Particularly impacted by the effects of climate change (change in the precipitation profile, increase in temperatures, extreme climate events, etc.), French agriculture, which emits greenhouse gases itself, is accelerating its environmental transition. A transformation pushed by public authorities, notably within the framework of the European Green Deal, the Ecophyto Plan, the future Common Agricultural Policy (*Politique agricole commune* – PAC), the Recovery Plan of the Ministry of Agriculture and the National Low-Carbon Strategy Plan (*Stratégie nationale bas-carbone* – SNBC). These policies stress the need to develop green farming practices that will permit not only the adaptation of agricultural production to the effects of climate change, but also the mitigation of the impact of agricultural activities on greenhouse gas emissions. Agriculture, because of its potential to capture carbon in the soil, is also a vital carbon sink that can contribute to the achievement of carbon neutrality in 2050.

(1) Law 2020-105 of 10 February 2020 on the fight against waste and the circular economy (AGEC) implemented on 1 January 2022 and the obligation of Diagnostic Resources or PEMD (*Produits Équipements Matériaux Déchets* – Waste Materials Equipment Products) (for surface areas greater than 1,000 m^2).

The bank of nearly 85% of the farmers in France and a major player in agri-food, Crédit Agricole reaffirmed in its Societal Project its commitment to **“Succeed in the agricultural and agri-food transitions.”** The Group supports its customers in their move to competitive and sustainable agri-food systems that respect the environment, climate, soil health, water and biodiversity. To allow French agriculture to contribute fully to the fight against climate change, Crédit Agricole also supports projects to develop practices that reduce greenhouse gas emissions and carbon storage (soil and forest) at the scale of grass roots initiatives. In particular, Crédit Agricole S.A. and the Regional Banks support the low-carbon projects put in place by farmers through the Low-Carbon Label. The Group intends to be a major player in the structuring of this new “Ferme France” carbon market that will help finance the agro-ecological transition of farm operators and will allow corporate customers to contribute to offsetting their residual emissions through the carbon credits resulting from these projects.

In addition, Crédit Agricole contributes to the strengthening of food sovereignty by promoting the establishment of new farming generations by working to promote quality food for all, rooted in the regions and by fighting food waste. Finally, Crédit Agricole supports innovation, research and training to make available to its network and its customers the tools and knowledge necessary to provide them with the best support in their climate and energy transition projects.

To encourage agriculture and agri-food to adapt and participate in the fight against climate change, Crédit Agricole is launching **a pan European private equity and debt fund** (€1 billion target), to finance projects by companies committed to approaches that will sustainably feed the planet with healthy, safe products that protect soils and biodiversity and/or by developing techniques that support the environmental and technological transitions of the agricultural and food sector.

The Crédit Agricole Group expanded the support dedicated to **organic farming** (launched in 2019) to other production practices to support sustainable agriculture. The approach consists of a dedicated financing offer to finance all needs at the time of the transition (materials, equipment, cash, certification costs, training). It includes boosting the expertise of advisors through targeted training and information sheets on certifications (High Environmental Value, Soil Conservation Agriculture and Low Carbon Label). **Crédit Agricole S.A.** is also a partner of “Trophées de l’excellence bio” (Trophies of organic excellence), organised with Agence Bio and of Trophées de l’agroécologie (Agroecology Trophies), with the French Ministry of Agriculture and Food.

Crédit Agricole supports the France Recovery Plan for agriculture as part of its **Agilor Recovery Plan.** One of the strategic components of this plan aims at accelerating the replacement of “agro-equipment” in order to reduce the use of inputs (phytosanitary products, effluents and fertilisers), protect crops from climate risks, and accelerate the development of protein-rich crops to reduce our dependence on imported soybeans. These investments are made with grants distributed by FranceAgriMer, the payment of which is made several months after the request. In this approach, the Crédit Agricole Group, via its Agilor process, offers pre-financing of this grant at a zero rate.

To support the creation of added value and the transformation of production systems, **the Crédit Agricole Regional Banks** are participating in the **National Initiative for French Agriculture (Initiative nationale pour l’agriculture française – INAF**), which was officially launched in April 2020 following the signature of the partnership with the French Ministry of Agriculture and Food and the European Investment Fund (EIF). This programme, with a budget of €625 million, is designed to support projects to renew agricultural generations, strengthen high-quality sectors by encouraging links to local communities and the use of local distribution networks, support the transformation of agricultural models to improve their performance and innovation, diversify farm operations and revenues and promote the efficient use of resources such as energy, heat and water. Since its launch In 2020, the 39 Crédit Agricole Regional Banks have carried out more than 4,300 projects for €547 million in funding.

To promote links to local communities in the food sector, Crédit Agricole supports farmers who are moving towards new marketing methods such as **short-distance distribution**. They affect 27% of the farmers, who are customers of Crédit Agricole. In 2020-2021, the Crédit Agricole Group strengthened its partnership with **“Bienvenue à la Ferme”**, a brand of the Chamber of Agriculture (permanent assembly of the chambers of agriculture), which brings together nearly 8,000 farms in France. It supports these farmers in the development of their agritourism and short-distance sales activities through a range of tools, such as an electronic payment system adapted to direct sales, strengthened cooperation between the territorial networks and the Regional Banks, and multiplication of channels to boost visibility and their attractiveness on line.

In 2019, **IDIA Capital Investissement**, with its strong position in agriculture and agri-food, launched CA Transitions, the first own-account investment fund dedicated to the energy, agriculture and agri-food transitions. This fund, some of whose investments have been awarded the “Greenfin Label - France Finance Verte”, is dedicated to supporting companies in climate transition; cooperatives and agricultural or agri-food businesses in transition towards more sustainable modes of production and businesses offering innovative solutions to accelerate the transition of the agricultural and agri-food sectors.

3.4.6 Protecting biodiversity and improving animal welfare

3.4.6.1 Biodiversity

Biodiversity refers to all living beings as well as the ecosystems in which they live and includes the interactions among species and with their environments. In accordance with the UN Convention on Biological Diversity (CBD, 1992), Crédit Agricole recognises the central role of biodiversity conservation for humanity and the importance of preserving it in connection with climate change.

The Crédit Agricole Group therefore refers in its actions and sector policies (forest and palm oil, paper pulp, mining extraction, transport infrastructure) to the international conventions in force with which it encourages each customer to comply. In addition to the Convention on Biological Diversity, the Group relies on the UNESCO Convention concerning the protection of the World Cultural and Natural Heritage (1972) and the Convention on Wetlands of International Importance (Ramsar Convention, 1971). In addition, any financing or investment project is required to respect the strict protection of sites with High Conservation Value (HCV) of the Forest Stewardship Council in different ecosystems and production systems, as well as the sites classified in the Alliance for Zero Extinction and categories I-IV of the International Union for Conservation of Nature (IUCN).

Within the framework of the National Strategy for Biodiversity and the Post-2020 Global Framework for Biodiversity to come, Crédit Agricole is working with research programmes to gain a better understanding of the risks and impacts of its deterioration, and to better understand how to participate in its restoration.

Refer to the glossary on page 715 for the definition of technical terms.

This policy in favour of biodiversity has enabled us to obtain very good results. The Montrouge and Saint-Quentin sites have been awarded the "Refuges LPO" label, proof of Crédit Agricole's commitment to preserving and providing a home for local biodiversity. Since 2020, the Evergreen campus of Crédit Agricole S.A. and its subsidiaries has earned the BiodiverCity Life label issued by the International Biodiversity and Property Council (IBPC). Managed by Crédit Agricole Immobilier, Evergreen is one of the first French corporate sites to be given BiodiverCity Life recognition, and SQY Park holds an EcoJardin label. Greenfield, the Group's data centre, welcomes sheep in the summer. The Crédit Agricole S.A. Regional Banks and subsidiaries are also putting in place numerous initiatives to support beekeeping. 124 beehives are being installed on the Group's various sites for production of more than 2 tonnes of honey per year.

With its "Nature in the City" initiative, **Crédit Agricole Immobilier brings nature and its benefits back to the heart of our living and working spaces**. In residential developments, nearly 50 % of the programmes delivered this year incorporate a Nature in the City initiative, and more than 70% of the programmes will offer it by 2022. Fruit trees, shared plots, rooftop gardens and biodiversity refuges will become standard. Initiatives co-created with local urban farming associations and buyers, like the "Harmonia Verde" residence in Montpellier or "Caractère" in Toulouse within which workshops on shared gardens are offered to residents as nature experiences and thus encourage connections among neighbours. As part of its duties as management agent, Crédit Agricole Immobilier brought back the eco-pasturing experiment in a condominium in Toulouse. An experience that will be expanded.

In November 2021, **Crédit Agricole Immobilier** and **Amundi Immobilier** became, along with 15 players from the city and regions, partners in the Biodiversity Impulsion Group **(BIG),** an applied research programme on the biodiversity footprint of real estate projects. In addition to developing tools to measure the benefits of biodiversity at the scale of a real estate project, this work will bring together planners, major clients, public agencies and institutions, professional associations and experts mobilised on the issue of biodiversity in order to be a collective part of these initiatives for progress.

Crédit Agricole CIB has integrated biodiversity issues into its sector policies and requires from its customers in sensitive sectors for biodiversity (forestry and palm oil, mining, transport infrastructure) a commitment for strict protection of areas with High Conservation Values, the sites of the Alliance for Zero Extinction, wetlands covered under the Ramsar Convention; IUCN categories I-IV and UNESCO World Heritage sites. Starting in 2016, Crédit Agricole CIB mapped the sectors and regions most exposed to the challenges related to water access and water pollution. Since 2018, customers operating in these sectors and regions have been subject to special analyses in this regard. In 2021, Crédit Agricole CIB launched work to map the sectors and regions most exposed to the challenges related to the loss of biodiversity.

The protection of ecosystems is one of the major ESG analysis themes for **Amundi.** This issue is assessed in the Biodiversity & Pollution criterion of its methodology for rating companies and it represents a particular point of attention in its dialogue with the companies. In 2021, Amundi continued its actions to integrate biodiversity more effectively in the analysis and investment processes. In particular, Amundi joined the "Finance for Biodiversity Pledge" initiative and made a commitment to collaborate and share our knowledge, engage companies and assess its impacts, set targets for biodiversity and communicate those targets publicly. This collective initiative by investors is working to implement a coherent and effective approach for the analysis and integration of biodiversity, which remains a complex subject that is still poorly understood by companies. During the fifteenth UN Conference on Biodiversity (COP15), Amundi represented the signatories of this initiative and the entire financial sector to reiterate the desire of the financial community to participate in the fight against the loss of biodiversity and to encourage the setting of ambitious goals for the Global Biodiversity Framework, supported by an appropriate regulatory framework. This year, Amundi also launched a major engagement campaign dedicated to biodiversity with more than 50 companies in eight different sectors. Because of the lack of concrete data on this issue, the first goal of this commitment is to establish an inventory of the way in which companies take biodiversity into consideration and provide them with recommendations so that they can achieve better integration of this theme in their strategy. As part of the same desire to establish relevant criteria for assessing the biodiversity footprint of the Group's activities, in 2020 **Crédit Agricole S.A.** joined Club B4B+ (Business for Positive Biodiversity), whose purpose is to act as an incubator for the Global Biodiversity Score indicator (GBS™) and the associated biodiversity footprint method.

Crédit Agricole is a long-standing partner of participants in the forest-wood sector and is the leading bank for upstream forestry and processing industries. **Crédit Agricole Assurances** has a range of property and casualty insurance solutions dedicated to the forest, which provide coverage against the effects of fire and/or storms to ensure the long-term survival of French forests and support the timber industry. The **Crédit Agricole Group** is also involved in the distribution of the forest investment and insurance account (CIFA), which enables forest owners to build up precautionary savings to cope with climate disasters and forestry work.

The **Regional Banks** of Crédit Agricole and **IDIA Capital Investissement,** in collaboration with Forinvest, in 2021 officially launched an investment fund dedicated to the French lumber industry, the "Fonds Développement Filière Bois" (lumber industry development fund). The purpose of this investment fund with an environmental and societal impact, with Greenfin and "France Relance", is to support and assist companies across the entire value chain of the lumber industry in their growth by strengthening their own funds. It is in line with a logic that combines the ecological, economic and societal stakes of the French forest-lumber industry. A first funding of €25 million (of the €40 million target) was conducted, financed jointly by 25 Crédit Agricole Regional Banks and Crédit Agricole S.A. and its subsidiaries.

Crédit Agricole Assurances is committed to reforestation and sustainable forest management in France. As the leading forest insurer in France, Crédit Agricole Assurances has, since 2019, been conducting an operation that makes subscription of a savings or insurance contract eligible for a tree planting, in partnership with Reforest'Action. A second partnership with Plantons pour l'Avenir (Plant for the Future) aims to plant annually a number of trees in France equivalent to the total CO_2 emissions measured in the latest France carbon footprint assessment by Crédit Agricole Assurances (using metrics established by the FCBA). This fund encourages sustainable forest management, supports the lumber industry and participates in research on forest adaptation to climate change. The projects financed with Reforest'Action and Plantons pour l'Avenir work to replant a variety of species within parcels and thus contribute to the biodiversity of vegetation and the animals living there. To date, more than 1.8 million trees have been replanted through these two partnerships.

Alongside its carbon footprint reduction trajectory, **Crédit Agricole Consumer Finance** conducts reforestation to offset part of its CO_2 emissions. In France, reforestation projects were carried out in partnership with Stock CO_2 and Reforest'Action. The subsidiaries of Crédit Agricole Consumer Finance also conducted reforestation, in partnership with Plant for the Planet for CreditPlus in Germany, and with Treedom for FCA Bank, a joint venture with Stellantis, which offered to plant a tree for every customer taking up a hybrid or electric vehicle financing offer.

3.4.6.2 Animal welfare

Crédit Agricole has always demonstrated its desire to guide its customers towards sustainable business models and animal welfare is one of the undeniable components of this sustainability. Pursuant to European Directive 98/58/EC that establishes minimal standards for the protection of animals, animal welfare is defined by the World Organisation for Animal Health (OIE) as based on five fundamental freedoms: freedom from hunger and thirst; freedom from physical restraint; freedom from pain, injury and disease; freedom to express normal behaviour; freedom from fear and distress.

Crédit Agricole ensures respect and anticipates changes in regulations and societal demand in order to support its customers in investments that respect animal welfare and are economically viable. This support includes particularly raising awareness and training employees responsible for agri-agro projects.

It encourages corporates to adopt best practices throughout the industry and asks companies, according to their business activities, to:

- comply with the European Convention for the protection of breeding animals and Directive 98/58/EC that establishes minimal standards for the protection of animals at the European level;
- respect by industry of European directives 1999/74/EC (laying hens), 2007/43/EC (meat chickens), 2008/119/EC (cattle) and 2008/120/EC (pigs), all of which are transposed into French law.

Amundi is already including animal welfare in its non-financial rating criteria for issuers in the food sector. In 2021, Amundi continued its work in cooperation with FAIRR, a coalition of investors whose aim is to engage in dialogue with food sector companies to raise awareness of (i) the environmental, social and governance risks associated with intensive livestock farming to change their practices, and (ii) the business opportunities that new modes of agriculture can represent. Amundi has joined three engagement campaigns led by FAIRR:

- Building Sustainable Protein Supply Chains: supported by 88 institutional investors representing close to US$13.1 trillion in assets under management, the campaign is asking 25 food sector companies to diversify their protein sources to stimulate growth, increase profitability, reduce their exposure to animal proteins and improve their competitiveness in a world of limited resources;
- Meatsourcing: supported by 90 investors representing close to US$11.4 trillion, this campaign is asking six companies in the fast food sector to reduce the risks due to meat and dairy products in their supply chain;
- *Antimicrobial Resistance:* supported by 12 investors representing nearly US$7 trillion and in collaboration with the Access to Medicine Foundation, this campaign was launched in 2020 and is conducted with pharmaceutical companies to encourage them to implement best market practices during the development of new antibiotics.

3.4.7 Targets for reducing our internal footprint

After reaching the targets set for the period from 2016-2020 (a 15% reduction in internal footprint greenhouse gas (GHG) emissions), **Crédit Agricole S.A. and its subsidiaries** are strengthening their policies to reduce their GHG emissions.

In line with the participation of the Crédit Agricole Group in the Net-Zero Banking Alliance and in line with its goal to support the decarbonisation of the economy for the benefit of the ecological transition, Crédit Agricole S.A. and its subsidiaries continue their actions to reduce the emissions of its internal footprint. As this is an indispensable prerequisite for the zero net emissions target on financing and investment activities, Crédit Agricole S.A. and its subsidiaries conducted an assessment of their GHG emissions (in carbon equivalent) and are working on building trajectories that are able to meet carbon neutrality targets by 2050. According to the methodology of the Science-Based Targets initiative (SBTi) to which Crédit Agricole S.A. and its subsidiaries adhere, the reduction targets will be established as follows:

- **-46.2%** of absolute emissions linked to energy consumption (scopes 1 and 2) between 2019 and 2030;
- **-46.2%** of emissions linked to business travel (scope 3) between 2019 and 2030.

The subsidiaries are acting to reach these ambitious targets with a desire to set an example for their stakeholders. In addition to taking action to reduce its footprint, the Crédit Agricole Group helps to offset its residual emissions by investing in CO_2 sequestration and emissions reduction projects in France and internationally.

At the same time, Crédit Agricole S.A. and its subsidiaries are continuing their efforts to promote energy transition in terms of their internal footprint, with the target of using only renewable electricity by 2030 worldwide (all French sites already use fully renewable electricity).[1] The Group also launched a proactive policy to encourage its employees and customers to make the switch to electric travel with the roll-out of electric charging stations on its sites and in-branch. It is continuing its actions to decarbonise the mobility of its employees when they are on the move.

In addition, all Crédit Agricole S.A. sites are committed to preserving the use of resources through innovative infrastructure, property and furniture investment, as well as the recycling and recovery of waste and the restriction of its production.

Consideration was given to the implementation of the *flex-office* aimed at enhancing building sobriety while maintaining a balance between employee well-being and compliance with environmental commitments. Crédit Agricole CIB, CAA, Amundi, and CAL&F have now finalised their project.

Since 2007, **energy consumption** has been monitored at all Crédit Agricole S.A. entities in France and abroad. Action plans are put in place within the Group for permanent energy optimisation.

(1) With the exception of one CAA building.

Refer to the glossary on page 715 for the definition of technical terms.

The Maintenance and Operations departments of **Crédit Agricole Immobilier** set about establishing a real estate master plan in 2021, combining the challenges of meeting the obligations of the commercial decree[(1)] and those of new ways of working *(flex-office),* within the scope of the Evergreen and SQY Park campuses. This real estate master plan aims to work on three levers: the behaviour of occupants, operation and energy renovation work. For the first lever regarding use, Crédit Agricole Immobilier launched the Efficient Building Use Competition, known as CUBE, organised by Ifpeb[(2)] across two buildings, Silvae and Alsace, combining inter-company and inter-entity competition. For the second lever regarding operation, a contract with a bonus/malus scheme for energy savings was set up in 2019 with the maintenance company for the largest buildings. For the third lever regarding investments, a costing of the work required to achieve the targets was drafted, allowing the roll-out of various optimisation scenarios.

Regarding the vehicle policy, **Crédit Agricole S.A.** introduced a new car fleet catalogue in May 2021 for executive, company and service vehicles with a view to reducing emissions. It does not include any vehicles subject to the 2021 malus and comprises two-thirds low-emission vehicle models, more than half of which are zero-emission vehicles. To ensure the most effective use of the new catalogue, the Group will increase access to recharging facilities for its employees on Group sites and for its customers through its branch network in 2022.

Crédit Agricole Group Infrastructure Platform (CA-GIP) initiated Phase 2 of the Voltaire Project launched in 2019, which consists of immersing servers in oil to cool them down. The benefits are numerous, as oil conducts heat 1,500 times better than air, thus naturally capturing the heat emitted while maintaining a homogeneous temperature. Furthermore, the machines are protected against thermal shock, pollutants and oxidants in the air. This technique can thus reduce the energy consumption of immersed servers by 30% compared to air cooling. In 2020, extensive adaptation work was carried out at the Greenfield data centre in Chartres to deploy this technical solution more widely and put more than 400 virtual servers into production at the beginning of 2021.

Offset our residual direct footprint

In the transition period towards the Net Zero target and alongside actions to reduce its emissions, Crédit Agricole helps to offset part of its residual emissions by supporting environmental projects that promote the reduction or sequestering of greenhouse gases (GHG) in the atmosphere.

Since their launch in 2011, Crédit Agricole has thus invested in the Livelihoods Carbon Funds, which support projects to reduce CO_2 emissions and to sequester carbon in soils and trees and, more broadly, make it possible to: sustainably improve the living conditions of rural communities; restore and protect natural ecosystems with high agricultural potential; and help to slow climate change through CO_2 capture and emission avoidance.

Our carbon offsetting scheme: the Livelihoods carbon funds

The methodology used by the Livelihoods Carbon Funds is based on six main principles:

1. REDUCING CO_2 FIRST AND FOREMOST	2. IMPACT	3. LARGE-SCALE PROJECTS
All investors and Livelihoods partner companies must have an ambitious policy to reduce CO2 emissions. Carbon offsetting only occurs after this reduction.	All Livelihoods projects have a positive environmental or social impact on the countries or regions where they are implemented, and they contribute to the fight against global warming.	Livelihoods funds provide seed funding to NGOs seeking to implement large-scale projects.
4. RISK MANAGEMENT	**5. LONG-TERM PROJECTS**	**6. DIRECT BENEFICIARIES**
Livelihoods is not a commercial organisation and does not buy carbon credits to resell directly to businesses. It is a mutual fund created by companies that invest in high-risk stocks and earn carbon credits.	Livelihoods funds are a long-term investment vehicle. Contracts are drawn up based on projects that will be spread over 10 or 20 years.	The value created by Livelihoods Funds stays in the regions where it works. Livelihoods does not own any land, trees or crops.

The Livelihoods funds finance projects for reforestation and restoration of degraded ecosystems, agroforestry, regenerative agriculture, and small-scale rural energy (improved stoves) in Africa, Asia and Latin America. For the first time in 2021, the LCF 2 Fund invested in a regenerative agriculture project in Brittany (Soils of Brittany).

Inflows to the funds come from investors who pre-finance projects and recover Verra and Gold Standard certified carbon credits. Since 2011, Crédit Agricole S.A. and Crédit Agricole CIB have invested €13 million in two funds (LCF 1 and LCF 2).

In 2021, five projects were verified (Fundaeco, News, Hifadhi, Tiipaalga and Hifahdi2). These projects generated 117,648 tonnes of CO_2 for Crédit Agricole S.A. and Crédit Agricole CIB (estimated as at January 2022), which make it possible to offset the equivalent of the residual internal emissions related to energy and business travel of Crédit Agricole S.A. and all its subsidiaries (in France and abroad).

(1) A key measure of the Elan Law, Decree no. 2019-771, effective from 2021, aims to gradually reduce the energy consumption of the French commercial sector for buildings with a surface area of 1,000 sq.m or more.

(2) French Institute for Building Efficiency.

Refer to the glossary on page 715 for the definition of technical terms.

3.5 THE SOCIAL STRATEGY: AT THE SERVICE OF A JUST TRANSITION

3.5.1 A universal approach from our business lines: supporting all customers to promote social cohesion

In the context of environmental transformation and its anticipated huge impact on the economy and society, banks have a major role to play, and the Crédit Agricole Group is committed to supporting its customers and providing them with personalised solutions, while at the same time encouraging externalities that are useful to society.

In this area, it is the **Group's ambition to be able to respond to all the concerns of all of its customers, from the most modest to the most affluent.**

3.5.1.1 Inclusive economic development

Crédit Agricole S.A. has a long-standing commitment to regional development and relies on its local roots, particularly through its 7,400 branches in France and 2,100 internationally, as well as the 5,940 local retailers who are members of the Relais CA network, **to promote the more inclusive sharing of economic development.** In this way, Crédit Agricole S.A. supports the economic development of regions by financing economic activities, promoting access to health services by supporting the development and strengthening of that sector, which is so vital for social cohesion, and promoting access to digital services, which rely on the infrastructure related to the communication technologies that the Group entities finance. Crédit Agricole S.A. also promotes entrepreneurship and access for everyone to financial services, including in emerging countries through the actions of the Grameen Crédit Agricole Foundation.

Crédit Agricole CIB has been a global leader in **arranging social bonds.** Accordingly, Crédit Agricole CIB acted as bookrunner for more than €21.3 billion in *social bonds* in 2021, representing a market share of some 8% (source: Dealogic). Crédit Agricole CIB is extremely proud to have supported EDF in its initial issue of hybrid corporate bonds dedicated to supporting SMEs (€1.25 billion issued on 26 May 2021). Crédit Agricole CIB also assisted Crédit Agricole S.A. with a €1 billion issue of its second social bond on 15 September 2021.

Access for all to our offers and services

Crédit Agricole S.A. wants to serve all of its customers, from the most modest to the wealthiest, and to support its customers in situations of vulnerability. In this context, its purpose is to facilitate the accessibility of financial products and services (readability of the offer; adapted pricing, conditions of sale).

EKO is the entry-level banking offer of the Regional Banks launched at the end of 2017. It is open to all adults who want to have a bank account that offers the essentials of banking with services that allow them to manage their budget for €2 a month. At end-December 2021, close to 135,000 customers had signed up for EKO. As a universal bancassurer, Crédit Agricole wants to make ordinary insurance (such as home and auto) accessible to everyone, as it has done with its entry-level banking products. Since the end of 2021, Crédit Agricole Assurances has included comprehensive insurance in its new auto range, without compromising on the quality of essential coverage, because everyone has the right to be well protected against the hazards of life. The Eko formula (Primo for LCL) is available to all customers and includes bodily injury protection for the driver, up to €2 million euros, with no threshold and extended to all vehicles (insured, borrowed, rented, bicycle, etc.), civil liability, protection of rights, assistance with a 25 km allowance in the event of a breakdown, an attractive price and access to an advisor and all online services.

LCL launched LCL Essentiel to meet the needs of young, budget-conscious urbanites. For €2/month, customers get an international payment and withdrawal card, a mobile app, a dedicated in-branch adviser and a deposit account with no account maintenance fees. At end-2021, LCL Essentiel had over 59,000 subscriptions registered since its launch in April 2019.

In order to respond to public health challenges, the health policies for individuals of Pacifica, a subsidiary of Crédit Agricole Assurances, are based on solidarity and responsibility. Accordingly, no medical selection is applied, the coordinated care pathway logic is respected, minimum reimbursements (such as co-payment for consultations, pharmacy, and hospital packages) are applied and preventive acts are covered. To keep pace with increases in life expectancy, Pacifica has long since raised the age limit for its products to 75 and has tailored its cover to best meet the needs of these people (e.g. hours of housekeeping in the event of immobilisation, preventive measures such as free flu vaccinations). In addition, its health offers have incorporated full health care cover since 1 January 2020, to promote "zero out-of-pocket payments" for our customers and thus reduce health care renunciation by the least privileged populations.

In the area of home ownership, the **Regional Banks** are leaders in the granting of interest-free loans (PTZ). PTZs finance a portion of a primary residence for first-time homebuyers with moderate incomes. As at 30 September 2021, 17,042 applications had been financed for €773 million by the Crédit Agricole Regional Banks and 2,485 applications for €174 million by LCL. The Crédit Agricole Group remains the leading distributor of PTZs with a 39.7% market share in terms of the number of applications.

Refer to the glossary on page 715 for the definition of technical terms.

Access to healthcare

Crédit Agricole's Regional Banks are structuring their development in the healthcare sector around three guidelines: e-health, medical desertification and expert appraisal support. As part of their action plan, the Crédit Agricole Regional Banks, in partnership with the EIB (European Investment Bank), are the first banks in Europe to set up a financing package for self-employed healthcare professionals. This €250 million package, available from early 2021, helped to support the development of self-employed healthcare professionals, the installation of new practitioners in areas under stress and throughout the country, and their placement in nursing homes. 351 applications were completed for €192 million as at 15 December 2021.

Every day, LCL and Interfimo – its subsidiary serving independent professionals – support a large number of independent healthcare professionals throughout France, facilitating citizens' access to quality care. To strengthen its existing systems, LCL concluded a partnership with the EIB amounting to €200 million, in order to support healthcare professionals. This partnership helps support the development of these professionals' businesses, the establishment of new practitioners both in areas where there is a shortage of doctors and across France, as well as their placement in care homes. Particular attention is paid to health professionals established or setting up in regions and territories affected by medical desertification: 20% of the budget is specifically allocated to them.

Digital inclusion

Crédit Agricole is the first bank through 18 **Regional Banks** to offer the France Num guarantee distributed by Bpifrance. This guarantee makes it possible to cover up to 80% of a loan taken out by a small businesses-SME with under 50 employees to finance a project to digitise its activity. In this way, it promotes support for our customers' business recovery.

Crédit Agricole Payment Services and the Normandie Seine Regional Bank have teamed up with the Handsome start-up to test out the "Vocal Payment Solution". Thanks to the smartphone's Bluetooth function and an app linked to the card, the card holder can follow the various stages of payment via voice synthesis. Crédit Agricole Payment Services has also developed the AgoraPay offering, providing a complete and innovative solution that integrates merchant enrolment, third-party collection and automated transfers.

Internationally, Crédit Agricole Bank Polska is set to launch a single account for its deaf and hearing-impaired customers. This offer includes the "VIP for you" account, with no account maintenance fees and no fees for card usage. It is part of the bank's "I'm all ears" programme, which since February 2020 has allowed customers to communicate with advisors using the Migam remote sign language interpretation system.

Promotion of entrepreneurial initiatives

"Village by CA" is a network of start-up accelerators. Since 2014, it has been bringing together start-ups and partner companies to accelerate innovation and business via a unique network present throughout France and internationally. At end-2021, 40 villages had been opened and 1,232 start-ups supported with the help of over 680 partners (SMEs, mid-caps, major groups, public and institutional players). Lastly, since the opening of the first Village, the start-ups have raised €1,039 million.

In response to the growing interest of Indosuez's clients and to better anticipate and meet their expectations, the system for putting Indosuez's investor clients in touch with the "Village by CA" start-ups was enhanced and digitised in 2021 with the creation of the Startup Connections online platform. It allows Indosuez clients in France to gain autonomy, while benefiting from the support and expertise of the Indosuez teams.

Working with major business-creation support networks since 1994, the Regional Banks along with LCL thus contribute to strengthening the network of small businesses throughout France. These networks work to revitalise deprived urban areas, to promote inclusion and a return to employment, and encourage local initiatives with a societal impact. Concerning Crédit Agricole specifically:

- **Initiative France** offers to support entrepreneurs, upon application, by means of two distinct levers: financing through a 0% interest collateral-free loan and a guarantee (financed by a guarantee fund).
- **Réseau Entreprendre** is a network made up of business leaders who volunteer to support and finance entrepreneurs with job creation potential to help them successfully create, take over or grow their business via collateral-free loans and collective support in clubs.
- The purpose of **France Active** is to develop a more inclusive, sustainable economy and to promote access for project leaders to the creation (or rehabilitation) of companies with a societal impact.

LCL is also a **partner of France Active Garantie**, in which it has a 5% stake. In 2021, it financed 131 start-up projects, most of them from people looking for jobs, providing financing of more than €6.1 million.

The Crédit Agricole Group has become a leader in **providing capital support to young innovative companies** through a strategic fund, FIRECA, a CAIT technological disruption fund operated by Supernova Investissement, a joint venture between Amundi and the CEA, a fintech FI Venture fund in partnership with Breega Capital and 18 regional Innovation funds. With more than €400 million of funding and due to its strong regional presence, the Group has become one of the most active French investors in Innovation Capital (third-largest player in terms of number of deals in the Avolta VC/M&A Tech Multiples – France November 2020 ranking).

Refer to the glossary on page 715 for the definition of technical terms.

Crédit Agricole S.A. social bond issues were very successful

A leading issuer on the green bond market, the Group naturally expanded the scope of its efforts in sustainable finance by operating in the social bond market to support local, sustainable and inclusive growth in the territories. It aims to revitalise regions and reduce social inequalities by promoting employment through financing in the regions hardest hit by the crisis.

These theme-based issues feed into the Group's ambition, rooted in a Societal Project, to further its mutual-interest commitment to inclusive development.

Its cooperative and mutual-interest identity gives it the responsibility to act locally to support economic development that is beneficial to all. These social bond issues are geared towards the financing of our professional customers and small and medium-sized companies (SMEs) in economically disadvantaged regions. The Regional Banks and LCL are the Group's spearhead when it comes to boosting regional economic development.

With these issues, the Group intends to support:

- regional economic development, in particular by financing SMEs to promote job creation in disadvantaged areas;
- social inclusion and empowerment by financing associations working to promote sport, access to culture and the development of solidarity initiatives, and by financing social housing;
- access to health services by financing public hospitals and elderly support structures, as well as SMEs playing an active role in the health sector.

Crédit Agricole S.A. has mapped the regions and defined as a priority those with an unemployment rate higher than the national average.

Crédit Agricole S.A. has made a commitment to report annually on the social and societal impact of the refinanced asset portfolio.

Since 2021, Crédit Agricole S.A. has published a social bond report covering all social bonds issued by Group entities. This reporting is available on the website of Crédit Agricole S.A. (https://www.credit-agricole.com/en/finance/finance/debt-and-rating) and details the allocations of the funds raised by the issues of social bonds by Group entities in the social portfolio of Crédit Agricole and an estimate of the impact of the social projects financed in this way.

At 31 December 2021, social bond assets were as follows:

Issuer	Assets *(in million of euros)*	Number of issuances
Crédit Agricole S.A. *Social Bonds*	2,000	2
Crédit Agricole Home Loan SFH *Social Covered Bonds*	1,000	1
Crédit Agricole CIB	5	1
TOTAL	**3,005**	**4**

As at 31 December 2021, the Crédit Agricole S.A. social portfolio focused on Regional Banks (87%) and LCL (13%). The entire social portfolio is located in France (100%). SMEs in disadvantaged areas are the most represented eligible category in the social portfolio (61%), followed by public hospitals (16%), social housing (13%), SMEs in the healthcare sector (5%), and finally cultural, sports and solidarity associations (4%) and public housing institutions for elderly or dependent persons (1%).

Crédit Agricole Home Loan SFH's social portfolio is made up of housing loans with a social purpose: social accession loans (SAL: 89 %) and interest-free loans (PTZ: 11%) intended to help low-income households buy their first home, and originated by the Crédit Agricole Regional Banks in France.

Crédit Agricole CIB's social portfolio consists of telecommunications projects in rural areas (47%), infrastructure projects in developing countries (42%) and investments in public hospitals (12%).

Refer to the glossary on page 715 for the definition of technical terms.

The *Social Bond Framework from* Crédit Agricole Group

A framework was put in place in 2020 for Crédit Agricole S.A.'s inaugural Social Bond issue. It applies to the entire Crédit Agricole Group, including Crédit Agricole Home Loan SFH.

Crédit Agricole Group's *social bonds* are presented according to four structural areas defined according to the *Social Bond Principles*:

- use of funds;
- review procedure and project selection;
- monitoring the use of funds;
- reporting.

The *Social Bond Framework* from Crédit Agricole consists of six different eligible categories of social loans:

1. funding for SMEs in disadvantaged employment areas;
2. funding for social housing;
3. funding for public hospitals;
4. funding for public nursing and care homes;
5. funding for SMEs in the healthcare sector;
6. funding for associations in the sectors of sport, culture and solidarity development.

The *Social Bond Framework* from Crédit Agricole is available on the Crédit Agricole S.A. website at https://www.credit-agricole.com/en/finance/finance/debt-and-rating. It received a second opinion from the non-financial rating agency Vigeo-Eiris in November 2020. The experts at Vigeo-Eiris approved the methodology for identifying and selecting social assets included in the social portfolio, as well as the relevance of the eligibility criteria used to define the categories of eligible social loans.

In a context of global health crisis, The Grameen Crédit Agricole Foundation continues its action in favour of the poorest

In 2021, the Grameen Crédit Agricole Foundation consolidated its actions and its impact in the field against the backdrop of the health crisis. As at 31 December 2021, the Foundation's assets totalled €78.4 million, provided to 71 microfinance institutions (66 institutions financed and five supported through technical assistance alone) and 10 social enterprises in 37 countries. The Foundation acted in favour of rurality and women's empowerment: 81% of customers of the financed institutions live in rural areas and 90% are women.

The Foundation kept a close eye on its partners and their actions in response to the Covid-19 crisis. As such, the survey work undertaken with funded organisations launched in 2020 was continued in order to understand changes in the consequences of the crisis for microfinancing institutions: several articles presenting the results and analyses of the surveys published in the Foundation's Covid-19 Barometer specifically highlight the gradual return to form of their activities. In parallel, a Covid-19 report published with ADA (a Luxembourg NGO) and Inpulse (a Belgian fund manager) gathers together the lessons from this crisis period and highlights the adaptability of microfinance institutions and the future prospects for the sector.

The Foundation has continued to develop its technical assistance activities, ramping up existing programs and launching new initiatives. It was given a new grant from the European Investment Bank for €295,000 to promote financial inclusion in Africa. The Foundation was also selected for the launch of a new €900,000 technical assistance programme from Proparco and the International Labour Office (ILO) to develop microinsurance in Africa and Asia. The historic African Facility programme, funded by the French Development Agency since 2013, has come to a successful conclusion: more than 300 missions were implemented, benefiting 26 institutions in 13 sub-Saharan African countries. Lastly, eight years after the launch of its technical assistance activities, the Foundation conducted a review of its offer in the publication "Our Technical Assistance System" in 2021 to enhance its management and increase its impact.

The Foundation also celebrated two years of the technical assistance programme for the financial inclusion of refugees funded by the Swedish International Development Cooperation Agency in partnership with the United Nations Refugee Agency in Uganda[1]. The programme stands out for its innovative and holistic approach. It combines mixed funding (public and private capital) with a guarantee fund, alongside loans and technical assistance for microfinance institutions. By end-2021, more than 23,000 loans had been made, and a series of training courses had helped 38,000 people.

The Foundation strengthened its climate commitments. It signed the Manifesto of the new French Coalition of Climate Foundations, of which the Foundation is a member, which promotes best practices and will allocate resources in support of climate projects.
The Foundation was a winner of the *Global Environment Facility* (GEF) Adaptation Innovation Programme with a project to support smallholder farmers. In coordination with five other organisations, the winning project led by the Foundation aims to provide specific indicators and products to support the development of projects in climate change adaptation for the rural customers of microfinance institutions and other financial service providers[2].

The Foundation continued to develop its skill-based sponsorship with Crédit Agricole. Banquiers Solidaires, the skills volunteering programme open to all Crédit Agricole Group employees to help the institutions and companies financed by the Foundation, has levelled up: the 10 missions launched in 2021 mean that in total, some 30 missions have been launched since the programme was created in 2018. Finance Inclusive en milieu Rural (Inclusive finance in a rural environment, FIR), Crédit Agricole's microfinance fund, to which the Foundation is an advisor, supports seven microfinance institutions that serve more than 93,000 micro-credit beneficiaries in Africa, Asia and Europe.

In 2022, the Foundation will draft its Medium-term Plan for 2022-2025. The support for microfinance institutions and social enterprises in the face of climate, and the strengthening of its means of action will be central to this new roadmap.

(1) Details of the programme are available here: https://www.gca-foundation.org/en/technical-assistance/financial-inclusion-of-refugees/

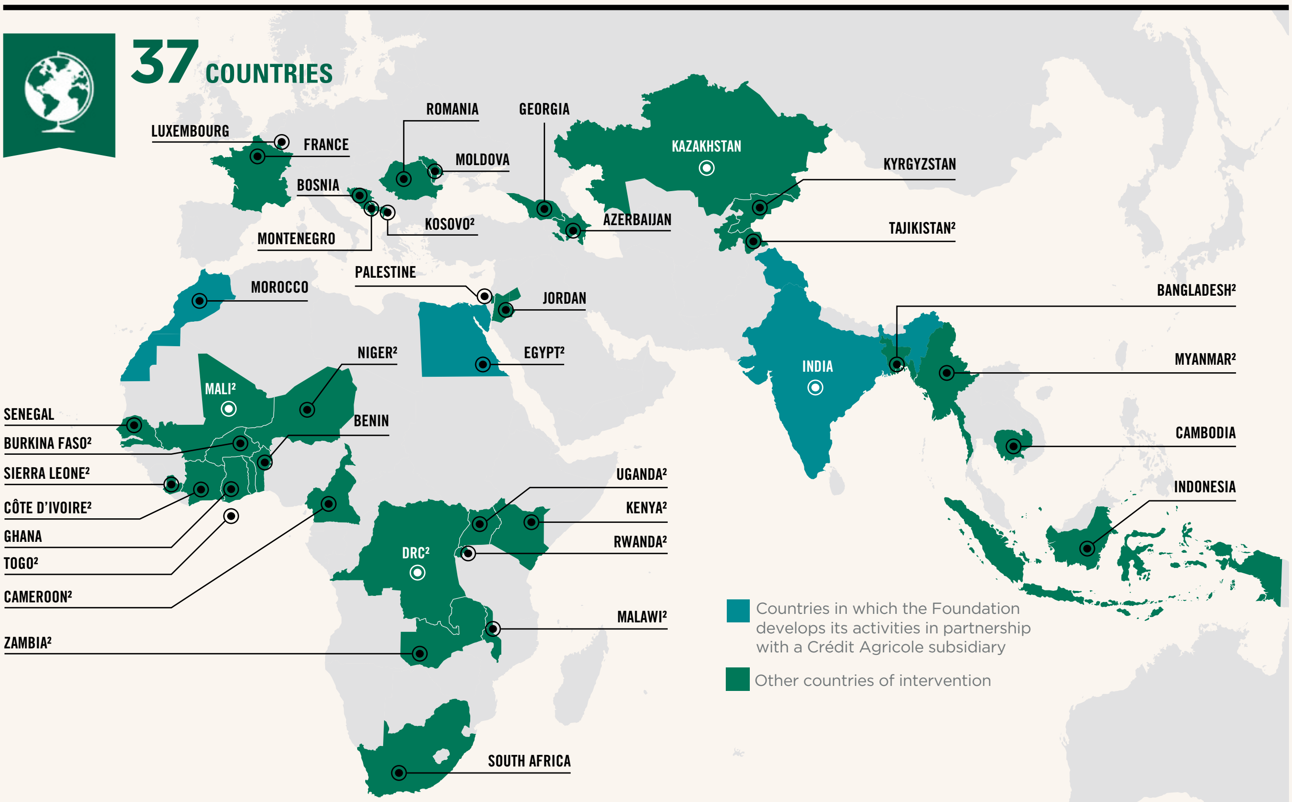
(2) More information here: https://www.credit-agricole.com/en/news-channels/the-channels/newsflash/the-grameen-credit-agricole-foundation-is-one-the-10-winners-of-the-gef-challenge-program-for-adaptation-innovation

Refer to the glossary on page 715 for the definition of technical terms.

FOUNDATION'S KEY FIGURES AT END-DECEMBER 2021

FONDATION GRAMEEN CRÉDIT AGRICOLE
Microfinance & Social Business

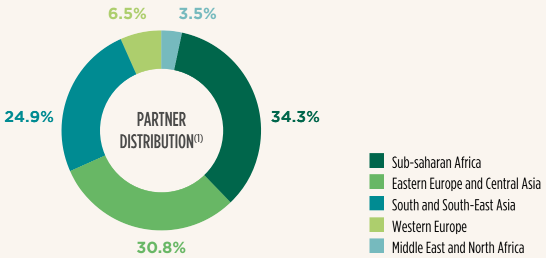
COUNTRIES OF INTERVENTION



ACTIVITY

78.4 MILLIONS OF EUROS

of outsandings monitored by the Foundation



87% Financing in **LOCAL CURRENCY**

100% FINANCING

with covenants limiting exposure to foreign exchange risk

46% % OF ASSETS

in fragile countries(2)

(1) Share of outsandings monitored by geographic area.

(2) Fragile countries according to the World Bank and OECD lists.

(3) In number of institutions financed.
Tier 1: >$100 million portfolio;
Tier 2: $10-100 million portfolio;
Tier 3: <$10 million portfolio.

(4) In number of companies with social impact.

SUPPORTED ORGANISATIONS

71* MICRO-FINANCE INSTITUTIONS

TYPES OF INSTITUTIONS(3)

- **11%** LARGE (TIER 1)
- **45%** MEDIUM (TIER 2)
- **44%** SMALL (TIER 3)

* including 5 microfinance institutions supported by technical assistance

10 CORPORATES WITH IMPACT

BUSINESS SECTORS(4)

- **59%** AGRIBUSINESS
- **23%** FINANCIAL SERVICES
- **9%** ESSENTIAL SERVICES
- **9%** CULTURE & EDUCATION

TECHNICAL ASSISTANCE

47 ORGANISATIONS benefiting from technical assistance

- **130** MISSIONS COORDINATED IN 2021
- **24** COUNTRIES

SOCIAL IMPACT

9.2 MILLIONS of beneficiaries of organisations financed

- **90%** WOMEN BENEFICIARIES OF MICROLOANS
- **24%** MICROLOAN CUSTOMERS IN RURAL AREAS

Refer to the glossary on page 715 for the definition of technical terms.

3.5.1.2 Strengthening of actions to prevent societal risks

Prevention is the implementation of a set of measures designed to avoid a foreseeable event that is believed to result in harm to the individual or the community. Its intrinsic vocation is to prevent a risk, misfortune or situation from spreading or getting worse.

In addition to prevention for its insureds, Crédit Agricole conducts initiatives to detect financial vulnerability and combat overindebtedness and promote digital inclusion and in-home care for older adults.

Detecting financially vulnerable customers and combating overindebtedness

In order to meet the specific needs of its customers and detect various situations of financial vulnerability as quickly as possible, the Crédit Agricole Group redesigned and broadened its criteria for detecting situations of financial vulnerability when Article R. 312-4-3 of the French Monetary and Financial Code (Decree no. 2020-889 of 20 July 2020) was amended. For the monthly credit flow, the sole regulatory criterion of automatic detection left to the discretion of the banks, the Crédit Agricole Group has chosen to use a high threshold, which it defines as the average monthly net minimum wage in 2020 and the median income per household (Eurostat), i.e. €1,535, to allow a much larger portion of its customers to benefit from the cap on bank charges.

In addition to this mechanism for automatically detecting situations of proven financial vulnerability, **Crédit Agricole's Regional Banks** are strengthening their mechanism for the early detection of potential financial vulnerability among their customers, to enable advisers to intervene upstream with an analysis of the financial position and a proposal for support tailored to their situation.

In addition, in 2021, with the aim of further protecting its customers, Crédit Agricole has chosen to extend the benefit of the cap to all accounts belonging to the same physical customer detected as in a situation of financial vulnerability, whether individual or joint. Accordingly, a customer detected as in a situation of financial vulnerability on their individual account(s) will automatically benefit from the regulatory cap on charges for payment incidents and operating irregularities on their joint account(s) where applicable. Conversely, a customer detected as in a situation of financial vulnerability on their joint account(s) will automatically benefit from the regulatory cap on charges for payment incidents and operating irregularities on their individual account(s) where applicable.

Crédit Agricole's Regional Banks can also access a platform to help customers manage their budgets. The purpose of this platform, which is open to customers and non-customers alike, is to contribute to financial information by providing useful information such as day-to-day advice on budget management, support in the event of hard times, moderately priced banking solutions (see above) and links to our partners' inclusive offers, such as the Orange Group's "Coup de pouce" offer, "Programme Malin" for infant nutrition, the Veolia Group's water vouchers and the CRIT Group's job and support offers.

At **LCL,** if a situation of proven or potential financial vulnerability is detected, the customer in question will receive a letter describing the advantages of the "LCL Initial" offer, a range of banking services that will help them manage their account. The national **"LCL Parenthèse"** unit also provides support in certain situations that are either complex or require coordination with organisations involved in the fight against over-indebtedness, such as "Points Conseils Budget".

Crédit Agricole Consumer Finance, as a major player in consumer credit in Europe, is committed to preventing and dealing with over-indebtedness. From 2013 in France, the company created the Customer Support Agency, which is tasked with:

- identifying customers showing signs of budgetary vulnerability;
- analysing and assessing their personal and financial situations and how those situations may change;
- looking for and offering customers solutions tailored to their situations, involving partners like Crédit Agricole's Points Passerelle, Crésus or Crédit Municipal de Paris where appropriate;
- monitoring the support solution.

In 2021, 4,200 customers in a vulnerable financial situation received personalised support. In addition, **Crédit Agricole Consumer Finance** continuously supports vulnerable groups through budget education initiatives rolled out in France, Italy, Germany and Portugal. In France, the sofinco.fr site provides a sphere dedicated to budget management, with direct access to the Customer Support Agency, and a budget education module developed by its two partners Crésus and MasterCard. In Italy, Agos created a new unit dedicated to detecting and supporting vulnerable customers, setting up a specific score system to facilitate the granting of loans to younger customers.

For over twenty years, the **Point Passerelle** scheme has supported Crédit Agricole customers (and even non-customers) made vulnerable by one or more life events (unemployment, death of a relative, divorce, and so on). In close cooperation with local stakeholders, it identifies solutions to help them get back on an even keel. Point Passerelle's advisors and volunteers also help those with no access to traditional credit to successfully complete their socio-economic integration project by setting up personal micro-credit. This loan is 50% guaranteed by the Social Cohesion Fund. It enables 80% of beneficiaries to be mobile again and 42% to return to the workforce. In 2021, more than 10,000 families were supported thanks to Point Passerelle.

Aware of the importance of maintaining car insurance, particularly for such vulnerable people, Crédit Agricole Assurances (through its subsidiary Pacifica) helps Points Passerelle applicants to receive a refund equivalent to six months of their car insurance contributions. In addition, since December 2021, this system has made provisions for the waiver of the deductible in the event of a claim. It has also been expanded to include motorcycles.

The *Coups Durs Pros Agris* hardship scheme for professional farmers is a comprehensive approach offered by Crédit Agricole that is part of our Group Project. It brings together tools, guides and training that are made available to the Regional Banks to help and understand customers facing hardship; at all phases, from detection to tracking the customer over time. Our four pilot Regional Banks (Lorraine, Normandy, Anjou-Maine and Centre France) rolled out the scheme this year. In 2022, 15 additional regional banks plan to join this approach.

Older seniors and carers

The "Bien Vivre à Domicile" (Living Well at Home) programme supports elderly people and their caregivers. This initiative is based on a free assessment carried out by a bank adviser using a tablet application and has several targets:

- **recreating links with senior customers** and providing them with relevant advice on important issues related to ageing well;
- **better understanding their life projects and their needs**, to help them plan ahead with a tool based on 4 main themes: housing comfort and security of daily life, well-being and social ties, finance, insurance and inheritance;

Refer to the glossary on page 715 for the definition of technical terms.

- **Introducing them and their carers to banking, insurance and service solutions** (including VIAVITA's personal services, the ViaREN works management service – both subsidiaries of Crédit Agricole Assurances – and the Nexecur remote assistance and remote surveillance).

BVAD was created jointly by Crédit Agricole Assurances and Crédit Agricole S.A. with seven Regional Banks. To date, three Regional Banks have launched the process, and several pilots are in progress.

In 2022, Crédit Agricole will amplify this approach by going further and offering a simplified diagnostic for caregivers, who often need support with day-to-day management, and a range of services for loved ones receiving care.

At the same time, Crédit Agricole is also working on solutions adapted to real estate, both because it is the living environment of seniors and also because it often represents the majority of seniors' wealth.

Banque des Territoires and Amundi, the European leader in asset management, are investing €11 million in France Béguinages to support this inclusive housing model with a deep social impact and strong regional roots, to promote aging well. France Béguinages is a social utility property company that is part of the Vivr'Alliance group which builds accessible housing for elderly people facing social or financial vulnerability. This new investment supplements the financial support that has been provided by Amundi since the Group's creation; it will allow the property company to launch a further 25 such projects throughout France within four years and to house nearly 1,000 elderly people facing vulnerability.

Plan dedicated to young people

Since the beginning of the health crisis, Crédit Agricole has been active in supporting the most vulnerable populations, setting up an emergency plan for young people to help them in three ways: employment, solidarity, and financial support.

In January 2021, Crédit Agricole launched Youzful, a platform for guidance and employment for young people, offering jobs, work-study and internship opportunities as well as recruitment events regionally.

At the end of its first year, the platform had more than 100,000 registered young people and 1.4 million single visits (data from 19 December 2021).

In parallel, the Regional Banks continue to organise Youzful//JobDating events to put young people and companies that are recruiting in touch with each other. Over the last four years, these events have brought together more than 20,000 candidates and 2,400 companies at 330 Youzful/JobDating events.

In July 2021, Crédit Agricole also became a major partner of the "One young person, one solution" platform rolled out by the French government as part of the France Recovery plan.

Additionally, to help facilitate access to bank credit for students in French higher education without a personal guarantee or means testing, Crédit Agricole joined forces with Bpifrance to offer a government-guaranteed student loan. This loan allows students under the age of 28 to foot the bill for all their costs related to student life (tuition fees, accommodation, study trips, etc.).

Lastly, Crédit Agricole S.A. and its subsidiaries welcome and train more than 3,140 work/study apprentices and interns.

Prevention for our insureds

Prevention is an integral part of our comprehensive approach to understanding risks and supporting customers to better protect people and preserve their personal and business assets. Its principles of action are based on prevention to avoid the risk, protection to reduce it and minimise its impact, and insurance to compensate for its consequences.

In order to limit accidents and claims, **Crédit Agricole Assurances** shows customers how to take preventive action. This is rounded out by an offer of protective equipment and specific training solutions. Prevention advice is provided through several channels (contracts, text messages, emailshots and digital schemes, workshops, local networks or among members at general meetings of the Local Banks, etc.). Increased support for customers is provided on certain issues: free post-driving licence instruction courses for young drivers, special prices for protective equipment, verification of electrical installations for specialist markets, remote monitoring systems against theft or helplines for older adults, support for customers who have experienced repeated incidents of the same nature, insurance offers including the provision of useful assistance services to protect them and their families in the event of death, dependence, disability, or for funerals. By keeping risks to a minimum, prevention helps to avoid certain accidents and thus reduces the consumption of resources needed to replace or repair our policyholders' damaged goods. Prevention also helps to make them aware of the need to re-use parts rather than buy new ones during refurbishments. Lastly, by providing customers with personalised advice and measures on climate risks, prevention helps to change people's behaviour so they can better cope with and adapt to climate change.

3.5.1.3 Strengthening social cohesion with targeted programmes

Crédit Agricole continues to be committed to promoting social cohesion. We consider housing to be one of the foundations for living fully as a citizen. By supporting social housing, assisting economic players seeking to create positive social externalities, especially ones connected to the social and solidarity economy, and pursuing an active policy of volunteering and employee engagement, Crédit Agricole S.A. is committed to social cohesion and living well together.

Social housing

Crédit Agricole is among the leading providers of housing financing in France. It makes major contributions to the development of home ownership for everyone.

In November 2020, **LCL** signed a partnership with **Action Logement**, a leading player in social and intermediate housing in France, which aims to facilitate access to housing to promote employment. With this partnership, LCL is strengthening its role as an adviser on all aspects of real estate projects and the promotion of sustainable cities. Action Logement offers a wide range of solutions in the form of grants or loans for home ownership, the financing of energy renovation, support for professional and residential mobility (especially for young working people and people on work-study schemes) and the improvement of housing for seniors. The aim of this partnership is to provide LCL's customers with personalised advice on a wider range of products whatever their project.

With offices in major regional cities, **Crédit Agricole Immobilier** incorporates social housing in its new programmes. In 2021, out of 1,473 homes delivered, the Group's developer thus sold 594 social homes to social landlords. Over 4,000 social homes have thus been developed by Crédit Agricole Immobilier over the past ten years.

In addition, Crédit Agricole Immobilier develops **community-oriented and inclusive projects** for vulnerable people. With the support of companies or associations in the social and solidarity economy (SSE) sector, the ARS (Regional Health Agency), social landlords and local authorities, the developer conducts about ten operations. Three projects won prizes: the Essec Solidarity City and Responsible Real Estate award, a trophy for housing and territory, and the InnovaPresse award.

Supporting high-impact players and investment solutions promoting social cohesion

For businesses in the **social and solidarity economy (SSE) sector,** the goal is to address social challenges such as social integration, housing and health. Faced with the budgetary constraints of governments or local authorities, these businesses also need private funds in order to expand. Under the "Ambitions 2022" strategic plan, the Group entities strive to support high-impact players: asset management, insurance (life insurance products, in particular) and investment funds:

- for **Amundi**: double SSE investment to €500 million;
- for **Crédit Agricole Assurances**: increase the promotion of its "Contrat solidaire" life insurance policy;
- for **Crédit Agricole CIB**: strengthen its leadership in arranging social bonds.

Amundi saw 33% growth in its assets under management with a social and solidarity impact. The Amundi "*Finance et Solidarité*" fund thus confirmed its leading position in social and solidarity impact investment in France with assets of €440 million at end-2021. This momentum can be explained, as in 2020, by the growing interest of individuals, via solidarity-based employee savings schemes, whose assets have continued to grow (they account for three-quarters of the Fund's liabilities), and institutional investors looking for meaningful investments. The https://amundi.oneheart.fr website makes it possible to identify each social and solidarity economy enterprise financed, and to keep up to date with their news throughout the year; companies in the portfolio are represented in a fun way within a virtual village to illustrate avenues for revitalisation, organisation, and inclusion. In addition, **the social bond fund launched in December 2020** was very successful, with nearly 343 million outstanding at the end of 2021. Unveiled on the sidelines of COP26 in Glasgow, the "Build Back Better Emerging Markets Sustainable Transaction Bond" (BEST) strategy of this new Fund will be managed by Amundi. The BEST strategy, which will have a provisional lifespan of 10 years, will also contribute to the commitments made by IFC under the World Bank's Climate Change Action Plan.

Crédit Agricole Assurances, through its subsidiary Predica, offers a "contrat solidaire", the first Finansol-certified social multi-vehicle life insurance policy which combines savings and social good. Each year Predica reports to the policyholders about the social impact generated by the policy funds (number of jobs created, number of people re-housed, number of healthcare beneficiaries, number of microcredit beneficiaries abroad, tonnes of waste recycled, etc.).

LCL launched "Responsible" ranges in March 2021 for both individual customers and private banking. Within these ranges, LCL offers funds with social and solidarity themes, including its solidarity and sharing funds, which it pioneered in the early 1990s: *Solidarité Habitat et Humanisme* (habitat and humanism solidarity), and *Solidarité CCFD Terres Solidaires* (CCFD land solidarity). In addition, LCL launched the first socially responsible fund, proposing in addition to its traditional unit, a profit-sharing unit: "LCL Social Impact 2021". This offer is intended for LCL's Private Banking customers. The profit-sharing unit allows customers to donate 25% of potential profits to two associations chosen by LCL: the Habitat and Humanism Foundation (*Fédération Habitat et Humanisme*) and Apels (*Association pour l'éducation par le sport* – Association for education through sport). In addition, LCL, Predica and Amundi also commit to waive 25% of the management and distribution fees in favour of these two associations.

Sponsorship focused on inclusion

In addition to being a major partner, sponsor and patron, Crédit Agricole is also France's leading bank for non-profit associations. In 2021, Crédit Agricole S.A. and its subsidiaries allocated €12.5 million to thousands of national and international projects.

In addition to financial support in the form of grants, gifts, scholarships, bursaries, etc., the Crédit Agricole Group entities make donations in kind, volunteer their skills, and make their facilities and human resources available to communities throughout the country as well as abroad, especially in Italy. The projects supported are chosen to optimise their impact.

 Refer to the glossary on page 715 for the definition of technical terms.

In 2021, Crédit Agricole S.A. and its subsidiaries provided financial support of €3.3 million to inclusion-related associations in France and abroad. This support is aimed at child protection and education, socio-professional integration and support for vulnerable people. In particular, Crédit Agricole S.A. supports:

- The associations ***Viens Voir Mon Taf* and *Un stage et après***, which have been supported since 2019, alongside *Tous en Stage* since 2021, have the mission of finding company internships for year 10 students in priority education networks (REP and REP+).
- The **Un Avenir Ensemble** Foundation organises the tutoring of deserving young people from their studies to their professional life. In 2021, Crédit Agricole S.A. continued its support for the launch of the digital badge scheme, which, through the creation of a repository of soft skills and their digital traceability, makes it possible to strengthen the acquisition of such skills and the support of young people.
- **Entourage** helps homeless people by developing a support network between neighbours and local associations. In 2019, the association created **the Linked Out programme** aiming to provide a professional network to those who do not have one, via the development of a recruitment platform and the viralisation of the CVs in it. Crédit Agricole S.A. resolved to support this programme for a two-year period, and to roll out the platform within Crédit Agricole S.A. and its subsidiaries to the support functions of the Human Resources Department and the Purchasing Department in order to instigate an inclusive recruitment process.
- ***La Cravate solidaire*** supports job-seekers as they prepare for job interviews by donating business outfits and raising awareness of company codes. In 2021, Crédit Agricole S.A. supported this association in developing a mentoring programme and at the end of the year renewed its support to help coach 200 candidates by holding half-day workshops.
- **Kodiko**, which aims to promote the professional integration of refugees in France through individual and collective support, was supported for the first time by Crédit Agricole S.A. This support was renewed throughout the year.
- **Dons Solidaires** is an association that assists companies in the redistribution of their unsold new non-food products by distributing them to the French network of associations. In 2021, Crédit Agricole S.A. supported the "*Noël Pour Tous"* (Christmas for All) operation to distribute gifts to 500,000 beneficiaries through 500 associations.
- As a partner in the **Pro Bono Factory Île-de-France** programme, Crédit Agricole S.A. supported the skills development of eight associations working in education and integration in priority urban neighbourhoods in the Greater Paris region over the second half of the year, alongside other companies: this scheme focused on co-building between local stakeholders and support for association projects.
- **A lasting support for caregivers**, since 2010, Crédit Agricole Assurances has been working with associations that develop projects to help caregivers, with 190 projects supported to date and over 20,000 caregivers assisted.

A high level of employee engagement in causes of general interest

Created in 2012, the **CA Solidaires programme** supports **the engagement of Group employees** in support of charitable causes of general interest. Various forms of engagement through skills volunteering or volunteer work are offered: missions carried out within associations financially supported by Crédit Agricole S.A. (collective or one-day advisory missions with other Group employees, or mentoring of beneficiaries). Tutoring offered to employees is devoted to helping people in disadvantaged situations (vulnerability, refugees) to return to work: learning professional codes, particularly during job interviews, and sharing a professional network.

The Crédit Agricole S.A. "*Coups de Pouce*" (Helping Hand) programme supports employees involved in charity work. In 2021, nine entities (Amundi, Caceis, CA Immobilier, Crédit Agricole Assurances, Crédit Agricole CIB, Crédit Agricole S.A., LCL, Crédit Agricole Payment Services and CA Consumer Finance) took part in this programme. The principle is that each employee can submit his or her charitable project to a jury to obtain a grant. In 2021, a total of 146 charities received €331,000 in financial support.

A **humanitarian banking** programme was set up in conjunction with the **Grameen Crédit Agricole Foundation** whereby Group employees were offered the opportunity to take on technical assistance assignments on behalf of the Foundation's partners. A total of 128 mission days have taken place since the creation of this programme.

With a view to supporting its employees' engagement, this year Crédit Agricole S.A. adopted skills sponsorship of one day for each employee, thus helping to extend the scheme within Crédit Agricole S.A. and its subsidiaries. It was also adopted by CA Payment & Services, CA Indosuez and CACF.

Actions to support culture

In total in 2021, Crédit Agricole S.A. and its subsidiaries supported cultural sponsorship projects in the amount of €2.6 million. This support for the cultural sector is mainly reflected in architectural heritage projects and in CACIB's major partnership with the Paris Opera.

Protection of the environment

Crédit Agricole S.A. has been a major sponsor of the **French Natural History Museum** since 2018 and supports projects aimed at preserving biodiversity and natural heritage in France via joint-sponsorship actions with other Regional Banks and the CA Pays de France foundation. In 2021, the digitisation of the library that makes up the Museum's herbarium (the world's largest collection, containing 47% of the world's flora) and the participatory research programme to support farmers in identifying and assessing biodiversity-friendly practices were supported. The "Living Beaches" participatory science programme was rolled out at two Regional Banks during the year. Since the signature of the sponsorship framework agreement in 2018, the Crédit Agricole Group has supported the French National Museum of Natural History with €870,000 in funding.

Crédit Agricole S.A. has been an official partner of the **Plastic Odyssey *expedition*** since 2019, along with 16 other Group entities, whose aim is to curb plastic pollution of the oceans and promote recycling channels. This worldwide awareness and action programme is conducted from an ambassador ship for the reduction and recycling of plastic waste. It will set sail in 2022. The issues relate to sharing *open source* recycling technologies, encourage the creation of plastic recycling micro-companies. Crédit Agricole's financial commitment will last for five years and total €1.2 million.

In total in 2021, Crédit Agricole S.A. and its subsidiaries supported environmental sponsorship projects in the amount of €1.8 million. Among the principal themes: support for **reforestation** programmes with the "**Plant for the Future"** initiative mainly by CA Insurance. **"Reforest'Action"** is also a significant partner within the Group, though its support is not eligible for sponsorship. Support for ocean conservation, in particular for research and awareness-raising programmes, through support for the Oceanographic Institute (CAIWM), the Maud Fontenoy Foundation (Amundi) and Pure Océan (Crédit Agricole CIB).

3.5.2 A responsible employer in a citizen company

Through its Social Project, the Group's ambition is the collective mobilisation of all entities, business lines, employees and elected representatives to support all customers and contribute to a more inclusive, progressive society for all.

At the same time, the health crisis increased stakeholder expectations in terms of societal issues and greater consideration of human capital.

Against this backdrop, and in line with the Social Project, the Group's social strategy must respond to the changes observed by way of specific policies, associated action plans and monitoring indicators.

For Crédit Agricole S.A., this ambition is expressed through a coordinated, comprehensive approach to enhancing the employer brand, and a commitment to being a responsible employer that:

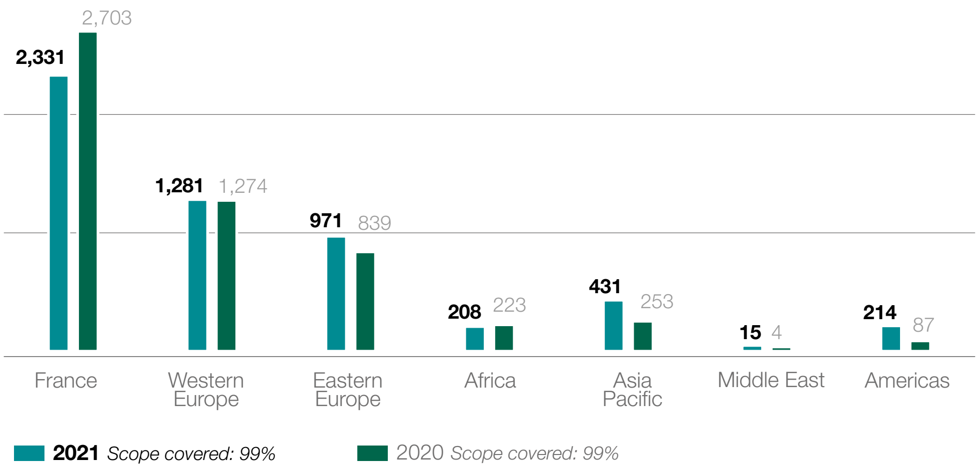
- offers multiple professional opportunities;
- trains its employees;
- amplifies gender equality and diversity/disability in all Group entities and within its governance;
- is committed to young people;
- offers an attractive working environment and promotes quality of work life;
- shares value creation;
- contributes to social progress.

3.5.2.1 Multiple opportunities

Enhance the employer brand to attract talent, develop employees and prepare the next generation

In 2021, Crédit Agricole S.A. and its subsidiaries continued to follow its very proactive employment policy with 9,166 hires (active permanent and fixed-term contracts) and the commencement of 1,769 work/study contracts. By developing managerial guidelines and unique selection process shared across the Group, Crédit Agricole S.A. and its subsidiaries aims to offer everyone the same opportunities to make progress and develop. To this end, three priority challenges have been established: continue to constitute pools to provide the right people for the Group's succession plans and business lines, to develop gender equality in managerial functions, and to make our talent pools international.

Recruitment by geographic area



Scope Crédit Agricole S.A. and its subsidiaries

Promote the employer brand and develop our talents

The broadening of its employer brand to encompass a fully digital format helped Crédit Agricole S.A. to achieve third place in Potential Park's overall ranking of the 100 largest companies in France. This award was achieved thanks to the social network strategy of the new recruitment site, identified as the fourth best recruitment site in France when it went online.

In 2021, over 250,000 applications were processed on the site and 1.2 million visits were recorded.

The Group's attractiveness is on the up (#2 in the sector, up one place since 2018) and stands out in particular for profiles with two or three years' higher education, for which the Group is ranked #1 in the financial sector according to the Universum ranking.

Crédit Agricole S.A. and its subsidiaries enhanced its communication by intensively pre-empting social networks via a network comprised of entities at Group, regional, national and international level, and via social networks such as LinkedIn, Facebook, Twitter, Instagram, and TikTok as of 2021. Under the employer signature "For you, everything starts here", Crédit Agricole S.A. and its subsidiaries has organised its communications around four themes identified as levers of attractiveness for our targets: career opportunities, our values and commitments, sharing experience with our employees and participation in events.

In 2021, the Group's employer brand made over 550 posts on social networks, which represents almost 1.8 million impressions.

The employer brand videos on work/study training and "It all starts here" had over 4.8 million views on YouTube in 2021.

A YouTube campaign via the "It all starts here" video took place over June-July 2021, resulting in more than 7 million impressions. A study was carried out to measure, among other things, the perception of the brand after exposure to the video campaign. The Crédit Agricole Group came out on top in the Benchmark on the question "Which of the following companies do you have a good opinion of?" with 34% of respondents. This advertising exposure helped improve consideration of the Crédit Agricole brand by 8.33% (profiles exposed vs. profiles not exposed).

The work/study campaign by Crédit Agricole S.A. and its entities received more than 120,800 CVs. The partnership with Indeed created high visibility on work/study offers with over 3 million impressions, nearly 290,000 clicks on the 1,120 offers and received more than 11,000 applications.

Refer to the glossary on page 715 for the definition of technical terms.

Mobility

Internal mobility is a major factor in the development of the skills of Crédit Agricole S.A. and its subsidiaries employees in France and abroad. In a climate where jobs and skills are subject to rapid change, via its Human Project, the Group gives each employee the opportunity to take control of their own development by encouraging them to take the initiative regarding development pathways and choices to enhance their skills. To do this, the Group has a long-term commitment to favouring internal mobility, thereby offering employees a reliable career framework and facilitating professional development. The Group is particularly conscious of moves across different activities and business lines. To succeed in this challenge, the Group implements concrete measures such as flexible and transparent mobility instructions, a toolbox and job opportunities digitised through a dedicated application and recurring mobility events.

To embody the Human Project, the managerial culture of the Group will need to shift in the direction of greater individual and collective responsibility, judgement, initiative and trust. To achieve this goal, the company needs to strengthen the independence of its employees by providing tools and events to allow employees to assume responsibility for their mobility and develop their skills, enabling them to become more flexible and assimilate new know-how.

It is in this context that **Career Pass**, the Group's mobility service, promotes and creates a link between all tools available to employees. It makes it possible to find, activate and promote the various mobility schemes. Thanks to dedicated tools and a network of dedicated HR representatives, the Career Pass increases the employability of its staff throughout their career within the Group.

It also presents each entity within the Group's employment pool and highlights internal job opportunities available on the **MyJobs** internal job exchange tool. Accessible to all employees from the HR Me&CA portal, MyJobs is the Group's information space on jobs.

In 2021, 1,894 internal offers were publicised in France and abroad.

Once a year, a day-long event **(MobiliJobs)** is for employees seeking a mobility. It combines business conferences, professional development sessions and mobility workshops. These options allow employees to discuss various opportunities with managers and human resources representatives from the Group entities. Potential candidates undergo a "speed-interview" which enables them to apply directly to offers published on the Group's internal job exchanges, to discover possible re-orientation options and receive advice on how to fine tune their career plan.

The second MobiliJobs event on the theme of '*Audace*' was organised in a 100% digital format to ensure flexible and simple access to mobility within all of the Group entities, in France and abroad.

The October 2021 event hosted 16 entities of Crédit Agricole S.A., 30 regional banks and seven attached entities, representing 64 pages of exhibitors. Overall, this represented 1,704 visitors to the platform, 225 HR contributors and managers were mobilised to receive more than 900 employees on D-day and organise over 550 appointments. In addition to videos, quizzes and content focusing on boldness and mobility, 661 employees took part in three webinars and three workshops.

Upstream of this event, 33 "Preparation for MobiliJobs" workshops were organised and coordinated by 68 HR employees in June 2021.

Participative workshops, called **MobiliMeetings,** were offered to all employees of Crédit Agricole Group. These meetings, which last for two hours, are held every two months. They are conducted 100% remotely via a Skype conference and with the use of an interactive tool, Beekast. MobiliMeetings are targeted at people who are considering changing their job or who are beginning to think about changing jobs. Their aim is to improve the general culture of the Group, provide information on employment catchment areas and clarify the rules governing mobility and available toolkits. During a Q&A session, participants can ask questions about general cases or highlight specific situations of potential interest to all those attending the meeting.

Mobility Committees are monthly get-togethers organised between the Human Resources Managers of Crédit Agricole S.A. entities to discuss the positions available and employees of the entities who are actively seeking to change their job.

The entities have expressed a wish to extend the use of the **Jobmaker** tool to support employees in preparing their professional development. Through a series of eight workshops, Jobmaker enables employees to reflect on their successes, motivations and skills. It also provides training to employees on how to present themselves, boost their networks, etc. Jobmaker therefore prepares employees for all stages of their career path. At the end of the course, employees are able to share their overall thoughts with their HR manager during a dedicated interview. The new 18-month framework contract that has been agreed provides over 700 licences for this tool.

As part of the development of a *feedback* culture and to ensure employees to make continuous progress in terms of their skills, a dedicated application has been piloted in six entities within specific departments, and three entities have even rolled it out to their entire workforce. The application allows you to ask colleagues, managers, professional peers for *feedback* in a simple and fun way through 24 cross-functional skills and seven events (meeting, client appointment, interview, etc.). In 2021, 8,000 employees used the 5Feedback application.

For example, Crédit Agricole CIB organised its fourth Mobility Week, in an entirely remote format. To ensure employees play a greater part in their mobility within the company and to improve the management of skills databases, Crédit Agricole CIB has created a new tool based on artificial intelligence: 365 Talents. Using machine learning and natural language analysis, the platform displays the skills of employees in real-time and automatically suggests available career development opportunities within the company.

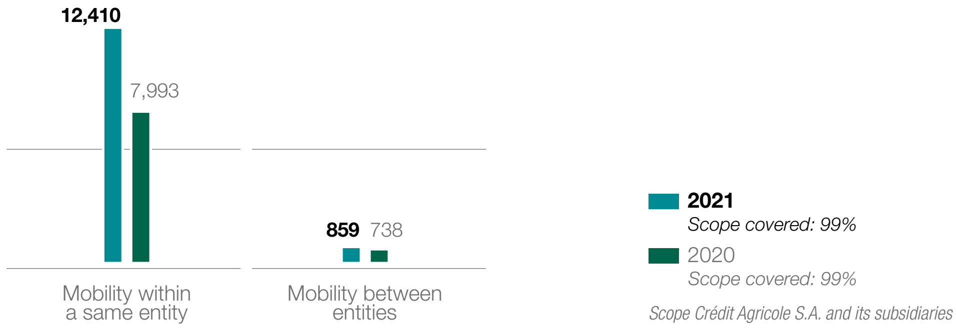
Caceis helped its employees to take control of their mobility by putting in place nine group activities during 2021, in the form of workshops and presentations of business lines.

UES Crédit Agricole S.A. organises workshops in areas such as preparing professional projects, encompassing areas such as the preparation of pitches and CVs.

Twice yearly, Amundi organises international mobility committees.

Refer to the glossary on page 715 for the definition of technical terms.

Internal mobility



3.5.2.2 Employee training and collective development

Training

The **Human Project** is focused on **local empowered teams to offer customers ongoing access** to a trained, autonomous person with the authority to take action. This empowerment of all customer-facing employees will go hand in hand with a change in managerial culture. For greater development in this area, support from executives to field employees is envisaged, i.e.:

- leaders who embody the managerial transformation;
- entrepreneurial managers who distribute the new codes of behaviour to all teams;
- employees who take an active role in their careers and who get training on digital, behavioural and cross-disciplinary skills to continue to develop and adapt to changing business lines.

The evolution and development of employees' skills pose a major challenge in this time of fast changes. To support them, the Group focuses on three key areas:

- creating an environment that encourages learning new things to ensure sustainable employability;
- promoting continuous skills development and continuous adjustment to how business lines are changing;
- supporting the acquisition of new skills and anticipating change.

In addition to this variation and to drive this long-term transformation among all employees, Crédit Agricole S.A. has partnered with **Philonomist,** a digital platform that uses a philosophical approach to provide content on major societal and economic challenges for the Company. Since September 2019, two years after its launch, there have been over 14,900 registered employees, over 71,000 connections to the site, more than 160 personalised newsletters published, and users from 23 countries. Access to the platform is supplemented by face-to-face and remote events in which more than 2,800 Group employees participated.

Develop cross-functional behavioural and managerial skills

During 2021, the organisational and managerial transformation process continued at Crédit Agricole S.A. with trials involving 1,500 employees.

The Group also stepped up training in cross-functional skills.

To support this managerial transformation and evolution of the managerial culture, the Group has continued the roll-out of the "Leadership, Direction and Empowerment" programme designed for managers, in partnership with the *Purposeful Leadership* Chair at HEC Paris. With the 8th class this year, 100% of executives have completed the programme.

To support the Group's developments, the new managerial network of Crédit Agricole S.A., called the ***Top 1000 Network,*** met remotely for the first time in September 2021. With the attendance of thousands of managers, it brings together all the business lines and functions of Crédit Agricole S.A. and its subsidiaries in France and internationally and aims to share as closely as possible the strategy and direction of Crédit Agricole's actions with employees.

In 2021, LCL continued to support its managers. After upskilling 1,000 branch managers between 2019 and 2021, the 250 *Top Managers* at LCL attended the "*Nouvelle proximité managériale*" [New Managerial Relations] programme at the end of the year, which involved taking a step back by sharing their experiences along with hands-on practice-sharing workshops, peer coaching, e-learning, etc. This comprehensive programme delivers the key elements of the Human Pillar of the *LCL Demain 2022*: i.e. accountability, autonomy and trust.

In 2022, the programme will support over 700 different managers.

To support managerial transformation, Crédit Agricole Payment Services has rolled out a programme entitled RCI [Responsibility, Trust, Initiative], which is targeted at all managers, with the aim of moving towards greater individual and collective responsibility, autonomy, trust and taking initiative.

The Group launched a unique professional and human experience in which two employees swapped jobs for three months. This HR project involved the exceptional secondment of an employee working for the Audit-Inspection department at Caisse Régionale Charente-Périgord and a member of staff working for LCL General Inspection.

Develop employee skills and adapt HR initiatives to the challenges of transformation

With the support of **Ifcam,** the university of Crédit Agricole Group, the training offer is regularly expanded to make it even more accessible. In 2021, **1,836,275 hours of training** were provided by Crédit Agricole S.A. and its subsidiaries despite the Covid crisis. The Training business line has continued to adapt its training offering and methods to the health-related constraints by prioritising distance learning and offering hybrid solutions that combine remote and face-to-face options.

Adapt business lines and skills to technological changes

HR initiatives to develop skills and support integration and mobility for the 9,000 employees of the **IT business line** (LMSI) of Crédit Agricole S.A. and its subsidiaries have been strengthened. Accordingly, various certification courses have been rolled for *Data Scientists, Data Analysts, Data Management and Data Engineer business lines.*

Building on the success of its Machine Learning Fundamentals course, the Innovation and HR teams at Crédit Agricole CIB have developed new training offerings based on artificial intelligence, *data management* and *data architecture.*

Crédit Agricole Payment Services has continued setting up a development centre for its payment experts to structure the payments business line and increase its influence and attractiveness.

Refer to the glossary on page 715 for the definition of technical terms.

Training topics

	2021 (12 months)				2020 (12 months)	
	Total	%	o/w France	o/w International	Total	%
Knowledge of Crédit Agricole S.A.	**32,868**	1.8	6,553	26,315	**10,471**	0.6
Personnel and business management	**80,214**	4.4	41,546	38,668	**62,712**	3.4
Banking, law and economics	**337,123**	18.4	207,660	129,463	**267,144**	14.6
Insurance	**319,344**	17.4	251,534	67,810	**525,161**	28.8
Financial management (accountancy, tax, etc.)	**37,384**	2.0	17,452	19,932	**18,873**	1.0
Risks	**50,121**	2.7	31,071	19,050	**72,698**	4.0
Compliance	**337,552**	18.4	107,647	229,905	**424,303**	23.2
Methods, organisation, quality	**81,576**	4.4	16,406	65,170	**63,461**	3.5
Purchasing, marketing, distribution	**108,801**	5.9	12,558	96,243	**51,244**	2.8
IT systems, networks, telecommunications	**52,969**	2.9	26,320	26,649	**30,498**	1.7
Languages	**97,874**	5.3	24,459	73,415	**88,237**	4.8
Office systems, software, new ICT	**62,253**	3.4	21,980	40,273	**23,100**	1.3
Personal development, communication	**148,237**	8.1	51,031	97,206	**98,030**	5.4
Health and safety	**53,496**	2.9	16,003	37,493	**66,578**	3.6
Human rights and the environment	**14,825**	0.8	5,723	9,102	**10,477**	0.6
Human Resources	**21,638**	1.2	7,958	13,680	**12,366**	0.7
TOTAL	**1,836,275**	**100.0%**	**845,901**	**990,374**	**1,825,353**	**100.0%**
Scope covered		*91%*				*98%*

Scope Crédit Agricole S.A. and its subsidiaries.

Reward policy

Crédit Agricole S.A. and its subsidiaries has defined a responsible reward policy in line with the mutualist values of the Group, based on fairness and rules common to all employees. This policy underpins the Group's *Raison d'Être*, namely: "Working everey day in the interest of our customers and society" and the 2022 Medium-Term Plan.

The reward policy is one of the three founding principles of the Human Project: empowering employees, strengthening customer relations and fostering an atmosphere of trust.

The reward policy for Crédit Agricole S.A. and its subsidiaries employees is composed of fixed, variable and peripheral elements, corresponding to various targets. Every employee receives all or part of these elements based on their level of responsibility, skills and performance (see section 3 p. 193).

Average monthly salary of active permanent contract (CDI) employees in France (gross basic salary)

	2021			2020		
	Women	Men	OVERALL	Women	Men	OVERALL
Managers	4,470	5,418	**4,952**	4,405	5,377	**4,898**
Non-managers	2,553	2,545	**2,551**	2,530	2,526	**2,529**
TOTAL	**3,762**	**4,906**	**4,268**	**3,680**	**4,827**	**4,185**
Scope covered France			*99%*			*99%*

Scope Crédit Agricole S.A. and its subsidiaries.

3.5.2.3 Diversity of human capital, as a driver of our managerial and cultural transformation

Characterised by a decentralised and entrepreneurship culture, diversity lies in the Group's DNA.

By positioning gender equality and diversity at the heart of its Societal Project, the Group aims to adopt a coordinated and comprehensive approach to target the exemplarity of its social policies.

Four priorities with concrete commitments were set up as part of the 2022 medium-term plan: gender equality in business lines, particularly through increasing the number of women in decision-making bodies; internationalisation of talent; social diversity and integration of young people as well as the transfer of the knowledge of the most experienced employees, along with an ambitious and proactive disability policy.

An inclusive company

Crédit Agricole S.A. has signed the **Diversity Charter** since 2008 and is opposed to all forms of discrimination. This commitment is specifically included in the International Framework Agreement signed on 31 July 2019, with UNI Global Union.

As the employees' sense of belonging also depends on the recognition of their individuality, the Group is committed to creating a tolerant and inclusive working environment that allows everyone to express their potential. Regular awareness-raising actions are carried out to combat all forms of discrimination. An annual event focusing on diversity has been organised since 2011, offering an opportunity to communicate, discuss and raise awareness across the Group as a whole in the form of conferences, information materials, events and a chance for members of the Executive Committee and role models to express themselves in this area. In 2021, **Diversity Month** focused on the central themes of an inclusive company: multicultural and international; disability; diversity in our businesses lines and intergenerational employment.

In practical terms, the actions led by the holding company were replicated within the Group entities. For example, Indosuez Wealth Management received a prize for Best Private Bank for Diversity and Inclusion at the *Private Banking and Wealth Management Awards 2021* in London. This award reflects the relevance and effectiveness of the action plan deployed as part of the Human Project to guarantee equity, gender equality and to create a rich resource where each individual can express themselves.

Gender equality at work

For several years, **Crédit Agricole S.A. and its subsidiaries** (whose total workforce as at 31 December 2021 included 53% of women) has been committed to promoting **gender equality at work**, notably through signing agreements on topics such as equality in recruitment, training, promotion, compensation and work-life balance.

The Group offers support programmes to contribute to a culture of closeness and mutual aid for women, in the form of:

- training in the role of a Director;
- a mentoring programme by members of the Group Executive Committee for our future executives;
- a new managerial programme called "Leading@Crédit Agricole" with a special focus on women;
- programmes to support potential prospects: EVE and Diafora programme.

In 2021, prestigious partnerships such as *Assises de la Parité* and the Margaret prize were created to promote gender equality.

For Crédit Agricole S.A. and all of its entities, particular attention is paid to **respecting equal compensation for men and women.** The Group and all its entities take care to identify any compensation gaps and, if necessary, plan measures to eliminate them. The publication of the **gender equality index**, established by the French government, helps demonstrate the effectiveness of the actions taken at the Group with positive grades. This year, most entities have a steady or increasing scoring compared to 2020, including UES Crédit Agricole S.A. which reaches 89/100.

The Group's proactive diversity policy continues to be translated into concrete action through:

- the significant increase in the **number of women on the Crédit Agricole S.A. Executive Committee** from 6.5% in 2016 to **37.5% on 1 January 2022;**
- the number of women among executive managers.

The publication of the Societal Project in December 2021 reflects this commitment with a target of 30% female executive managers (top 150) by 2025. The share of women was 21.5% as of 31 December 2021.

In addition, in 2021, the Group confirmed its progress in the SBF 120 ranking of decision-making bodies, moving up to 38th place, thus reinforcing its 52-place rise since 2015.

To continue to make progress and accelerate the increase in the number of women in the highest management bodies of Crédit Agricole S.A.'s subsidiaries and at the executive level, the Group adopted specific action plans to achieve a proportion of 30% of women among senior executives (Top 150) by 2025 and to include this criterion among the Human Resources Project's management indicators

In addition, a specific review of the management teams and succession plans takes place every year with a point dedicated to the identification of female talent. Particular attention is always paid to the promotion of talented women when filling managerial positions, appointing executives and ensuring there is at least one woman on the list of candidates.

On 16 November 2021, Crédit Agricole S.A. and its subsidiaries also renewed its partnership with FINANCI'ELLES, a federation of gender-equality networks in the banking/finance/insurance sector, through the signing of a new commitment charter by Philippe Brassac, Chief Executive Officer of Crédit Agricole S.A. Through "Cercle PotentiElles", the Group has eight gender-equality networks covering all of its entities and business lines, with more than 2,000 members.

Rewards illustrate the commitments of the Group. In October 2021, Crédit Agricole CIB was again recognised by *Asiamoney,* one of the leading financial magazines in Asia, for its commitment to promoting women. Out of the 70 Asian banks and international banks, Crédit Agricole CIB ranks in first position in terms of the number of women with the status of Deputy Chairman and is in the top 10 regarding the total number of women employees.

For many years now, CAL&F has been committed to supporting gender equality at work and promoting gender equality at all levels of the company.

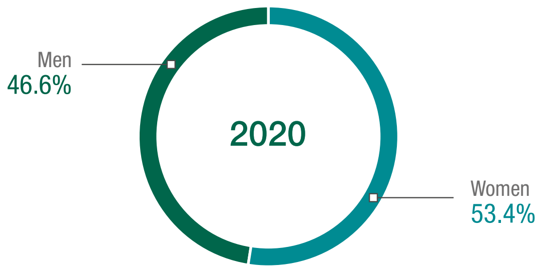
The partnership with the "Capital Filles" organization, which supports young girls in working-class and rural areas (secondary school girls from year ten, and female students in the last three years of secondary education), began a year ago.

This year, 23 young girls benefited from guidance, advice and support from 21 female employees/mentors and the investment of a "Capital Filles" delegate.

The targets of the programme are to strengthen the self-confidence of girls and their confidence in their professional future, to invite them to discover professions that would benefit from greater female representation, and to support their training and career choices, with complete independence.

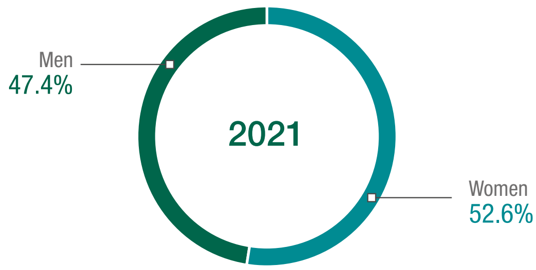
CA-GIP has also signed a partnership with the "Elles bougent" organization to promote scientific and IT careers among girls seeking advice in this area.

Breakdown of workforce by gender



Scope covered: 99%

Scope Crédit Agricole S.A. and its subsidiaries



Scope covered: 100%

Refer to the glossary on page 715 for the definition of technical terms.

Breakdown of workforce by level/gender

France

(as a %)	2021 Managers	2021 Non-managers	2020 Managers	2020 Non-managers
WORKFORCE IN FRANCE	**71.5**	**28.5**	**69.9**	**30.1**
Women	63.1	36.9	61.4	38.6
Men	82.1	17.8	80.7	19.3
Scope covered - France		*100%*		*99%*

Scope Crédit Agricole S.A. and its subsidiaries.

International

(as a %)	2021 Senior managers	2021 Managers	2021 Other employees	2020 Senior managers	2020 Managers	2020 Other employees
INTERNATIONAL WORKFORCE	**0.6**	**25.1**	**74.2**	**3.1**	**25.9**	**71.0**
Women	0.2	15.9	83.8	1.6	20.0	78.4
Men	1.0	32.8	66.2	4.6	32.0	63.4
Scope covered - International			*100%*			*99%*

Scope Crédit Agricole S.A. and its subsidiaries.

Proportion of women

(as a %)	2021 %	2021 Scope covered	2020 %	2020 Scope covered
Among all employees	52.7	100%	53.5	100%
Among permanent contract employees	50.1	100%	50.9	100%
Among management levels 1 and 2	21.0	100%	21.7	100%
Among the Group Executive Committee	6 out of 16	100%	4 out of 16	100%
Among the top 10% of highest-earning employees in each subsidiary (fixed compensation)	29.9	99%	29.9	99%

Scope Crédit Agricole S.A. and its subsidiaries.

Disability policy

The sixth Crédit Agricole S.A. agreement to promote the employment of people with disabilities for 2020-2022 period is a continuation of the Group's ambitious policy. In addition to commitments in terms of recruitment, this policy is supported by the implementation of the four main structuring elements of the agreement:

- training of human resources managers/managers on "Anti-discrimination and raising awareness of disability";
- a welcome and integration kit for any new entrants with disabilities;
- an inclusive CV database;
- support for employees in returning to work after a long illness.

This commitment is reaffirmed in the International Framework Agreement, in which the Group agrees to fight against all forms of discrimination and promote the integration of disabled employees in all its subsidiaries.

The impact of the health crisis meant that 2021 was another special year. This is why considerable attention has been paid, combined with collective actions, to respond to situations of fragility and to the needs of employees with disabilities: i.e. dedicated hotline, masks that help lip reading, etc.

In 2021, Crédit Agricole S.A. and its subsidiaries also recruited 52 employees with disabilities, 22 of whom were taken on with permanent contracts.

For Crédit Agricole S.A. and its subsidiaries the employment rate of people with disabilities has increased from less than 2% in 2005 to 5.10% in 2020. The provisional rate for 2021 is 5.05%.

Each year, the Group is involved in communication and awareness-raising actions for all employees, particularly during the Disability Employment Week (SEPH). For the November 2021 event, Crédit Agricole S.A. and its subsidiaries rolled out various measures to break down stereotypes attitudes to disability, which included a communication campaign focusing on the concept of "Let's tackle perceived ideas", a conference on "Films and disability" and "Game of Talents" workshops.

Crédit Agricole S.A. and its subsidiaries	2021	2020
Direct employment rate	5.05%(1)	5.10%

(1) Provisional rate for 2021.

International development: paying special attention to the internationalisation of talent pools

With more than half of its employees working abroad, the internationalisation of talent pools is a major challenge for the Group: a 20% target for "international" succession plans by 2022 has been set. This criterion is one of the steering indicators of the Human Project.

As at 31 December 2021, 20% of the new staff were internationals, in line with the ambition for the end of 2022.

3.5.2.4 Engagement for young people

Through its **Youth Plan**, the Group aims to encourage the integration of young people through jobs and training.

In view of the fact the health crisis has had a severe impact on young people in terms of their search for internships and employment, Crédit Agricole S.A. and its subsidiaries has adapted its system to recruit work/study students by expanding the use of remote recruitment during the lockdowns imposed by the health constraints.

Convinced that discovering the diversity of the company's activities through a work-study contract or an internship is one of the best ways to acquire skills and refine a career path to be integrated into working life, **Crédit Agricole S.A. and its subsidiaries** welcome and train over 1,769 work/study students.

Along with five other companies, Crédit Agricole Group has been identified for its commitment to the employment of young people. Thus, on 4 February 2021, Philippe Brassac, the Chief Executive Officer of Crédit Agricole S.A. and Thibaut Guilluy, the High Commissioner for Employment and Business Commitment, signed an agreement formalising Crédit Agricole Group's commitment to the employment of young people under the scope of the "one young person, one solution" plan, rolled out by the French government in July with a budget of €6.5 billion.

In response, all Group's entities have rallied around the **MobiliJeunes** project. This fully online event was organised from 16 June to 1 July, i.e. 16 days of access to online resources, including two days of live workshops, which allowed young people to discover opportunities within the various entities, to take part in workshops run by the Group's HR professionals to prepare for their future, and have access to useful content to prepare for their future career. 207 participants took part in the workshops and the homepage of the digital event recorded more than 500 connections.

This commitment is also reflected in the entities, with LCL, for example, continuing to support young people, with around 1,200 permanent contracts signed each year for people under the age of 30, with almost 600 work/study students and around 80 interns amongst the workforce. As part of the partnership with Apels (Agency for education through sport), more than 160 work/study students have been welcomed between 2016 and 2020, resulting in more than 60 people being recruited on permanent contracts at the end of these schemes.

Caceis operates an active policy towards students and its contract transformation rate was over 36% as at December 2021. As evidence of this, the ***Happy Trainee*** label was renewed for the fourth consecutive year in France, and in Luxembourg for the third consecutive year, recording satisfaction rates of 88.8% and 97.1% respectively.

Crédit Agricole Payment Services has set up a fully digitised *e-jobdating* scheme, with workshops dedicated to CVs, HR interviews, *pitches*, etc., for more than 750 students from over 85 target schools for its 2021 campaign for to recruit work/study students, alongside its traditional campaign. As a result of the campaign, 34 new young people have been integrated into the Group out of total number of 55 work/study students.

Long-term commitment to Year 10 students at REP and REP+ colleges

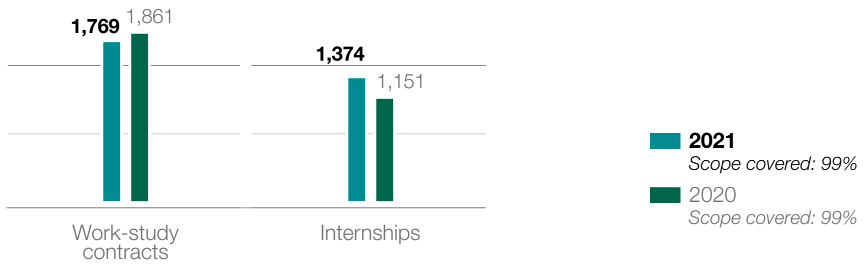
The Group's Youth Plan also includes a component to welcome interns from institutions located in priority education areas. Rolled out three years ago, this Group commitment was once again adapted to the 2021 health conditions by offering tailor-made support to help people from lower income backgrounds discover the corporate world. In connection with three organizations recognised by government institutions, two types of schemes were offered to students to comply with the health requirements:

1. In conjunction with the organizations "*Tous en Stage*" and "*Un Stage et Après*", workshops coordinated by Crédit Agricole S.A. and its subsidiaries employees were organised, both face-to-face and remotely. The format enabled Year 10 students to remain in their institutions while receiving lessons providing an overview of the company codes, bank business lines and the various academic and professional career paths for volunteer employees.
2. In coordination with the organizations "*Viens Voir Mon Taf*" and "*Un Stage et Après*", week-long training courses were organised to welcome Year 10 students under optimal conditions. Group sessions were scheduled to present the Group and its subsidiaries in addition to individual sessions between tutors and students.

As of 30 June 2021, nine colleges in Île-de-France allowed Crédit Agricole S.A. and its subsidiaries employees to meet students through workshops specifically designed for their students. From the month of November, 12 entities (LCL, Crédit Agricole CIB, CAL&F, Crédit Agricole Assurances, Amundi, Crédit Agricole S.A. corporate entity, CA Indosuez, Caceis, CA CF , CA Immobilier, CAPS and CA-GIP) organised week-long events to welcome students into the business until the end of year holidays.

In 2021, more than 461 students from institutions located in priority education areas will have benefited from an observation course organised by Crédit Agricole S.A. and its subsidiaries.

Internships and work-study contracts *(average monthly FTE)*



Scope Crédit Agricole S.A. and its subsidiaries

Refer to the glossary on page 715 for the definition of technical terms.

3.5.2.5 Attractive and secure working environment

Listening to employees and measuring their engagement

In a context of profound societal changes, amplified by the health crisis, measuring employee engagement is more than ever a key marker. Launched in 2016, the **ERI** (Engagement and Recommendation Index) is an annual anonymous internal survey, carried out by an independent company, rolled-out simultaneously in the various Group entities in France and abroad.

This year, the scope included 20 Crédit Agricole S.A. entities in France and abroad, as well as 35 Regional Banks and affiliated entities. A total of 127,669 employees were invited to participate in the survey in 49 countries.

The participation rate for the 2021 ERI of Crédit Agricole S.A. (excluding regional banks and associated entities) was 81%, up 22 points since 2016. The results highlighted areas of strengths on which to build, including increased engagement in the process (+2 points compared to 2020), pride in belonging to the Group (82%), optimism about the future of the Group (87%), understanding and adherence to the strategy of the Group and the company (90%), cooperation within the teams (84%) and employer recommendations (75%). Crédit Agricole S.A. is also continuing its efforts to facilitate the work of its employees: agreement on working from home, webinars, well-being conferences, etc.

In fact, this point remains the primary source of dissatisfaction within the company. Based on the 2020 ERI results, the entities have implemented a series of actions to improve the Employee Experience of their teams.

Ongoing management of the health situation and the implementation of new working from home agreements

The Covid Group Committee monitored and coordinated the ongoing situation due to the Covid-19 pandemic. The committee met regularly throughout the year, to adjust the health protocol as and when required, on a group level.

In 2021, working from home was the order of the day due to the health crisis. A plan for the gradual return of employees to the workplace was put in place after discussions between staff representatives and the management. This plan will apply until the implementation of new teleworking agreements negotiated from the second half of 2021 within all entities, in line with Group guidelines. Ten agreements were signed unanimously in mid-December 2021.

Health & Safety at Work/Quality of Work Life

Crédit Agricole S.A. ensures that the safety and security of its employees and any persons at its facilities is protected. The Physical Security and Safety Department (*Direction sécurité-sûreté* – DSS), which reports to the Corporate Secretary, coordinates and oversees the Physical Security and Safety business line. It relies on the services of Security and Safety Prevention Managers (*Responsables sécurité-sûreté prévention* – RSSP) at each entity, on dedicated bodies within the Group Security and Safety Business Line Committee, the Group Security and Safety Committee, the Group Security Committee and on discussions with the other departments for crisis management purposes, where necessary. The DSS analyses and monitors any security threats and risks faced by Crédit Agricole Group in coordination with the national security authorities in France and abroad. It determines and disseminates the safety policies of Crédit Agricole S.A. and its subsidiaries, which are supplemented by action plans such as the Special Security Plan or the Business Continuity Plan, including emergency response procedures, which are all part of the Group's crisis management system.

The Group's security strategy is based on anticipating, preventing and training employees to adopt appropriate behaviours and acquire effective safety practices. To strengthen the security culture within the Group, all employees are offered two mandatory training courses in the form of *e-learning* modules on what to do in the event of safety incidents such as fire, first aid or a terrorist attack. Fire prevention awareness actions are carried out in addition to regulatory evacuation exercises and "evacuation team member" training is offered to volunteer employees. As part of the management of the health crisis, the Physical Security and Safety Department has collaborated with the Group's Human Resources Department, the workplace health services and staff representatives to develop and disseminate health rules to be observed at Crédit Agricole S.A. sites. The Physical Security and Safety Department also has a dedicated page on the Group's intranet, and videos on safety and health rules have been distributed in campus information materials. In 2022, the Group entities, led by the safety section of the Physical Security and Safety Department, are expected to actively participate in the World Day for Safety and Health at Work. After an initial increase in security levels in 2021, a project for the complete overhaul of the Evergreen and SQY Park campuses, which house more than 15,000 employees of Crédit Agricole S.A. and its subsidiaries, began and is expected to be completed in 2023 (further information is available in Chapter 3 "Corporate governance", Part 1.4 "Vigilance Plan" and Chapter 5 "Risks and Pillar 3", Part 2 "ESG Risk management", "Business Continuity Plans").

Crédit Agricole S.A. ensures that its facilities offer a working environment that protects the health of its employees. Accordingly, it carries out prevention actions and provides support for employees (free screening and vaccine campaigns, ergonomic advice, nutrition and stress management, personalised support for employee carers, etc.). **Arrangements for the prevention of psychosocial risks** (freephone numbers, counselling service, social workers) are also available within Crédit Agricole S.A. entities. Beyond preserving health and safety at work, the Group firmly believes that Quality of Work Life (QWL) is a major driver of economic performance and employee engagement.

As part of the actions outlined in the International Framework Agreement, a study on health insurance arrangements was conducted by Mercer in 2021 among all the Group's entities. The study results were presented to the agreement monitoring committee in December.

A large part of 2021 was devoted to managing the public health crisis linked to the Covid-19 pandemic, which involved monitoring the measures deployed to protect employees and actions to support them throughout this period. Strict public health measures continue to be taken in the workplace to protect the health of employees working on site or in branches. Group entities have also been working on an update to their **single occupational risk assessment document (Duerp).** Several Group wide actions have been maintained to support employees during this period: medical teleconsultation, psychological unit, supportive measures for employees' children with a tutoring offer, a "Well-being" offer comprising "corporate" yoga classes to combat physical inactivity and maintain concentration, a 100% 24-hour a day, seven-day a week sports offering to help staff keep doing regular physical activity, etc. Videoconferences relating to QWL were also held in July and September.

The aim of these actions is to enhance the quality of work life for employees and reconcile work with their private and personal lives.

They were rolled out at the level of the entities and then supplemented by local actions. For example, CA-GIP provided several *webinars* around nutrition, quality of work life both in the workplace and when working remotely, along with well-being workshops. Furthermore, following the signing of the agreement for carers in December 2020, CA-GIP has put in place a guide and scheme to enable employees to donate days, and has also organised activities during the week-long event dedicated to carers.

Caceis and CAPS have set up "corporate" yoga sessions for their employees.

From the end of April to mid-June, CAPS launched "*Printemps de l'optimisme*" (Spring of optimism) to breathe positivity into the business and personal lives of employees, and to share good times to maintain their links.

BforBank organised a QWL week-long event offering a range of actions (remote relaxation course, QWL communication, etc.).

Under the scope of the employee health-prevention programme, a skin cancer prevention campaign was organised at the Evergreen and SQY Park campuses in the form of short free consultations with a dermatologist. A prevention campaign was also organised as part of Pink October. Other entities, such as Amundi, have also rolled out this campaign at their own sites. In November, Amundi also organised a week-long event on the theme of preventing male cancers.

For the first time, Indosuez Wealth Management organised a Healthcare Month within all Group entities in Luxembourg, as well as in the branches of Indosuez, in Belgium, Spain and Italy. Employees were offered a hybrid edition that involved videoconferences and sports classes face-to-face and online.

The Group also ensures the well-being of its employees by specifically combating stress at work. Thus, in 2021, across the Group a cycle of prevention conferences were offered: "Crises and Resilience", "Mediation", "Organising activities while preserving balance".

Actions were also carried out at the level of the various entities. CA-GIP proposed *webinars* on sophrology while Amundi arranged a conference on "Protecting ourselves in a hyperconnected world: the contribution of neuroscience" and training for all managers on "Preventing psychosocial risks (PSRs) specific to hybrid organisations". Caceis has set up 16 virtual classes to train PSR staff representatives, HR personnel, managers and employees. Entities such as Crédit Agricole CIB and Caceis have also continued their partnership with their crisis line, support and psychological counselling services for employees.

Throughout the year CA Egypt and CA Bank Polska also implemented well-being measures at work, to raise awareness and prevent stress at work in the form of *webinars* and training courses.

CA Egypt organised several well-being sessions in 2021; the sessions lasted for around two hours and had an average of 50 participants. Programmes dealt with nutrition, work-life balance, breast cancer awareness and relaxation techniques.

Each quarter, CA Bank Polska organises a series of events and webinars called "People Power Days", focusing primarily on areas such as managing stress, managing physical and emotional resistance, providing emotional support to colleagues, etc. Each edition of "People Power Days" attracts more than 2,000 employees.

Work/life balance

As a signatory of the **Parenthood Charter** since 2008, Crédit Agricole S.A. and its subsidiaries have implemented a number of measures to make it easier to reconcile the working and personal lives of employees who are parents. Since the health crisis, some subsidiaries have offered additional measures such as support for children's education. Crédit Agricole S.A. and its subsidiaries are doing their utmost to reduce the impact of maternity leave on women's careers and to retain their commitment. To meet the new expectations of parent employees, the Group has adapted its working structure to provide greater flexibility and promote a better balance to assist parent employees to better manage their parental responsibilities.

From 1 January 2021, the International Framework Agreement established a 16-week maternity leave, recommending that entities set up adoption or paternity leave to take into account the range of different parental situations.

In France, the majority of Crédit Agricole S.A. entities grant fathers, as part of the statutory four-week paternity, greater financial support than the provisions required by law.

Crédit Agricole S.A. and its subsidiaries provide flexible working hours to their employees to achieve a better work-life balance. The entities also provide provisions on the right to disconnect.

Two programmes developed by Crédit Agricole Bank Polska were recognised at the *Employer Branding Excellence Awards,* which is the most prestigious HR competition in Poland: "People Power", which aims to create a working culture for employees to develop a flexible, socially-responsible organisation that uses the power of diversity, and "Power Teams" programme, which supports the development of a hybrid working model.

Refer to the glossary on page 715 for the definition of technical terms.

— Proportion of part-time employees

	2021			2020		
	Women	Men	Total	Women	Men	Total
Part-time employees	6,025	696	**6,721**	6,368	789	**7,157**
Part-time employees as % of total	15.4	2.0	**9.0**	16.6	2.4	**9.9**
Women as % of part-time employees			**89.6**			**89.0**
Scope covered			*96%*			*99%*

Scope Crédit Agricole S.A. and its subsidiaries.

Social offer

Eligible employees of Crédit Agricole S.A. and its subsidiaries can take advantage of a social offer consisting of places in nurseries, access to leisure centres and sporting activities for their children, banking benefits of the Group's offer, allocation of social housing and access to the facilities offered by the Housing Action Services department. The purpose of this service offering is to help maintain a healthy balance between work and personal life, in line with the targets of the Human Project.

Anti-harassment policy

Convention no. 190 of the International Labour Organisation (ILO), ratified by France on 8 November 2021, is the first international treaty to recognise the right of everyone to a world of work free from violence and harassment. This prohibition of violence and harassment is set out in the International Framework Agreement signed on 31 July 2019, the Group's Code of Conduct and the Rules of Procedure of its component entities. A **whistleblowing scheme** set up within the Group also guarantees anonymity for people reporting any incidents. This scheme, accessible to the Group's employees on the corporate website, was presented at meetings of trades union representatives. Anti-harassment champions have also been appointed within each entity to support the employee and intervene.

As an example of such practices, Pacifica has updated its internal investigation procedure.

CA-GIP has drafted three management protocols on psychosocial risks (PSRs), one of which concerns alleged cases of harassment.

CAPS has set up a mediation process to supplement the Psychosocial Risk Committee and use of champions within the entity.

As part of its new gender equality at work agreement, CAL&F provides training on "Preventing all types of harassment", which is mandatory for managers and human resources departments. There are also plans to formalise an anti-harassment procedure in writing.

3.5.2.6 Sharing value creation

Employee shareholding and capital increases

Crédit Agricole Group **offers an annual capital increase offer reserved for Group employees and retirees** (see section 3 of URD p. 201 and 204).

In 2021, the capital increase reserved for employees involved over 21 million newly issued shares. More than 26,000 subscribers (compared to 20,000 subscribers in the 2019 offering with a comparable discount of 20%) invested nearly €206 million in Crédit Agricole S.A. shares.

At end-2021, the Group's employees and former employees held 5.1% of the capital of Crédit Agricole S.A. (5.8% of the share capital in 2020).

Incentive and profit-sharing schemes

The profit-sharing and incentive agreements are negotiated and managed in each entity with distribution of the employer's contribution (see section 3 of the URD p. 204).

— Collective variable compensation paid during the year on the basis of the previous year's results in France

	2021			2020		
	Total amount *(in thousands of euros)*	Number of beneficiaries	Average amount *(in euros)*	Total amount *(in thousands of euros)*	Number of beneficiaries	Average amount *(in euros)*
Profit-sharing	55,552	27,975	1,986	42,435	31,276	1,357
Incentive plans	174,164	42,297	4,118	203,009	42,693	4,755
Employer's additional contribution	53,187	34,924	1,523	50,912	33,493	1,520
TOTAL	**282,904**			**296,356**		
Scope covered France			*99%*			*99%*

Scope Crédit Agricole S.A. and its subsidiaries.

3.5.2.7 Social progress

International Framework Agreement

Discussions with UNI Global Union, as a signatory to the International Framework Agreement (IFA), took place informally during the year, as and when permitted by the current situation.

The IFA monitoring committee was held at the end of the year. During the committee meeting a presentation was made on issues such as health, death and disability and disability schemes applicable within all our subsidiaries worldwide, as well as the application of the 16-week paid maternity leave in all Group entities.

Social dialogue

Social dialogue, which is one of the fundamentals of the social pact of Crédit Agricole S.A., is one of the Human pillar aspects of the Group's "Ambitions 2022" project. This is illustrated in particular by the vigorous dialogue within three representative bodies at Group level: the European Works Council and the Group Committee, which are two cross-functional organisations of Crédit Agricole S.A. and the regional banks, and the Consultative Committee, which is a body specific to Crédit Agricole S.A.

In 2021, comprehensive discussions on social dialogue took place on a Group and entity level against the backdrop of the health crisis linked to the Covid-19 pandemic.

Group bodies and Group agreements

The **European Works Council** was renewed on 19 January 2021 for a period of four years.

In 2021, it met as a select committee seven times on projects specific to Caceis, Amundi, CAL&F, CA Italia and CA Bank Romania entities.

The annual plenary meeting was held at the end of the year to discuss the Group's general progress, the monitoring of the Medium-Term Plan and the 2020 corporate summary.

Furthermore, in June 2021, the study mission to Austria by the members of the Select Committee, accompanied by an expert, took place remotely.

During 2021, the **Group Works Council** met twice at plenary meetings and twice in Economic and CSR committee meetings. In addition to monitoring the Group's overall progress and its results, these meetings provided an opportunity to present various current topics on the Group's agenda (e.g. the real estate strategy).

The Consultative Committee met twice in 2021 to examine various current issues of the Group, including measures taken in terms of diversity, youth plan, employer brand, disability and feedback on testing carried out in pioneering areas.

The Crédit Agricole S.A. Group's **trade union correspondents** are supposed to strengthen social dialogue by sharing information of a social nature in an informal and constructive manner. This body met 25 times in 2021, instead of the 11 annual meetings normally scheduled, to monitor the management of the health crisis as closely as possible.

Created by the job and skills forecast management ("GPEC") agreement of 6 July 2012, two complementary bodies are specifically dedicated to the issue of employment and skills: **the GPEC Committee** is charged with monitoring the strategy and its foreseeable consequences on employment; it met three times during 2021, and the mission of the **job trends watch unit** is to conduct prospective analyses on changes in business lines and job skills; it met twice during 2021.

Negotiations on a Group level in the areas of **job management and career paths** continued throughout 2021. It is part of the three-year negotiation obligation and its aim is to revise the existing agreement signed in 2012.

The commitments made as part of Crédit Agricole S.A.'s long-term agreement relating to staff representatives signed in 2019 were implemented and actions were rolled out by Group entities in 2021. The committee monitoring this agreement met at the end of the year to review the actions implemented.

Social dialogue within entities in France

The quality of social dialogue within Crédit Agricole S.A. is illustrated by the implementation of collective agreements with the Group guidelines on working remotely. In short, it is now possible to work from home 40% of annual working time, with flexibility offered on a weekly basis, along with compensation for days worked remotely and for equipment.

Ten collective agreements have been signed unanimously by trade unions, and negotiations are ongoing at other entities.

Other agreements were also negotiated in 2021:

- CAL&F, Crédit Agricole CIB and CA CF have renewed a new agreement on gender equality at work;
- Caceis, LCL and CAL&F have negotiated agreements to support their transformation project.

Several entities have started or will start to renegotiate their QWL agreements by the end of 2021.

Social dialogue in Italy

In October 2021, CA Italia signed an agreement on the generation renewal plan, which provides for the departure of 1,000 employees, 200 will retire and 800 will have access a dedicated solidarity fund, plus the integration of 500 young people.

— Number of company agreements signed during the year by subject

	2021			2020		
	France	International	Total	France	International	Total
Compensation and benefits	51	39	**90**	54	44	**98**
Training	1	22	**23**	0	18	**18**
Employee representative bodies	7	5	**12**	10	2	**12**
Jobs	9	18	**27**	3	5	**8**
Working hours	15	16	**31**	15	14	**29**
Diversity and gender equality at work	7	2	**9**	2	3	**5**
Health & Safety	3	2	**5**	0	0	**0**
Other	13	20	**33**	24	23	**47**
TOTAL	**106**	**124**	**230**	**108**	**109**	**217**
Scope covered			*87%*			*96%*

Scope Crédit Agricole S.A. and its subsidiaries.

Refer to the glossary on page 715 for the definition of technical terms.

3.5.3 Taxation and responsible lobbying policy

The taxation policy of Crédit Agricole S.A. complies with transparency and accountability rules that require it to follow the applicable tax laws and regulations in the countries and regions in which it operates.

3.5.3.1 Taxation policy

The Group pays the taxes legally due in the countries and territories where it is present. The amounts paid correspond to the underlying economic value created in those countries or territories as a result of its activities. Thus, its tax charges are in line with its business activities. **Crédit Agricole S.A. has developed, under the authority of its Executive Management**, a set of internal rules that have led it to withdraw from countries classed as non-cooperating by the OECD. An internal procedure, which is regularly updated, provides for prior authorisations for any own-account investment in countries listed by this procedure.

In France and abroad, the Group complies with the mechanism in force to fight tax evasion. Crédit Agricole S.A. has no entity in countries on the list of non-cooperative tax countries and territories established by France and the European Union (Law no. 2018-898 of 23 October 2018 on the fight against fraud).

Crédit Agricole S.A. is also transparent about its organisation, the location of its entities, its structure and its operations. Accordingly, it maintains a professional and cooperative relationship with tax authorities in all countries in which it operates, and fully, frankly and transparently discloses all relevant information in compliance with its legal disclosure requirements whenever disputes arise. Crédit Agricole S.A. publishes a country by country breakdown of its full-time equivalent employees, revenues generated locally, its pre-tax income, and taxation in each country (distinguishing between current tax and deferred tax), plus all public subsidies it received (see pages 702 and 703). Crédit Agricole S.A. also annually publishes a list of all its subsidiaries and entities, with their name, business type and geographic location. When the Group operates in countries where income tax is considerably lower than French income tax, it can prove that it operates a bona fide banking and finance activity in these countries and has real economic substance in these locations. It also communicates transparently on tax audits performed within the Group, any adjustments notified by the tax authorities and the resulting provisions.

The Crédit Agricole S.A. Tax Department ensures that the Group's tax practices pursue broad goals of responsibility and compliance, not just the narrower purpose of managing the cost of tax and tax risk. Accordingly, Crédit Agricole S.A. provides no help or encouragement for customers in violating tax laws and regulations, nor does it facilitate or support transactions where tax efficiency for the customer is derived from the non-disclosure of facts to the tax authorities. Furthermore, in accordance with the standard on the automatic exchange of information developed by the OECD to combat tax evasion, adopted by about one hundred countries and transposed by the European Union, the Crédit Agricole Group entities identify account holders who are tax residents of the countries with which an exchange agreement has been signed and sends information about these customers each year to their local tax authority, which then forwards it to the tax authority in the relevant country of residence.

In order to demonstrate precisely how Crédit Agricole S.A. applies a policy of transparency to its organisational structure and locations, it is useful to note that wherever Crédit Agricole S.A. is present worldwide with subsidiaries and branches and where it generates significant revenues, it has strong local teams and is subject to local corporate income tax.

Crédit Agricole S.A. also applies a transfer pricing policy in accordance with OECD principles: it declares its income and pays the corresponding taxes in the States in which it carries out its banking or financial activity. Crédit Agricole S.A.'s effective tax rate in 2021 was 17.1%. The Crédit Agricole Group's effective tax rate is 21.38% in 2021.

Lastly, the **Crédit Agricole Group** has publicly undertaken to only conduct international wealth management activities in countries and territories that are committed to the automatic exchange of information; to only deal with customers who provide it with a mandate to automatically exchange information about such customers with the relevant authorities; not to create, manage or advise off-shore entities. Indosuez Wealth Management helps its customers comply with tax requirements and after the automatic exchange of information with the European Union, the entity has extended the scope to partner countries. An internal procedure provides a very strict framework for this commitment.

3.5.3.2 Responsible lobbying

Crédit Agricole S.A. is **transparent about its lobbying efforts with legislators and fiscal policymakers**, and its taxes are determined by the legal tax regime applicable to all other similar taxpayers. It conducts its lobbying activities in full transparency with all stakeholders and complies with prevailing best practices. Actions are carried out to enhance the value of our customer-focused universal banking business model and to promote our *Raison d'Être*[1], "Working every day in the interests of our customers and society". In 2021, as was the case the previous year, the major areas concerned the financing of the economy, particularly as a major player in the recovery, support for energy transition and the preservation of the special mutually shared values. In addition, the Group contributes to consultations with French and European authorities on such topics as banking inclusion, the digital transformation of the banking sector and sustainable finance.

The **Group Public Affairs department is responsible for lobbying** on behalf of the Crédit Agricole Group. With a staff of ten, including three full-time employees in Brussels, it is supported by contact persons in the Group's departments and subsidiaries. Also subject to the **Internal Code of Business Conduct** and the monitoring of its budget by the Finance department, the Group Public Affairs department regularly communicates key messages and positions advocated to internal bodies, including the Executive Committee, the Management Committee and the Specialised Committees of the Board of Directors.

Since 1 January 2016, the duties of the Head of Group Public Affairs have been extended to cover the entire Crédit Agricole Group, including the Regional Banks, Fédération Nationale du Crédit Agricole and Crédit Agricole S.A. Many of the issues it deals with involve working closely with the French Banking Federation (FBF), or the French Insurance Federation (FIF), as well as the European Banking Federation (EBF), or Insurance Europe, the Association for Financial Markets in Europe (AFME) and/or the European Association of Cooperative Banks (EACB) at the request of Fédération Nationale du Crédit Agricole, of which it is a member. In addition, the Group contributes to consultations with French and European authorities on such topics as banking inclusion, the digital transformation of the banking sector and sustainable finance and defence of our distribution model.

To ensure that its lobbying activities comply with best practices, Crédit Agricole S.A. adopted a **Lobbying Charter** in 2013. The charter applies to Crédit Agricole S.A. and all of its entities. Registered since 2009 on the European Union Transparency Register, Crédit Agricole S.A. has undertaken to adopt the Code of Conduct for interest representatives. In France, Crédit Agricole S.A. is registered with the digital register for interest representatives pursuant to the Sapin 2 Law of 9 December 2016.

(1) Please refer to the glossary for the definition of *Raison d'Être*.

3.5.4 Responsible purchasing

The Crédit Agricole Group has adopted a **Responsible purchasing policy** to address the major challenges of tomorrow in the regions where it operates and contribute to the Company's overall performance. This policy was created together with Group entities and the Regional Banks. The Chief Executive Officers of Group entities are each committed for their entities and have signed this policy. The Responsible purchasing policy applies to all employees, anyone involved in the purchasing process and our suppliers.

Crédit Agricole S.A. signed the **Responsible Supplier Relations Charter** in 2011 and renewed its commitment by signing the updated charter in November 2021. Furthermore, the **"Supplier relations and responsible purchasing" label** granted by the French Ombudsman and the French National Purchasing Board (CNA) in 2014, was renewed once again in 2021 across a broadened scope to include Crédit Agricole S.A. and its subsidiaries. The organisation and actions of Crédit Agricole S.A. and its subsidiaries were certified to be at a "convincing" level compared to the **ISO 20400** normative framework.

In terms of governance, **the CSR Purchasing, Training and Communication** division of Crédit Agricole S.A.'s Group Purchasing Department is in charge of responsible purchasing for all employees of the Purchasing business line, which incorporates all Group entities. The **Purchasing Management Committee**, which oversees the CSR performance of suppliers, reviews CSR issues including the label and the duty of vigilance on a quarterly basis. The Group Purchasing department has enriched its approach based on a 360° vision of supplier risk and compliance with a **KYS (Know Your Supplier) mechanism.** A decision-making committee was set up at the beginning of 2020 – **the "Group Supplier Risk Committee"** – to manage this scheme. In addition, a **dashboard for the main CSR purchasing indicators** common to all Group entities (including the Regional Banks) is deployed in the main Crédit Agricole Group entities.

The Responsible Purchasing Policy is set out in the **"ACTE 2022" action plan** which is directly related to the Group Project according to the three pillars of the Medium-Term Plan, "Ambitions 2022":

- Supplier Relations Project: ensuring responsible conduct in supplier relations;
- Human Project: transforming the Purchasing business line and developing its teams;
- Societal Project: integrating environmental and societal aspects into purchasing.

3.5.4.1 Supplier Relations Project: ensuring responsible and sustainable conduct in supplier relations

Responsible and sustainable relationships with our suppliers are based on the following principles:

Strengthen mutual understanding between companies and suppliers and develop a culture of listening

A **Responsible Purchasing Charter** is attached to all supplier contracts and is based on reciprocal commitments based on the fundamental principles of the United Nations Global Compact. **A clause** on the respect of human rights, environmental protection and the fight against corruption was added to enhance the contracts in 2018.

A system of **dialogue with our stakeholders** includes **satisfaction surveys** to gather the views of both suppliers and in-house decision makers.

We strengthened our exchanges with suppliers:

- a **fifth edition of the 100% digital Supplier Meetings**. The agenda included an update on the purchasing roadmap and its outlook for the future, a presentation on the organisational structure of procurement, a report on the outcome of the supplier survey, voting for the winners of the procurement excellence trophies to showcase joint projects between suppliers, buyers and business lines, and finally, the organisation of sessions to discuss three topics ("Your transformations and outlook 2021", "Your approaches to sustainability", "IT and digital technology");
- suppliers are sent a **dedicated newsletter *(LINK)*** every six months.

During the Covid-19 health crisis, each of our entities made a special effort to increase the profile of our projects, offering practical support to our suppliers and reassuring them of our desire to maintain the economic fabric, with particular attention paid to SMEs and VSEs.

We issue regular reminders about the role of the **Internal Mediator**, who can be consulted by suppliers and/or the relevant in-house department. In 2020, the scope of this role was extended to all Crédit Agricole Group entities in France and abroad.

Special attention is also paid to the **economic dependence of suppliers** on the Crédit Agricole Group. Know Your Supplier (KYS) is an important element when it comes to the application of the requirements under the Sapin II Law and the Law on the Duty of Vigilance.

Ensuring financial fairness for our suppliers

Crédit Agricole S.A. actively **monitors its supplier payment deadlines**. This indicator is also monitored by the Executive Committee at Crédit Agricole S.A. and its subsidiaries The Crédit Agricole S.A. Purchasing business line set itself a target to reduce the number of invoices paid late by each entity by 25% by the end of 2022, with only documented disputes being accepted. Indicators for monitoring payment deadlines by entity and for monitoring action plans are presented every six months to the **Group Internal Control Committee (CCIG).** The average time it took to pay an invoice in 2021 was **40 days** for 13 consolidated entities[(1)] of Crédit Agricole S.A. and its subsidiaries.

Contributing to the development of the local community

The Crédit Agricole Group's links to the local community, through its network of retail banks, are reflected in the fact that it works with numerous suppliers drawn from the local economy. For any purchasing project, the Crédit Agricole Group is particularly keen to include local players where appropriate **(90% of external expenditure in France and 38% of expenditure with VSEs-SMEs).**

3.5.4.2 The Human Project: transforming the Purchasing business line and developing its teams

The **Purchasing business line (PBL)** has more than 500 employees from all entities of Crédit Agricole S.A. and its subsidiaries and Regional Banks in France and abroad.

In 2021, an HR support position was created at holding company level within the Purchasing business line, to continue the upskilling of buyers and to promote the business line within the Crédit Agricole Group.

The **purchasing professionalisation programme** has been enriched with new modules (e.g. co-creative negotiation, everything you need to know about the purchasing process in practice) and communicated widely to the purchasing teams in the business line, as well as to the HR teams of Crédit Agricole Group entities.

(1) Crédit Agricole S.A., CAPS, LCL, CA Immobilier, Crédit Agricole CIB, CACF, CALF, CAA, CA-GIP, Amundi, Caceis, CA Indosuez, Uni-Médias.

Refer to the glossary on page 715 for the definition of technical terms.

HR's new coordination tasks include:

- promoting mobility within the Purchasing business line (using our internal communications platforms to highlight role opportunities and setting up a dedicated purchasing mobility committee);
- promoting the profession of buyer within the Group to attract new talent (taking part in Group HR communication events).

3.5.4.3 The Societal Project: integrating environmental and societal aspects into our purchasing

The Purchasing business line **incorporates the CSR dimension in all of its purchasing accounts universally** to evaluate the CSR performance of suppliers and their offers (15% of the overall score since 1 January 2020).

This score is based on three things:

- **The supplier's CSR assessment** is an automatic requirement during calls for tenders, and this is provided by EcoVadis, an independent and specialised third party. **2,622** suppliers of Crédit Agricole S.A. and its subsidiaries already had an EcoVadis rating at 25 January 2022 and 425 were in the process of being assessed.
- **The promotion of inclusive purchasing to strengthen social cohesion and social inclusion,** both in terms of purchases aimed at developing jobs in local communities (small businesses, companies located in rural regeneration zones or deprived urban areas), purchases aimed at boosting the employment of vulnerable people (workers with disabilities, self-employed workers, workforce re-entry associations). Purchases assigned to the sheltered sector and disability-friendly companies in France by Crédit Agricole S.A., its subsidiaries and Crédit Agricole Technologies et Services rose to **€4.9 million** in 2021. The aim is to double the volume of inclusive purchases by the end of 2022 compared with the figures for 2019, by expanding the scope of inclusive purchasing, particularly with those involved in workforce re-entry, and by developing tools to help buyers so that they can make strong recommendations to their decision-makers.

  As such, the Group Purchasing department is a member of the *Collectif des entreprises pour une économie plus inclusive* **(Collective of companies for a more inclusive economy)** and actively participates in the purchasing working group.
- **Evaluating supplier tenders** in terms of the social and environmental impacts of the products and services purchased (carbon footprint, eco-design, working conditions, and so on). The Group Purchasing department is currently considering approaches it can take to contribute to our Group target of achieving net zero on our own carbon footprint, and particularly on scope 3 (purchasing goods and services).

A **methodology written jointly** with buyers, in-house decision-makers and a few suppliers resulted in the **publication of a guidance document** aimed at all buyers. In 2021, these three dimensions were incorporated into the **CSR evaluation tables** that were drawn up for each category of purchase.

3.5.5 Cybersecurity and combating cybercrime

Introduction

For several years, along with other major players in the banking and financial sectors, Crédit Agricole S.A. has been confronted with cybercrime targeting its IT system. Aware of the challenges associated with digital security, Crédit Agricole S.A. deploys a cybersecurity strategy to protect itself against cyberthreats, which it has placed at the heart of its operational risk management priorities.

Our commitment to protecting the data of our customers and employees

Crédit Agricole S.A. applies a range of IT security rules to protect its customers' data and ensure the availability of the IT systems it requires to provide services to its customers.

Governance and risk management

The cybersecurity strategy and the level of threat protection it provides are reviewed regularly by the Crédit Agricole S.A. Board of Directors and monitored by the Risk Committee and the US Risks Committee. The Risk Appetite Statement, which is submitted each year to the Crédit Agricole S.A. Board of Directors for approval, includes key indicators relating to IT risk.

The Group Security Committee (CSG), which reports to the Executive Committee, is the umbrella body for security governance within the Group. This decision-making executive committee defines the security strategy and assesses the Group's level of control in the field of information systems security.

The three lines of defence that make up the structure of the internal control system, oversees the management of cyber-risk.

The first line of defence, comprising the operational teams, includes a decentralised network of Chief Information Security Officers (CISO), responsible for ensuring the security policy is implemented within the information system. In addition, CISOs ensure that cyber risks are analysed from design stage of any IT project, in a "security by design" approach.

The Group Risk department (DRG) provides the second line of defence; it conducts continuous monitoring at its own level by relying on a network of IT Systems Risk Managers (MRSI), who report to the Permanent Control and Risk Management officers (RCPR) in each Group company.

As a third line of defence, the Group Control and Audit department checks the level of IT security as part of its audit function.

Crédit Agricole S.A. is also covered by a cyber insurance policy.

Cyber risk awareness and culture

Crédit Agricole S.A. is actively developing its employees' awareness of cyberthreats to remind them of the issues associated with individual habits and to ensure they maintain crucial reflexive responses. Among other things, this awareness is based on guidance (security passports, recommendations for mobile and remote working), training (videos), targeted actions (awareness of managers, security passports for IT support teams, training for Boards of Directors) and themed exercises (false phishing campaigns). Awareness-raising activities aimed at customers are also carried out regularly.

Information System Security Policy (PSSI)

The PSSI is part of the overall policy framework established by the Crédit Agricole Group's General Information System Risk Management Policy (PGMRSI) and the Crédit Agricole Group's Business Continuity Plan Policy, which are issued by the Group Risk department.

The PSSI focuses on a main policy that documents the key challenges, targets and principles, complemented by domain policies covering all IT issues. It is supplemented by procedures and standards aimed at facilitating the operational application of the domain policies. All of these policies, procedures and standards are published on the Crédit Agricole S.A.

Refer to the glossary on page 715 for the definition of technical terms.

Protection of the IT system and data protection

Access to the IT system is limited to authorised users only. Strong or multi-factor authentication is in place for the most sensitive access requirements (remote access, administration systems, etc).

Hardware configurations are secure. The IT system is partitioned into areas with secure connections to other areas or external networks. Sensitive administrative environments are isolated and production systems are separated from development and integration environments.

Users have at their disposal methods and tools they can use to classify and protect the information they handle, including by encryption.

The outsourcing of IT processing involves a preliminary risk analysis, and is governed by contractual clauses that require the implementation of a security policy that is compatible with Crédit Agricole's security targets, monitoring and a right to audit the security of the service throughout the duration of the contract.

Operation and development

IT projects are carried out within the framework of a methodology to identify risks and control the security of applications and systems when they are developed in-house or purchased.

The operation of the IT system is regulated by procedures. System vulnerabilities are corrected within a time frame that is proportionate to the level of risk they represent.

Extreme incidents and shocks

The IT system is continuously logged and these logs are correlated in order to detect security incidents and any attempts to extract data.

An incident management process is in place to deal with any operational or security incident with the appropriate level of response and escalation.

The IT system is designed to meet the resilience targets required by the business lines and documented in their Business Continuity Plans (PCA). Solutions are implemented and tested against various scenarios involving IT system unavailability, whether the issue is with software or hardware (including workstations).

Control and monitoring

Security reviews, audits and tests are conducted periodically by the three lines of defence and external auditors to monitor the compliance of the information system and ensure that it has no vulnerabilities that could be exploited. The audit and security testing plans take into account the criticality of the components of the IT system and the applicable regulatory requirements in determining the scope and frequency of checks.

In addition, three global systems have been set up to control and monitor IT system security:

- the IT risk dashboard, circulated to Executive Management and the Board of Directors;
- The Cyber Check-Up, a tool to diagnose the level of sophistication of each subsidiary's response to cyber challenges;
- the IT radar, to assess the level of sophistication of the processes for managing the main IT risks.

4. ESG RISK MANAGEMENT: FINANCIAL MATERIALITY

4.1 THE ESG RISK APPROACH

Aware of the potential impact of extra-financial risks on its business, the Group has renewed its societal commitments and incorporated them into its business strategies and processes and its internal governance systems, especially its Vigilance Plan.

The double materiality approach

The Crédit Agricole Group has adopted a double materiality approach, as recommended by its governance bodies. This approach distinguishes between:

- societal and environmental materiality, which corresponds to the **negative impacts** that the company's activities have on its environment: the aim here is to look at the impact on the climate, on biodiversity, but also on society:

  In order to identify and limit these negative impacts, the Group has implemented a systematic ESG screening strategy for its investments, and an ambitious climate strategy described in Chapter 3.4;
- financial materiality, which corresponds to the **sustainability risks** the Group incurs:

  According to European Regulation 2019/2088 on sustainability related disclosures in the financial services sector, sustainability risks are described as environmental, social or governance (hereinafter "ESG") events or conditions that, if they occur, could cause an actual or potential material negative impact on the value of the investment.

Risks identified by the Group

- **Climate risk: listed in the Risk strategy as one of the Group's 23 major risks:**
  - *physical risks:* damage caused directly by acute climate change (such as natural disasters) or chronic climate change (such as an increase in average temperature over the long term, rising sea levels, etc.),
  - *transition risks:* the effects of a transition to an economic model that is low-carbon, resilient to climate change or ecologically sustainable. These include regulatory risks or changes in climate and environmental policies, risks associated with changes in behaviour, technological risks and reputational risks.
- **Other environmental risks:** loss of biodiversity, change in land usage and productivity, reduction of water resources.
- **Social risks:** risks associated with the rights, well-being and interests of people and communities, including factors such as (in)equality, health, inclusion, labour relations, health and safety at work, human capital and communities.

Refer to the glossary on page 715 for the definition of technical terms.

- **Governance risks:** governance practices (including leadership and executive compensation, audits, internal controls, combating tax evasion, independence of the Board of Directors, shareholders' rights, corruption, etc.) and the way in which companies or entities incorporate environmental and social factors into their policies and procedures.

Note: The first two risk factors constitute environmental risk.

Incorporating sustainability risks into the Group's risk management strategy

Environmental, social and governance risks are considered to be risk factors that influence the Bank's main risks (credit risk, market risk, etc.), i.e. risks that arise as a result of exposure to counterparties that may be affected by ESG risks.

Incorporating sustainability risks and negative impacts into investment and insurance advice

Through the advice they give, investment service providers and insurance product distributors can play a key role in recalibrating the financial system to make it more sustainable, thus fulfilling the two imperatives of sustainable finance:

- redirecting capital flows towards sustainable investments;
- incorporating sustainability into financial risk management to strengthen financial stability.

Incorporating sustainability principles into financial advice is achieved in both the design and distribution of financial products:

- **in terms of the design of these products,** it means the widespread inclusion of an ESG approach in all investment processes alongside conventional financial analysis, or voting and shareholder engagement policies that incorporate ESG principles and the provision information about products' ESG credentials to financial advisers and customers;
- **in terms of the distribution of these products,** it affects the processes, tools and skills specific to financial advisory services industry. In particular, incorporating sustainability involves developing the ESG expertise of financial advisers so that they can evaluate customers' sustainability preferences, recommend appropriate products, as well as help customers to understand ESG-related risks and opportunities when constructing their portfolios.

Crédit Agricole has introduced a process for incorporating sustainability principles into the work of financial advisers in order to help redirect savings to sustainable activities.

Convinced that taking ESG factors into account has a positive impact on financial performance, Crédit Agricole distributes financial products of an environmental or social nature, or that target sustainability goals. Appropriate documentation and informative materials, together with awareness campaigns conducted when these new products are launched, provide financial advisers with the necessary information to offer these products to customers. Over time, Crédit Agricole will continue to improve its approach to incorporating sustainability principles into the activities of financial advisers, in accordance with regulatory changes and on the basis of future methodological innovations.

ESG risk governance

ESG risks are dealt with in the same governance bodies as other types of risk.

The governance in place for non-financial matters, whether in terms of managing ESG risks or the Group's climate strategy, is described in Part 5.2 "Managing non-financial performance with the GreenWay platform".

4.2 INTEGRATION OF ESG CRITERIA IN INVESTMENT AND ASSET MANAGEMENT POLICIES

A pioneer in responsible investment and a European leader in asset management, a signatory to the Principles for Responsible Investment (PRI) since 2006 and the UNEP-FI since 2014, **Amundi** has placed ESG (environmental, social and governance) analysis at the heart of its development strategy. Its primary target is to offer its customers not only an attractive financial performance while complying with their chosen level of risk, but also an outperformance of non-financial criteria in all of its actively open funds. Amundi pays particular attention to two major contemporary issues: climate transition and the protection of ecosystems, and the issue of social cohesion. Having confirmed its position as a European leader in socially responsible investment,[1] with almost €850 billion in assets managed with an ESG approach, Amundi announced that it was boosting its commitment to a just environmental transition through its strategic plan.

(1) Source: Broadridge, 30 September 2021.

Amundi ESG commitment presented at end-2021

- To incorporate a new environmental transition rating into its actively-managed open funds.
- To offer open funds with a Net Zero 2050 investment target across all major asset classes, by 2025.
- To achieve €20 billion of assets in so-called impact funds by 2025.
- To ensure that ESG funds make up 40% of its ETF range by 2025.
- To development Alto Sustainability within Amundi Technology, which is a technology analysis solution designed to support investors in making decisions about environmental and societal issues.
- To extend to 1,000 more companies committed to their climate strategy.
- To exclude from its investment universe companies that conduct more than 30% of their business in unconventional oil and gas, from 2022 onwards[1].
- To weight the level to which its 200 executive managers have achieved their responsible investment targets at 20% when calculating their performance shares. It will also set ESG targets for all its managers and sales personnel.
- To reduce its own direct greenhouse gas emissions by nearly 30% per employee in 2025 compared to 2018.
- To present its climate strategy to its shareholders at the next General Meeting in 2022.

To promote ESG investments by large customers and institutional

Amundi has established a three-tier ESG governance structure: the ESG and Climate Strategy Committee defines and validates the ESG policy and strategic guidelines of the Amundi Group; the ESG Rating Committee defines and validates the ESG rating methodologies; the ESG Voting Committee oversees the voting policies of the various entities to ensure they are consistent and plays an advisory role in voting decisions in certain specific cases, and ensures that they are consistent with key ESG commitment themes.

Amundi has also equipped itself with significant resources to deploy its ESG policy: a department dedicated to responsible investment with 22 ESG analysts, voting at General Meetings, engaging in shareholder dialogue with companies, and using 15 providers of non-financial data. More than 13,500 issuers can thus be rated on ESG criteria.

The principles of **Amundi's** ESG policy are as follows:

- a proprietary and systematic ESG analysis of companies, based on fundamental documents such as the United Nations Global Compact, the OECD Guidelines on Corporate Governance, and International Labour Organization (ILO) policies, etc. The ESG rating aims to measure a company's ESG performance, i.e. its ability to anticipate and manage the sustainability risks and opportunities inherent in its business sector and its strategic position. The ESG rating also assesses a company's ability to manage the potential negative impact of its activities on sustainability factors;
- a Best-in-Class approach as the foundation of its ESG rating methodology consisting of comparing the players in the same sector to identify best practices and encourage all issuers to make progress;
- attributing ESG ratings to all fund managers in the same way as financial ratings;
- a strict, targeted exclusion policy applied to all active management strategies over which Amundi has sole discretion for portfolio management (more detailed information on Amundi's Responsible Investment Policy, its scope of application and rating methodology are available on the website www.amundi.fr); it includes the exclusion of G-rated issuers (who do not comply with Amundi's ESG policy or who breach international conventions, internationally recognised frameworks or national regulatory frameworks), and the exclusion of certain business sectors:
  - thermal coal: Since 2016, **Amundi** has been implementing a specific sector policy for thermal coal. In 2021, this excludes companies developing or planning to develop new thermal coal capacity along the entire value chain; companies earning more than 25% of their revenues from thermal coal extraction; companies whose revenue from thermal coal extraction and thermal coal-fired power generation is more than 50% of total revenues without analysis, or with a threshold between 25% and 50% and a deteriorated energy transition score,
  - tobacco: in May 2020, Amundi became a signatory to the Tobacco-Free Finance Pledge and extended its exclusion policy to tobacco to exclude companies manufacturing complete tobacco products (application threshold: revenues above 5%), and to continue restricting the ESG rating to E for companies involved in the manufacture, supply and distribution of tobacco (application threshold: revenues above 10%);
- an engagement policy aimed at getting companies to implement best practices;
- a voting policy that integrates ESG issues.

As proof of the robustness of its ESG policy, 853 financial products classified as compliant with Articles 8 or 9 of the "Disclosure" regulation (Sustainable Finance Disclosure Regulation), and **72 open-end funds have been awarded the SRI label** by the French Ministry of Finance and Public Accounts[2].

Amundi ranked among the top five institutions in the "Voting Matters 2021" report published by ShareAction, on the use of proxy voting rights to promote climate change and social issues for 65 of the largest asset managers.

Voting campaign at General Meetings (GMs)	2021	2020	2019
Number of GMs concerned	7,309	4,241	3,492
Number of resolutions considered	77,631	49,968	41,429

(1) This targeted exclusion policy will be implemented in 2022 on the same scope as Amundi's other sectoral exclusion policies (active management strategies on which Amundi has full portfolio management discretion and ESG ETFs except for highly concentrated indices).

(2) Excluding funds managed by Lyxor AM.

Refer to the glossary on page 715 for the definition of technical terms.

In 2021, the theme of ESG and responsible investment was addressed as soon as possible in all the events organised by **Amundi** or in which Amundi participated and spoke. In 2021, educational and skills development initiatives brought together over 3,000 employees (from the retail, wealth management and private banking markets) and over 18,000 high-net-worth customers have been made directly aware of responsible investment. In addition, Amundi has trained nearly 50 major institutional customers about ESG investment via dedicated training courses and has introduced plans to support ESG development in major management joint ventures located abroad.

Offering ESG savings vehicles to customers

In order to encourage responsible investment, **Crédit Agricole Assurances** has been offering a "committed and responsible" range through its subsidiary **Predica** since the end of July 2021. For customers who want it, this range provides the opportunity to invest their savings in vehicles aimed at addressing major environmental, societal and economic challenges. This responsible investment range was extended to UL property funds from September with the SC Immo Durable fund, then to formula funds with Amundi's first responsible formula fund: Sélection France Environnement, available since mid-October.

The international subsidiaries of Crédit Agricole Assurances are also gradually adopting this approach. Since the launch of the SRI (socially responsible investment) unit-linked products, several initiatives have been carried out to promote this type of investment to distribution networks and customers. These include the creation of an information packet for distribution networks, network activities during key periods (e.g., Sustainable Development Week, SRI Week, Social Finance Week, etc.), and customer communication on SRI. At end-2021, a total of 94 unit-linked policies offered to investors by **Predica** had been awarded the SRI certification developed by the French Ministry of Finance, four with the GreenFin label and nine with the Finansol label.

Integrating ESG criteria into the Group's investment policy

For several years, the Group has been integrating ESG criteria into investment decisions and encouraging its customers to invest responsibly.

As part of its medium-term plan, Crédit Agricole S.A. and its subsidiaries undertook to invest €6 billion of their liquidity portfolios in green, social and sustainability securities by the end of 2022. This target was actually achieved in 2021, with a portfolio of €13.3 billion as of 31 December.

As a leading institutional investor and a signatory to the Principles for Responsible Investment (PRI), the **Crédit Agricole Assurances** Group is mindful of its responsibilities towards the sectors and issuers in which it invests. It integrates ESG criteria into all its asset classes by relying on Amundi's expertise and its ESG analysis and filter system. Since 2021, Amundi has extended its ESG filter to listed shares and sovereign debt, and the amount of securities to which the filter is applied has doubled, from €136 billion to €218 billion[1]. Crédit Agricole Assurances also developed shareholder engagement in our strategic holdings, with the active participation of our Investment department on the Boards of Directors of companies in which the insurer is a shareholder. Since 2017, Crédit Agricole Assurances has applied a policy of excluding tobacco industry purchases and no longer directly holds any tobacco assets in its portfolios.

4.3 INTEGRATING ESG ISSUES INTO THE FINANCING OF LARGE CORPORATES

The consideration of possible negative environmental and/or social impacts from financing large corporates is based on several pillars:

- **Application of the Equator Principles:** the Equator Principles were developed in response to limitations and triggers related to project financing, as defined by the Basel Committee on Banking Supervision. They constitute a methodological framework for assessing and preventing the social and environmental impacts of financing once it is linked to building a specific industrial asset, such as a plant or transport infrastructure.
- **Sector-specific CSR policies:** the purpose of sector-specific policies is to specify the rules of intervention and social and environmental principles introduced into the Group's financing policies. They reflect the challenges facing citizens with regard to respect for human rights, corruption, the fight against climate change and the preservation of biodiversity. Fourteen sector-specific CSR policies are currently applied, for which the main sectors affected are armaments, coal-fired power stations, oil and gas, hydraulics, nuclear, shale oil and gas, mines and metals.
- **Reviewing the climate risks included in the risk advice issued on certain sector-specific strategies presented at meetings of the Group Risk Committee, particularly in the most emissions-heavy sectors** (Oil & Gas, Commodity Financing, Automotive, Aeronautics, Shipping, etc.).
- **An analysis of the environmental or social sensitivity of the transactions:** the environmental or social sensitivity of transactions has been assessed by Crédit Agricole CIB since 2009. This process makes it possible to ensure compliance with the exclusion criteria defined within the various sector-specific CSR policies or to analyse or even anticipate potential controversies with customers or a transaction.

Crédit Agricole CIB has also created two complementary tools:

- **an ad hoc committee for the evaluation of transactions presenting an environmental or social risk (Ceres), which issues an opinion on financing projects that may involve reputational risk or risk of non-compliance with CSR sector-specific policies.** It is chaired by the Compliance Officer, with the CSR department providing secretarial support. The other permanent members are the Risk department and the heads of the relevant business lines within Crédit Agricole CIB. The invited members are the Legal department (if an opinion is required on legal aspects), as well as the Societal Project and Group Economic Research departments;
- Since 2013, **Crédit Agricole CIB** has been using an ESG rating system, which it applies to all of its corporate customers. This rating supplements the system for assessing and managing the environmental and social risks associated with transactions on a three-level scale (advanced, compliant, sensitive). It is performed at least annually and is based in particular on compliance with existing sector policies, the existence of an image risk for the Bank and the level of performance recognised by non-financial agencies.

(1) At the end of December.

4.4 THE INTEGRATION OF ESG ISSUES INTO THE ANALYSIS OF SMALL- AND MID-CAP COUNTERPARTY RISK

Even though ESG is part of the analysis criteria for listed companies, this is not yet entirely the case for unlisted companies that do not, or rarely, make non-financial data available to analysts. Until now, it has therefore been difficult to include non-financial parameters when analysing financing or even investment.

In 2020, ESG issues were included for the first time in commercial relationships with small- and mid-cap customers through the deployment of an **ESG questionnaire distributed to all investment managers.** This project, a pioneer in the banking world, is currently being rolled out to the Regional Banks, certain international retail banks and LCL. It is composed of 12 questions relating to the environment, social/societal matters and governance (plus four questions specific to the agri-food industry market).

The purpose of this ESG analysis process is to:

- **raise awareness** of ESG issues on the part of relationship managers: it is accompanied by training on key ESG issues, the CSR policy of the relevant entity, the actions of regional players and customers, etc.;
- **initiate** discussions between investment officers and SMEs/mid-caps on their ESG procedures: it positions itself as a tool for dialogue between Crédit Agricole and economic players;
- **assess** the ESG risk of loan books: the questionnaire generates a score, which is made known to the delegated manager of the loan application. This has no impact on the granting of the loan, but may lead to additional information being sought if the score reveals vulnerability of the company.

4.5 TCFD CHAPTER: CLIMATE RISK MANAGEMENT

The climate risk management policy in this chapter is presented primarily for the purposes of understanding the potential financial impacts of climate risks on the Group's activities ("financial materiality" section of the Non-Financial Reporting Directive, NFRD). The negative impacts of the Group's activities on the climate ("environmental materiality" section of the NFRD) and the identification of opportunities related to climate risks as defined by the TCFD (Task-Force on Climate-related Disclosure) are addressed in Chapter 3.4 - "Environmental strategy" of the DPEF.

Defined annually and validated by the governance bodies, the Group's environmental risk strategy follows the TCFD recommendations in terms of presentation by addressing the various issues at Group level: governance structures, main elements of strategy, risk management and associated metrics. The impacts from double materiality (environmental and financial) are presented, specifying the roles and responsibilities of each of the players for those impacts.

The forecast regarding vulnerability to climate risks

Considering the scientific work to date, the Group believes that:

- the physical risks related to climate change are potentially incurred in the short term for acute risks, and in the medium/long term for chronic risks;
- the transition risks related to climate disruption are incurred in the short, medium and long term.

Climate scenarios used by the Group

Climate scenarios are supplementary analysis tools that provide a better understanding of the impacts of climate risk in the long term, based on central hypotheses and stressed versions according to defined trajectories. This is a usual risk approach, which however in this case uses long-term assumptions, contrary to the usual scenarios, which generally consider short projections (about 3 to 5 years). The materialisation of these risks is indeed more distant, so regulators and supervisors support these approaches, which enable governance bodies to become more aware of these risks and better understand their quantitative impacts. The TCFD also recommends this approach to assess the sensitivity of assets to climate risks.

Refer to the glossary on page 715 for the definition of technical terms.

Scenario **IIA SDS**	Scenarios **ACPR**	Scenarios **ENTITIES**
Scenario used at **Group level** to set the main axes of our strategy of alignment with the Paris Agreement. **Target** Understanding the challenges of a 2°C trajectory. **Type of scenario** Break-even scenario aimed at achieving carbon neutrality in 2070 and **limiting the increase in temperature to 1.65°C** according to a probability of 50%.	Scenarios used across a **broad scope of the Group** to conduct the first tests of resistance to climate risk. **Target** Conducting the first tests of our portfolios' resistance to climate risk and testing the portfolios' resistance to several types of scenarios. **Types of scenarios** • A reference scenario (orderly transition to the National Low Carbon Strategy) • An accelerated adverse transition scenario and a delayed adverse transition scenario • A single physical risk scenario (GIEC "RCP 8.5" scenario)	**Scenarios created and used at entity level** to quantitatively explore the materiality of climate risks. **Target** Conducting specific analyses of certain Group entity portfolios to better understand climate challenges and offer our customers a long-term support approach to managing such transformations.

Scenario-based studies

In-house scenarios

To assess the challenges associated with climate risk, the Group has developed an in-house method, known as SAFE (originally P9XCA, see Chapter 5 "Results"), which makes it possible to establish projections based on the emissions attributed to economic players in major sectors and defined countries in relation to the value added.

Valued at the carbon price used in four scenarios developed by Crédit Agricole CIB, these emissions provide an initial economic assessment of the carbon challenge by macro-sectors and countries, and of the potential vulnerability of companies. On the basis of several studies concluding that a controlled climate transition would not be growth-destroying (2017 OECD study "Investing in Climate, Investing in Growth", 2016 Ademe study *Un mix électrique 100% renouvelables ? Synthèse technique et synthèse de l'évaluation macro-économique*), it was considered that the carbon issue impacted companies differently depending on their ability to anticipate and therefore the progressive nature of the implementation of measures to adapt to this risk.

The calculations made it possible to understand the orders of magnitude and compare potential impacts on sectors and countries depending on the scenarios and time scales used. The calculations show the transition risk in the abrupt climate change scenario as the main medium-term risk, while emphasising the strong increase in the physical climate risk over time, particularly in the scenario involving no new mitigation measures.

These calculations thus provide a first macroeconomic framework for climate risks by highlighting the main risk areas (sectors and countries) according to the scenarios and time horizons considered. In all the projected scenarios, the financial impact for the Group remains limited.

NGFS scenarios: the ACPR climate pilot

In 2020, the Crédit Agricole Group volunteered to take part in a pilot exercise on climate risk resistance led by the ACPR. This exercise concerned banking activities from the perspective of credit risks and market risks, but also insurance activities (health, death & disability, property & casualty, life), while asset management was excluded from the scope of analysis. The portfolios on which the simulations were carried out represented more than 80% of the Group's risk weighted assets in terms of credit risk. Its purpose was to test the resilience of French credit institutions and insurers to the effects of the climate transition by 2050, with no impact on capital planning. It also made it possible to prepare for similar exercises conducted by the supervisor, including the one announced by the ECB in 2022. The three scenarios developed by the ACPR were based on the Network for Greening Financial Systems (NGFS) approach, using the work of the IPCC. A central scenario of orderly transition was proposed, with two opposing variants and a single physical risk scenario.

This inaugural exercise made it possible to test the Group's operational capacity to perform sector-level analyses over long horizons, over a broad scope, and to initiate a reflection on changes in the usual methods of credit stress. The absence of a benchmark was one of the difficulties encountered during this inaugural exercise. However, the governance mechanism put in place for this exercise made it possible to confirm the orders of magnitude of the impacts. They remain limited in the three scenarios and manageable for the Group over the timescales in question, mainly due to the application of management decisions.

Measuring transition risk

Group entities have been calculating the carbon intensity of their portfolios since 2017: this corresponds to the ratio between the carbon footprint of each entity and the amount of assets under its management. With little variance from one year to the next, this indicator is intended to map the issues associated with transition risk.

In addition, a medium-term transition risk index has been calculated since 2017 for **Crédit Agricole CIB's** corporate customer groups using a combination of three factors:

- the extent to which the issues will impact financing in the sector, as calculated by the SAFE methodology in the "by issue" version;
- the importance the country places on reducing greenhouse gas emissions within the framework of international negotiations, such as the Intended Nationally Determined Contributions (INDC);
- the maturity of the customer when faced with climate challenges and its ability to adapt, as evaluated by a non-financial agency or estimated by geographic average.

For each customer group, **the transition risk index** is calculated by adding these three factors together. The index is positive when the counterpart demonstrates above-average preparedness and is negative if it does not. The more the customer stands out from its peers, the more the sector is considered to be at risk, and the more the country has committed to a rapid climate transition, the higher the absolute value of the index. Thus, an agent in the Energy or Transport sector in a country committed to significantly lowering emissions will have more to gain or lose than a player in a sector that is less at risk and in a country with lower greenhouse gas reduction demands. The extent to which this agent will be affected will depend on its ability to adapt its strategy and business model to its new situation. The transition risk index complements sector-focused policies by making it possible to identify customers for which additional analyses appear necessary in view of their exposure to transition risk and management of this risk. This approach applies to all sectors and all countries.

In 2021, a total of 16 Crédit Agricole CIB financing projects were granted and classified according to categories A, B and C of the Equator Principles. As at 31 December 2021, there were 448 projects in the portfolio. The classification of projects breaks down as follows:

- 36 projects were classified as A, of which none in 2021;
- 351 were classified as B, of which 16 in 2021;
- 61 were classified as C, of which none in 2021.

Transition risk is managed using Group tools and tools specific to each entity, as described in paragraphs 3.2, 3.3 and 3.4.

Measuring physical risk

With regard to the physical risks incurred directly by the Group's buildings:

These risks are incorporated into the current operational risk framework, through business continuity plans. Given the Group's current geographical locations, the physical risks associated with climate risks are considered to be low.

With regard to the physical risks that may affect the value of the Group's financing and investment portfolios:

Each year, the Group calculates an average physical risk index, which is then related to the assets under the management of each entity. This global index is presented on an increasing risk scale from 1 to 15 and combines indexes of sector sensitivity (vulnerability on a three-level scale for 20 major sectors identified, source KPMG) and geographical sensitivity (S&P approach based on three variables: share of the population living below an altitude of 5 metres, share of agriculture in GDP, vulnerability index established by the Notre-Dame Global Adaptation Initiative).

Overall, average indexes per entity are low, with an average of 2.4, representing a very low level of physical risk. These indexes also vary little from year to year, reflecting the stability of the Group's geographic and sectoral mix.

Initiatives and projects of the business line entities: focus on insurance

Crédit Agricole Assurances is subject to transition risks in terms of its investment activities. Crédit Agricole Assurances takes these risks into account and incorporates non-financial criteria into the process it uses to select issuers. Bond investments are subject to the Amundi "Socially Responsible Investment" (SRI) screening. The issuers with the lowest ratings according to these criteria are either excluded from the investment universe or subject to an investment limit. As a result, the Crédit Agricole Assurances Group is pursuing its coal policy, excluding issuers that draw more than 25% of their revenues from coal extraction. In addition, it has introduced a policy to improve the energy performance of any property assets in its portfolios (by obtaining certification). Crédit Agricole Assurances continues to invest in green assets, and at end-December 2021 invested €7.3 billion in green bonds.

In its property and casualty insurance business, **Crédit Agricole Assurances** is exposed to damage and disaster risk, particularly climate risk. To manage these risks and limit exposure to physical risk, Pacifica, the main property and casualty insurance entity of the Crédit Agricole Assurances Group, has a system in place for monitoring and controlling physical risks, one of the stages of which is the identification and assessment of physical risks. These risks are quantified on the basis of simulations of general climate event scenarios using both the Solvency 2 Standard Formula corresponding to a recurrence period of 200 years (parameters defined by EIOPA) and in-house modelling based on market models, which gives us a risk distribution curve depending on recurrence periods.

Through its property and casualty insurance subsidiaries, Crédit Agricole Assurances is exposed to physical risks related to climate change. In its main property and casualty insurance group, Pacifica, the risks on the portfolio and new business must be assessed in such a way that, in year Y, the claims to be paid directly to policyholders can be met. Premiums are reassessed annually for year Y+1 based on expected changes in claim frequency and average cost. For climate-related claims, these models are produced by looking at the frequency and average cost of claims in previous years adjusted for an acceleration of anticipated events. Crédit Agricole Assurances, through its subsidiary Pacifica, must be able to compensate a large number of insureds following a climate event, and consequently follows the most pessimistic business-as-usual scenario.

These climate risks may impact buildings (residential, commercial or farm), vehicles or crops. The weight of these climate events in the total claims cost varies from one policy to another. While it is 100% for crop, forage or forest storm insurance policies, it nevertheless represents more than a third of the claim cost for policies such as home, car, or agricultural or professional multi-risk insurance. Conversely, third-party liability policies are only slightly impacted.

In addition, since 2019, Crédit Agricole S.A. and several pilot Regional Banks have conducted studies of the impact of physical risks on their Property and Agriculture portfolios. These studies, carried out with the help of Carbone 4, showed that the portfolios were potentially exposed to climate change in the medium and long term.

The property loan portfolio of the pilot Regional Bank (Normandie Seine) studied the vulnerability of buildings to the following climate risks (dry spells, drought, flood, rising sea levels), taking into account different types of buildings and climate risks.

Similar studies were carried out for the Agriculture portfolios of two pilot Regional Banks (Morbihan and Atlantique-Vendée). The physical risks associated with global warming vary greatly depending on the region and type of agricultural activity, but may very quickly have a financial impact on assets/operations, suppliers and markets. For Crédit Agricole,

Refer to the glossary on page 715 for the definition of technical terms.

these impacts generate potential risks that the financial performance of its counterparties may deteriorate. These potential impacts of climate change are very localised. Climate risk is linked both to climate change and to the vulnerability of the activity in question and to players' exposure to the various risks. The local context is therefore very significant in defining the risk. Risk levels are generally low but they are high in some areas, particularly in terms of high temperatures. Although the risk of freezing is declining, crops and free-range livestock (particularly cattle) are affected by increased temperatures, particularly in the south of the Vendée Region. The challenge therefore focuses on these two major categories, although there is a lower impact on other activities, particularly poultry, vegetable crops and wine-growing.

In 2020 and 2021, LCL conducted studies on the impact of extreme weather disasters on its Retail credit portfolio. Work has also been carried out to construct a climate database based on external open source data, in order to automate the composition of risk indicators, for financing portfolios secured with property collateral in particular.

Presentation of the climate risk strategy according to the recommendations of the TCFD

The Group is committed to adopting a transparent approach and following best market practices and has undertaken to follow the **recommendations of the Task Force on Climate-related Financial Disclosures (TCFD).** Our responses to these recommendations are summarised in the table below and detailed in the various chapters of our statement of non-financial performance.

TCFD Sections	Recommendation	Main elements of the Group's response
Governance	1 – Describe the monitoring of climate risks and opportunities by the Board	The work performed within the Specialised Committees of the Board of Directors (Strategy and CSR Committee and Risk Committee of the Board of Directors) is submitted to the Board of Directors after examination. The Strategy and CSR Committee, chaired by the Chairman of the Board of Directors, reviews the Group's ESG strategy and analyses the results of all policies implemented and actions taken with regard to the Group's non-financial performance. It monitors the preparation of non-financial reporting as well as changes in non-financial ratings. The Risk Committee analyses the overall strategy and risk appetite of Crédit Agricole S.A. and the Crédit Agricole Group, which includes social and environmental risks. It analyses the Risk Strategies of the entities and business lines before proposing their adoption to the Board. It evaluates the challenges the Group faces in terms of climate risks and approves the Group's annual Environmental Risk Strategy. At its plenary meetings, the Board of Directors ensures the consistency of the Company's commitments and project with regard to social and environmental issues: • when reviewing strategic projects, especially in the context of the Group Project, which makes Climate Strategy one of the pillars; • when each entity's version of the Group Project is presented; • when reviewing the Risk Strategies submitted for adoption, if the scope of those strategies justifies it. The composition of the Board of Directors, as well as the biographies and skills of its members are provided in Chapter 3 "Corporate Governance" of the Registration Document. *See Chapters 3.2 and 4.1.*
	2 – Describe the role of Management in assessing and managing climate risks and opportunities	The Environmental Risk Strategy prepared by the CSR department and the Group Risk department with the collaboration of Group entities is presented annually to the Group Risk Committee, which consists of Group executives, and then to the Risk Committee of the Board of Directors. The Group Risk Committee assesses the climate issues and Group-wide challenges, examines the suitability of the proposed strategy, approves the strategy and requests additional work, if required. This risk strategy and the associated risk opinion determine the environmental risk roadmap for the coming year. *See Chapters 3.2 and 4.2.*

TCFD Sections	Recommendation	Main elements of the Group's response
Strategy	3 – Describe the climate risks and opportunities identified by the Company in the short, medium and long term	Climate risks are mapped as major risks by the Group. Understood as risk factors that influence existing risks (counterparty, market, operational, etc.), they cover physical and transition risks. These risks are considered material in the short term for acute physical risks, in the long term for chronic physical risks, and in the potentially short/medium or long term for transition risk. The challenges for the Group are to narrow the gap between the Group's carbon footprint and its exposure in each at-risk sector. They are also assessed by forecasting the Group's exposure in various short-, medium- and long-term scenarios. *See Chapters 2.3, 3.4 and 4.5.*
	4 - Describe the impact of climate risks and opportunities on the Company's business, strategy and financial planning	For many years, the Crédit Agricole Group has been committed to supporting the company's climate transition. Following the climate strategy of 2019, which included a scheduled exit from coal, the Group strengthened its commitments in 2021 by signing the financial sector's three Net Zero alliances. It also announced a new programme comprising 10 societal and environmental commitments, and placed it at the heart of its activities. At the same time, the Group put procedures in place to integrate climate risks into its financial risk management. In particular, qualitative screening is conducted, which uses the implementation of sector-specific CSR policies and dedicated governance as sift criteria. Portfolio resistance tests conducted with the ACPR also confirmed that the financial impacts of sustainability risks remained limited for the Group, according to the various scenarios used. *See Chapters 3.4 and 4.5.*
	5 – Describe the resilience of the Company's strategy, taking into account various climate scenarios, including the scenario of a temperature increase of 2°C or less	Internal issue assessment tools confirm that: • the Group's vulnerability to physical risks remains stable and low, for both its financing activities and those of Crédit Agricole Assurances, thanks to the implementation of a system to monitor and control these risks, which makes it possible to limit exposure to them; • the impacts of transition risk according to the stress scenarios conducted in the ACPR pilot exercise are contained at Group level. It demonstrates the Group's resilience to adverse scenarios involving an accelerated or delayed climate transition, resulting in a sharp rise in the price of CO_2; • transition risks are particularly apparent in ratings. The issuers with the lowest non-financial criteria ratings are either excluded from the investment universe or subject to an investment limit. *See Chapter 4.5.*
Risk management	6 – Describe the Company's procedures for identifying and assessing climate risks	Climate-related risks are identified and analysed as part of the Group's risk identification process, and then fed into the materiality matrix. They are considered to be risk factors that influence the Bank's main risks (credit risk, market risk, etc.), *i.e.* risks that arise as a result of exposure to counterparties that may be affected by ESG risks. They are evaluated and prioritised by monitoring various indicators and conducting impact studies on the portfolio according to various scenarios, such as the exercise conducted at the end of 2020 with the ACPR. *See Chapters 2.3 and 4.5.*
	7 – Describe the Company's procedures for climate risk management	Transition risk is managed using Group tools and tools specific to each entity. The sector-specific CSR policies govern activities and define the scope of exclusion, particularly within the scope of Crédit Agricole CIB. The Risk department issues an opinion on these policies, as well as on the environmental risks and sector-specific strategies. In addition, the Group's strategy of gradually reallocating its financing, investment and managed asset portfolios towards the energy transition is designed to reduce its gross risk over time and enable the Group to show greater resilience. *See Chapters 3.4, 4.2, 4.3 and 4.4 .*
	8 – Describe how the procedures for identifying, assessing and managing climate risks are incorporated into the overall risk management of the company	Climate Governance provides for clear information to the decision-making bodies on the status and management of environmental risks, namely through the Group Risk Committees and the Risk Committee of the Board of Directors. Risk appetite indicators are communicated to governance in accordance with the Appetite Policy it approves. *See Chapter 4.1.*

Refer to the glossary on page 715 for the definition of technical terms.

TCFD Sections	Recommendation	Main elements of the Group's response
Metrics and targets	9 – Indicate the measurement system used by the Company to assess climate risks and opportunities in accordance with its risk management strategy and procedure	Climate risks are monitored through several indicators: the carbon footprint of the portfolios, and specific indexes on transition risks and physical risks. When calculating its carbon footprint, the Group implements a methodology for quantifying greenhouse gas (GHG) emissions said to be financed by a financial institution. This P9XCA methodology (renamed SAFE in 2021) enables the Group to calculate, with no double-counting, the order of magnitude of financed emissions and to map those emissions by sector and geographical area. In addition, a medium-term transition risk index has been calculated since 2017 for **Crédit Agricole CIB's** corporate customer groups using a combination of three factors: • the extent to which the issues will impact financing in the sector, as calculated by the SAFE methodology in the "by issue" version; • the importance the country places on reducing greenhouse gas emissions within the framework of international negotiations, such as the Intended Nationally Determined Contributions (INDC); • the maturity of the customer when faced with climate challenges and its ability to adapt, as evaluated by a non-financial agency or estimated by geographic average. Finally, physical risks are assessed on a scale of 1 to 15 using a method combining indexes of sectoral sensitivity (vulnerability on a three-level scale of 20 major sectors identified) and geographical sensitivity (based on three variables: share of the population living below an altitude of 5 m, share of agriculture in GDP, vulnerability index). *See Chapters 5.4 and 4.*
	10 – Reporting of type 1, type 2 and, where applicable, type 3 greenhouse gas (GHG) emissions and associated risks	Emissions related to the Group's scopes 1, 2 and 3 can be viewed in Chapters 5.4 and 5.5.
	11 - Describe the targets used by the Company to manage climate risks and opportunities and the performance achieved against the targets	With regard to Scope 3 (financing and investment portfolio): the Crédit Agricole Group has set itself the goal of achieving carbon neutrality for all its portfolios by 2050 (Net-Zero memberships in July 2021). For Scopes 1 and 2: the Group is working on constructing trajectories that are capable of meeting the carbon neutrality targets by 2050. According to the methodology of the Science-Based Targets initiative (SBTi) to which Crédit Agricole S.A. and its subsidiaries adhere, the reduction targets will be established as follows: 1.- 46.2% of absolute emissions on scopes 1 and 2 between 2019 and 2030; 2.- 46.2% of issues related to business travel between 2019 and 2030. *See Chapters 3.4.7 and 5.4.*

5. RESULTS

5.1 NON-FINANCIAL PERFORMANCE INDICATOR

ESG strategy	Policy	Performance indicator	Definition	Unit	2021	2020	2019	Entities concerned
Environmental Performance	3.4.1 The Group's climate strategy 4.5 TCFD Chapter: climate risk management	Assets from specific initiatives relating to the environment	Investments in the energy transition sector	€bn	33.6	21.9	11.7	Amundi
		Financing of green activities	Outsanding green and transition finance on Credit Agricole CIB's balance sheet	€bn	13.2	11.14	7.1	Crédit Agricole CIB
		Investments in renewable energy	Investments in renewable energies[1]	€bn	4.02	2.66	2.1	CAA
		Financing of REn	Financing of renewable energies	€m	268	241	224	LCL
		Financing of REn projects in France	Financing of renewable energy in France over a sliding year (H2 N-1 and H1 N)	%	30	28	24	Unifergie
		GHG emissions financing and investments	GHG emissions related to all investments and financing (Scope 3)	$MtCO_2$ eq	147	143	139	Crédit Agricole Group
	5.5 Measures and targets for our internal footprint	Energy-related GHG emissions/m²	GHG emissions related to the energy consumption of buildings (internal footprint)	TCO_2 eq/ sq.m.	0.03666	0.03046	0.03492	Crédit Agricole S.A. and its subsidiaries
		GHG emissions related to business travel/FTE	GHG emissions related to employee travel by air and rail (internal footprint)	TCO_2 eq/FTE	0.061	0.101	0.636	Crédit Agricole S.A. and its subsidiaries
Social Performance	3.5.1 A universal approach for our businesses: supporting all customers to promote social cohesion	Assets in the fund with social and solidarity impact	Investments in the Social and Solidarity Economy sector	€m	440	331	256	Amundi
		Number of vulnerable customers supported	Monitoring and providing personalised support to customers who are vulnerable on a short- or long-term basis	Number	21,607	21,544	18,514	LCL, CACF and regional Banks
		Assets from Financing granted to microfinance institutions	Financing granted to microfinance institutions	€m	74.3	74	54	Grameen Crédit Agricole Foundation
	3.3.1 A strong ethical culture	Raising awareness of ethics among employees	Share of employees who took part in the "Ethics and you" quiz[2]	%	30.4	20.3	16.93	FReD entities[3]

(1) Calculation on the basis of listed and unlisted investments (debt and equity).

(2) Quiz not compulsory.

(3) Participation rate, FReD scope (Amundi, Crédit Agricole S.A., Crédit Agricole Assurances, LCL, CACIB, Caceis, Indosuez WM, CACF, CAL&F, CA Bank Polska, CA-GIP, Crédit du Maroc, CA Italia, CAPS, CA Immobilier, Avem, Uni-médias) calculated on the number of employees present and paid as at 31 December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

ESG strategy	Policy	Performance indicator	Definition	Unit	2021	2020	2019	Entities concerned
Social Performance	3.5.2 A responsible employer in a responsible company: sharing value creation	Executives trained in the new leadership model	Percentage of executives trained in the new leadership model	%	100	54.5	42	Crédit Agricole S.A. and its subsidiaries
		Progression of the participation rate in the ERI	Change (in points) in employee participation in the Engagement and Recommendation Index	In points	1	3	7	Crédit Agricole S.A. and its subsidiaries
	3.5.2 A responsible employer in a responsible company: gender equality at work	Women in decision-making bodies	% of women in the highest decision-making body of each entity (Executive Committee when there is one or, failing that, the Management Committee)	%	24	24	24	Crédit Agricole S.A. and its subsidiaries
	3.5.2 A responsible employer in a responsible company: employee training and collective development	Training courses given	Number of hours of training received by employees (regardless of the training theme)	Millions of hours	1.84	1.83	2.31	Crédit Agricole S.A. and its subsidiaries
	3.5.3 Taxation and responsible lobbying policy	Effective tax rate	Tax rate paid by Crédit Agricole S.A.	%	17.1	22.23	7.37	Crédit Agricole S.A.
	3.5.4 Responsible purchasing	Suppliers with a CSR assessment (EcoVadis)	Share of suppliers that received an assessment in a call for tenders[(1)]	%	53	67.75	46.7	Crédit Agricole S.A. and its subsidiairies
	3.5.5 Cybersecurity and combating cybercrime	Cyber risk training for employees	Percentage of employees trained in cyber risks	% over 3 sliding years 2019-2021	87.3	88.5	N/A	Crédit Agricole S.A. and its subsidiairies
	3.2.1 Governance that is representative of the Group's identity and guarantees long-term commitments	Non-financial criteria in the variable compensation of managers	Share of non-financial criteria in the variable compensation of executives	%	40	40	40	Crédit Agricole S.A. and its subsidiairies
		Network of CSR players	Number of CSR Managers within the Group (full-time or part-time)	Number	175	175	150	Crédit Agricole S.A. and its subsidiairies
	5.2 Managing non-financial performance with the GreenWay Platform	Number of social and environmental impact indicators monitored	Number of indicators of impact of financing or investments calculated and piloted	Number	90	65	N/A	Crédit Agricole S.A. and its subsidiairies
	3.2.3 ESG performance tool for employee contribution	Number of staff whose compensation is linked to the FReD scheme	Number of employees for whom at least part of the variable portion or profit-sharing is linked to the FReD mechanism	Number	23,215	23,408	10,000	Crédit Agricole S.A. and its subsidiairies
ESG performance	4. ESG risk management: financial materiality	Outstanding ESG multi-criteria investment solutions	Assets under management invested in funds with an "ESG Integration" investment process	€bn	812.1	355.9	310.9	Amundi

(1) The number of suppliers with an EcoVadis assessment has increased in absolute figures between 2020 and 2021, see Vigilance Plan.

5.2 MANAGING NON-FINANCIAL PERFORMANCE WITH THE GREENWAY PLATFORM

In 2021, the Group continued the deployment of its **ESG performance monitoring system** to ensure that the commitments made in the context of the Societal Project are robust, in two respects:

- by establishing quantified, transparent and auditable communication of non-financial performance;
- by providing a decision-making support tool for entities to monitor strategy, trajectories and non-financial performance.

This system is based on the deployment of an ESG performance monitoring platform – **GreenWay Platform** – that centralises the collection, intake and processing of data from internal and external sources. This innovative tool offers a comprehensive vision of the Group's non-financial performance, calculating and reporting key indicators to meet the needs of various types of users. It also hosts and calculates a **climate transition rating**, which is a dialogue and support tool for customers in the energy transition process (see Part 3.4.4 "Supporting economic sectors on the way to environmental transition").

This platform is a valuable asset for the Group, as it enables us to meet regulatory requirements, measure our societal impact and identify growth opportunities, strengthen non-financial knowledge of our customers, improve the efficiency and agility of our reporting processes and give meaning to the daily actions of our employees. Like the financial information production platforms, this non-financial information production platform is designed to be enhanced with new functionalities as strategic and operational necessities or regulatory requirements arise.

In 2021, the GreenWay Platform was strengthened through the continuous improvement of existing functionalities, the management of new performance indicators and the creation of new functionalities: monitoring of direct environmental footprint indicators, better traceability of indicators for audit purposes, ESG rating of listed companies, etc.

5.3 INDICATORS OF EU TAXONOMY FOR SUSTAINABLE ACTIVITIES

The EU Taxonomy Regulation 2020/852 of 18 June 2020 establishes a framework defining "sustainable" investments, i.e. those in economic activities that contribute substantially to an environmental target, while not causing significant harm to any of the other environmental targets as set out in said regulation and while complying with certain minimum social guarantees.

For the purposes of this regulation, environmental targets comprise:

a) climate change mitigation;

b) climate change adaptation;

c) sustainable use and protection of water and marine resources;

d) transition to a circular economy;

e) pollution prevention and control;

f) protection and restoration of biodiversity and ecosystems.

The delegated act on Article 8 of the Taxonomy Regulation 2021/2178, published in the Official Journal on 10 December 2021, defines the content and methods of publication on sustainable investments for the companies subject to it.

The "Climate" delegated act 2021/2139, published on 9 December 2021 in the Official Journal, specifies the technical analysis criteria for the review of sustainable activities with regard to the first two environmental targets.

Under the provisions of the delegated act on Article 8 of the Taxonomy Regulation, the reporting requirements for banks are progressive:

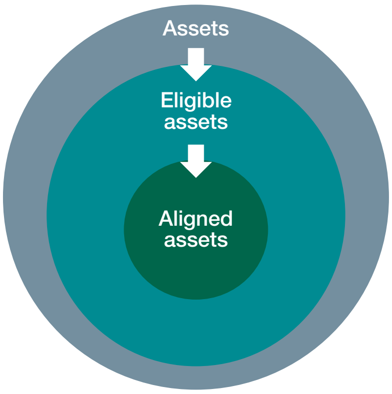
- an initial reporting obligation on the basis of data as at 31 December 2021 on (i) those activities considered **"eligible" and "non-eligible", i.e. activities listed in the delegated act as being able or unable to meet at least one of the two environmental targets** and (ii) the portion of excluded assets from numerator and/or denominator;
- a second deadline, from 2024 (on the basis of data as at 31 December 2023), where the report will be supplemented by information on the proportion of "aligned" assets (publication of the GAR - Green Asset Ratio). The alignment analysis will be conducted on the basis of information published by non-financial companies subject to the regulation (publication of their aligned revenues and capex from 2023) and by financial companies (publication of their green asset ratio from 2024) as well as on the technical criteria of the regulation within the scope of retail customers and local authorities, as well as for dedicated financing;
- finally, indicators relating to the trading book and fees and commissions must be published from 1 January 2026.

Refer to the glossary on page 715 for the definition of technical terms.

For the 2021 report, Crédit Agricole S.A. and its subsidiaries published the eligible assets, corresponding to the asset base on which the analysis of aligned assets (sustainable assets) will be conducted from 2024.

Eligible activities are defined and described by the "Climate" delegated act. They become aligned (and therefore sustainable) activities if they meet the following criteria:

- **contribute substantially to one or more of the environmental targets;**
- **do not cause significant harm to any of the other environmental targets;**
- **comply with certain minimum social guarantees;**
- **comply with technical review criteria (where environmental performance thresholds are set).**



For this first reporting, the following assets are considered eligible for the taxonomy (outstanding at 31 December 2021):

- property loans, loans for the renewal and financing of motor vehicles for EU households;
- financing of housing and other specialised financing for local authorities;
- commercial and residential property collateral seized and held for sale;
- for financial counterparties, only exposure to Regional Banks subject to the NFRD and for which Credit Agricole S.A. has published eligibility ratios at 31 December 2021 are taken into account.

Furthermore, Crédit Agricole S.A. and its subsidiaries have estimated the eligible assets regarding financial companies (other than the Regional Banks subject to the NFRD) and non-financial companies subject to the NFRD on the basis of the NACE codes used by the taxonomy and the geographical area. As these estimates are not based on data published by the counterparties, they are not considered in the share of eligible assets published as mandatory. Crédit Agricole S.A. and its subsidiaries nevertheless publish the share of these eligible assets on a voluntary basis.

The amount of **eligible assets** is brought together with the **covered assets** corresponding to the above elements, to which are added:

- exposures to companies not subject to the NFRD (financial and non-financial companies outside the EU, small and medium-sized companies in the EU below the thresholds for subjection);
- derivatives, on sight interbank loans, cash and cash equivalents and other assets;
- other not eligible for taxonomy exposures to financial and non-financial counterparties subject to the NFRD and retail customers.

In addition, **Crédit Agricole S.A. and its subsidiaries** publish the portion, within total assets, of asset amounts excluded from the calculation (in the numerator and denominator):

- exposures to central governments, central banks, supranational issuers;
- the trading book.

Intermediate indicators on the portion, within covered assets, of eligible assets and non-eligible assets	as a %
Portion of exposures to activities eligible for taxonomy within covered assets	27
Portion of exposures to activities not eligible for taxonomy within covered assets *(exposures with retail customers and other exposures with financial and non-financial counterparties subject to the NFRD that are not eligible for taxonomy)*	48

Ratios on the portion, within total assets, of assets excluded from the numerator of intermediate indicators	as a %
Portion of derivatives (banking portfolio) within total assets	1
Portion of on sight interbank loans within total assets	1
Portion of cash and cash equivalents within total assets	0
Portion of other assets [(1)] within total assets	4
Portion within total assets of exposures to companies that are not required to publish non-financial information	12
TOTAL	**18%**

(1) Details of "other assets", if this amount is significant (fixed assets, goodwill, etc.).

Ratios on the portion, within total assets, of assets excluded from the numerator and denominator of intermediate indicators	as a %
Portion within total assets of exposures to central governments, central banks, supranational issuers	18
Portion of the trading book within total assets	14
TOTAL	**33%**

Portion of eligible assets published voluntarily:

At 31 December 2021, the portion of eligible assets incorporating estimates on financial and non-financial counterparties in the European Union was 46%.

Refer to the glossary on page 715 for the definition of technical terms.

5.4 MEASURES AND TARGETS RELATED TO OUR INDIRECT CARBON FOOTPRINT

Since 2011, the Group has used a methodology to quantify greenhouse gas (GHG) emissions financed by a financial institution. The methodology was developed at the Group's request by the Finance and Sustainable Development Chair of Paris Dauphine University and the École Polytechnique. Initially dubbed P9XCA, this methodology has been recommended for the corporate and investment banking sector since 2014 by the financial sector guide, "Quantifying Greenhouse Gas Emissions", published by *Agence de l'environnement et de la maîtrise de l'énergie* (Ademe), *Observatoire sur la responsabilité sociétale des entreprises* (ORSE) and *Association Bilan Carbone* (ABC). In 2021, this methodology was renamed the "SAFE methodology" for "Single Accounting of Financed Emissions" so as to highlight, by its very name, its uniqueness compared to other methodologies for calculating the carbon footprint of financing portfolios.

It in fact enables a financial institution to estimate, without multiple counting, the order of magnitude of emissions financed and to determine their sectoral and geographical mapping. Greenhouse gas emissions are allocated to economic players according to their capacity (and economic interest) to reduce them using a qualified allocation "by issue" as opposed to the usual allocation "by scope". Some methodological adjustments were made in 2018, in parallel with the revision of emission factors.

The sectoral and geographical mapping produced using this methodology has informed which sectors the bank chooses for the development of sector-based CSR policies and has been used in methodologies and calculations related to **climate transition risk.**

Additionally, issues related to **physical climate risk** are now starting to be mapped by combining sectoral and geographic vulnerability indexes.

Indirect energy footprint: indicators and targets

According to the SAFE method, the estimate of greenhouse gas emissions from all of the Crédit Agricole Group's investments and financing (scope 3) is as follows (in thousands of tonnes of CO_2 equivalent):

	Industries							
Geographic areas	Agriculture	Real estate	Energy	Manufacturing	Transport	Waste management	Public services	Total
France	21,176	9,897	3,522	4,018	20,896	3,040	1	**62,551**
Germany	131	244	1,747	425	2,879	2	0	**5,428**
Spain	3	92	793	59	957	8	3	**1,916**
Italy	273	423	2,713	854	3,116	121	0	**7,500**
United Kingdom	205	93	769	222	1,482	106	1	**2,878**
Other Western Europe	326	460	3,865	1,199	4,845	7	114	**10,817**
Others Europe	26	368	1,994	1,861	2,333	87	0	**6,668**
Africa and Middle-East	602	123	1,101	788	2,429	2,096	0	**7,139**
United States	- 116	1,097	3,185	4,234	4,566	18	78	**13,062**
Others North America	18	84	198	261	4,960	0	0	**5,522**
South America	394	28	621	1,286	2,214	206	0	**4,750**
China	18	333	1,473	2,255	1,777	0	0	**5,856**
India	5	7	2,799	314	349	59	0	**3,532**
Japan	0	145	0	21	788	0	0	**954**
Others Asia	128	451	3,189	1,930	2,888	65	0	**8,651**
TOTAL	**23,190**	**13,845**	**27,970**	**19,728**	**56,478**	**5,815**	**197**	**147,223**

To calculate its carbon footprint, the Crédit Agricole Group follows the recommendations in the sectoral guide for the financial sector Quantifying Greenhouse Gas Emissions, published by ADEME, ABC and ORSE. Produced in 2014 with the participation of some twenty financial institutions, NGOs and experts, the guide recommends that corporate and investment banks and universal banks use a macroeconomic approach (so-called top-down methodologies), which is the only way to guarantee all results are added together and therefore the accuracy of the resulting order of magnitude.

The methodology used by Crédit Agricole S.A. correlates, by design, the sum of the carbon footprints of all global financial institutions with total global emissions, unlike other methodologies on the market, such as the one used by the Oxfam study, which arrives at a sum equal to several times that level (or four to five times global emissions).

The calculated emissions linked to the Group's investments and financing (scope 3) have not increased significantly since 2020. The main reason for this increase is the sustained growth in the Group's investment and financing outstandings.

Refer to the glossary on page 715 for the definition of technical terms.

5.5 MEASURES AND TARGETS RELATED TO OUR INTERNAL FOOTPRINT

	Consumption *(in MWh)*			Eq. tonnes CO_2/year		
	2021	2020	2019	2021	2020	2019
Gas	84,259	64,531	72,890	19,140	13,263	14,981
Fuel oil	4,510	3,821	4,777	1,461	1,212	1,514
SCOPE 1	**88,770**	**68,352**	**77,667**	**20,601**	**14,475**	**16,495**
Electricity	309,625	284,356	309,699	62,512	59,229	66,032
District heating	26,651	23,725	17,035	7,169	5,305	3,809
Cooling network	5,415	5,180	4,996	85	226	218
Data centre electricity	77,775	77,126	77,515	5,405	5,292	2,831
SCOPE 2	**419,466**	**390,387**	**409,245**	**75,171**	**70,052**	**72,890**

Between 2020 and 2021, the emission factors applied to energy consumption have been updated with the latest available data (sources: French regulations and ADEME). The increase in energy-related GHG emissions is due to a colder winter and the impact of the Covid-19 measures on air recovery plants as well as an update of the emission factors. The decrease in cold network emissions is due to an update of the emission factor.

The Group also measures emissions from **business travel** annually to monitor trends on this front. The indicators cover business travel by rail and air.

	Rail			Air			Total		
	2021	2020	2019	2021	2020	2019	2021	2020	2019
Distances travelled *(in thousands of kilometres)*	11,815	14,586	57,040	21,240	25,276	160,264	33,055	39,862	217,304
CO_2 emissions *(in eq. tonnes CO_2)*	70	657	2,570	4,528	6,638	43,859	4,598	7,295	46,429

The decrease in business travel emissions is due to the pandemic (border closures, travel restrictions) and the development of new means of communication driven by the Group.

Measure and reduce our paper, waste and water footprint

In 2021, the paper consumption of **Crédit Agricole S.A. and its subsidiaries** was 24,302 tonnes.

	2021	2020
Total consumption *(in tonnes)*	24,302	21,836

The increase in paper consumption is mainly due to the acquisition of new entities by the Group, notably Credito Valtellinese.

The waste categories covered by reporting include paper and cardboard, electrical and electronic equipment (WEEE and non-IT waste), and ordinary industrial waste (OIW – excluding paper and cardboard). Multiple efforts have been made by the entities to recycle waste. In 2021, 61% of the waste collected by the Group was recycled.

(in tonnes)	2021	2020	2019
WEEE – Waste electric and electronic equipment	338	182	163
Paper/cardboard	2,129	1,331	2,006
OIW – Ordinary industrial waste	1,488	1,324	1,848

The increase in waste generation is due to the expansion of the reporting scope including the acquisition of new entities by the Group including Credito Valtellinese.

Since July 2020, integrated sorting centres at Crédit Agricole S.A. and its subsidiaries sites managed by our service providers have increased the waste recycling rate. In 2013, the Group set up a system to monitor its energy, water and paper consumption and it also runs internal eco-friendly action campaigns aimed at all its employees.

With regard to **computer equipment,** a partner from the sheltered and disability-friendly sector, ATF Gaia, has been collecting **WEEE** (waste electric and electronic equipment) for some Group entities since 2014. It erases hard drive content using a software application approved by the Group's Security division and assesses the operating status of equipment that is subsequently sent for sorting. Equipment in working order is reused by the partner for charity purposes, while equipment that is no longer serviceable is destroyed in an environmentally-friendly manner.

Along with cheques, **bank cards** remain one of the few banking services to use a physical medium. Its ecological footprint linked to its plastic and metal components is therefore very real throughout its life cycle. In order to reduce this impact and in keeping with a circular economy, in 2013 **Crédit Agricole, in conjunction with Crédit Agricole Payment Services,** began rolling out the "Environmental Card" service at 35 Regional Banks.

The "Collection and recycling of used bank cards at the branches" component enjoyed uninterrupted successes every year. In 2021, more than 2.6 million cards, or 13.7 tonnes, were collected. Since 2014, more than 20 million bank cards, weighing approximately 115 tonnes, have been recovered. Moreover, since January 2016, all new chequebooks proposed by the Regional Banks have been printed on PEFC certified paper. This certification guarantees sustainable management of forests for paper production, i.e. ensuring that forests are managed according to the highest environmental and social standards.

Crédit Agricole Payment Services has also partnered with Swedish fintech company Doconomy to launch the "My Carbon Impact" solution. This trial allows Crédit Agricole cardholders to view the carbon impact of their purchases on the planet in real time. The card application also suggests that customers invest in carbon sequestration and emission reduction projects by purchasing carbon credits from environmental projects, certified by the United Nations.

Crédit Agricole S.A. and its subsidiaries **water consumption** over the last three years has changed as follows:

	2021	2020	2019
Water consumption *(in m^3)*	740,906	686,578	749,322

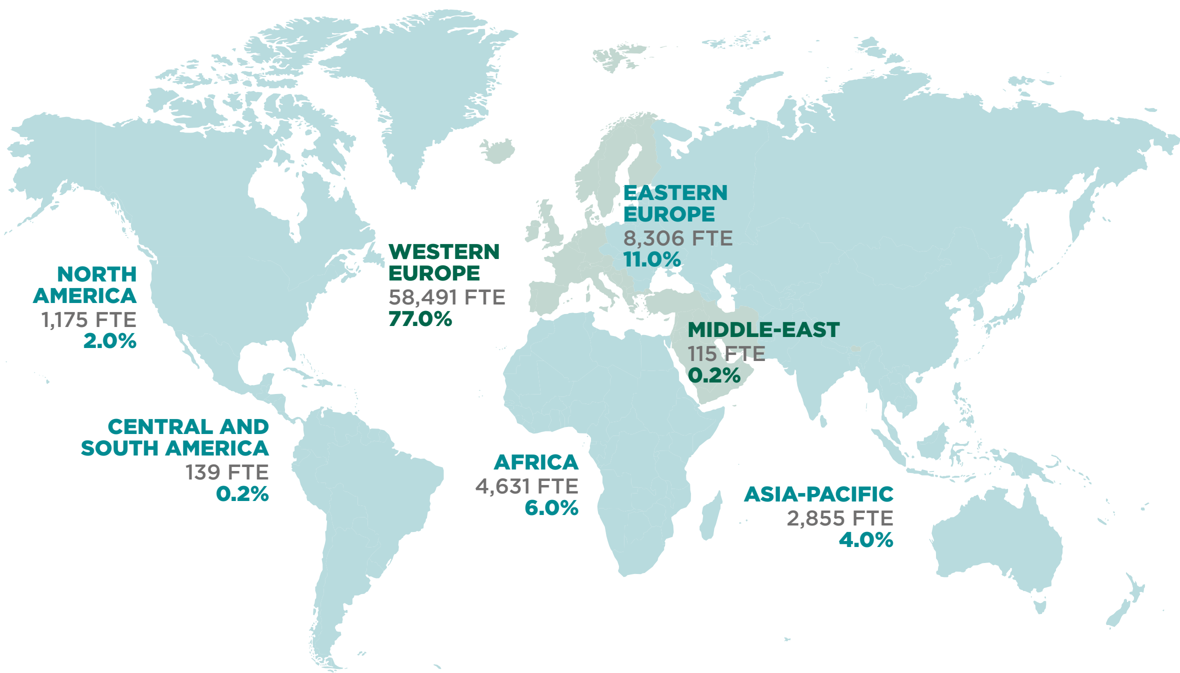
The increase in water consumption between 2020 and 2021 is due to the activity recovery on site following the pandemic.

Refer to the glossary on page 715 for the definition of technical terms.

5.6 HUMAN RESOURCES INDICATORS

Workforce

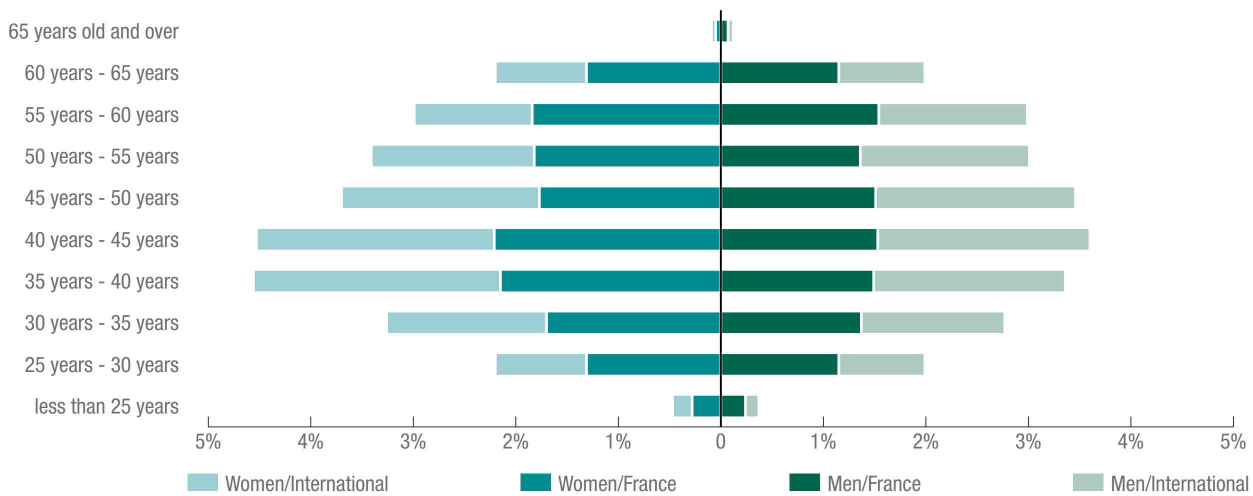
At end-2021, Crédit Agricole S.A. had 75,711 employees (FTE) and was operating in 44 countries.



— Workforce by business area

	2021		2020	
	FTE employees	%	FTE employees	%
French retail banking	16,406	21.7	16,958	23.0
International retail banking	23,608	31.2	21,930	29.7
Specialised financial services	8,696	11.5	8,538	11.6
Savings management and insurance	11,110	14.7	10,894	14.8
Large customers	12,944	17.1	12,708	17.2
Corporate Centre and others	2,947	3.9	2,789	3.8
TOTAL	**75,711**	**100.0%**	**73,817**	**100.0%**
o/w France	35,130	46.0	35,447	48.0
o/w International	40,581	54.0	38,370	52.0
Scope covered	*100%*	*100%*	*100%*	*100%*

Age structure



Average age and length of service

	2021			2020		
	France	International	Total	France	International	Total
Average age	44 years	44 years and 1 month	44 years and 1 month	43 years and 6 months	43 years and 4 months	**43 years and 5 months**
Average length of service	16 years	14 years	14 years and 11 months	15 years and 10 months	13 years and 4 months	**14 years and 7 months**
Scope covered			*96%*			*99%*

Workforce by type of contract

	2021			2020		
(full-time equivalent)	France	International	Total	France	International	Total
Active permanent contracts (CDI)	34,416	38,043	**72,459**	34,815	35,553	**70,368**
Fixed-term contracts (CDD)	714	2,538	**3,252**	632	2,817	**3,449**
TOTAL EMPLOYEES	35,130	40,581	75,711	35,447	38,370	73,817
Non active permanent contract (CDI) employees	1,189	894	**2,084**	1,066	908	**1,974**
TOTAL	**36,319**	**41,475**	**77,795**	**36,513**	**39,278**	**75,791**
Beneficiary View.						

In 2021, the share of permanent contract employees in the total workforce was 96%. It was 95% in 2020.

Departures of permanent contract employees by reason

	2021				2020			
	France	International	Total	%	France	International	Total	%
Resignation	1,129	1,912	**3,041**	54.3	841	1,276	**2,117**	46.5
Retirement and early retirement	570	463	**1,033**	18.5	520	352	**872**	19.1
Lay-off	214	275	**489**	8.7	187	343	**530**	11.6
Death	24	34	**58**	1.0	19	30	**49**	1.1
Other	468	509	**977**	17.5	489	500	**989**	21.7
TOTAL PERMANENT CONTRACT DEPARTURES	**2,405**	**3,193**	**5,598**	**100.0**	**2,056**	**2,501**	**4,557**	**100.0**
Scope covered				*99%*				*99%*

The turnover rate was 7.9% in 2021 with a resignation rate of 4%. In 2020, the turnover rate was 7.2%, with a resignation rate of 3%.

Absenteeism in calendar days

	2021					2020		
			Total			Total		
	Women	Men	Number of days	%	Average number of days' absence per employee	Number of days	%	Average number of days' absence per employee
Sickness	452,868	191,389	644,257	**53.8**	9.0	733,137	**51.0**	10.1
Accident	11,604	4,937	16,541	**1.4**	0.2	18,936	**1.3**	0.3
Maternity, paternity, breast feeding	358,195	18,199	376,394	**31.4**	5.3	385,656	**26.8**	5.3
Authorised leave	68,239	50,302	118,541	**9.9**	1.7	135,611	**9.4**	1.9
Other	22,279	19,414	41,693	**3.5**	0.6	164,514	**11.4**	2.3
TOTAL	**913,185**	**284,241**	**1,197,426**	**100.0**	**16.7**	**1,437,854**	**100.0**	**19.8**
Absenteeism rate overall					*4.3%*			*5.4%*
Absenteeism rate excluding maternity leave					*2.9%*			*3.9%*
Scope covered					*93%*			*97%*

Refer to the glossary on page 715 for the definition of technical terms.

Promotions in France

	2021			2020		
	Women	Men	Total	Women	Men	Total
Promotion in the non-manager category	602	258	**860**	603	302	**905**
Promotion from non-manager to manager	275	172	**447**	325	198	**523**
Promotion in the manager category	522	541	**1,063**	503	566	**1,069**
TOTAL	**1,399**	**971**	**2,370**	**1,431**	**1,066**	**2,497**
%	*59.0*	*41.0*	*100.0*	*57.3*	*42.7*	*100.0*
Scope covered France			*98%*			*99%*

Promotion: only changes in classification are recorded.
Scope Credit Agricole S.A and its subsidiaries.

5.7 RECOGNITION OF NON-FINANCIAL PERFORMANCE BY STAKEHOLDERS

By relying on its ESG strategy and of all the actions implemented by the entities, Crédit Agricole S.A. is consolidating its non-financial performance. In 2021, it reaffirmed its place on the leading socially responsible investment indexes:

- *rated B by CDP since 2021;*
- *rated A by Morgan Stanley Capital International (MSCI) since 2017;*
- *rated 63 by Vigeo Eiris since 2019 and included in NYSE-Euronext indexes since May 2013;*
- *rated 24.9 by Sustainalytics since 2021[(1)];*
- *rated Prime by ISS ESG since December 2015;*
- *included for several years in the British FTSE4Good index, re-confirmed in September 2020.*

Signatory of the

- United Nations Global Compact since 2003;
- Principles for Responsible Investment since 2006;
- Principles for sustainable insurance since 2021;
- Diversity Charter since 2008;
- Parenthood Charter since 2008;
- Sustainable Purchasing Charter since 2010;
- Charter for the energy efficiency of commercial buildings since 2013;
- Science-Based Targets since 2016;
- RE100 since 2016;
- Principles for responsible banking and collective commitment to climate action since 2019;
- Business for Inclusive Growth (B4IG) since 2019;
- Poseidon Principles since 2019;
- One Planet Sovereign Wealth Fund Asset Manager Initiative since 2019;
- Tobacco Free Finance Pledge since 2020;
- Net-zero banking alliance, Net-zero asset owner alliance, Net-zero asset manager initiative since 2021.

(1) The lower the rating, the lower the ESG risk.

Co-founding member

- Equator Principles since 2003;
- Green Bonds Principles since 2014;
- Portfolio Decarbonization Coalition since 2014;
- Mainstreaming Climate Action Within Financial Institutions since 2015;
- Catalytic Finance Initiative since 2015;
- French Business Climate Pledge since 2015;
- BBCA association (low-carbon building design) since 2015;
- Finance for Tomorrow since 2017;
- IIRC (International Integrated Reporting Council) since 2016.

Participant

- Call for carbon pricing at the initiative of the World Bank Group in 2014;
- Montreal Carbon Pledge since 2015;
- Paris Appeal on Climate Change since 2015;
- Task Force on Climate Disclosure since 2017;
- Climate Action 100+ since 2017;
- AIGCC (Asia Investor Group on Climate Change) since 2020;
- Contribution to *RH Sans Frontières* fund since 2018.

Other positions

- Modern Slavery Statement since 2017.

Refer to the glossary on page 715 for the definition of technical terms.

ACCELERATION OF THE SOCIETAL PROJECT: A 10-COMMITMENT PROGRAMME PLAN

A new dynamic for the Crédit Agricole Societal Project

To strengthen the impact of its Societal Project, on 1 December 2021, Crédit Agricole Group announced a 10-commitment programme plan. This plan, which is expected to intensify, places an emphasis on continuous improvement and transparency, notably through the implementation of the Societal Commitment Index involving all stakeholders.

As a result of collective mobilisation within the Group, this programme plan aims to increase the impact of the Group's actions with its 52 million customers (individual customers, professionals, farmers and businesses) to make societal transitions accessible to all. Crédit Agricole wants to be an everyday bank that contributes to the emergence of a new model of prosperity and that brings progress for all.

Taking action for the climate and transition to a low carbon economy

#1 Achieve carbon neutrality by 2050:

- a total halt in the financing of any oil and gas projects in the Arctic;
- a 20% fall in Crédit Agricole CIB's exposure to oil extraction by 2025;
- 100% of funds open to active Amundi management with the target of a better energy rating if technically doable;
- mobilisation for renewable energy;
- "green" savings and "green" savings plan booklets.

#2 Advise and support 100% of our customers in their energy transition:

- "*J'écorénove mon logement*" (I'm eco-renovating my home) for private individuals;
- "Energy Transition Target" for entrepreneurs;
- Agilauto and charging terminals.

#3 Incorporate non-financial performance criteria in 100% of the analysis of our financing to businesses and farmers.

Strengthening cohesion and social inclusion

#4 Offer a range of products and services that do not exclude any customer in order to foster social and digital inclusion:

- Live well at home;
- Eko Assurances.

#5 Help to revitalise the most vulnerable regions and reduce social inequalities:

- publish an annual impact report for reporting to stakeholders.

#6 Promote the integration of young people through employment and training:

- 50,000 young people and interns in France and internationally by 2025.

#7 Amplify gender equality and diversity in all Crédit Agricole entities and within its governance:

- Gender parity:
  - between 30% and 40% of women in senior management by 2025 (regional banks),
  - 40% of women in the Executive committee of the listed company on the stock exchange by 2025,
  - 30% of women among executives (Top 150) by 2025 (entities Crédit Agricole S.A.);
- Training: 100% of the Group's employees and elected representatives trained in the CSR related challenges.

Accomplish agricultural and agri-food transitions

#8 Support the evolution of techniques towards a competitive and sustainable agri-food system:

- launch a pan-European private equity and debt fund with a target of €1bn.

#9 Enable French agriculture to contribute actively to the fight against climate change:

- explore the benefit of a platform for trading "Ferme France" carbon credits.

#10 Contribute to strengthening food sovereignty:

- help set up the next generation of farmers.

Refer to the glossary on page 715 for the definition of technical terms.

IMPLEMENTATION OF THE PRINCIPLES FOR RESPONSIBLE BANKING

The complete report on the implementation of the "Principles for Responsible Banking" is available on thecredit-agricole.com website.

Reporting and self-assessment point	Relevant reference(s)/Illustrative link(s) to the answer
PRINCIPLE 1: ALIGNMENT	
1.1 Crédit Agricole S.A. business model.	See Universal Registration Document, chapter "Presentation of Crédit Agricole S.A."
1.2 Alignment of the strategy with the Sustainable Development Goals (SDGs), the Paris Climate Agreement and successful national and regional frameworks.	See https://www.credit-agricole.com/en/group/group-project-and-ambitions-2022/our-vision See Universal Registration Document, "Non-financial performance" chapter, paragraphs 3.4.1 and 3.4.3
PRINCIPLE 2: DEFINITION OF IMPACT AND TARGET	
2.1 Group impact analysis	See Universal Registration Document, "Non-financial performance" chapter, paragraphs 2.1, 2.2 and 2.3
Conclusion on impact analysis: this entire analysis of non-financial risks/issues and their materiality has enabled Crédit Agricole S.A. to define the corresponding impact and risk management policies.	
2.2 Definition of Group target	See Universal Registration Document, "Non-financial performance" chapter, paragraph 3.4
Conclusion on the definition of the target: as part of its Ambitions 2022 medium-term plan, Crédit Agricole S.A. has set itself ambitious targets in line with its *Raison d'Être*.[1]	
2.3 Plans for implementation and monitoring of targets	See Universal Registration Document, "Non-financial performance" chapter, paragraph 5.2 and paragraph 3.4.4 "Supporting economic sectors on the way to environmental transition"
Conclusion on the monitoring of targets: the deployment of the non-financial reporting platform throughout the Group will make it possible to transparently monitor the implementation of our social and environmental commitments.	
2.4 Progress in implementing targets	See Universal Registration Document, "Non-financial performance" chapter, paragraphs 3.4, 3.5. 3.6 and 5.1
Conclusion on progress achieved: significant progress was made in 2021 in implementing our environmental and social strategy.	
PRINCIPLE 3: CLIENTS AND CUSTOMERS	
3.1 Overview of the policies and practices currently implemented or to be implemented by the Group to promote responsible relationships with its customers.	See Universal Registration Document, "Non-financial performance" chapter, paragraph 3.3
3.2 Description of the work performed or planned by the Group with its customers to encourage sustainable practices and enable sustainable economic activities.	See Universal Registration Document, "Non-financial performance" chapter, paragraphs 2.1, 2.2, 2.3 and 3.2.3
PRINCIPLE 4: STAKEHOLDERS	
4.1 Description of the stakeholders (or groups/types of stakeholders) with whom the Group has consulted, engaged, collaborated or partnered to implement these principles and enhance its impact.	See Universal Registration Document, "Non-Financial Performance" chapter, paragraph 3.4.3 https://www.b4ig.org/ https://www.at-entreprise-pauvrete.org/toutes-nos-publications/lancement-du-collectif-dentreprises-pour-une-economie-plus-inclusive/
PRINCIPLE 5: GOVERNANCE AND CULTURE	
5.1 Description of the governance structures, policies and procedures put in place or expected to be put in place by the Group to manage significant positive and negative (potential) impacts and to support the effective implementation of the Principles.	See Universal Registration Document, "Non-financial performance" chapter, paragraph 3.2
5.2 Description of the initiatives and measures implemented or expected to be implemented by the Group to foster a responsible banking culture among its employees.	See Universal Registration Document, "Non-financial performance" chapter, paragraphs 3.2.2 and 3.2.3
5.3 Governance structure for the implementation of the principles.	See Universal Registration Document, "Non-financial performance" chapter, paragraphs 3.2.2 and 3.2.3
Conclusion: Oversight of the implementation of the PRB is an integral part of Crédit Agricole S.A. ESG governance.	
PRINCIPLE 6: TRANSPARENCY AND ACCOUNTABILITY	
Progress in the implementation of the principles of banking responsibility.	Universal Registration Document, "Non-financial performance" chapter
Conclusion: Crédit Agricole S.A. has made significant progress in the implementation of the PRB, an integral part of its ESG strategy, during the 2021 financial year.	

(1) Please refer to the glossary for the definition of Raison d'Être.

Refer to the glossary on page 715 for the definition of technical terms.

CROSS-REFERENCE TABLE

Statement of Non-Financial Performance	Pages
Business model	48
Non-financial risks	49-54
Policies, due diligence procedures and outcomes	64-98
KPI	108-109
Vigilance Plan	151-161

DPEF 2021		Pages	Global Compact	SDGs	PRB	ISO 26000	GRI G4
2.	**NON-FINANCIAL RISKS**						
2.1	Consultation of stakeholders				3; 4	6.4.5	
2.2	Materiality matrix		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	All principles	6.4.3; 6.4.4; 6.4.5; 6.4.7; 6.5.4; 6.5.5; 6.6.3; 6.6.6; 6.7.3; 6.7.7; 6.8.3	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN27; G4-LA1; G4-LA2; G4-LA9; G4-LA10; G4-LA11; GA-LA13; G4-LA15; G4-S04; GR-PR8
2.3	Analysis of non-financial risks		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	All principles	6.4.3; 6.4.4; 6.4.5; 6.4.7; 6.5.4; 6.5.5; 6.6.3; 6.6.6; 6.7.3; 6.7.7; 6.8.3	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN27; G4-LA1; G4-LA2; G4-LA9; G4-LA10; G4-LA11; GA-LA13; G4-LA15; G4-S04; GR-PR8
3.	**OUR ESG STRATEGY**						
3.1.	From *Raison d'Être* to action: our ESG strategy, a lever for a just transition		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	All principles	6.2; 6.3.4; 6.3.7; 6.4; 6.5; 6.6.3; 6.6.4; 6.6.5; 6.6.6; 6.7.4; 6.7.5; 6.7.6; 6.7.7; 6.7.8; 6.8.3; 6.8.4; 6.8.5; 6.8.7; 6.8.9	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; GA-LA13; G4-LA15; G4-S04; G4-PR5: G4-PR8
3.2	Governance		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	5	6.2	G4-LA12
3.4	Environmental strategy		7; 8; 9	6; 7; 11; 12; 13; 14; 15	All principles	6.5	G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-EC2
3.5 :	The social strategy: at the service of a just transition		All principles	1; 3; 5; 8; 10; 11; 12; 16	All principles	6.3.4; 6.3.7; 6.4; 6.5.4; 6.6.3; 6.6.4; 6.6.5; 6.6.6; 6.7.4; 6.7.5; 6.7.6; 6.7.7; 6.7.8; 6.7.9; 6.8.3; 6.8.4; 6.8.5; 6.8.7; 6.8.9;	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN10; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; GA-LA13; G4-LA15; G4-S04

DPEF 2021		Pages	Global Compact	SDGs	PRB	ISO 26000	GRI G4
4.	**ESG RISK MANAGEMENT: FINANCIAL MATERIALITY**						
4.1	ESG risk approach		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	1; 2; 5	6.2; 6.3.4; 6.3.7; 6.4; 6.5; 6.6.3; 6.6.4; 6.6.5; 6.6.6; 6.7.4; 6.7.5; 6.7.6; 6.7.7; 6.7.8; 6.8.3; 6.8.4; 6.8.5; 6.8.7; 6.8.9	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11; G4-LA12; GA-LA13; G4-LA15; G4-S04
4.2	Integration of ESG criteria in investment and asset management policies		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	1; 2; 3; 5; 6	6.5; 6.8.9	G4-EN23; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN27; G4-EC1; G4-EC1; G4-EC2; G4-EC7; G4-EC8
4.5	TCFD Chapter: Climate risk management		7; 8; 9	7; 11; 13	1; 2; 5	6.5.5	G4-EC2; G4-EN17; G4-EN19
5.	**RESULTS**						
5.1	Non-financial performance indicator		All principles	1; 3; 5; 6; 7; 8; 10; 11; 12; 13; 14; 15;16	All principles	6.2; 6.3.3; 6.3.7; 6.4.3; 6.4.4; 6.4.5; 6.4.6; 6.4.7; 6.5; 6.6.3; 6.6.4; 6.6.5; 6.6.6; 6.7.4; 6.7.7; 6.8.7; 6.8.8; 6.8.9	G4-EC1; G4-EC2; G4-EC7; G4-EC8; G4-EN2; G4-EN3; G4-EN6; G4-EN10; G4-EN15; G4-EN16; G4-EN17; G4-EN19; G4-EN23; G4-EN27; G4-LA1; G4-LA2; G4-LA8; G4-LA9; G4-LA10; G4-LA11 G4-LA12; G4-LA13; G4-LA15; G4-S04; GR-PR8
5.6	Human resources indicators		All principles	1; 3; 5; 8; 10; 11; 12; 16	1; 2; 5; 6	6.3.4; 6.3.7; 6.4; 6.8.8	G4-EC3; G4-LA1; G4-LA2; G4-LA3; G4-LA5; G4-LA6; G4-LA8; G4-LA9; G4-LA10; G4-LA12; G4-LA13

The Global Compact is a UN initiative that encourages companies to adopt socially responsible behaviour based on 10 principles.

The UN's Sustainable Development Goals are a list of 17 targets to be achieved by 2030.

The Principles for Responsible Banking are a UN framework for a more sustainable and inclusive banking system.

ISO 26000 is an international standard which defines how organisations can contribute to sustainable development.

The GRI G4 is the fourth edition of the Global Reporting Initiative that aims to provide indicators for measuring the development of sustainable development programmes.

Refer to the glossary on page 715 for the definition of technical terms.

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), 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.

Refer to the glossary on page 715 for the definition of technical terms.

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 3rd 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_2 emissions from financing and investments
- Carbon intensity of surfaces (GHG emissions related to energy / m²)
- 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

Refer to the glossary on page 715 for the definition of technical terms.

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

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 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.

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 3rd of March 2022

One of the Statutory Auditors
PricewaterhouseCoopers Audit
Agnès Hussherr
Partner

Sylvain Lambert
Sustainable Development Partner

Refer to the glossary on page 715 for the definition of technical terms.

3

CORPORATE GOVERNANCE

1. Report of the Board of Directors 132

1.1 Information concerning the Board of Directors' composition and functioning 132
1.2 Board activity in 2021 143
1.3 Activities of Specialised Committees of the Board 146
1.4 Duty of vigilance 151

2. Additional information on Corporate Officers 162

2.1 Composition of the board of directors 162
2.2 Positions and functions held by corporate officers 164

3. Information on executives and management bodies 188

3.1 Information on executives 188
3.2 Changes to the governance bodies 190
3.3 Transactions carried out on company securities 192

4. Reward policy 193

About the part 193
Interview – Bénédicte Chrétien, Head of Human Resources 195
Basic principles of the reward policy 196
4.1 Rewards for all employees 202
4.2 Rewards for executive managers 205
4.3 Rewards for Corporate Officers 208
4.4 Appendix 232

5. Rules of procedure of the Board of Directors 235

Rules of procedure of the Board of Directors 235
Crédit Agricole S.A. Directors' Code of Conduct 239
Crédit Agricole Group Code of ethics 241

Refer to the glossary on page 715 for the definition of technical terms.

Overview of the Board of Directors

Composition of the Board of Directors at 31 December 2021

44% of Board members are women

21 DIRECTORS

INCLUDING THE CHAIR, BREAK DOWN AS FOLLOWS

18 Elected at the General Meeting of Shareholders [1] of which 1 according to article L. 225-23

2 Directors appointed by the two major unions

1 Director representing professional farming associations [2]

Without voting rights:

Non-voting Directors;

Representative of the Social and Economic Committee.

From left to right and top to bottom: Dominique Lefebvre — Raphaël Appert — Olivier Auffray — Pierre Cambefort — Daniel Épron — Jean-Pierre Gaillard — Nicole Gourmelon — Jean-Paul Kerrien — Christiane Lambert — Christophe Lesur — Pascal Lheureux — Gérard Ouvrier-Buffet — Louis Tercinier — Catherine Umbricht — Éric Wilson — Agnès Audier — Marie-Claire Daveu — Françoise Gri — Marianne Laigneau — Alessia Mosca — Catherine Pourre — Pascale Berger — Sonia Bonnet-Bernard — Hugues Brasseur — Bernard De Drée

97%

ATTENDANCE RATE AT MEETINGS IN 2021

11

PLENARY MEETINGS OF THE BOARD IN 2021, INCLUDING 2 SEMINARS

43

COMMITTEE MEETINGS

6 SPECIALISED COMMITTEES

> Committees chaired by an independent Director

> Committee chaired by the Chairman of the Board of Directors

>> **JOINT COMMITTEE**
100% attendance
9 meetings
9 members &
1 non-voting Director

> **Risk Committee**
100% attendance
7 meetings
5 members &
1 non-voting Director

> **Audit Committee**
95% attendance
7 meetings
6 members &
1 non-voting Director

> **Compensation Committee**
97% attendance
5 meetings
6 members

> **US Risks Committee**
100% attendance
4 meetings
3 members

> **Appointments and Governance Committee**
100% attendance
6 meetings
6 members

> **Strategy and CSR**
100% attendance
5 meetings
7 members

(1) 10 Directors who are the Chairmen/Chairwomen or Chief Executive Officers of a Crédit Agricole Regional Bank, 1 Director that is a legal entity, SAS Rue La Boétie, represented by a Chief Executive Officer of a Regional Bank who is also Deputy Chairman of SAS Rue La Boétie and first Deputy Chairman of the FNCA, 6 Directors from outside Crédit Agricole Group, 1 Employee Director who is also a shareholder.

(2) Director appointed by joint decree of the Ministers of Economy and Finance and of Agriculture and Food, pursuant to the Act of 18 January 1988 on the mutualisation of Caisse nationale de Crédit Agricole, which became Crédit Agricole S.A. on 29 November 2001.

Refer to the glossary on page 715 for the definition of technical terms.

1. REPORT OF THE BOARD OF DIRECTORS

ON CORPORATE GOVERNANCE TO THE GENERAL MEETING OF SHAREHOLDERS OF 24 MAY 2022 PURSUANT TO ARTICLES L. 225-37, L. 225-37-4 AND L. 22-10-10 OF THE FRENCH COMMERCIAL CODE

Report on Corporate Governance for financial year 2021

In addition to the management report, this Board of Directors' Report on Corporate Governance presented pursuant to Article L. 225-37 of the French Commercial Code provides shareholders with the required information on the Board's activities in 2021, its composition, and the conditions under which the Board prepared and organised its work. It also presents the situation of Crédit Agricole S.A. in respect of the regulated information required under Articles L. 225-37-4 and L. 22-10-10 within the Board's remit.

Pursuant to Articles 22-10-8 and L. 22-10-9 of the French Commercial Code, this Governance Report also includes the draft resolutions on the remuneration policy for each Executive Corporate Officer and the Directors, and the components of the total remuneration and the benefits in kind paid during the year or awarded in the same financial year to the Chairman, Chief Executive Officer and Deputy Chief Executive Officer. The report details the above-mentioned components of remuneration and specifies that the payment of the variable and exceptional remuneration is subject to approval of these components of remuneration by the Ordinary General Meeting.

Lastly, excluding the Board of Directors' powers, in particular concerning the issuing or buyback of shares presented in this section, certain information required under Articles L. 225-37-4, L. 22-10-10 and L. 22-10-11 is presented in other sections of this document:

- the table summarising the authorisations in force granted by the General Meeting of Shareholders concerning capital increases, pursuant to Articles L. 225-129-1 and L. 225-129-2, mentioning the use made of such authorisations during the financial year ("Information on the share capital and shareholders", page 34);
- the terms governing shareholder participation in the General Meeting as provided for in Articles 21 to 29 of the Articles of Association ("General information", page 697), are also available for consultation at the registered office of Crédit Agricole S.A. and on its website www.credit-agricole.com.

1.1 INFORMATION CONCERNING THE BOARD OF DIRECTORS' COMPOSITION AND FUNCTIONING

1.1.1 General presentation of the Board of Directors

Chairman of Crédit Agricole S.A.

The following information covers the activities of Dominique Lefebvre as Chairman of Crédit Agricole S.A., and not in respect of his other positions within the Group.

In accordance with the governance model of Crédit Agricole, the office of Chairman of the Board and that of Chief Executive Officer are historically separate. This is a long-term governance decision. Thus, the Company has a long record of compliance with Article L. 511-58 of the French Monetary and Financial Code, which since 2015 has made this separation a legal principle in the banking sector. A non-executive Chairman, Dominique Lefebvre, was appointed in November 2015.

Since November 2015, for the purpose of simplifying the organisation of the Crédit Agricole Group, the Chairman of Crédit Agricole S.A. has also been the Chairman of the Fédération Nationale du Crédit Agricole (FNCA). In this respect, he plays an essential coordination role between Crédit Agricole S.A. and the 39 Regional Banks of Crédit Agricole, its majority shareholder via SAS Rue La Boétie, of which he is also the Chairman.

As part of his statutory duties, the Chairman of the Board of Directors of Credit Agricole S.A.:

- approves the agendas for the Board Meetings and ensures that the information provided to the Directors is adequate to make reasoned decisions; to this effect, he contributes to the smooth flow of information between the Board and the Executive Management, and between the Board and its Committees;
- encourages and promotes open, critical discussions and ensures that all viewpoints can be expressed within the Board;
- ensures that the responsibilities held within the Board are clear for all Directors.

On the Board of Directors, the Chairman is also the Chairman of the Strategy and CSR Committee, and member of the Appointments and Governance Committee.

In the course of his dealings with employee representative bodies, the Chairman chaired the plenary meeting of the Group Committee held in the autumn of 2021. Each year, he convenes a meeting with all employee representatives on the Board of Directors for an exchange of views on the functioning of the Board of Directors and any current issues in general. Currently, the employee representatives consist of the two Directors representing employees, the Director representing employee shareholders, the non-voting Director representing employees of Regional Banks, and the representative of the Social and Economic Committee.

The Chairman also met individually with the new Directors appointed at the General Meeting of May 2021. On his own initiative or at their

Refer to the glossary on page 715 for the definition of technical terms.

request, the Chairman also met face-to-face with the Chairwoman of the Risk Committee, the Chairwoman of the Appointments and Governance Committee, and the Chairwoman of the Remuneration Committee.

The Chairman maintains an ongoing close dialogue with the Chief Executive Officer of Crédit Agricole S.A., either directly or through the Coordination Committee, on which senior executives from Crédit Agricole S.A. and the FNCA sit. During the year, the Chairman also met individually with the Deputy General Manager of Crédit Agricole S.A., in charge of the Group Project division, the Group Chief Risk Officer, the Group Head of Compliance, the Head of Group Control and Audit, the Head of Human Resources and the Statutory Auditors. He receives frequent updates from the Corporate Secretary of Crédit Agricole S.A.

After a year in 2020 in which the agenda of the Board and federation bodies was dominated by the response to the unprecedented coronavirus pandemic, in 2021 the Chairman was able to renew his commitment to the Crédit Agricole Group's Societal Project, of which he is the sponsor. He held regular meetings in order to prepare the programme, with 10 commitments represented by 10 "Group markers" based on three pillars: climate action and the transition towards a low-carbon economy; the strengthening of cohesion and social inclusion; the success of the agricultural and agri-food transitions. He discussed these topics with the Societal Project Director and the Chairman of Amundi, Yves Perrier, who is continuing to contribute to internal discussions alongside the task of coordinating financial players in France in the implementation of the Paris Agreement, a task entrusted to him by the French Minister for the Economy. The Chairman continues to develop his thoughts on the project by getting in touch and exchanging views with climate and energy transition experts, as well as professionals in the agricultural and agri-food sectors.

Internally, he is promoting the project to various bodies, such as the Circle of Senior Executives, as well as the Executive Committee, and introduced one of its strategy seminars. Externally, as well as participating in key events on the subject of the energy transition, either directly or by writing articles and editorials for publications such as *Les Échos*, or posting on LinkedIn forums, the Chairman has raised the profile of the Group's Societal Project by giving several interviews, notably to *La Tribune* and *Agra Presse*. Together with the Chief Executive Officer, he co-hosts quarterly earnings conference calls and other press conferences on topics relevant to the Crédit Agricole Group, such as the one held on 1 December 2021 on the Group's Societal Project and its 10 core business commitments.

As in previous years, the Chairman also represented the Group at major public events such as the Paris International Agricultural Fair and Bellac Sheep Trade Fair, and related events and projects supported by the Crédit Agricole S.A. Group, such as the *Un Avenir Ensemble* foundation (a non-profit foundation that helps disadvantaged young people), the *Crédit Agricole Pays de France* foundation, and CICA, an organisation bringing together banks from 24 countries involved in financing agriculture. In July 2021, he was also elected for two years as President of the *Confédération nationale de la mutualité, de la coopération et du crédit agricole* (CNMCCA), a professional body representing the interests of French mutual companies and agricultural cooperatives.

The Board of Directors

The Board of Directors of Crédit Agricole S.A. comprises 21 Directors, including its Chairman, as follows:

- eighteen Directors elected by the General Meeting of Shareholders, including:
  - ten Directors who are Chairmen or Chief Executive Officers of a Crédit Agricole Regional Banks,
  - one Director that is a legal entity, SAS Rue La Boétie, represented by a Chief Executive Officer of a Regional Bank who is also Deputy Chairman of SAS Rue La Boétie and first Deputy Chairman of the FNCA,
  - six Directors from outside Crédit Agricole Group,
  - a Director representing employee shareholders;
- one Director representing professional farming associations, appointed by joint decree of the Ministers of Economy and Finance and of Agriculture and Food, pursuant to the Act of 18 January 1988 on the mutualisation of Caisse nationale de Crédit Agricole, which became Crédit Agricole S.A. on 29 November 2001;
- two Directors appointed by the two major trade unions.

The majority representation of Crédit Agricole's Regional Banks on the Board of Directors of Crédit Agricole S.A. was affirmed in the Crédit Agricole S.A. Listing Memorandum, drawn up between the Regional Banks and what was then CNCA (Caisse Nationale de Crédit Agricole), published in the Crédit Agricole S.A. Universal Registration Document for financial year 2001.

Non-voting Directors

Upon recommendation from the Chairman, the Board of Directors may appoint one or more non-voting Directors. Their appointment follows the review of their candidacy by the Appointments and Governance Committee. They attend Board Meetings but have no voting rights. Their appointment takes place in the context of the staggered management of terms of office, thereby allowing the Board to create a pool of Directors who are immediately operational as soon as they take up their position as Director. Non-voting Directors are subject to the same rules as Directors and are remunerated under the same conditions. They are listed as permanent insiders and the provisions of the Board's Rules of Procedure, in particular as regards the prevention of conflicts of interest, apply to them.

As part of the succession planning for Catherine Pourre, whose term of office expires at the General Meeting of 24 May 2022, **Sonia Bonnet-Bernard** joined the Board as a non-voting Director on 1 January 2021. The plan is to submit her nomination as Director at that General Meeting, and at the end of the meeting, to offer her the chair of the Audit Committee, of which she is already a member. In the same vein, the Board meeting of 10 February 2021 appointed **Hugues Brasseur**, Chief Executive Officer of the Anjou Maine Regional Bank, as non-voting Director with a view to nominating him as the replacement for Gérard Ouvrier-Buffet at the General Meeting of 24 May 2022.

The French law of 22 May 2019 on business growth and transformation (the PACTE law) made it compulsory for listed companies to have a Director representing employee shareholders on the Board of Directors.

In order to limit the size of the Board to 21 Directors and maintain the majority representation of the Regional Banks, the Director representing Regional Bank employees was not re-elected by the General Meeting of May 2021. The historical and legitimate representation of Regional Bank employees on the Board of Directors is now ensured by a non-voting Director, in this case Pascale Berger, a former Director.

The representative of the Social and Economic Committee attends meetings of the Board of Directors in an advisory capacity.

With regard to Directors representing employees, their participation in the Board is ensured by:

- two Directors appointed by each of the two trade unions that secured the most votes in the first round of company elections, in accordance with the provisions of Articles L. 225-27-1 and L. 22-10-6 of the French Commercial Code; and
- a Director representing employee shareholders elected from among employee shareholders in accordance with the provisions of Article L. 225-23 of the French Commercial Code.

Without taking into account the three Directors representing employees, 33% of the Directors on the Board are independent, in line with the recommendation of the aforementioned AFEP/MEDEF Code for companies controlled by a majority shareholder.

In addition to the aforementioned provisions of the Articles of Association, it is specified, pursuant to Article L. 22-10-11 of the French Commercial Code, that the rules applicable to the appointment and replacement of members of the Board of Directors of Crédit Agricole S.A. are the ordinary-law rules laid down in the French Commercial Code and the French Monetary and Financial Code (in particular Article L. 511-51). As Crédit Agricole S.A. is an institution under the direct supervision of the European Central Bank, its Board of Directors is also covered by the Single Supervisory Mechanism (SSM Framework Regulation of 16 April 2014). To this effect, after the appointment (or re-appointment) of Directors by the General Meeting, the European Central Bank issues a notice after a review of each appointee's repute, expertise and availability. To date, no opposition notice has ever been issued by the European Central Bank in respect of a Director of Crédit Agricole S.A.

Changes within the Board and Committees in 2021

There was a significant change in the composition of the Board of Directors in 2021.

Five new Directors were elected at the General Meeting of 12 May 2021:

- **Agnès Audier**, independent Director to replace Laurence Dors, who has reached the statutory age limit;
- **Marianne Laigneau**, to replace Monica Mondardini, who has reached the maximum number of terms of office;
- **Alessia Mosca**, to replace Caroline Catoire, who has reached the statutory age limit;
- **Olivier Auffray**, Chairman of the Ille-et-Vilaine Regional Bank, to replace Philippe de Waal, who has reached the statutory age limit;
- **Christophe Lesur**, as Director representing employee shareholders, to replace Pascale Berger, who formerly represented Regional Bank employees.

At the General Meeting, two Directors were re-elected for a three-year term of office:

- **SAS Rue La Boétie**, represented by Raphaël Appert, Chief Executive Officer of the Centre Est Regional Bank;
- **Louis Tercinier**, Chairman of the Charente-Maritime Deux-Sèvres Regional Bank.

Lastly, the General Meeting ratified the co-opting of **Nicole Gourmelon**, Chief Executive Officer of the Atlantique Vendée Regional Bank, with effect from 1 October 2020, to replace Ms Talamona, who retired on 5 August 2020.

Following the appointment of the Directors representing employees – a process that takes place every three years – Catherine Umbricht and Éric Wilson joined the Board of Directors on 21 June 2021, replacing Simone Vedie and François Heyman.

As a result, the composition of Specialised Committees changed as follows:

- **Agnès Audier and Catherine Umbricht** have joined the Remuneration Committee to replace Laurence Dors and François Heyman, with Ms Audier now Chairwoman;

Refer to the glossary on page 715 for the definition of technical terms.

- **Marianne Laigneau and Alessia Mosca** have joined the Appointments and Governance Committee to replace Monica Mondardini and Laurence Dors, with Ms Laigneau now Chairwoman;
- **Alessia Mosca** has joined the US Risk Committee to replace Caroline Catoire;
- **Agnès Audier and Alessia Mosca** have joined the Audit Committee to replace Laurence Dors and Caroline Catoire, respectively.

Shareholder dialogue

Since 2017, conference calls with the principal institutional investors in Crédit Agricole S.A.'s capital and with proxy advisors have been organised prior to General Meetings, i.e. 15 to 20 individual contacts. This was preceded by a general briefing on 16 December 2021. Introduced by a recorded greeting from the Chairman, these calls, which focus on governance and include an explanation of the main resolutions that will be proposed to the General Meeting, are seen by investors as a distinctive aspect of financial roadshows. They are led by the Head of Financial Communication, the Head of Remuneration and Employee Benefits, the Head of the Board Secretariat and the Societal Project Director. This year, the Corporate Secretary of Crédit Agricole S.A. and the Head of the corporate social policies also took part. The presentation used as material for discussions is published on the website of Crédit Agricole S.A. The main questions and comments made on these occasions by investors and proxy advisors are communicated to the relevant Specialised Committees, which analyse them in the light of market practices, taking into account the Group's corporate governance principles. The Committees report to the Board of Directors.

In January 2022, telephone interviews held with the *proxy* advisors and investors provided a platform for transparent and constructive dialogue. The conversations focus on the number of independent Directors, particularly for boards that do not comply with the AFEP/MEDEF code and which apply voting policies that include employee representative Directors when calculating the third of independent Directors required in controlled companies. The performance criteria taken into account in the remuneration of Executive Corporate Officers are a traditionally recurring theme for these interviews, during which the Company is also questioned about its CSR policy and the Board's involvement in these areas.

With respect to individual shareholders, dialogue is maintained through daily phone calls, monthly emails to provide information and the organisation of meetings together with the Regional Banks, in the presence of members of Crédit Agricole S.A. Management. In 2021, seven meetings were held by videoconference, including one in hybrid format. Discussions mainly focused on the current financial situation and performance of Crédit Agricole S.A., including a session to answer questions from individual shareholders.

In 2021, the traditional time for discussion offered by the Crédit Agricole S.A. General Meeting of Shareholders was organised in closed session, in accordance with government-mandated health measures against the coronavirus pandemic. In this exceptional format, Crédit Agricole S.A. ensured that shareholders were able to submit their queries in writing. The answers to queries were read out at the General Meeting and posted online the day before the meeting. A "chat" function was also set up before and during the General Meeting. This enabled shareholders – subject to a sworn statement of their shareholder status – to question senior management directly. With 14 questions thus submitted to the General Meeting, for which 30 minutes had been allocated, Crédit Agricole S.A. is ranked tenth in the CAC 40 for the time devoted to discussions, and third among CAC 40 companies for the number of questions (source: CapitalCom).

Conflict of Interest Policy

Board members are subject to the applicable legal and regulatory obligations regarding conflicts of interest. Each of the Directors of Crédit Agricole S.A., as well as the non-voting Directors, adhere to the Group's values and commitments described in its Code of Ethics and Code of Conduct, which illustrates these commitments through numerous case studies. The Code of Ethics can be accessed via the website of Crédit Agricole Group and forms the basis of ethical and professional conduct for the Group's Directors, executives and employees.

In addition, the functioning of the Board is governed by its Rules of Procedure and by the Crédit Agricole S.A. Directors' Code of Conduct, which state that "Directors must inform the Board of any conflict of interest, including potential conflicts of interest, in which they could be directly or indirectly involved. Accordingly, they must refrain from taking part in the discussions and voting in respect of such matters."

"Non-executive" sessions

The Board holds an annual plenary meeting without the Executive Corporate Officers being present so that it can assess their performance. The Board also meets once a year with members of the Audit Committee, the Risk Committee and the US Risk Committee without any senior executive being present. The participants were determined in view of the importance of the risk monitoring role of Boards of Directors in the banking sector. Should the situation warrant it, the number of participants may be increased and, if necessary, include all Board members.

1.1.2 Operating Principles of the Board of Directors and Specialised Committees

Functioning

The functioning of the Board of Directors is governed by the legal provisions in force, the Board's Rules of Procedure and the Articles of Association. In carrying out its duties, the Board relies on its six committees: the Risk Committee, the US Risk Committee, the Audit Committee, the Remuneration Committee, the Appointments and Governance Committee, and the Strategy and CSR Committee.

The Board's Rules of Procedure, to which are appended the Directors' Code of Conduct and, since December 2016, the Code of Ethics, are appended to this report in the latest version of these documents updated in August 2021. They are accessible online on the Crédit Agricole S.A. website, together with the Committees' Rules of Procedure: **https://www.credit-agricole.com**.

The Board of Directors of Crédit Agricole S.A. is entirely composed of non-executive Directors. No severance benefit is payable to Board members upon termination of their office, irrespective of the reason.

Directors' remuneration

The members of the Board of Directors receive remuneration for their attendance. The conditions for allocating Directors' fees, as described below, are determined by the Board on the recommendation of the Remuneration Committee.

Remuneration of Board members is based **entirely on their attendance** at Board Meetings. Directors receive the same remuneration for attending strategic seminars and special meetings, i.e. those not on the annual calendar, and scheduled meetings, up to a maximum of the total amount approved. No remuneration is paid for training sessions, individual or group interviews with supervisors or ad hoc meetings with management.

Members of the Specialised Committees are entitled to remuneration: the Chairmen of the Board's Specialised Committees receive an annual flat-rate fee, with a differentiation according to Committee. Committee members receive a fee per meeting based on their actual attendance at Committee meetings.

Non-voting Directors receive the same remuneration for attending Board Meetings and, when they are members, Specialised Committee Meetings.

The budget for Directors' remuneration was increased from **€1.650 million in 2020 to €1.750 million in 2021, with no change to the set fee.** This is a maximum expenditure ceiling and the unused portion is returned to the budget of Crédit Agricole S.A.

The Board, on the recommendation of the Remuneration Committee, decided on its distribution as follows:

- €4,000 per Board meeting;
- €2,700 per Committee meeting;
- an annual fixed amount of €20,000, allocated to the Chairs of the Remuneration Committee, Appointments and Governance Committee, and United States Risk Committee, respectively;
- €35,000 flat fee for the Risk Committee Chairwoman;
- €35,000 flat fee for the Audit Committee Chairwoman.

The Chairman of the Board of Directors, Dominique Lefebvre, waived all remuneration other than remuneration for his role as Chairman, despite sitting on the Strategy and CSR Committee and the Appointments and Governance Committee.

The three Directors representing employees on the Board do not receive their remuneration. Instead, these are paid to their unions.

The Board has also set up a system for reimbursing Board members for travel expenses, based on costs incurred by each member for attending Board and Committee Meetings. This mechanism, adopted pursuant to Article R. 225-33 of the French Commercial Code, is renewed annually by the Board.

1.1.3 Governance and diversity policy

The Board of Directors of Crédit Agricole S.A. complies with the provisions of the French Commercial Code governing the diversity policy it pursues within the Company. It also ensures that a similar policy exists within the management bodies.

Board's diversity policy

Gender balance

Crédit Agricole S.A. is subject to the provisions of Article L. 22-10-3 of the French Commercial Code, according to which "the proportion of Directors of each gender may not be less than 40% in companies whose shares are admitted to trading on a regulated market".

The only exclusion provided for by law concerns "Directors elected by employees", who are not included in the count.

At 31 December 2021, 8 of the 18 members of the Board of Directors of Crédit Agricole S.A. included in the count by law were women, i.e. **44%**. They are: Agnès Audier, Marie-Claire Daveu, Nicole Gourmelon, Françoise Gri, Marianne Laigneau, Christiane Lambert, Alessia Mosca and Catherine Pourre.

Refer to the glossary on page 715 for the definition of technical terms.

With the exception of the Strategy and CSR Committee – chaired by Dominique Lefebvre, who is also Chairman of the Board of Directors – the five other specialised Board Committees are chaired by independent Directors who are women:

The Board's Specialised Committees	Chair
Risk Committee	Françoise Gri
US Risk Committee	Françoise Gri
Audit Committee	Catherine Pourre
Remuneration Committee	Agnès Audier
Appointments and Governance Committee	Marianne Laigneau
Strategy and CSR Committee	Dominique Lefebvre

Age and term renewal

As at 31 December 2021 the average age of Directors was 57 years. The age limit to carry out the duties of a Director is set by law at 65 years, the age being measured at the date of the nearest General Meeting after a Director's 65th birthday. The age limit for the Chairman is 67 years.

The Board of Directors does not have a policy in terms of minimum age or age balance, although regulatory requirements in terms of the profiles and expertise of Directors in the banking sector do lead to the choice of candidates with proven professional experience. In its May 2017 Guide to fit and proper assessments of executives and directors of banking institutions, revised in December 2021, the European Central Bank requires directors to have sufficient knowledge, skills and experience to fulfil their functions. It considers, for example, that the presumption of sufficient experience is acquired for persons with "three years of recent relevant practical experience at high-level managerial positions (including theoretical knowledge in banking)". By adopting senior management experience as a criterion for approving appointments of Directors, the supervisor guides the choice towards Directors with a mature profile.

For its part the Board of Directors, under the guidance of the Appointments and Governance Committee, ensures that the renewal of Directors elected by the General Meeting is carried out such as to promote, in as far as possible, a balanced scheduling of the expiry dates of their terms of office. To date, the main reason for departure has been reaching the age limit.

The term of office of Crédit Agricole S.A. Directors as natural persons is fixed at three years by the Articles of Association. Directors may not serve for more than four consecutive terms. The table below shows the expiry dates of the terms of office of Directors elected by the General Meeting of Shareholders for the next three years.

Expiry of the terms of office of Company Directors elected by the General Meeting

(General Meeting of Shareholders to approve the annual financial statements)

Name	GM 2022	GM 2023	GM 2024
Dominique Lefebvre	√		
SAS Rue La Boétie represented by Raphaël Appert			√
Agnès Audier		√	
Olivier Auffray			√
Pierre Cambefort	√		
Marie-Claire Daveu		√	
Daniel Épron	X		
Jean-Pierre Gaillard	√		
Nicole Gourmelon			√
Françoise Gri		X	
Jean-Paul Kerrien	√		
Marianne Laigneau			√
Christophe Lesur			√
Pascal Lheureux		√	
Alessia Mosca		√	
Gérard Ouvrier-Buffet	X		
Catherine Pourre	X		
Louis Tercinier			√

√: renewable term of office.
X: end of term of office, age limit.

- *The expiry of the terms of office of the two Directors elected by the employees of Crédit Agricole S.A. is governed by an electoral protocol. Their renewable three-year term of office expires in June 2024.*
- *The representative of professional farming associations on the Board of Directors, Christiane Lambert, appointed by order of the French Minister for the Economy and Finance and the French Minister for Agriculture and Food on 28 August 2017, was reappointed for a three-year term by ministerial order of 2 November 2020.*

Knowledge and expertise

To better meet its legal obligation to assess the expertise it needs to function properly, the Board of Directors of Crédit Agricole S.A. set out its diversity policy with regard to the background and experience of its members in a procedural note, adopted on 7 November 2017. The Appointments and Governance Committee confirmed the relevance of the policy at its meeting of 1 February 2022.

The Board of Directors regards the individual professional experience of each Director as the foundation for the Board's collective expertise, contributing to the wealth of discussions in key areas of the Group's banking and insurance business and its environment.

The definition of the required profiles and experiences was adopted by the Board of Directors on the proposal of the Appointments and Governance Committee, to which the French Monetary and Financial Code (Article L. 511-98) has entrusted the task of "assessing the balance and diversity of knowledge, expertise and experience of the members of the Board of Directors individually and collectively".

The Committee is committed to identifying the knowledge that must be permanently present within the Board of Directors in order to enable it to carry out its duties under the best conditions. Above all, it has adopted the knowledge and experience recommended by the European banking authorities and has supplemented these with a requirement for permanent expertise within the Board in the areas of Corporate Social Responsibility.

Refer to the glossary on page 715 for the definition of technical terms.

By combining this approach of knowledge and experience, the Appointments and Governance Committee defined for each item the required permanent percentage of Directors with the necessary expertise to ensure the Board functions correctly, by pooling individual expertise to form the Board's collective expertise. The indicative grid resulting from this work is shown below.

Reference chart illustrating the ideal balance of individual expertise required for the Board of Directors' collective expertise

	> 50%[(1)]	Between 30% and 50%[(1)]	10% to 30%[(1)]
1) Knowledge of the business (banking/finance)	√		
2) Experience in strategy and development	√		
3) Knowledge of financial accounting, compliance and audit		√	
4) Knowledge in the fields of risk management		√	
5) Knowledge in the fields of digital technology, innovation and cybersecurity			√
6) Knowledge in the fields of corporate social responsibility (sustainability, biodiversity, energy transition, etc.)			√
7) Experience in local and regional development/sustainable agriculture	√		
8) Knowledge of regulation and governance		√	
9) Experience in company management	√		
10) Experience in the management of large organisations			√
11) International experience			√
12) Knowledge of global economics and geopolitics			√

(1) Permanent percentage of Directors within the Board required having good or very good knowledge in the fields mentioned.

The criteria for knowledge and experience used in this grid are included in the individual evaluation questionnaire for members of the Board of Directors each year.

This annual procedure allows the Appointments and Governance Committee to ensure that the required expertise is always represented within the Board of Directors in the proportions defined in its procedural note.

It is also an opportunity for the Committee to assess, based on the responses of the Directors, whether or not it is useful to change the indicative grid in terms of expertise and/or the proportion of this expertise within the Board.

Based on the review carried out in 2021 by the Appointments and Governance Committee of the results of the evaluation of the Board's individual and collective expertise, the collective expertise of the Board of Directors of Crédit Agricole S.A. remains similar to the profile identified in the previous financial year and is characterised by:

- the predominance of banking, finance and insurance expertise, with a high level of expertise in audit and risk;
- expert knowledge of local economies, the bedrock of the Group's business, more often combined with strong commitments to local, or even, national communities;
- experience as Directors of large corporates, mainly multinationals, in the service, technology and industrial sectors;
- recognised players in the fields of governance and CSR and the environment.

Based on the results of the expertise assessment conducted in 2021, the Board of Directors of Crédit Agricole S.A. concluded that, in each of the areas examined, the Board permanently has several members with adequate knowledge of the subjects, and that all essential aspects of its collective expertise, as defined in its procedural note, were covered.

Diversity policy within the management bodies

The review of the gender equality and equal pay policy, which the Board of Directors examines each year in accordance with Article L. 225-37-1 of the French Commercial Code, is an opportunity for the Board to discuss balanced gender representation within its management bodies and the diversity policy more generally. This covers both the general gender policy of Crédit Agricole S.A. Group and any information on how the Company seeks a balanced gender representation within its management bodies, as well as the integration of international talent into the pool of executive managers. The results of the gender equality index for the Crédit Agricole S.A. Group, introduced by the French government in 2019, underlined the effectiveness of the actions implemented. This year, most entities have a steady or increasing scoring compared to 2020, including UES Crédit Agricole S.A. which reaches 89/100. The strengths of the equal pay policy chiefly reside in the distribution of individual pay increases and the balance of promotion among women and men, as well as fair pay upon return from maternity leave.

In terms of diversity, with 44% of women, the Board of Directors of Crédit Agricole S.A. is in line with the average, which now reflects, in all listed companies, the effects of the Copé-Zimmermann law. With women making up 31.25% of the Executive Committee at the end of 2021 (a figure that rose to 37.5% on 1 January), Crédit Agricole S.A. is very well placed compared with other SBF 120 and CAC 40 companies.

Refer to the glossary on page 715 for the definition of technical terms.

At 1 January 2022, of the 16 members of the Executive Committee of Crédit Agricole S.A., **six were women: the Deputy General Manager in charge of the Asset Management division; the Group Chief Officer; the Group Head of Compliance; the Corporate Secretary; the Group Head of Human Resources; the Head of Group Control and Audit.** Within "Circle 1", which represents around 170 executives in charge of the major divisions of Crédit Agricole S.A. or its main subsidiaries (i.e. 10% of the Group's most senior positions), the proportion of women is 21.7%, having remained stable for the four previous years at between 16% and 17%. This increase is partly a result of identifying female talent early on and providing the necessary support, particularly through mentoring or coaching. This has enabled a pool of talent to be created which can then be used for succession planning. **Looking ahead to 2025, the Executive Management of Crédit Agricole S.A. has set quantified targets to increase the proportion of women in Circle 1 to 30% and the proportion of women on its Executive Committee to 40%. These targets were shared with the Board of Directors, which was unanimously in favour.**

The normal procedure for identifying female talent and assisting in their development and promotion when management positions are to be filled also includes the rule of systematically including a female candidate for management positions and as a member of Circle 1. Pursuant to Article L. 225-53 of the French Commercial Code as amended by the Law of 22 May 2019, the Board of Directors has adopted a procedural note relating to the process for appointing Deputy Chief Executive Officers stating, notably, that this rule applies to them.

Directors' independence

Crédit Agricole S.A. applies the AFEP/MEDEF Corporate Governance Code for listed companies, in its latest revised version as published in January 2020 (AFEP/MEDEF Code). Crédit Agricole S.A. does not comply – or does not fully comply – with certain recommendations of the Code as set out in a table appended to this section (see below).

The process for assessing the independence of Crédit Agricole S.A. Directors is implemented under the auspices of the Appointments and Governance Committee. This principle is assessed both in terms of the criteria of the AFEP/MEDEF Code and in terms of the specific texts as applicable to the banking sector, such as the European Banking Authority's Guidelines for the assessment of members of the Board of Directors, which came into effect in June of 2018. These two standards overlap to a very wide extent.

In anticipation of the General Meeting of 24 May 2022, the Appointments and Governance Committee individually reviewed the situation of each Director, and more particularly the independent Directors, whom it had previously requested to report any material change in their situation that could affect their independence and to confirm their compliance with each criterion of the AFEP/MEDEF Code. The Committee also reviewed the position of Sonia Bonnet-Bernard, accountant and former partner at EY Transaction Advisory Services, whose appointment as independent Director will be proposed to the General Meeting of 24 May 2022.

On 9 February 2022, upon the Committee's recommendation and subject to changes in their situation which must be disclosed to the Board, the Board of Directors recognised them as independent Directors.

- Upon the advice of the Appointments and Governance Committee, the Board concluded that Chief Executive Officers and Chairpersons of Regional Banks cannot be considered independent due to a position held in a company that controls Crédit Agricole S.A.
- For the Chairpersons of Regional Banks in particular, the Board has reiterated, as it does every year, that they are neither employees of the Regional Banks nor holders of executive office, and that they legitimately hold this office by election from among the mutual shareholders (i.e. customers), in accordance with the Regional Banks' cooperative status. The Board recalled that Chairpersons of Regional Banks have the dual qualities of being extremely knowledgeable about the bank and how it operates and, for most of them, being heads of non-financial companies. On that dual basis, they bring unique experience to the Board of Directors.
- Aside from their employment contract, the three Directors representing Crédit Agricole S.A. employees on the Board come under a specific regulatory framework. Therefore, they cannot, according to the AFEP/MEDEF Code, be included in the calculation of the percentage of independent Directors.
- Lastly, with regard to the representative of professional farming associations, Crédit Agricole's position as the leading financier of agriculture in France automatically excludes that Director from compliance with the criteria, even though that Director's appointment by the French Minister of the Economy and Finance and the French Minister of Agriculture is part of a regulatory process in which Crédit Agricole S.A. is not involved.

Upon the advice of the Appointments and Governance Committee, the Board of Directors at its meeting of 9 February 2022 found that six Directors meet the independence criteria of the AFEP/MEDEF Code: **The Board's composition, with one-third independent Directors, not including employee Directors, fulfils the recommendations of the AFEP/MEDEF Code on controlled companies.**

Criteria for assessing business relations

In addition to a formal review of their individual situation, updated by each interested party for each criterion, the assessment was also based, upon the recommendation of the Appointments and Governance Committee, on the findings of an analysis concerning existing business relations between Crédit Agricole Group and the companies in which the independent Directors hold positions (see Chapter 2.2 "Positions and functions held by Corporate Officers"). The analysis of these business relations is carried out with the support of experts from the Group Risk department, which is based on the consolidated data available to it on the Group's relationship with its counterparties. It excludes the assets structures of the persons concerned as well as those through which they may carry out advisory activities, none of them carrying out assignments for the Group in this capacity pursuant to the rules relating to conflicts of interest.

As banking is, by definition, at the heart of the financing of the economy and in view of the characteristics of the French banking market, whenever the companies concerned are based in France, the probability that these companies are customers of a Crédit Agricole Group entity is obviously high, often increasing with the size of the company.

Consequently, in order to assess the "significant" nature of the business relationship, the following are taken into account:

- the amount and nature of the commitments, their maturity, their significance within the company's debt, and the refinancing capacity of the company in question;
- the quality of the relationship with the company in question, in particular its financial position as demonstrated by its results and ratings (Banque de France and internal rating), in order to check whether it depends on Crédit Agricole for financing or whether it would be able to obtain financing from other banks or through other means – including via the market – in the event of Crédit Agricole's withdrawal.

By making sure that the business relationship is balanced, i.e. that neither of the parties is in a position of power over the other, this last phase adds a determining qualitative dimension to the overall assessment.

Therefore, analyses were performed for each of the independent Directors of Crédit Agricole S.A. concerning business relations with companies in which they perform functions or hold positions. These were:

Agnès Audier	• Boston Consulting Group (Senior Advisor) • Eutelsat • Worldline
Marie-Claire Daveu	• Kering (Chief Sustainability Officer and Head of International Institutional Affairs) • Ponant (Pinault Group) • Albioma • SPAC Transition
Françoise Gri	• Edenred S.A. • WNS Services • INSEEC-U (business school) • La Française des Jeux (FDJ)
Marianne Laigneau	• Enedis (Chairwoman of the Management Board)
Alessia Mosca	• N/A (Academic)
Catherine Pourre	• SEB • Bénéteau • CPO Services • Unibail Rodamco Westfield NV

Based on the results of this analysis, on the recommendation of the Appointments and Governance Committee, the Board has deemed that the Group's commitments vis-à-vis these companies:

- were either not significant enough to qualify as situations of dependence on Crédit Agricole;
- or, after further analysis of these companies' financial position, revealed a balanced business relationship with these counterparties, with neither of the parties having the ability to exert influence over the other.

The Appointments and Governance Committee reiterated that, under all circumstances, should the Directors concerned be called upon to give an opinion on a matter in which there is a potential conflict of interests, those Directors must abstain from attending the debate and taking part in the vote, as required by the rules of good governance of Crédit Agricole S.A. and the Directors' Code of Conduct.

Assessment of the Board of Directors

Each year, the Board of Directors assesses its composition and functioning on the basis of responses to two questionnaires:

- one on its composition, organisation and functioning, recommended by the AFEP/MEDEF Code and for the banking sector meeting a legal obligation as defined in Article L. 511-100 of the French Monetary and Financial Code;
- the other on the knowledge, expertise and experience of the members of the Board of Directors, both individually and collectively, still in accordance with the aforementioned article of the French Monetary and Financial Code (see "Diversity policy" above).

The assessment campaign was launched in April to benefit from the opinions of the seven directors due to step down in May and June 2021.

With regard to the Board's functioning, the exercise confirmed the opinion expressed in previous years, which on the whole was very positive. The Board's strengths include its dynamics and overall performance, which it owes to the diverse backgrounds and expertise of its members.

The assessment also emphasised the commitment of all Directors and their strong bond, gradually forged between the different components of the Board of Directors, built on mutual trust and appreciation of each member's valuable contribution.

Despite the circumstances, which were not particularly conducive to an exchange of views, with meetings being held by videoconference, all members stressed the Chairman's role as moderator at meetings, encouraging debate and the expression of different viewpoints, with open, lively discussions and free speech as well as the Chief Executive Officer's open-minded and transparent attitude towards the Board. The Board noted the increasing emphasis placed on strategy, particularly during the two half-day strategy sessions, and the quality and diversity of training programmes offered to Directors, considered relevant and suited to their needs. Furthermore, the pandemic has altered the balance between the time devoted to regulatory matters and the time devoted to strategy, with the introduction of additional business reviews in particular.

While stressing that the Board received a very positive assessment for its functioning, there were areas where respondents felt the Board could do even better, such as:

- organising Board proceedings to devote more time to strategy, considering the already significant time given to regulations in the Board's agendas;
- ensuring that documents consistently began with an executive summary and that they were sent five calendar days before meetings;
- arranging a "tour" of a Regional Bank for new independent directors.

With regard to the skills assessment, the scores are broadly similar to those of 2020. This reflects the overall stability of the Board's composition, with the directors who joined in 2020 reinforcing its IT, digital and environmental expertise. At the collective level, expertise has been retained in the aforementioned 12 fields (see "Knowledge and expertise" below), with a strong point being knowledge of the Group's activities and the associated risks, the main key activities, regulation and CSR issues. Although the proportions are correct with regard to the reference chart illustrating the ideal balance of expertise within the Board, Directors acknowledge that they have less expertise in the area of corporate and investment banking. This was taken into account in the training programme.

Refer to the glossary on page 715 for the definition of technical terms.

Training of the Board of Directors

Article L. 511-53 of the French Monetary and Financial Code provides that credit institutions and finance companies must set aside the necessary human and financial resources for Director training. For collective training sessions, the programme is set after consultation of Directors on their wishes. As a result, the programme is always seen as very positive by Directors, who say they are satisfied during the annual assessment. Directors can request or express a need for individual training.

In 2021, all Board members took at least one of the trainings below on:

- GAFA/BATX/Fintechs: competitors or partners?;
- regulatory issues (retail banking, Basel IV, sustainable finance) and compliance (international sanctions, AML/CFT, customer protection and ethical conduct;
- investment banking.

The Board training programme for 2022 includes, in addition to personalised courses and Committees, group sessions on:

- economic analysis of the policies of the main candidates in France's 2022 presidential election;
- reputational risk on social media;
- study of the link between biodiversity loss and risks borne by the financial sector;
- IFRS 17 on Insurance Contracts;
- regulatory issues and compliance.

1.1.4 Other information required under Article L. 225-37-10-10 of the French Commercial Code

Restrictions imposed by the Board of Directors on the Chief Executive Officer's powers

The Chief Executive Officer is vested with the broadest powers to act in all circumstances on behalf of Crédit Agricole S.A. and to represent the Bank in dealings with third parties. He exercises his authority within the limits of the Company's object and subject to that authority expressly assigned by law to Meetings of Shareholders and to the Board of Directors.

The only limitation that the Board of Directors places on the powers of the Chief Executive Officer, as set out in its Rules of Procedure of the Board, is that the Chief Executive Officer must obtain its prior approval for the following transactions:

- the creation, acquisition or disposal of any subsidiaries and equity investments in France or abroad for total amounts exceeding €150 million;
- any other investment of any kind for amounts exceeding €150 million.

Agreements between Corporate Officers and subsidiaries

No agreements other than those entered into under normal conditions or relating to ordinary transactions and related-party agreements covered by Articles L. 225-38 et seq. of the French Commercial Code (see below) have been entered into, directly or through an intermediary, between, on the one hand, one of the Corporate Officers or one of the shareholders holding more than 10% of the voting rights of a company and, on the other hand, another company controlled by the former within the meaning of Article L. 233-3.

Procedure for auditing related-party agreements and agreements relating to ordinary transactions and entered into under normal conditions

In accordance with Article L. 225-39 of the French Commercial Code, the Board has established an internal procedure for qualifying the agreements entered into between the Company and the individuals or legal entities referred to in Article L. 225-38 of the French Commercial Code. It is available on the Crédit Agricole S.A. website (under "Governance").

It defines the criteria used by Crédit Agricole S.A. to determine which agreements are subject to the legal regime of prior authorisation of related-party agreements in accordance with the provisions of Article L. 225-38 of the French Commercial Code and any subject to the rules on unregulated agreements. The criteria were adopted by the Board at its meeting of 13 February 2020. In the absence of any commercial activity, they take into account both its legal duties as the corporate centre of Crédit Agricole, as defined in Articles L. 511-30 et seq. and L. 512-47 et seq. of the French Monetary and Financial Code, and its role as the holding company for the business line subsidiaries of Crédit Agricole S.A. Group.

The procedure provides for an annual review of unregulated agreements entered into during the year by the Audit Committee, which reports to the Board of Directors on the implementation of the procedure for regularly assessing whether agreements relating to current operations and entered into under normal conditions meet these conditions.

Principles and rules laid down by the Board of Directors to determine the remuneration and benefits in kind awarded to Corporate Officers

This information can be found in the section on "the reward policy" of this Universal Registration Document.

Areas of non-compliance with the AFEP/MEDEF Code

The areas of non-compliance with the AFEP/MEDEF Code are shown in the summary table below. Such areas of non-compliance are not mentioned when they stem from the implementation of banking laws or regulations.

Recommendation of the Code	Comment by the Company
THE COMMITTEE IN CHARGE OF SELECTION OR APPOINTMENTS 17.1 Composition: "(It) should have a majority of independent Directors."	The Appointments and Governance Committee is chaired by an independent Director. It comprises six members, including the non-executive Chairman of the Board of Directors, the Deputy Chairman, two Regional Bank Chairpersons and two independent Directors, i.e. a proportion of one-third independent members. The shareholding structure (existence of a majority shareholder) is reflected in the composition of this Committee. Every year, the composition of the Committee is included in the Board assessment questionnaire and does not raise any reservations about its proper functioning.
SHARE OWNERSHIP BY DIRECTORS AND EXECUTIVE CORPORATE OFFICERS 20. Ethical standards applicable to Directors "… the Director should personally be a Company shareholder and, in accordance with the provisions of the Articles of Association or Rules of Procedure, hold a minimum number of shares that is material in relation to the allocated remuneration." 23. Obligation to hold shares "The Board of Directors sets the minimum number of shares that Directors are required to hold as registered shares until the end of their term of office. This decision is reviewed at least every time they are reappointed. (…) So long as the shareholding target has not been reached, Executive Corporate Officers allocate that portion of their option exercises or performance share awards as determined by the Board for this purpose. This information is included in the Company's annual report."	The Company's Articles of Association set the minimum number of Crédit Agricole S.A. shares to be held by a Director at one share. No provision is made in this regard for Executive Corporate Officers. The number of shares held by each Director is disclosed in this report, in the section "Positions and offices held by Directors and Corporate Officers". The average holding is around 1,300 shares, with an average annual price of €12.01. As regards Executive Corporate Officers more specifically, it should be borne in mind that: • since 2020, the Executive Corporate Officers of Crédit Agricole S.A. have been eligible for performance share awards. As applicable, the Chief Executive Officer and the Deputy Chief Executive Officer are required to retain, until the end of their functions, 30% of the shares vested each year; • under current regulations, a significant portion of their variable remuneration is deferred and paid in the form of instruments linked to the Crédit Agricole S.A. share price.
22. TERMINATION OF EMPLOYMENT CONTRACT IN THE CASE OF A CORPORATE POSITION "It is recommended, when an employee becomes a Company Executive Corporate Officer, to terminate their employment contract with the Company or a Group company, either by means of contractual termination or resignation[(1)]. This recommendation applies to the Chairman, Chairman and Chief Executive Officer, and Chief Executive Officer in companies with Boards of Directors [...]."	Upon the appointment of Philippe Brassac as Chief Executive Officer of Crédit Agricole S.A. from 20 May 2015, the Board of Directors authorised, at its meeting of 19 May 2015, the maintenance of his employment contract and its subsequent suspension during his term of office. The termination of his employment contract would have deprived him of the rights arising from the performance of his employment contract that were progressively built up over the course of his 33-year career with the Group and, in particular, benefits obtained by virtue of seniority and length of service, notably in terms of long-term benefits – such as membership in group schemes – and the right to termination payments. The overall amount of such payments would not, in any event, exceed two years of gross remuneration in accordance with the recommendations of the AFEP/MEDEF Code. The Board considered that this is an appropriate approach to give Group employees who have made a major contribution to its development the opportunity to access high-standing offices, thereby fostering the sustainable management of the Group's human resources.
25. REMUNERATION OF EXECUTIVE CORPORATE OFFICERS 25.5.1 Departure of Executive Corporate Officers – General Provisions Termination payments: "The law gives a major role to shareholders since the predefined termination payments granted to Executive Corporate Officers are subject to the procedure applicable to related-party agreements. The law imposes total transparency and makes termination payments conditional upon performance conditions. The performance conditions set by Boards for these payments must be assessed over at least two financial years. They must be stringent and solely allow the award of termination payments in the event of the forced departure of an executive, irrespective of its form."	For the Deputy Chief Executive Officer: his term of office contract, also approved by the General Meeting in respect of related-party agreements, does not provide for performance conditions, insofar as the termination payments for which he would be eligible in the event of his contract being terminated would not be due under his term of office contract, but under his employment contract, which is suspended during the exercise of his term and would be reactivated in the event of termination of his term of office contract. The introduction of performance conditions would, in this case, be contrary to labour law.

(1) "Where the employment contract is upheld, it is suspended in accordance with case law".

 Refer to the glossary on page 715 for the definition of technical terms.

1.2 BOARD ACTIVITY IN 2021

1.2.1 Board activity

The Board was very active in 2021, with 11 plenary meetings, including two strategic seminars, the first held on 19 January 2021, dedicated to the Group's strategic approach in Asia, and the second on 15 June, on the CSR issues facing its business.

Directors' attendance rate remained high, averaging 97% (see attendance table below) reflecting the strong commitment of all Directors, which has not waned from one year to the next.

Bodies	Attendance rate	Number of meetings in 2021
Board of Directors	97%	11 (of which 2 seminars)
Risk Committee	100%	7
Audit Committee	95%	7
Joint Risk/Audit Committees	100%	9
US Risk Committee	100%	4
Remuneration Committee	97%	5
Strategy and CSR Committee	100%	5
Appointments and Governance Committee	100%	6

The Board's relations with management bodies and succession planning for key functions

Under the authority of the Chief Executive Officer, the organisation of Crédit Agricole S.A.'s management is structured around an Executive Committee and a Management Committee (see pages 175-176). The relationship between the Board of Directors and Executive Management is expressed foremost in the regular and numerous contacts between the Chairman and the Chief Executive Officer. In addition, the latter, as well as the Deputy Chief Executive Officer, the Deputy General Manager, Chief Financial Officer and the Corporate Secretary, attend all Board meetings. In addition, members of Management have frequent discussions with the Board, which stresses the ease of access to information and management, during the annual assessment of its functioning, both for the Board itself and for its Specialised Committees. In 2021, all members of the Executive Committee had the opportunity to access the Board of Directors or its Specialised Committees. Depending on the topic, the heads of technical Divisions may also have access to Directors.

In accordance with banking regulations and pursuant to its Rules of Procedure, the Board interacts on a very regular basis with the three Heads of control functions who are also members of the Executive Committee. The latter have regulatory and, if necessary, direct access to the management body in its oversight functions. All three are appointed after consulting the Board and may not be removed without its agreement. In 2021, as in previous years, the Heads of control functions reported very regularly on their activities and the results related to their responsibilities to the Board and its Specialised Committees. Within this framework, and in addition to systematic attendance at Risk Committee meetings, the Group Chief Risk Officer attended 8 out of 12 Board meetings, the Group Head of Compliance attended two Board meetings, while the Head of Group Control and Audit, in charge of periodic control, attended three Board meetings, notably to present the key audit findings and the Audit Plan for 2022.

The organisation of Executive Management and changes in its composition meet the Group's strategic needs. At present, the Executive Committee has 16 members, including the Chief Executive Officer, the Deputy Chief Executive Officer, the three Deputy General Managers in charge of the three central support functions, the five Deputy General Managers of the business lines, the Directors in charge of Italy, Human Resources and the three control functions and the Corporate Secretary.

Within the Executive Committee, in May 2021 Valérie Baudson succeeded Yves Perrier as Deputy General Manager of Crédit Agricole S.A. in charge of the Asset Management division, while on 1 January 2022, Laurence Renoult, Head of Group Control and Audit, replaced Michel Le Masson, appointed Chief Executive Officer of International Retail Banking.

The Board of Directors remains keen to ensure that succession plans are in place for **"key functions holders"** within the Crédit Agricole S.A. Group, particularly those within the Executive Committee. As he does each year, on 1 February 2022 the Chief Executive Officer gave a presentation to the Appointments and Governance Committee which illustrated the position of each Executive Committee member and the proposed replacement/succession envisaged in the event of departure, focusing mainly on the internal talent pool, but without ruling out external recruitment if necessary.

At its meeting of 7 December 2021, the Appointments and Governance Committee also reviewed the Board's procedural note of 3 November 2020 on the succession process for the Chairman and the Chief Executive Officer, in view of the various scenarios that could arise. The Board noted that there was no need for an update. On that occasion, it recalled the supportive role of the Deputy Chairman in the event that the Chairman is unable to be present, as well as the legal obligation for banks to have a second in command – namely Philippe Brassac, Chief Executive Officer, assisted by the Deputy Chief Executive Officer, Xavier Musca.

Topical debates

At a time of government and central bank support to shore up the domestic economy, the impact of these massive subsidies and the process of exiting the crisis were central to the Board's discussions in 2021. The Board also focused on the need to support customers through the energy transition with the acceleration of its Societal Project. **In this respect, the Board paid particular attention to the following:**

- the impact of the pandemic and the large-scale government support measures implemented in response;
- the ability of banks to rally behind the economic recovery and the strength of Crédit Agricole's model to enable it to play its part;
- changes in prudential regulation, particularly with the finalisation of Basel III, and the implications for the Group;
- the provisioning efforts carried out internally;
- efforts to support the economy in order to facilitate the energy transition and Crédit Agricole's intended role in this;
- the IT and cybersecurity strategy;
- banking consolidation in some European countries and its potential effects on its partnerships.

Strategic orientations

As part of its responsibilities related to the strategic orientations of the Company's activities, the Board organised its work around adapting to the effects of the health crisis and the consequences of the resulting changes and accelerations, particularly in digital habits.

The Board examined several structural operations, including, among those completed in 2021 which were made public:

1. the sale to Generali of La Médicale, an insurance subsidiary for healthcare professionals, and the sale to Santander of private banking operations in Miami;
2. the signing of a sale contract of its Serbian subsidiary Crédit Agricole Serbija A.D. to the bank Raiffeisen Banka A.D. Serbia, a subsidiary of the Austrian bank Raiffeisen Bank International AG, which, following approval by the competent regulatory authorities, should take place by the first quarter of 2022;
3. the acquisition by CAL&F of Olinn, a European group specialising in the management of professional equipment, was discussed at the Board meeting on 4 August. This operation strengthens Crédit Agricole's universal customer-focused banking model by expanding the range of products and services that the Group offers its corporate clients;
4. lastly, following the merger of the French group PSA and the Italian group FCA, of which Crédit Agricole was the financial partner, the Board of Directors authorised the partnership agreement between Crédit Agricole Group and Stellantis, the multinational resulting from the merger, to create a major European player in the long-term vehicle leasing segment, and the 100% takeover of FCA Bank by CACF to develop its own pan-European provider of automotive finance.

Results and risk monitoring

The Board of Directors has closely monitored the impact of government support measures and how these have developed over time, which has influenced the prism through which it sees its role. The quarterly review of the consolidated financial statements of Crédit Agricole Group and of the Crédit Agricole S.A. Group provided the Board of Directors with an opportunity to assess the Group's ability to generate a high return on equity and its prudent management, with results at an all-time high. This reflects both the strength of its model and the unusual situation of an economy shaped by exceptional support measures.

In accordance with Article L. 228-40 of the French Commercial Code, the Board gave its consent for the 2021 bond issue programme, approving the related authorisations and receiving regular progress reports.

During each quarterly review and at each meeting of the Risk and Audit Committees, the Board closely monitored the Group's regulatory prudential ratios, both in terms of solvency and liquidity. Crédit Agricole Group remains one of the best-capitalised systemically important financial institutions in Europe. This means that the Switch guarantee agreement granted by the Regional Banks on the equity-accounted value of insurance activities can be fully unwound.

Upon the recommendation of the Risk Committee, it regularly reviewed and approved the strategies and policies governing risk-taking, as well the management, monitoring and reduction of the risks to which the Group is, or could be, exposed.

On that basis, it reviewed and/or approved risk management and monitoring tools and systems as well as their consistency, particularly between instruments such as the Annual Internal Control Report (RACI), the Risk Appetite Statement (RAS), the Internal Capital Adequacy Assessment Process (ICAAP) and the Internal Liquidity Adequacy Assessment Process (ILAAP) statements, and the Recovery Plan, of which it approved the update.

The Risk Appetite Statement and its monitoring tools were adopted on 14 December 2021 at the same time as the budget for 2022.

The Board was kept informed – either directly or by the Chairwomen of the Risk and Audit Committees – of the results of the various oversight tasks conducted by the ECB within the Group and/or the requests sent by the supervisory authority to the Executive Management of Crédit Agricole S.A.

As part of the ongoing dialogue with the supervisor, the Board held a specific meeting with the Directorate General Horizontal Line Supervision and its joint supervisory team. The supervisory teams also interviewed the Chairwoman of the Risk Committee three times during the year and the Chairwoman of the Audit Committee twice.

In the field of corporate social responsibility, which was the subject of its seminar in June 2021, the Board was informed by the Chairman of the Strategy and CSR Committee of the 2021 highlights in this area, the Group's climate strategy and the main changes envisaged in the commitment of Crédit Agricole S.A. towards climate finance.

Lastly, based on the Remuneration Committee's report, the Board approved the principles of changes in the 2022 variable remuneration policy for Executive Corporate Officers, as well as their overall remuneration conditions. In their absence, and following the report from the Chairwoman of the Remuneration Committee, the Executive Corporate Officers' individual variable remuneration and its components, as well as the 2021 remuneration and total variable remuneration available to identified employees, were approved by the Board on 9 February 2022 ahead of the General Meeting of 24 May 2022.

Regulated agreements

Pursuant to Articles L. 225-38 et seq. of the French Commercial Code, in 2021 the Board authorised two new related-party agreements and the end of an agreement concluded in previous financial years which continued to have effect.

This was the "Switch" guarantee agreement, modified in the form of an amendment authorised by the Board on 11 December 2011, allowing the complete dismantling of the guarantee provided by the Regional Banks to Crédit Agricole S.A. on the equity-accounted value of the insurance activities.

The second is a tax agreement derogating from the Group's tax consolidation agreement, under which Crédit Agricole CIB is liable for the corporate income tax of CA Indosuez on the basis of a translation adjustment on foreign currency securities and borrowings following the merger of CA Indosuez Wealth (Group) with CA Indosuez Wealth France.

The third agreement concerns the implementation of a framework agreement between Crédit Agricole S.A. and FNSEA for the provision of research and consulting services by FNSEA on behalf of Crédit Agricole S.A. and Crédit Agricole Group entities, in order to develop its project to support the agricultural and agri-food transitions, one of the pillars of its Societal Project.

Refer to the glossary on page 715 for the definition of technical terms.

1.2.2 Summary of the main subjects reviewed by the Board in 2021 after review by, advice from and/or on the recommendation of the Specialised Committees

1. **After analysis by the Audit Committee:**
   - approval of the annual financial statements and review of the half-yearly and quarterly financial statements of Crédit Agricole S.A., the Crédit Agricole S.A. Group and the Crédit Agricole Group; at each reporting date, the Board heard the Company's Statutory Auditors who, having presented the findings of their work to the Audit Committee, then presented them to the Board, together with their reports for each interim reporting date. the Board also reviews and, where necessary, approves the draft press releases published by the Company;
   - particular attention has been paid to the effects of regulatory changes;
   - the Group's goodwill position;
   - the 2022 budget of the Crédit Agricole S.A. Group, examining the stress assumptions and the ICAAP approach in case of financial difficulty;
   - the preparation of PWC's succession in 2028 for Crédit Agricole S.A., taking into account the dates on which the Statutory Auditor's term of office expires at the sub-group level.
2. **After analysis by the Risk Committee:**
   - developments in the situation of Crédit Agricole S.A. and Crédit Agricole Group with regard to own funds and solvency, with the approval of the internal capital adequacy assessment process (ICAAP) and that of the internal liquidity adequacy assessment process (ILAAP);
   - the results of the EBA 2021 stress testing;
   - the Crédit Agricole Group Risk Appetite Statement;
   - developments in the Group's liquidity situation, the Group Liquidity Emergency Plan and the US Liquidity Emergency Plan, the short-term half-yearly limits, as well as the monitoring of the implementation of the financing programme of Crédit Agricole Group;
   - Group limits in respect of general interest rate risk (GIRR), foreign exchange, Value at Risk (VaR) and limits for capital market activities;
   - management of the Crédit Agricole S.A. Group securities portfolio;
   - the Annual Internal Control Report and half-year interim information on internal control, coordinated by the Group Risk Management department;
   - letters sent to the Company by regulators mentioning the obligation to inform the Board and measures taken to respond to their observations;
   - developments in terms of credit risk, market risk and operational and security risks, as well as the risk dashboard and monitoring of IT and cybersecurity risks;
   - the update of the Group's recovery plan;
   - the monitoring of the OFAC Remediation Plan and its timetable;
   - the update of the audit plan and the Audit Plan for the Group Control and Audit department;
   - approval of the risk strategies governing risk-taking in the Group's core business areas;
   - in compliance/legal matters, semi-annual and annual compliance reports, the guidelines of the Sapin II anti-corruption framework, and the status of ongoing litigation and administrative investigations.
3. **After analysis by the US Risk Committee:**
   - the Emergency Liquidity Plan for Group businesses in the United States, as well as the framework for liquidity and credit risk appetite;
   - the update of the organisation and management framework for the consolidated risk management of the entities in the United States;
   - the results of ROCA (Risk, Operations, Compliance and Asset Quality) supervisory exercises for the US entities subject to this.
4. **After analysis by the Strategy and CSR Committee:**
   - proposed acquisitions and disposals;
   - monitoring the work started on the social and environmental aspect of the medium-term strategic plan;
   - the integrated report and the Company's 2021 CSR performance, as well as the update of the vigilance plan and the annual statement to the UK authorities under the Modern Slavery Act.
5. **After analysis by the Remuneration Committee:**
   - the fixed remuneration, annual personal variable remuneration, and the terms and conditions and criteria used to determine the annual variable remuneration of the Executive Corporate Officers (Chairman, Chief Executive Officer and Deputy Chief Executive Officer), taking into account regulatory provisions;
   - the update of the remuneration policy of Crédit Agricole S.A. Group;
   - under regulatory provisions, the report on the remuneration practices for members of the executive body as well as identified employees whose professional activities have a significant impact on the Company's risk profile;
   - capital increase reserved for employees.
6. **After review by the Appointments and Governance Committee:**
   - the results of the self-assessment of the operation of the Board and its individual and collective expertise, and possible ways of improving governance;
   - independence of Directors under the AFEP/MEDEF Code and areas of non-compliance with this Code;
   - preparations for the succession of the Chairwoman of the Audit Committee;
   - the progress of the work carried out on the succession plans of key functions of Crédit Agricole S.A.;
   - the Board training programme for 2022;
   - the update of the rules of procedure of the Board of Directors;
   - the policy on gender equality at work and equal pay within Crédit Agricole S.A., and the initiatives undertaken at the Crédit Agricole S.A. Group level to promote gender equality, diversity and equal representation in the management bodies.
7. **Other issues reviewed by the Board include:**
   - preparation for the General Meeting of Shareholders and its notice of meeting;
   - as the Central body of the of Crédit Agricole Group, the approval of the Chief Executive Officers of Regional Banks and Deputy General Managers;
   - the authorisation of regulated agreements (see below).

1.3 ACTIVITIES OF SPECIALISED COMMITTEES OF THE BOARD

1.3.1 Operating principles of the Committees

Six Committees are in place within the Board of Directors: **the Risk Committee, the US Risk Committee[1] established in 2016, the Audit Committee, the Remuneration Committee, the Appointments and Governance Committee, and the Strategy and CSR Committee.**

Committee members are appointed by the Board, on the Chairman's recommendation. The Board may terminate the appointment of a Committee member at any time. A Committee member may resign from office at any time. All Committee members, and all other persons who attend Committee Meetings, are bound by confidentiality and professional secrecy.

The functioning of each Committee is governed by Rules of Procedure. In the course of their work, Board Committees may interview any executive or employee of Crédit Agricole S.A. Group or experts from outside the Company in areas that fall within the Committees' remit.

In accordance with the provisions of the French Monetary and Financial Code and the recommendations of the European banking authorities, the Committee members have the knowledge, skills and expertise necessary for their role. These competences are assessed annually after review by the Appointments and Governance Committee at the same time with respect to:

- the results of the annual evaluation provided for in Article L. 511-100 of the French Monetary and Financial Code;
- the qualities necessary to chair and serve on Committees, as described in the Board's procedural memorandum adopted on 7 November 2017;
- the guidelines of 27 September 2017 on the assessment of the skills of members of management bodies established by the European Banking Authority.

Members of the Specialised Committees receive a brief on the different items on the agenda, generally three to five days prior to each meeting, depending on the Committee.

Just as Board members are paid for attending Board Meetings, members of Committees are paid for their presence based on a scale set by the Board on the recommendation of the Remuneration Committee.

The five Committee Chairwomen and the Chairman of the Strategy and CSR Committee play a key role in the organisation and functioning of the Committees and in the coordination of their work. The Chairwomen hold regular meetings with the Directors in charge of activities within the scope of the area of expertise of each Committee, in particular the heads of the three control functions, the Deputy General Manager, Chief Financial Officer and the heads of the departments in charge of accounting and consolidation, subsidiaries and equity investments, Group human resources and the Corporate Secretary. The Chairs of the Risk Committee and the Audit Committee also hold regular bilateral meetings with the Statutory Auditors. They also attended several meetings with the ECB Joint Supervisory Team (JST), notably in the framework of the SREP process but also through interviews conducted by the JST, alone or with members of these two Committees.

Inclusion of CSR imperatives in the work of the Specialised Committees

At its plenary meetings, the Board ensures the consistency of the Company's commitments and project with regard to social and environmental concerns:

- when reviewing strategic projects, especially in the context of the Group Project, which makes its environmental and social project one of the pillars;
- when each entity's version of the Group Project is presented;
- when reviewing the risk strategies submitted for adoption, if the scope of those strategies justifies it.

In addition, projects submitted for a decision by the Board of Directors are examined beforehand by one or more of its six Specialised Committees tasked with preparing Board meetings and/or submitting their opinions and recommendations to it. For environmental and social matters, Crédit Agricole S.A. has decided to entrust the review of its ESG policy to a specialised committee, the Strategy and CSR Committee. At the same time, it has maintained a cross-cutting approach involving most of the Specialised Committees (depending on the subject), including the Risk Committee for the effects of climate risk on portfolios in particular, the Remuneration Committee for the evaluation of the ESG performance of executives, and the Appointments and Governance Committee for the development of an ethical culture within the Group.

1.3.2 Risk Committee

At 31 December 2021, the Risk Committee had five members, including three independent Directors. One of the members chairs the Committee.

Members	Attendance rate
Françoise Gri, Committee Chairwoman and independent Director	100%
Marie-Claire Daveu, independent Director	100%
Catherine Pourre, independent Director	100%
Pierre Cambefort, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Jean-Paul Kerrien, Chairman of a Crédit Agricole Regional Bank	100%

The Group Chief Risk Officer, the Head of Group Control and Audit, the Group Compliance Officer, the Chief Financial Officer, the Head of Accounting and Consolidation, and the Head of Group Financial Steering attend meetings of the Risk Committee on a permanent basis.

(1) The US Risk Committee was set up in response to a US regulatory requirement applicable, as from 1 July 2016, to foreign banks operating in the United States and meeting certain asset threshold criteria.

Refer to the glossary on page 715 for the definition of technical terms.

The functioning and duties of the Committee are set out in Rules of Procedure as approved by the Board of Directors. The Committee performs its duties under the responsibility of the Board of Directors, in the areas defined by provisions of the French Monetary and Financial Code. These are mainly derived from the Capital Requirements Directive IV (CRD IV) of 20 February 2014 and the decree of 3 November 2014 on the internal control of banks.

Minutes are prepared for each Committee Meeting and, after approval by its Chair, are distributed first to all members of the Committee and then to all members of the Board.

The work of the Committee is subject to annual programming, adapted according to needs and current events. In the autumn of each year, the Risk Committee organises a work meeting, excluding executives, to decide on its general agenda for the following year and the individual and collective training requested by its members. It also examines any areas where it might improve. Against the backdrop of the pandemic, the Audit and Risk Committees held joint meetings to assess their common needs and carry out the necessary coordination.

The Risk Committee met seven times in 2021, in addition to the nine meetings held jointly with the Audit Committee (see above).

The Risk Committee's fixed schedule is mainly structured around the regulatory issues provided for in the French Decree of 3 November 2014 on internal review, those arising from the requirements of supervisors, the review of Risk Strategies and subjects involving risk issues, in particular IT and cyber security which the Committee reviews at least twice a year. The Committee is mindful of the growing importance of ESG risks – not only reputational risk, but also climate risk – for which the regulatory environment, including these prudential aspects, is being put in place.

In 2021, the Committee reviewed the following:

- the risk appetite statement and associated monitoring tools (risk appetite matrix and dashboard), which constitutes a decisive framework for the Committee's risk control and monitoring, as well as governance more generally;
- the Group's liquidity position, emergency liquidity plan, semi-annual short-term limits and ILAAP, solvency position and monitoring of the solvency trend;
- climate risk management, the pilot exercise conducted by the ACPR and the responses to the ECB's expectations set out in its Guide on climate-related and environmental risks;
- the organisation, functioning and resources allocated to each of the three control functions (risk, compliance, internal audit);
- the audit findings, the follow-up to the recommendations and the 2022 audit plan;
- IT risks, both through the IT Strategy and the IT Risk Strategy, and quarterly monitoring of these risks and cyber risks by means of the IT risk dashboard;
- limits on the securities and sovereign portfolio, VaR limits, GIRR limits, foreign exchange limits;
- internal models and internal model risks;
- follow-up letters to ECB and ACPR audits and recommendations, with particular emphasis on the detection and measurement of credit risk;
- regular periodic monitoring of the implementation of the OFAC Remediation Plan;
- periodic information on administrative procedures and ongoing proceedings;
- all risk strategies discussed prior to their presentation to the Board of Directors.

1.3.3 Audit Committee

At 31 December 2021, the Audit Committee had six members, including four independent Directors.

Members	Attendance rate
Catherine Pourre, Committee Chairwoman and independent Director	100%
Agnès Audier, independent Director	100%
Françoise Gri, independent Director	100%
Alessia Mosca, independent Director	100%
Gérard Ouvrier-Buffet, Chief Executive Officer of a Crédit Agricole Regional Bank	71%
Jean-Pierre Gaillard, Chairman of a Crédit Agricole Regional Bank	100%

The Chief Financial Officer, the Head of Accounting and Consolidation, the Group Chief Risk Officer and the Group Head of Control and Audit attend meetings of the Audit Committee on a permanent basis, as do the Head of Financial Communications, the Head of Subsidiaries and Equity Investments and the Head of Group Financial Steering whenever necessary.

The functioning and duties of the Committee are set out in Rules of Procedure approved by the Board of Directors (see above). Once a year, the Audit Committee organises a work meeting without management presence in order to decide on its general agenda for the following year and to examine any areas where it might improve. Against the backdrop of the pandemic, the Audit and Risk Committees held joint meetings to assess their common needs and carry out the necessary coordination.

It also reserves a part of one of its meetings during the year for a discussion with the Statutory Auditors without senior management being present.

In the last financial year, the Audit Committee held seven meetings, in addition to nine joint meetings with the Risk Committee. The attendance rate was 97%.

A substantial part of the Committee's work involved an in-depth review, in view of their presentation to the Board, of the annual, half-yearly and quarterly financial statements and an examination of the consolidated results and the results of each Group business line, their regulatory position and the lines and integrity of financial communication.

Against the backdrop of the economic recovery and the "stop & go" movements associated with waves of the pandemic, the Committee was particularly attentive to provisioning and its justification.

In general, at each reporting date, the Committee pays particular attention to the accounting options (provisioning for liabilities, treatment of CVA/DVA/FVA, issuer spread on securities issued, employment-related commitments, ALM, etc.). On this occasion, it hears from the Statutory Auditors on the conditions under which the financial statements were prepared and the points to which the latter would like to draw the Committee's attention. At each half-yearly reporting date, in addition to their reports including the specific annual report to the Audit Committee, the Statutory Auditors submit their programme of work for the coming months to the Committee.

Changes in regulations and standards are systematically reviewed on a quarterly basis.

In accordance with the Rules of Procedure of the Audit Committee, the Head of Group Control and Audit presented to the Committee the elements of the Control and Audit department's Audit Plan within its area of expertise, i.e. essentially the missions of the Internal Audit business line relating to financial risks for 2022.

Looking ahead to the end of PWC's tenure, which will certify the financial statements for the 2027 financial year for the last time as Statutory Auditor, the Board issued a request for proposals this year to prepare, as part of a coordinated approach with the entities concerned, its succession at the sub-consolidation levels starting from 2023. The Board has followed the Committee's recommendation and in due course will nominate Deloitte as PWC's successor at the General Meeting.

1.3.4 The Joint Risk and Audit Committee

The Rules of Procedure of the Risk Committee and the Audit Committee provide for the possibility of uniting these two Committees. When the Audit and Risk Committee was split into two Committees in 2015, in order to meet the new requirements of banking regulations, it seemed useful for members of the Audit and Risk Committee to have, in certain fields, and a fortiori in areas where financial and prudential information are interrelated, the same level of information and the opportunity to discuss with one another. The context of the crisis in 2020 strengthened this requirement. When regulations expressly require the Risk Committee to issue an opinion to the Board of Directors on the information reviewed, this opinion is given by the Committee Chair. This practice of a Joint Committee is fully satisfactory to the members of both Committees. It meets the regulatory prudential requirements, amended by the decree of 25 February 2021, which provides that "the Risk Committee shall communicate, liaise and work effectively with the Audit Committee".

The Joint Risk and Audit Committee was composed of nine members as at 31 December 2021:

Members	Attendance rate
Françoise Gri, co-chair of the Committee and independent Director	100%
Catherine Pourre, co-chair of the Committee and independent Director	100%
Agnès Audier, independent Director	100%
Marie-Claire Daveu, independent Director	100%
Alessia Mosca, independent Director	100%
Pierre Cambefort, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Jean-Pierre Gaillard, Chairman of a Crédit Agricole Regional Bank	100%
Jean-Paul Kerrien, Chairman of a Crédit Agricole Regional Bank	100%
Gérard Ouvrier-Buffet, Chief Executive Officer of a Crédit Agricole Regional Bank	100%

In 2021, the Risk Committee and the Audit Committee met nine times in a joint meeting.

This large number of meetings takes into account the growing number of areas in which accounting and prudential approaches are interconnected. This effect is partly due to the entry into force on 1 January 2018 of IFRS 9, which, by substituting the notion of "incurred loss" for that of "expected credit loss", combines an accounting and prudential approach to the assessment of risk and its provisioning method. At the same time, reporting requirements aggregating risk and accounting data are multiplying and led to the creation in 2019 within the Accounting department of a "Group Data and Risk Finance Reporting" department made up of a mixed team. As far as possible, legal risk, which has hitherto been dealt with in the Risk Committee, is now dealt with in the Joint Committee so that the members of the Audit Committee who examine the related provisions for risks and charges have the same information.

As in previous years, the review of the budget for Crédit Agricole Group, the results of the stressed budget and the risk appetite statement, which are essential guidance for members of the two Committees, were covered at a joint meeting.

The following were also discussed in the Joint Committee meetings:

- the Annual Internal Control Report and half-year interim information on internal control;
- structural IT projects in the areas of Finance and Risk;
- the Supervisory Review and Evaluation Process (SREP), with the supervisor particularly interested in how the Group has coped with the pandemic;
- the findings of financial roadshows which, through the feedback of questions and points of attention from investors, provide useful information to both Committees to guide their work;
- the conditions for fully unwinding the Switch guarantee mechanism;
- the monitoring of credit risk in the context of the pandemic, particularly on State-backed loans.

1.3.5 United States Risk Committee

At 31 December 2021, the US Risk Committee had three members, including two independent Directors.

Members	Attendance rate
Françoise Gri, Committee Chairwoman and independent Director	100%
Pierre Cambefort, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Alessia Mosca, independent Director	100%

With a presence in the United States through Crédit Agricole CIB and Amundi (the scope of which has increased with the acquisition of Pioneer) and the wealth management business, Crédit Agricole Group is subject to Section 165 of the *Dodd-Frank Act*. This regulation requires foreign banks operating in the US, and whose total consolidated assets do not justify the creation of a holding company to head up its businesses, to have a Board of Directors' Committee dedicated to monitoring US risks. It was within this framework that the United States Risk Committee was established at the end of the first half of 2016. The wealth management business in the United States (Miami) will exit the scope in 2022 following its sale to Santander, while Lyxor's US operations will be added after Amundi acquires this company from Société Générale.

US regulations recommend that this Committee should have at least three Directors, one of whom is independent. Crédit Agricole S.A. has opted for mostly independent members, including its Chairwoman, who is also Chairwoman of the Risk Committee.

Refer to the glossary on page 715 for the definition of technical terms.

It holds four meetings a year, one of which is in the United States, in accordance with a US Federal Reserve recommendation. **In 2021, the health context was not conducive to organising the annual meeting in the United States.**

The Committee organises its work on the basis of an operational note, which became a Group procedural note in 2017. This defines the organisation and framework for consolidated risk management of Group entities in the United States. This document, on which the Rules of Procedure of the United States Risk Committee is based, is updated on a regular basis in order to take into account the requirements of the American supervisor and must be formally approved by the Board of Directors.

Each United States Risk Committee Meeting is an opportunity for a detailed review of credit risks, market risks and operational risks from the Group's activities in the United States. **Cyber risk,** which is the subject of a specific regulation of the New York Federal Reserve, is closely monitored. In addition, there are systematic reviews of ongoing audits by the US supervisor(s) and the Control and Audit department, and an update on legal and compliance risks.

The liquidity position is reviewed at each meeting. Once a year, following a review by the Committee, this leads to the approval by the Board of Directors of the Liquidity Emergency Plan for the Group's activities in the United States and the Liquidity Risk Appetite Framework, includes credit risks. Similarly, the Committee paid particular attention to the implementation of the recommendations made by the US supervisor as part of its annual "ROCA" (Risk, Operations, Compliance and Asset Quality) review. The Chairwoman of the US Risk Committee, alone or with the Committee members, is interviewed at least once a year by the Fed's supervisory team.

Along with recurring topics, at the Committee's request an in-depth report is presented on Group entities in the United States and on the activities and/or business lines in that country.

In 2021, the Committee continued to focus on the impacts of the health crisis, and specifically examined the risk position from this perspective.

It also considered:

- the situation of Crédit Agricole CIB New York, Amundi Pioneer and Indosuez;
- the organisation of control functions within the scope of US operations, in particular Compliance and Risks, as well as risk management more generally using risk appetite tools;
- the sale of private banking operations in Miami and the integration of Lyxor's US operations;
- cyber security risks;
- the situation regarding non-compliance risk;
- legal risk and developments in terms of governance.

1.3.6 Remuneration Committee

At 31 December 2021, the Remuneration Committee had six Directors, including three independent Directors and one Director representing employees.

Members	Attendance rate
Agnès Audier, Committee Chairwoman and independent Director	100%
Marie-Claire Daveu, independent Director	100%
Daniel Épron, Chairman of a Crédit Agricole Regional Bank	100%
Françoise Gri, independent Director	100%
Catherine Umbricht, Director representing employees	100%
Pascal Lheureux, Chairman of a Crédit Agricole Regional Bank	80%

The composition of the Committee complies with legal provisions and the recommendations of the AFEP/MEDEF Code, with a majority of independent Directors, one of whom is the Committee Chair, and the presence of an employee representative.

The Crédit Agricole Group Head of Human Resources attends meetings of the Remuneration Committee accompanied by the Head of Remuneration and Employee Benefits. The Societal Project Director attended several meetings of the Committee in 2021.

The functioning and duties of the Committee are set out in Rules of Procedure as approved by the Board of Directors. The Committee performs the duties conferred upon it by the AFEP/MEDEF Code and the French Monetary and Financial Code (particularly Article L. 511-102), as well as preparing remuneration-related tasks for which the Board of Directors is responsible under the French Commercial Code (particularly Article L. 22-10-8).

In addition, in accordance with the provisions of Article L. 511-91 of the French Monetary and Financial Code and the decision of the Board of Directors of 17 December 2013, the functions assigned to the Remuneration Committee under the aforementioned article are performed by the Remuneration Committee of Crédit Agricole S.A. for the following subsidiaries: LCL, Crédit Agricole Assurances, Crédit Agricole Consumer Finance, Crédit Agricole Leasing & Factoring and CACEIS.

The Remuneration Committee met five times in 2021. Its Chairwomen (Ms Dors until May 2021 and Ms Audier thereafter) reported to the Board on the work accomplished by the Committee at each of its meetings and submitted the Committee's recommendations on matters subject to approval by the Board.

Although the Committee's agenda is mainly in line with the regulatory calendar, the debates within the Committee are guided by the concern for reconciling transparency requirements and the alignment of market place best practices with the general philosophy of the remuneration policy of Crédit Agricole which strives to find a balance between attractiveness and moderation.

Its work is in line with the roadmap which was first confirmed in 2019 by the adoption of structuring measures with:

- the introduction of a combined mechanism of insurance policy known as Article 82 and AGA to replace the defined-benefit pension scheme and which strengthens the alignment of the long-term interests of executives and shareholders;
- the modifications made to financial and non-financial criteria of the variable remuneration of Executive Corporate Officers.

The work continued in 2021, following on from 2020, with two major projects in particular pertaining to:

- the integration of the consequences of CRD V into the deferred variable remuneration structure for Executive Corporate Officers;
- the continuation of work on the revision of the ESG performance criteria for variable and deferred variable remuneration and long-term incentives.

The project resulted in proposals approved by the Board of Directors of 04 August 2021, integrating both compliance with the new regulatory measures and adaptations to the deferred variable remuneration structure, bringing it closer to that of its peers. With regard to ESG criteria, the Committee requested that they be tested in 2022 for an initial application in 2023, thus enabling them to be aligned with the new Medium-Term Plan.

Since the entry into force of the "say on pay" reform, the Committee was particularly aware that the transparency of information pertaining to the remuneration of Executive Corporate Officers and identified employees was aligned with the highest standards. As every year, after the General Meeting, the Committee examined, in the presence of the Head of Financial Communication, the results of the vote on resolutions relating to the remuneration of Executive Corporate Officers in order to draw conclusions for the next General Meeting and for the governance roadshows held prior to the meeting.

Refer to the glossary on page 715 for the definition of technical terms.

The Committee is particularly focused on capital increases reserved for employees and is keen to ensure that the terms are attractive, especially for the lowest-paid employees.

In anticipation of the General Meeting on 24 May 2022, the Committee in its meetings reviewed all resolutions on the remuneration of the Executive Corporate Officers approved by the Board at its meeting on 09 February 2022.

As part of the Board's regulatory obligations, the Committee also examined the remuneration of individuals with supervisory responsibilities (Risk, Control & Audit, Compliance), the budget for the variable remuneration of identified employees and individual variable remuneration over €1 million.

It also considered the "remuneration" section of this Board report on Corporate Governance prior to the Board's approval of the entire current Corporate Governance Report on 09 February 2022.

In addition to the work described, other matters examined by the Committee in 2021 included:

- the update of the Remuneration Policy of the Crédit Agricole S.A. Group, submitted for the Board's approval, and the results of the annual audit on the Remuneration policy;
- the overall budget for variable remuneration within the Group, by entity and according to the appropriate schemes (bonus pool or individual variable remuneration);
- the report in respect of 2021 on the remuneration policy and practices of members of the executive body, as well as individuals whose professional activities have a significant impact on the Company's risk profile.

1.3.7 Appointments and Governance Committee

At 31 December 2021, the Appointments and Governance Committee comprised six members.

Members	Attendance rate
Marianne Laigneau, Committee Chairwoman and independent Director	100%
Raphaël Appert, Deputy Chairman of the Board of Directors, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Alessia Mosca, independent Director	100%
Jean-Pierre Gaillard, Chairman of a Crédit Agricole Regional Bank	100%
Dominique Lefebvre, Chairman of the Board of Directors, Chairman of a Crédit Agricole Regional Bank	100%
Louis Tercinier, Chairman of a Crédit Agricole Regional Bank	100%

The functioning and duties of the Committee are set out in Rules of Procedure as approved by the Board of Directors.

The Corporate Secretary of Crédit Agricole S.A. and Secretary of the Board of Directors take part in meetings of the Appointments and Governance Committee. The Chairwoman of the Appointments and Governance Committee reports to the Board on its work and on the Committee's opinion on matters referred to it for approval.

The Committee met six times in 2021.

- Prior to the General Meeting, the Appointments and Governance Committee examined the situation of Directors whose terms of office were up for renewal with regard to the criteria of availability, competence and good repute.
- It defined the selection process for future Directors and the timetable for this, considering that at the General Meeting of 24 May 2022, three Directors, including one independent Director (the Chairwoman of the Audit Committee) will step down from the Board of Directors of Crédit Agricole S.A. after reaching the age limit. On that basis, it examined and then submitted to the Board, which approved them, the names of their successors to be proposed to the General Meeting of 24 May 2022. This followed an examination of their individual profiles, particularly in terms of their expertise, availability, trustworthiness.
- It organised the self-assessment campaign on the functioning and competences of the Board of Directors and, in the light of the results and suggestions, proposed concrete measures to address them (see below).
- It updated the Board's Rules of Procedure and included a review of the development of an ethical business culture in its annual calendar.
- In 2021, the Committee heard the Chief Executive Officer regarding the succession process for key functions and the Group Human Resources Director on the measures to promote gender equality at work, including in decision-making bodies.
- It considered Ms Renoult's application as deputy to the Head of Group Control and Audit, and gave a favourable opinion to the Board of Directors.
- It was kept informed of governance-related regulatory changes and regularly reported to the Board of Directors.
- It is informed each year of the calendar of governance roadshows, for which it is expected to provide guidance and produce a final report on the lessons learned.
- Lastly, it reviewed the scores as well as the opposition rate of the resolutions submitted to the 2021 General Meeting, in particular those with the highest opposition rate. When it approved this Report on corporate governance submitted to the Board on 09 February 2022, the Committee reviewed all resolutions on governance in view of the 24 May 2022 General Meeting.

1.3.8 Strategy and Corporate Social Responsibility (CSR) Committee

At 31 December 2021, the Strategy and CSR Committee comprised seven members.

Members	Attendance rate
Dominique Lefebvre, Chairman of the Board of Directors, Chairman of a Crédit Agricole Regional Bank	100%
Raphaël Appert, Deputy Chairman of the Board of Directors, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Daniel Épron, Chairman of a Crédit Agricole Regional Bank	100%
Nicole Gourmelon, Chief Executive Officer of a Crédit Agricole Regional Bank	100%
Françoise Gri, independent Director	100%
Catherine Pourre, independent Director	100%
Louis Tercinier, Chairman of a Crédit Agricole Regional Bank	100%

The establishing of this Committee was decided by the Board of Directors in 2003, first as the Strategy Committee and then, from 2015 on, as the Strategy and CSR Committee, with an extension of its area of expertise.

Refer to the glossary on page 715 for the definition of technical terms.

The functioning and duties of the Strategy and CSR Committee is described in its Rules of Procedure, amended in 2016 to allow it to meet whenever the need arises, rather than according to an annual schedule. This method of operation was in response to a request from its members, made as part of the annual evaluation of the Board and to the wishes of the Chairman and the Chief Executive Officer. This flexibility renders it possible to involve the Board as early as possible in the process of considering disposals and acquisition transactions.

In its January 2020 revised version, the AFEP/MEDEF Code adds monitoring of non-financial information drafting to the area of expertise of the Audit Committee. As this task is already carried out within the Board of Directors of Crédit Agricole S.A. by the Strategy and CSR Committee, in coordination with the Appointments and Governance Committee, it was decided that extra-financial information and extra-financial ratings would remain within the area of expertise of this Committee. Similarly, the extra-financial risks that the AFEP/MEDEF Code assigns to the Audit Committee, remain within the area of expertise of the Risk Committee, a mandatory committee in the banking sector and not listed in the committees recommended by the AFEP/MEDEF Code.

While the review of Crédit Agricole S.A. Group's CSR policy is primarily the responsibility of the Strategy and CSR Committee, the Board of Directors has also adopted a cross-functional approach involving, depending on the subject, most of the Specialised Committees (see below).

The Committee held **five meetings** in 2021, including two that mainly focused on actions carried out in the areas of CSR and strengthening social cohesion.

The Committee monitored the tangible progress made in the structuring and achievements of the Societal and Human Projects, enshrined in the Group's purpose (Raison d'être) "Working every day in the interest of our customers and society".

With regard to the Human Project, it monitored the launch of the first trials of a management model that encourages employee empowerment. The Committee also monitored the set-up of an extra-financial reporting platform allowing Greenway to address the challenges of implementing the Group's societal targets, and in particular the recognition by the Board of the environmental and societal issues of its activity.

As part of the Societal Project, the Committee monitored the development of a programme plan consisting of 10 commitments. This forms part of a process of continuous improvement and transparency on progress, including the implementation of the Societal Commitment Index involving all stakeholders.

For the record, the Strategy and CSR Committee is also monitoring the preparation of the Integrated Report for the 2021 financial year, which will be the fifth such report, providing a strategic and forward-looking vision of the Company, integrating financial and CSR data.

(For strategic projects and disposals and acquisitions that are publicly available and were presented to the Board in 2021, see sub-section 1.2.2: "Summary of matters examined by the Board in 2021 further to review by, advice from and/or on the recommendation of the Specialised Committees".)

1.4 DUTY OF VIGILANCE

Legal framework

Law No. 2017-399 of 27 March 2017 on the duty of vigilance of parent companies and contracting companies applies to Crédit Agricole S.A.

As the parent company, Crédit Agricole S.A. corporate entity has opted to prepare a vigilance plan and report on its effective implementation for Crédit Agricole S.A. corporate entity and the companies it directly or indirectly controls. Together these are referred to as "Crédit Agricole S.A.".

The vigilance plan includes, in accordance with the law, reasonable measures to identify risks and prevent serious violations of human rights and fundamental freedoms, the health and safety of persons and the environment, which could potentially result from the activities of Crédit Agricole S.A. corporate entity and of the consolidated companies over which Crédit Agricole S.A. corporate entity exercises control, as well as from the activities of sub-contractors or suppliers with whom an established commercial relationship is maintained, when such activities are related to that relationship.

Our commitments

Our vigilance measures are in line with the fundamental principles to which we adhere and the applicable international rules and regulations, in particular with regard to respect for human rights, the fight against modern slavery, the prevention of attacks on human health and safety, the protection of the environment and, in particular, the development of "climate finance" (see Chapter 2, part 5.7 "Recognition of Non-Financial Performance by Stakeholders").

Beyond the applicable regulatory base, our commitments are based on our Raison d'Être[(1)], "Working every day in the interest of our customers and society", and on the Group's strategic project, which formalised, as part of its Societal Project, a programme of 10 commitments consisting of 10 "Group markers" based on three pillars: climate action and the transition towards a low-carbon economy; the strengthening of cohesion and social inclusion; the success of the agricultural and agri-food transitions. In terms of the climate, Crédit Agricole has joined alliances with the aim of contributing to carbon neutrality by 2050 for all its business lines: banking, insurance and asset management.

To carry out these projects while exercising its banking-insurance business in a responsible manner, Crédit Agricole Group has chosen to promote a strong culture of compliance and ethics. Particular attention is paid to the impact of our activities on people and the environment in order to achieve our targets and meet our commitments to customers, employees, partners and society.

Our ethical principles

Our ethics policy is set out in reference documents which constitute a three-tier normative framework summarising the principles of compliance and ethics as applicable within our Group and in our relationships with our customers, suppliers, service providers and employees (see Chapter 2, part 3.3 "Ethics").

- The Code of Ethics shared by Crédit Agricole Group since 2017, sets the framework for the Group's principles regarding business action and conduct. The principles described in this charter, intended to be integrated into the internal control procedures of the entities, encompass relevant aspects of the law on the duty of vigilance and business ethics.

(1) Please refer to the glossary for the definition of Raison d'Être.

- **The Codes of Conduct,** which are specific to each Crédit Agricole Group entity and the nature of its business, translate the principles of the Code of Ethics from an operational perspective to promote ethical behaviour and actions on a day-to-day basis. These Codes of Conduct have been presented to the Boards of Directors of each entity for consideration. Their implementation is part of the process of controlling the risks of non-compliance.
- **The *Corpus Fides,*** available on the Compliance Division's intranet site and regularly updated, is a compilation of the rules and procedures applicable within the Group which everyone is expected to follow.

The Board of Directors of Crédit Agricole S.A. is closely involved in fostering an ethical culture within the Group. Its members abide by the provisions of the Code of Conduct and the Code of Ethics, which is appended to its Rules of Procedure. The Board is updated each year on progress regarding the ethical culture being developed within the Group. In 2021, it added its role of overseeing ethical issues to its Rules of Procedure.

In 2021, the ethical culture development programme continued to be rolled out. Specifically, efforts intensified to boost the adoption of the ethical approach by Crédit Agricole S.A. employees and to gauge the extent of their ethical culture using a set of common indicators.

Managing and monitoring the vigilance plan

The vigilance plan is managed and monitored at the highest level of Crédit Agricole S.A. The Board of Directors was informed of the procedures for implementing the vigilance plan at its meeting of 12 May 2021. With regard to social and environmental issues and risks, the Board has adopted a cross-functional approach involving, depending on the subject, most of its Specialised Committees, primarily the Strategy and CSR Committee, but also the Appointments and Governance Committee, the Risk Committee and the Remuneration Committee, which enables the Board to be fully informed and facilitates the inclusion of these matters in its deliberations (see Chapter 3, part 1.2 "Activity of the Board in 2021" and 1.3 "Activities of the Board's Specialised Committees").

To improve coherence and strengthen synergies around the Group Project, a new organisation of the central functions of Crédit Agricole S.A. was introduced in July 2021. This includes a Group Project division headed by Michel Ganzin, Deputy General Manager at Crédit Agricole S.A., which encompasses the Societal Project department (formerly the CSR department).

The CSR Committee of Crédit Agricole S.A., chaired by the Deputy General Manager of Crédit Agricole S.A. in charge of the Group Project division, member of the Executive Committee, approves the guidelines and monitors the implementation of the vigilance plan and the associated action plans. Its role is to act as the "duty of vigilance committee" and to keep the Executive Committee updated.

The management of the vigilance plan is entrusted to the Societal Project department within the Group Project division, in collaboration with the Group departments overseeing Purchasing, Legal, Risk, Compliance, Human Resources, Safety and Security, as well as with the Crédit Agricole S.A. subsidiaries.

Our approach

For financial year 2021, the Crédit Agricole S.A. vigilance plan consisted of:

- the process of risk mapping for the identification, analysis and prioritisation of risks of serious violations that its activities could potentially cause to fundamental human rights and freedoms, the health and safety of persons, and the environment. This approach is reflected in the description of the methodology used as well as a summary of the risks identified and the associated areas of vigilance;
- prevention or mitigation measures and assessment procedures implemented within Crédit Agricole S.A. to prevent these risks;
- a mechanism for alerting and receiving alerts relating to the existence or realisation of such risks;
- a system for monitoring the actions implemented and evaluating their performance. This mechanism, which includes monitoring indicators, is presented in the report on the implementation of the vigilance plan. More detailed information on policies and action plans is given in the non-financial performance statement (see Chapter 2, "Non-Financial Performance").

Pursuant to the regulations, the report on the effective implementation of the vigilance plan is published each year for the financial year ending 31 December.

The approach of the vigilance plan is based on the principle of continuous improvement. As a result, the tools used to identify and manage risks and the measures implemented to prevent these may change in the light of the results of risk mapping processes, changes in the activities financed and those caused by the operations of Crédit Agricole S.A., as well as priority ESG issues. In this light, the indicators for monitoring the implementation of the vigilance plan, which were defined in 2021, may change or be supplemented with new indicators for subsequent financial years.

Reporting scope

The vigilance exercised by Crédit Agricole S.A. is based on honouring its commitments and upholding its ethical principles, which cover a broader scope than the vigilance plan report. They draw on a set of convergent regulations to prevent human rights and environmental abuses, including the fight against the financing of terrorism and anti-money laundering, compliance with international sanctions, the prevention of fraud and the fight against corruption. The policies and action plans of Crédit Agricole S.A. in these areas are described in its non-financial performance statement (see Chapter 2, part 3.3 "Ethics").

In accordance with the law, the scope of the vigilance plan of Crédit Agricole S.A. includes employees, suppliers and sub-contractors with whom it has an established relationship. The plan covers its main business activities as a banker and insurer, i.e. its financing and investment activities as well as the distribution of financial and insurance products and services to its customers.

The activities of Crédit Agricole S.A. are analysed in terms of their impact and the risk of serious violations they could potentially cause with regard to human rights and fundamental freedoms, health and safety and the environment. This applies to all its stakeholders (i.e. its employees and suppliers), as well as its customers, Crédit Agricole members, shareholders, investors and partners, in line with its commitments to society.

The challenges in terms of upholding human rights and fundamental freedoms identified on the basis of international legal instruments relate to the fight against: the use of forced labour, slavery and child labour; the violation of the rights of indigenous peoples, in particular their right to property; workplace discrimination and harassment; the lack of respect for freedom of association and the principle of collective bargaining; risks to human health and safety; the lack of decent working conditions, remuneration and social protection; the lack of respect for the right to privacy. The challenges identified regarding environmental protection include the fight against: the exacerbation of climate change and the associated climate risks; excessive consumption of natural resources; pollution and degradation of soil, air and water quality; loss of biodiversity; proliferation and non-treatment of waste.

Refer to the glossary on page 715 for the definition of technical terms.

Methodology for identifying and managing the risks referred to in this vigilance plan

Risk identification and assessment

The identification and assessment of material risks directly related to our activities, in the areas covered by the French law on the duty of vigilance, is part of our extra-financial risk analysis methodology, as presented in the extra-financial performance statement.

Our initial approach is based on identifying priority ESG issues. These issues are analysed according to the intensity of stakeholder expectations and their potential impact on the activities of Crédit Agricole S.A., with six levels of estimated intensity and impact. The results of this analysis are presented in a "materiality matrix" (see Chapter 2, part 2 "Extra-financial risks", 2.2 "Materiality matrix").

This approach consists of several stages:

- the formalisation of extra-financial areas defined by the Group's Raison d'Être;
- the cross-referencing of the areas of action defined in ISO 26000 with the topics listed in Article R. 225-105(II) of the French Commercial Code, resulting in the identification of around 30 key issues;
- the identification, in view of these issues and the Group's activities, of around 15 intrinsic extra-financial risks in the short, medium and long term, assessed according to their potential severity and their probability of occurrence on the basis of "raw criteria", which exclude mechanisms for risk mitigation within the Group;
- the integration of the evaluation of stakeholder expectations based in particular on a regular survey of our customers (Net Promoter Score – NPS) and employees (Engagement and Recommendation Index – ERI) and on a national survey carried out every two years on around 1,800 members of the public, last surveyed in 2020.

Each material intrinsic risk thus identified is then analysed according to the principle of dual materiality: first, societal materiality, which reflects the impact of Crédit Agricole S.A.'s activities on its ecosystem; second, financial materiality, which formalises the impact of the ecosystem on Crédit Agricole S.A.'s business lines (see Chapter 2, part 2 "Extra-financial risks").

In this context, Crédit Agricole S.A. has identified the main areas in which its activities have a major socio-economic impact and could therefore present direct material risks to respect for human rights and fundamental freedoms, human health and safety and the environment.

This approach made it possible to identify the following areas of vigilance:

- **Relationships with the customers of Crédit Agricole S.A.:**
  - preventing risks related to cybercrime and ensuring the security of customers' personal data and transparency of their use;
  - preventing discrimination in access to financial services offered by entities of Crédit Agricole S.A.
- **Relationships with employees of Crédit Agricole S.A.:**
  - maintaining occupational health and ensuring equity in social protection;
  - ensuring the safety and security of employees;
  - combating discrimination;
  - maintaining a social dialogue within the Group.
- **Relationships with the suppliers and sub-contractors of Crédit Agricole S.A.:**
  - ensuring that suppliers and sub-contractors with whom we have an established relationship accept commitments related to the vigilance system of Crédit Agricole S.A.;
  - assessing and managing significant environmental, societal and governance (ESG) risks in our purchasing.
- **Financing and investment activities of Crédit Agricole S.A.:**
  - assessing and managing major direct environmental, social and governance (ESG) risks in financing and investments;
  - paying particular attention to climate risk management in financing and investing.

Risk management systems

The Group exercises vigilance within the framework of existing risk management systems (see Chapter 5, "Risk management" and Chapter 2, part 4 "ESG risk management: financial materiality").

In order to achieve its strategic orientations while managing and mitigating its risks appropriately, the Group has established a risk appetite framework, consisting of two main elements: the Risk Appetite Statement and all the instruments declaring and ensuring compliance with the risk appetite statement. These include key indicators for each type of risk. The Risk Appetite Statement, which is submitted each year to the Crédit Agricole S.A. Board of Directors for approval, is a decisive element for the control and monitoring of governance risks. This statement is based on indicators which include two key climate risk indicators. Apart from the quantitative indicators, the Group's risk appetite is also expressed through qualitative aspects. It serves as a reminder that Crédit Agricole pursues a selective and responsible financing policy which incorporates the principles of its CSR policy, particularly sectoral policies and a climate strategy aligned with the Paris Agreement.

The overall strategy and risk appetite of Crédit Agricole S.A. and the Crédit Agricole Group are reviewed by the Board of Directors, which relies on the work carried out by its Specialised Committees, in particular its Risk Committee. The latter analyses the risk strategies of the entities and business lines before proposing their approval to the Board.

Prior to review by the Board, the Group Risk Committee, chaired by the Chief Executive Officer of Crédit Agricole S.A., approves the risk strategies presented by the entities and business lines. Those strategies are subject to the prior opinion of the Risk department, including from a climate risk perspective for certain strategies that apply to sectors where clients have high exposure to transition risks or physical risk. It also validates the Environmental Risk strategy developed jointly and reviewed annually by the Risk department and the Societal Project department.

For individual credit applications requiring approval by the Executive Management, the Group Level Individual Risk Committee (CRIG), chaired by Crédit Agricole S.A.'s Chief Executive Officer, meets according to the scheduling needs. It examines any sensitive application submitted by Crédit Agricole S.A. entities under the authority of the Chief Executive Officer of Crédit Agricole S.A. Those applications are the subject of an opinion from the Societal Project department as regards ESG issues (see Chapter 2, part 3.2.2 "Governance of extra-financial performance").

In accordance with the decree of 3 November 2014, a dedicated procedure is in place to control the risks related to the Group's activities, describing in particular the respective responsibilities of its three lines of defence within the internal control system (business lines in the first place, permanent control exercised by the Risk Management and Compliance business lines in the second place, Audit-Inspection in the third).

Moreover, the prevention of ESG risks as part of the operational risk management system, which includes the risk of non-compliance, legal risk, the risk of internal and external fraud and the risks generated by the use of critical or important outsourced services, is formalised in a set of common standards and procedures.

The identification and qualitative assessment of operational risks is carried out through risk mapping, performed annually by the business lines and entities in accordance with the specific characteristics of their business sector. Risk indicators are set up for processes with major impact risks and, if necessary, improvement action plans are defined.

Compliance standards and the system for monitoring non-compliance risks are described in an ad hoc body of rules (*Corpus Fides*). Finally, a dedicated control system, incorporating a procedure for managing irregularities and reporting alerts, ensures that non-compliance risks are managed, particularly with regard to non-compliance with rules relating to financial and banking activities, professional and ethical standards, instructions, ethics in professional conduct, as well as anti-money laundering, the fight against corruption and combating terrorist financing, and respect for the integrity and transparency of the markets. Within the Compliance business line, each Compliance Manager updates a mapping of non-compliance risks, consolidated by the Group Compliance department.

Report on the implementation of measures to prevent or mitigate these risks

Relationships with the customers of Crédit Agricole S.A.

In its business of distributing financial and insurance products and services to its customers, Crédit Agricole S.A. has identified two areas requiring particular vigilance.

Preventing the risks associated with cybercrime and ensuring the protection of personal data and transparency in their use

Crédit Agricole S.A. is particularly attentive to strengthening the Group's resilience in the light of the magnitude of IT risks, particularly cyber-threats, in terms of governance, organisation and IT projects. Our cyber security strategy is based on operational governance, dedicated policies and a decentralised organisation that relies on stakeholders present within each entity, the implementation of security standards and regulations to integrate cyber security at all levels of the information system (IS). The analysis of cyber risks is carried out systematically from the design phase of projects impacting the IS. Periodic reviews, audits and security tests are carried out by the three lines of defence contributing to risk management and by external auditors, to check the conformity of the IS. Crédit Agricole S.A. is actively raising awareness and developing a "cyber risk" culture among its employees, customers and suppliers in order to change practices and promote the acquisition of behavioural reflexes, which are essential in terms of cyber security. These provisions of various and complementary natures (technical, organisational, behavioural) make it possible to reduce the probability of occurrence of cyber risks or limit their effects. They are described in detail in Chapter 2, part 3.5.5 "Cyber security and combating cyber-crime".

In 2017, the Group acquired a framework for the protection of personal data by implementing a personal data Charter designed jointly with customers. It is based on five key principles (data security, utility and loyalty, ethics, transparency and pedagogy, customer control). The commitments made in this code ensure that customers have control over their data and how it is used. They are fully consistent with the implementation of the European General Data Protection Regulation (GDPR), which entered into force in 2018.

Since then, all Crédit Agricole S.A. entities have adopted a set of standards, procedures and controls relating to the management and protection of personal data, including those of their employees. The system of mandatory compliance training for all employees in France and abroad will be strengthened in 2022 with regard to the protection of personal data (see Chapter 2, part 3.3.2 "A group committed to protecting the interests of its customers and the trust of its stakeholders").

Avoiding discrimination in the access to financial and insurance products and services by supporting the most financially vulnerable customers

In order to be useful to all its customers and to prevent the risk of discrimination in access to financial and insurance services, Crédit Agricole has been committed for several years to a process of financial inclusion and support for the most financially vulnerable customers. The Group shows its commitment to this approach by committing to preventing over-indebtedness and improving access to credit and insurance for those customers. To illustrate this, the Group offers products that are accessible to all, such as LCL Essentiel.

To prevent and manage situations of over-indebtedness, specific support measures (personalised support agency, national unit and adapted offer) have been set up by Crédit Agricole Consumer Finance and LCL; these can be offered to customers when a situation of financial vulnerability is found. In addition, Crédit Agricole Consumer Finance has rolled out measures to support vulnerable customers, and specifically initiatives to help customers in France, Morocco, Italy, Germany and Portugal learn how to manage their finances.

Within Crédit Agricole Assurances, Pacifica's health insurance products for private individuals are supportive and responsible: there is no medical screening, the coordinated healthcare programme is followed, a minimum refund applies and preventive treatment is covered. In addition, its health insurance products have included full healthcare cover since 1 January 2020, to ensure "zero out-of-pocket payments" for our customers and thus avoid any failure to seek treatment for financial reasons. Pacifica offers a supplementary health insurance programme for low-income households (resulting from the merger in 2019 of the ACS and CMU-C schemes), with a regulated and free or subsidised single level of cover. Crédit Agricole Assurances also abides by the AERAS agreement, which facilitates access to insurance and loans for persons who currently have or have had serious health problems, and offers adapted policies through its subsidiary, CACI, a loan insurer.

As France's leading provider of housing finance, the Crédit Agricole Group contributes more specifically to social housing. In November 2020, LCL signed a partnership agreement with Action Logement, a leading player in social housing, which will give its customers access to personalised advice and a wider range of services (see Chapter 2, part 3.5.1.2 "Strengthening of actions to prevent societal risks").

Refer to the glossary on page 715 for the definition of technical terms.

Relationships with employees of Crédit Agricole S.A.

On 31 July 2019, Crédit Agricole S.A. signed an International Framework Agreement with the global union federation for the private services industry, UNI Global Union. This global agreement covers human rights, fundamental labour rights and the development of social dialogue. It reinforces the commitments of Crédit Agricole S.A. by offering the same basic level of social rights to all its employees, regardless of where they work, and by helping to improve working conditions. This agreement provides a frame of reference for Crédit Agricole S.A.'s 75,711 employees in the 44 countries where it operates.

Maintaining occupational health and ensuring fair social protection

Crédit Agricole S.A. ensures that its facilities provide a healthy working environment for its employees. It also provides prevention, information and support services for employees (free screening campaigns and vaccinations, ergonomic advice, nutrition and stress management, personalised support for employee carers, etc.).

Measures to prevent psychosocial risks (freephone numbers, counselling service) are available within Crédit Agricole S.A. In addition, specific attention is paid to the situation of employees in light of organisational transformations and, if necessary, accompanying measures are put in place (training, awareness-raising, collective agreements).

Crédit Agricole S.A. is also actively involved in the social protection of all its employees, particularly in matters related to health, retirement, death, and short and long-term disability. Since 2017, a supplementary hospitalisation scheme has been in place at the Crédit Agricole S.A. level in France. Since 2020, the *Take Care* programme has provided access to health and provident schemes (death, short and long-term disability coverage) for employees of international retail banks situated in four countries (Egypt, Morocco, Serbia and Ukraine).

The International Framework Agreement of 31 July 2019 includes a strong commitment to parenthood, since it sets out the principle of 16 weeks' paid maternity leave for all employees of Crédit Agricole S.A. from 1 January 2021. It also recommends that entities introduce adoption or paternity leave in order to take into account the different situations of parenthood.

Lastly, the Agreement includes a major commitment to employee benefits (short and long-term disability, death and health); it calls for an inventory of all employee benefits systems in effect in the entities, in order to map current practices in relation to their national and professional context. This map, updated in 2021, showed that there had been no failure to comply with local statutory requirements in terms of health and social security. In 2021, a survey conducted in association with Mercer on social security, health and maternity benefits, and on the international rollout of maternity leave, found that 99.97% of Crédit Agricole S.A. employees are entitled to 16 weeks of maternity leave (see Chapter 2, part 3.5.2.5 "Attractive and secure working environment").

Ensuring the safety and security of employees

Crédit Agricole S.A. seeks to ensure the safety and security of its employees and of visitors, customers and service providers at its facilities. Due to the health crisis caused by the Covid-19 pandemic, the Group was particularly focused on the measures to be taken to protect the health and safety of employees and their working conditions. The Group regularly updated these measures as the health crisis unfolded, working in conjunction with occupational health services and employee representatives, in line with the decisions and recommendations of the public authorities (see Chapter 2, part 3.5.2.5 "Attractive and secure working environment").

The Physical Security and Safety department (*Direction sécurité-sûreté* – DSS), which reports to the General Secretariat, coordinates and oversees the Physical Security and Safety business line. This includes all Security and Safety Prevention Managers (*Responsables sécurité-sûreté prévention* – RSSP) within each entity, dedicated bodies with the Group Security and Safety business line, the Group Security and Safety Committee, and the Group Security Committee, and relies on discussions with other departments involved in crisis management, where necessary. Crédit Agricole Group has issued a procedure describing the general framework, organisation and operation of this business line and summarising the tasks entrusted to the Physical Security and Safety department. The procedure is currently being updated in line with the Group's operational policies and security standards.

The DSS analyses and monitors any security threats and risks faced by Crédit Agricole Group in coordination with the national security authorities in France and abroad. It determines and disseminates the operational security policies applicable by all Group entities, concerning "Physical security and safety of non-commercial buildings", "Security of travellers and expatriates", "Monitoring and crisis management relating to the security of persons and property", "Event security", "Executive protection", and "Security and safety checks of individuals and property".

These policies are accompanied by action plans such as the special safeguarding plan. To prevent physical risks that could affect people and property, the DSS is involved in developing the crisis management system coordinated by the team tasked with overseeing control systems within the Operational and IT Risks section of the Group Risk Management department. This is in charge of the business continuity plan, including the emergency response procedures, which are also part of the Group's crisis management system (see Chapter 5 "Risks and Pillar 3", part 2 "Risk management", "Business continuity plans").

The Group's security strategy is based on anticipating, preventing and training employees to adopt appropriate behaviours and acquire effective safety practices. To that end, two e-learning courses are offered to all employees. The first, available since 2018, covers what to do in the event of a terrorist attack. This was submitted by the DSS to the Consultation Committee, composed of representatives from the trade unions represented within Crédit Agricole S.A.; the second, which covers what to do in the event of a security incident (e.g. fire and evacuation procedures), was approved by the Group Security Committee and has been mandatory since the end of 2020 for all employees of Crédit Agricole S.A. These courses are also offered to the Regional Banks. In addition, fire prevention awareness actions are carried out at the Group's sites, alongside regulatory evacuation drills, and "evacuation team member" training is offered to staff volunteers.

To strengthen the safety culture within the Group, the DSS hosts a dedicated page on the Group intranet. Videos on health and safety regulations have also been distributed with campus information materials. In 2022, Group entities will organise a joint initiative to mark the World Day for Safety and Health at Work. The DSS is in charge of coordinating the safety part. A project has been launched to overhaul safety procedures at the Evergreen and SQYPark campuses, involving more than 15,000 employees of Crédit Agricole S.A. The project is due to be completed in 2023.

Combating discrimination

Crédit Agricole S.A. is a signatory to the Diversity Charter and has been committed to an approach aimed at promoting diversity and gender balance for several years. This diversity policy, which is based on the principles of non-discrimination and the integration of career and age diversity, takes the form of agreements on topics such as non-discrimination in recruitment, training, promotion, remuneration and the life-work balance. Training and awareness-raising activities are regularly implemented within Crédit Agricole S.A. and annual indicators make it possible to monitor the results of the measures implemented.

Furthermore, in order to help reduce unjustified wage gaps between women and men, a gender equality index has been created pursuant to the Law of 5 September 2018 on the freedom to choose one's professional future. This index allows companies to measure their progress in this area and, if necessary, to implement corrective actions. This year, most entities obtained a stable or improved score compared to 2020, including Crédit Agricole S.A. corporate entity, which reached 89/100.

The International Framework Agreement of 31 July 2019 also provided for concrete measures applicable at each stage of the career path to ensure gender equality.

Lastly, employment and integration of people with disabilities have been the subject of a proactive policy since 2005 under three-year Disability agreements. The number of people hired who have a disability and the volume of purchase contracts signed with the sheltered and disability-friendly sector are among the indicators measured annually. On 23 December 2019, Crédit Agricole S.A. and employee representatives signed a sixth three-year agreement (2020-2022) on the employment of people with disabilities. With this agreement, Crédit Agricole S.A. pledged to include more people with disabilities within its entities by 2022. Since the first agreement was signed in 2005, the employment rate of people with a disability has increased from below 2% in 2005 to 5% (provisional rate for 2021), and the volume of purchases from inclusive companies has increased sixfold. In 2021, Crédit Agricole S.A. hired 52 employees with disabilities, 22 of whom were taken on with permanent contracts. The International Framework Agreement also confirms the importance of this commitment to disabilities (see Chapter 2, part 3.5.2.3 "Diversity of human capital, as a driver of our managerial and cultural transformation").

Maintaining a social dialogue within the Group

Crédit Agricole S.A., through its Group Human Resources Department and representatives of the Human Resources function within each entity, maintains an active social dialogue with all relevant stakeholders.

This dialogue is organised at several levels to take into account the multiplicity of Crédit Agricole Group's locations in Europe. Fourteen countries (representing more than 90% of Crédit Agricole's employees) are represented on the European Works Council, which meets annually; similarly, in France twice a year, employee representatives and management discuss the Group's strategy and social and economic situation.

Moreover, two other bodies within Crédit Agricole S.A. help to maintain a social dialogue: a Consultation Committee in which executives can present their projects and engage in discussions with employee representatives; monthly meetings of union representatives, which are intended to foster an exchange of views, maintain a local dialogue and explain strategic developments in the Group's business lines.

In view of the importance of the trade unions, whose role is an integral part of the Group's life, on 8 March 2019 Crédit Agricole S.A. signed an "Agreement on the career path of staff representatives". This seeks to encourage involvement in staff representation and to highlight the benefits of the role of staff representative for career development. Through this agreement, Crédit Agricole S.A. is committed to promoting the attractiveness of trade union and elected positions among employees wishing to become involved in social dialogue within its entities. Crédit Agricole S.A. is also committed to facilitating and ensuring equal access to trade union and elected positions for women and men, and to combating all forms of discrimination based on holding such office. In 2021, training and awareness-raising initiatives on social dialogue for employees, managers and staff representatives were carried out within Crédit Agricole S.A. (see Chapter 2, part 3.5.2.7 "Social progress").

Relationships with suppliers and sub-contractors

Ensuring that suppliers and sub-contractors with whom we have an established relationship accept commitments related to the vigilance system of Crédit Agricole S.A.

Crédit Agricole S.A. has a "Responsible Purchasing" policy that applies to the entire Crédit Agricole Group. Common to all employees and suppliers, it seeks to ensure that when making a purchase, consideration is given to whether there is an actual need for the item, and to its economic aspects. The policy is implemented via a "Responsible Purchasing" programme, rolled out across Crédit Agricole S.A. and shared with the Regional Banks.

This programme, designed jointly with our suppliers and internal specifiers, enabled Crédit Agricole S.A. to receive the "Responsible Supplier Relations and Purchasing" label, which is awarded by the French Ombudsman and the National Purchasing Board (CNA) and includes ISO 20400 requirements.

The organisation and action plans that the Group has put in place as part of the Responsible Purchasing programme enable us to exercise our duty of vigilance in relations with our suppliers and sub-contractors, with centralised management by the Group Purchasing department, dedicated governance (Group Supplier Risk Committee), reciprocal commitments to suppliers formalised in our contracts (Responsible Purchasing Charter and specific clause relating to respect for human rights), and ongoing dialogue with our suppliers and sub-contractors.

Refer to the glossary on page 715 for the definition of technical terms.

"Responsible purchasing" policy and vigilance plan

The Crédit Agricole Group "Responsible Purchasing" policy

"Supplier Relations and Responsible Purchasing" label awarded to all Crédit Agricole S.A. subsidiaries

Reciprocal commitments with all our suppliers

Included in contracts:

A "**Responsible Purchasing Charter**" that formalises the reciprocal commitments between Crédit Agricole S.A. and its suppliers, based on the fundamental principles of the United Nations Global Compact.

A specific clause on "Respect for human rights, environmental protection and combating corruption"

Permanent internal control system to ensure that the Charter and clause are correctly embedded in all supplier contracts.

Continuous dialogue with our suppliers

- **Regular surveys of our suppliers and in-house decision-makers.**
- **Annual Supplier Meetings.**
- **Regular business** reviews with major and recurring suppliers of Crédit Agricole S.A. and its subsidiaries.

Oversight by the Group Purchasing Department for Crédit Agricole S.A. and its subsidiaries

The CSR Purchasing, Training and Communication division in the Group Purchasing department oversees and leads Responsible Purchasing for the Group's subsidiaries and monitors its success.

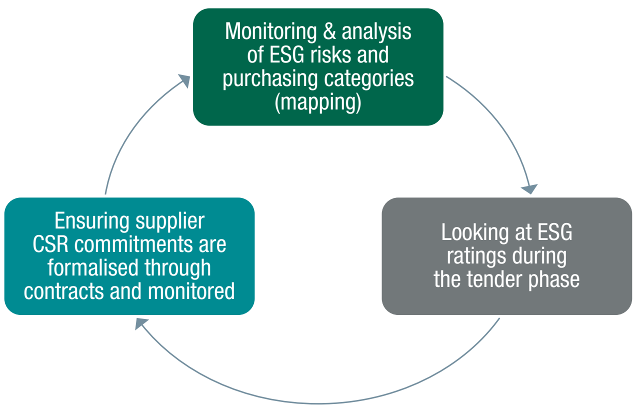
A CSR training plan for purchasers that includes an e-learning module entitled "Responsible Purchasing" available to all employees via the common platform of the Crédit Agricole training institute (IFCAM).

A KYS (Know Your Supplier) System to broaden the Group's approach to evaluating supplier risk and compliance (scoring, adverse news screening etc.).

A Crédit Agricole Group Supplier Risk Committee (meets quarterly): The results from the supplier analyses and screening checks are presented to the Committee which is responsible for determining whether to continue – or terminate – the relationship with the supplier.

Assessing and managing significant Environmental, Social and Governance (ESG) risks in our Purchasing

The ESG risk management approach led by the Group Purchasing department incorporates the complementary aspects of risk identification, assessment and mitigation.



In 2018, the Group Purchasing Department finalised the introduction of its risk mapping by identifying, analysing and prioritising the categories of purchases presenting risks based on ethical, social and environmental criteria.

This approach has made it possible to prioritise purchasing categories according to four levels of ESG risk based on the intrinsic gravity of a risk and its probability of occurrence. For categories with the highest levels of risk (real estate projects, promotional items, IT hardware and servers), the Group Purchasing department has decided to strengthen its CSR assessment system and apply specific risk prevention measures (diagnosis, recommendations and CSR issues specific to the offer), in addition to the general measures taken as part of the "Responsible Purchasing" policy.

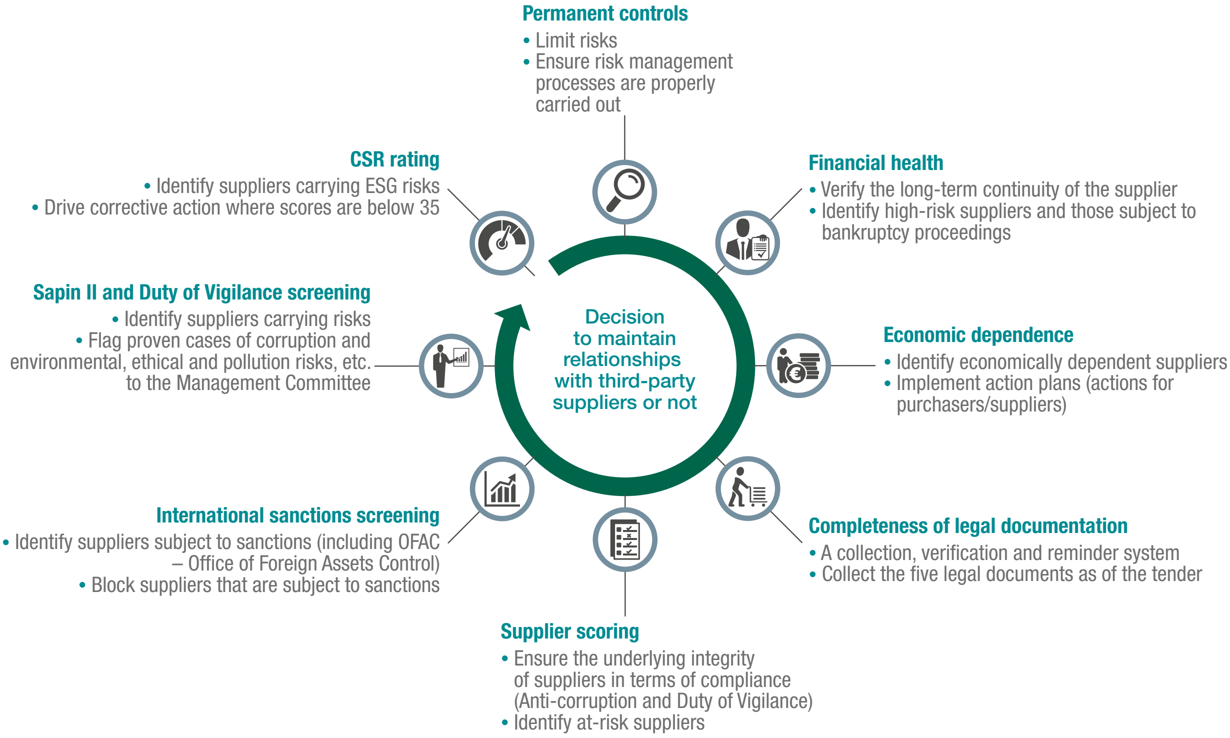
The three categories identified are the subject of a progress plan drawn up with our suppliers and specifiers and then broken down into specific actions to address different issues related to the varying levels of maturity of suppliers with regard to CSR:

During the call for tenders phase, an evaluation is carried out of the CSR performance of the supplier as well as that of the offer, based on a documentary audit. The evaluation of the supplier's CSR performance has been entrusted since 2012 to an independent and specialised third party, EcoVadis. The score obtained on the CSR criteria is an integral part of the selection of a product or service in the allocation of the contract to the supplier. It represents 15% of the overall score. A guide has also been jointly drawn up by buyers and representatives of internal specifiers and suppliers to help buyers incorporate CSR criteria into their calls for tenders.

In 2020, the Group Purchasing department supplemented this system by working with three other banks and a third-party evaluator to launch an on-site audit process on human rights and environment, health and safety, for common purchasing categories.

The Group Purchasing department has also refined its approach to assessing the risk and compliance of suppliers with a KYS (Know Your Supplier) system. This is described in a master procedural note consisting of three technical memos on the scoring, screening and identification of suppliers. Scoring makes it possible to prioritise risk levels and, for suppliers that present the highest level of risk, results in a closer frequency of adverse news screening (negative information relating particularly to the environment, respect for human rights, employee health and safety) (weekly frequency). The results of these analyses are presented to the Group Supplier Risk Committee, which is responsible for determining whether to continue – or terminate – the relationship with the supplier.

A 360° vision of oversight on supplier risk and compliance



Additional elements relating to the approach taken by the Group Purchasing department, particularly concerning inclusive purchases, are presented in the non-financial performance statement (see Chapter 2, part 3.5.4 "Responsible purchasing").

Financing and investment activities of Crédit Agricole S.A.

Assessing and managing major direct environmental, social and governance (ESG) risks in our financing and investments

For several years, Crédit Agricole S.A. has been committed to an approach that integrates ESG risks into its decision-making criteria.

Investments

As a signatory to the Principles for Responsible Investment (PRI) since their launch in 2006, Amundi includes ESG criteria in its analysis process and investment decisions, in addition to financial criteria. Accordingly, Amundi's ESG policy is as follows:

- a strict exclusion policy for issuers (companies and States) that do not meet the ESG criteria adopted by the Group;
- a systematic ESG analysis of companies, summarised by a proprietary ESG rating, consisting of several criteria based on both international standards and the assessments of recognised rating agencies, which takes into account major environmental, social and governance issues such as climate change, child labour and transparency in business conduct;
- distribution of ESG ratings to all managers;
- a commitment policy aimed at developing companies towards best practices;
- a voting policy that integrates ESG issues.

Amundi has set itself the objective of systematically taking ESG considerations into account in its voting policy, based on a three-year action plan (https://www.amundi.fr/fr_instit/local-content/responsible-investment/un-plan-d-actions-esg-a-3-ans) and a department dedicated to responsible investment.

The Crédit Agricole Assurances Group has also been a signatory to the Principles for Responsible Investment (PRI) since 2010. In 2017, it developed and published a CSR policy, based on a mapping of the CSR risks associated with its activities, which defines its framework for action and is divided into its three business lines: insurer, investor and employer. This policy describes its approach to integrating extra-financial criteria into its investment processes.

Crédit Agricole Assurances applies the same exclusion policy for issuers that do not meet the Group's ESG criteria, based on the list of excluded issuers maintained by Amundi. Government debt securities issued by the countries on that list are therefore excluded from investments. Except in justified cases, private issuers domiciled in those countries are also excluded (see Chapter 2, part 4.2 "Incorporating ESG criteria into the investment and asset management policies").

Refer to the glossary on page 715 for the definition of technical terms.

Financing

In the area of project financing, Crédit Agricole CIB has developed a system for assessing and managing risks resulting from the environmental and social impacts of transactions and customers, which is described in its CSR Policy published in 2017 and codified in a governance rule.

Since 2003, Crédit Agricole CIB has been guided by the Equator Principles, to which it adhered from the onset. These principles are a voluntary commitment to carry out a detailed analysis of the environmental and social aspects of each new project financing and to require that projects be developed and operated in accordance with the environmental and social standards of the International Finance Corporation (IFC).

This ESG risk management system is based on three pillars:

- the application of the Equator Principles provides an appropriate methodological framework for assessing ESG risks for operations directly related to a project;
- the CSR sectoral policies published by the Group, which specify the criteria for analysis and exclusion in all transactions for sectors where social and environmental issues have been identified as the most important: arms, energy, mining, transportation, transport infrastructure, construction, agriculture and forestry (https://www.credit-agricole.com/responsable-et-engage/notre-strategie-rse-etre-acteur-d-une-societe-durable/nos-politiques-sectorielles);
- an analysis of the environmental or social sensitivity of transactions or customers regarding the management of the environmental and social impacts related to the projects financed or the customers' CSR approach, which is assessed in accordance with the principles of the sectoral policies of the Bank.

This mechanism for assessing and managing environmental and social risks is supervised by an umbrella committee, the Committee for the Evaluation of Transactions presenting an Environmental or Social Risk (CERES), chaired by the Head of Crédit Agricole CIB's Compliance function (see Chapter 2, part 4.3 "Integrating ESG issues into the financing of large corporates").

Paying particular attention to climate risk management in financing and investing

Mindful of the increase in global warming caused by greenhouse gas (GHG) emissions, Crédit Agricole was keen to strengthen its actions and commitments towards the energy transition and the integration of climate risks by adopting a Group climate strategy in 2019. All Crédit Agricole S.A. entities shall apply this strategy, in line with the 2015 Paris Agreement, which obliges signatory States to limit global warming to +2°C by 2100, based on the recommendations of the Intergovernmental Panel on Climate Change (IPCC). It is aimed at the gradual reallocation of its financing and investment portfolios and assets under management to support our customers in the energy transition. In addition, Crédit Agricole Group has decided to set aside significant resources to define targets and trajectories aligned with a net zero scenario by 2050. The trajectories are accompanied by action plans to manage the pace of their implementation (see Chapter 2, part 3.4 "Environmental strategy").

The Group has set up a dedicated governance structure to steer its climate strategy, with the mission of reconciling the economic development of territories and the climate trajectory (see Chapter 2, part 3.2.2 "Governance of extra-financial performance", "Governance of the Societal Project and the ESG strategy").

For a number of years, it has undertaken work designed to better understand and manage climate risks and aims to continue to do so by:

- quantifying the carbon footprint of its financing and investment portfolio;
- drawing up sector policies for the sectors covering over 80% of this footprint;
- gradually introducing an analysis linked to the consideration of global warming issues and a carbon price in the analysis of credit files. The goal is to determine the most relevant climate risk or risks for the Bank and to develop a methodology to assess and manage them.

Particular attention paid to climate risk management has also resulted in the revision of the Group's sectoral policy on energy in the oil and gas sector, with the restriction of the financing of non-conventional hydrocarbons (oil, shale gas, tar sands and protection of the Arctic zone)[(1)]. This development is in addition to the general policy of withdrawing finance from the coal industry, initiated in 2015 and reinforced in 2019 with a view to exiting thermal coal by 2030 in EU and OECD countries.

A detailed description of approaches to integrating ESG and climate risks into financing and investment activities is presented in the non-financial performance statement (see Chapter 2, part 4 "ESG risk management: financial materiality").

Alert and notification system

In order to strengthen risk prevention, the centralised system for reporting alerts and collecting notifications made available to all Crédit Agricole Group employees as part of the fight against fraud and corruption was extended in 2018 to allow facts falling within the scope of the Group's duty of vigilance and ethical commitments, as defined in its Code of Ethics and in the Codes of conduct adopted by each entity.

This system, the development of which has been shared with Crédit Agricole S.A.'s representative trade unions, is open to Group employees, outside contractors and temporary staff, to sub-contractors and suppliers, and to any third party wishing to file a report. To facilitate the transmission of reports relating to, among other things, human rights, health and safety or the environment, these can now be made via a digital reporting and alert processing tool. This secure platform, available 24/7 from a single independent link https://www.bkms-system.com/groupe-credit-agricole/alertes-ethiques, is available in 11 languages (French, English, German, Spanish, Italian, Dutch, Portuguese, Polish, Ukrainian, Serbian and Romanian).

The details of the person filing the report, the facts of the case and the persons involved will remain confidential. When the person filing the report acts disinterestedly and in good faith regarding the facts personally known to them, they are entitled to statutory whistleblower protection. They can choose either to give their name or remain anonymous, but they will still be able to converse with the person responsible for handling the alert via the secure "dialogue box".

The system covers the entire Crédit Agricole Group: more than 300 entities with around 550 employees can use the tool to handle alerts. It facilitates the quantitative and qualitative analysis of alerts (number and type of alerts) which contributes to the assessment of the risks of non-compliance and the evolution of the prevention measures implemented. To date, and since its introduction in 2018, more than 200 reports have been filed and processed, including reports covered by the duty of vigilance.

As part of this rollout, support measures have been made available to the entities: creation of a shared documentation area, distribution of guides for employees responsible for alerts, training of users of the alert processing tool.

(1) https://www.credit-agricole.com/en/responsible-and-committed/our-csr-strategy-be-an-actor-of-a-sustainable-society/our-sector-policies.

An Alert Management Committee was also set up in October 2019, which intervenes as necessary, depending on the sensitivity of an alert. It meets at least once a year to analyse the whistleblowing system, including the statistical elements, the reason for alerts and their geographical origin (see Chapter 2, part 3.3, "Ethics", "Right to issue an alert").

System for monitoring the actions implemented and evaluating their performance

Crédit Agricole S.A.'s vigilance plan consists of complementary risk prevention policies, each with its own governance, processes and associated action plans. These cover the areas of vigilance determined by Crédit Agricole S.A. and are monitored with overall coordination at the highest level of the company. The monitoring of the actions implemented is based on indicators of means or results to ensure that they effectively meet the objectives of the law. A summary of these indicators is presented at the end of the report on the 2021 vigilance plan.

The management of extra-financial risks in the Crédit Agricole Group covers a broader scope than the vigilance plan of Crédit Agricole S.A. and its subsidiaries, particularly under its Societal Project and due to its voluntary commitments, which go beyond the legal framework and extend throughout Crédit Agricole Group. Consequently, the indicators published in the non-financial performance statement may supplement the vigilance plan monitoring indicators mentioned in this report.

Finally, FReD is the internal system for promoting and assessing the ESG culture of Crédit Agricole S.A. The average of each entity's progress evaluation provides an index: "Group FReD index", which has an impact on the variable remuneration of Crédit Agricole S.A.'s executives. (see chapter 2, part 3.2.3 "ESG performance tool for employee contribution").

Area of vigilance	Means/results indicator	2021	Scope[1]	2020	Scope	2019	Scope
Preventing the risks associated with cybercrime and ensuring the security of customers' personal data and the transparency of their use	Percentage of employees trained in cyber risks (over a rolling three-year period)	87.3	Crédit Agricole S.A.	88.5	Crédit Agricole S.A.	N/A	
	Percentage of Crédit Agricole S.A. entities participating in the FReD approach that have communicated the Group Code of Ethics to their employees	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.
	Number of Crédit Agricole S.A. entities participating in the FReD approach that have circulated a Code of Conduct	17	Crédit Agricole S.A.	16	Crédit Agricole S.A.	15	Crédit Agricole S.A.
Preventing discrimination in access to financial services and insurances	Number of financially vulnerable customers supported	11,607	LCL, CA Consumer Finance France	11,290	LCL, CA Consumer Finance France	6,336	LCL, CA Consumer Finance France
Maintaining occupational health and ensuring equity in social protection	Average number of days' absence per employee	16.7		19.8		18	
	• *Average number of days' absence per employee as a result of an industrial accident*	*0.2*		*0.3*		*0.4*	
	• *Average number of days' absence per employee for reasons related to parenthood*	*5.3*		*5.3*	Crédit Agricole S.A.	*5.8*	Crédit Agricole S.A.
	• *Average number of days' absence per employee for other reasons*	*11.2*		*14.3*		*11.8*	
Ensuring the safety and security of employees	Percentage of entities having trained their employees in safety habits (practice)	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.
	Percentage of employees trained in security habits (e-learning)	100	Crédit Agricole S.A. (France)	N/A		N/A	
	Percentage of employees trained in safety habits (e-learning)	50.67	Crédit Agricole S.A. (France)	50.67	Crédit Agricole S.A. (France)	50.67	Crédit Agricole S.A. (France)
	Percentage of expatriate employees in countries identified as "high risk", registered in the Travel Security monitoring tool	100	Crédit Agricole S.A.	85.71	Crédit Agricole S.A.	100	Crédit Agricole S.A.

Refer to the glossary on page 715 for the definition of technical terms.

Area of vigilance	Means/results indicator	2021	Scope[(1)]	2020	Scope	2019	Scope
Combating discrimination	Percentage of women in the highest decision-making bodies (i.e. the highest decision-making body of each entity, namely the Executive Committee when there is one or, failing that, the Management Committee)	24	Crédit Agricole S.A.	24	Crédit Agricole S.A.	23.9	Crédit Agricole S.A.
	Employment rate of people with disabilities in France *(as a %)*	5 (provisional rate)	Crédit Agricole S.A. (France)	4.99	Crédit Agricole S.A. (France)	3.58	Crédit Agricole S.A. (France)
Maintaining a social dialogue within the Group	Number of collective agreements signed by Crédit Agricole S.A. entities:		Crédit Agricole S.A.		Crédit Agricole S.A.		Crédit Agricole S.A.
	• in France	106		108		125	
	• outside France	124		109		80	
Ensuring that suppliers and sub-contractors with whom we have an established relationship accept commitments related to the Group's vigilance system	Percentage of contracts of the types made available by Crédit Agricole S.A. to its subsidiaries that include the "Duty of vigilance" clause	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.	100	Crédit Agricole S.A.
	Percentage of contracts with active suppliers (>€50K) that include the "duty of vigilance" clause *Methodology: sampling*	80	Crédit Agricole S.A. corporate entity	79	Crédit Agricole S.A. corporate entity	72	Crédit Agricole S.A. corporate entity
Assessing and managing significant environmental, social and governance (ESG) risks in our purchasing	Percentage of Crédit Agricole S.A. buyers who have completed the "Responsible Purchasing" training	86	Crédit Agricole S.A.	85	Crédit Agricole S.A.	77	Crédit Agricole S.A.
	Percentage of suppliers with a CSR assessment by EcoVadis in calls for tenders	53	Crédit Agricole Group	67.7	Crédit Agricole Group	46.7*	Crédit Agricole Group
	• Number of suppliers assessed	2,622		2,179		1,684	
ESG strategy (Financing)	Percentage of corporate customers evaluated on CSR criteria	100	Crédit Agricole CIB	100	Crédit Agricole CIB	100	Crédit Agricole CIB
ESG strategy (Investments)	Outstandings incorporating an ESG filter *(in billions of euros)*	812,1	Amundi	355.9	Amundi	310.9	Amundi
Climate Strategy	Scope 3 GHG emissions *(in $MMTCO_2e$)*	147	Crédit Agricole Group	143	Crédit Agricole Group	139	Crédit Agricole Group
Alert follow-up	Number of alerts per year in the BKMS tool	126 (of which 14 relate to human and environmental rights)	Crédit Agricole S.A.	83 (of which 7 relate to human and environmental rights)	Crédit Agricole S.A.	24	Crédit Agricole S.A. (entities in which the tool was deployed in 2019)

(1) "Crédit Agricole S.A." refers to "Crédit Agricole S.A. and its subsidiaries" in this table.

** The percentage published in 2019 (cumulatively since 2014) was 59%. The percentage for 2019 alone is 46.7%.*

2. ADDITIONAL INFORMATION ON CORPORATE OFFICERS

2.1 COMPOSITION OF THE BOARD OF DIRECTORS

Main office within the Company at 31 December 2021	Age	1st term of office/Term of office ends	Attendance	Areas of expertise	Committees: Chairman: Green Member: Black
DOMINIQUE LEFEBVRE[1] *Chairman of the Board of Directors*	60	2015[1]/2022	100%	Banking, finance - Sustainable development and biodiversity - Energy transition - Local and territorial development/responsible agriculture	Strat/CSR; CNG
RAPHAËL APPERT *Representing SAS Rue La Boétie* *Deputy Chairman of the Board of Directors*	60	2017/2024	100%	Banking, finance - Management of major organisations - Strategy and development	CNG; Strat/CSR
AGNÈS AUDIER *Independent Director*	57	2021/2023	100%	Management of major organisations - Strategy and development - Digital and innovation	COREM; Audit
OLIVIER AUFFRAY *Director*	53	2021/2024	100%	Banking, finance - Corporate management - Local and regional development - CSR	
PIERRE CAMBEFORT *Director*	57	2020/2022	100%	Banking, finance - Management of major organisations - Digital and innovation and cybersecurity	Risk; US
MARIE-CLAIRE DAVEU *Independent Director*	50	2020/2023	100%	CSR - Sustainable development and biodiversity - Strategy and development - International	Risk; COREM
DANIEL ÉPRON[2] *Director*	65	2014/2023	100%	Banking, finance - Corporate management - Local and regional development - CSR	COREM; Strat/CSR
JEAN-PIERRE GAILLARD *Director*	61	2014/2022	100%	Banking, finance - Corporate management - Local and regional development - CSR	Audit; CNG
NICOLE GOURMELON *Director*	58	2020/2024	100%	Banking, finance - Strategy and development - Management of major organisations	Strat/CSR
FRANÇOISE GRI *Independent Director*	64	2012/2023	100%	Digital and innovation and cybersecurity - Management of major organisations - Strategic planning and risks	Risk; US; Audit; COREM; Strat/CSR
JEAN-PAUL KERRIEN *Director*	60	2015/2022	100%	Banking, finance - CSR - Responsible agriculture - Digital and innovation	Risk
MARIANNE LAIGNEAU *Independent Director*	57	2021/2024	100%	Management of major organisations - CSR - Energy transition - Strategy and development	CNG
CHRISTIANE LAMBERT *Director representing professional farming associations*	60	2017/2023	45%	Corporate management - Management of major organisations - CSR Responsible agriculture	
CHRISTOPHE LESUR *Director representing employee shareholders*	49	2021/2024	100%	IT risks - CSR – Social issues - Banking, finance	
PASCAL LHEUREUX *Director*	59	2020/2023	100%	Banking, finance - Corporate management - CSR - Responsible agriculture	COREM

(1) Chairman since 2015 (2007-2009: Director as natural person; 2009-2015: representing SAS Rue La Boétie).
(2) Age limit – term of office ends May 2022.

Refer to the glossary on page 715 for the definition of technical terms.

Main office within the Company at 31 December 2021	Age	1st term of office/Term of office ends	Attendance	Areas of expertise	Committees: Chairman: Green Member: Black
ALESSIA MOSCA *Independent Director*	46	2021/2023	100%	International - Responsible governance - Geopolitics and international economy	Audit; US; CNG
GÉRARD OUVRIER-BUFFET(2) *Director*	64	2013/2023	100%	Banking, finance - Management of major organisations - Strategy and development	Audit
CATHERINE POURRE(2) *Independent Director*	64	2017/2023	100%	Accounting - Risk - Audit - Management of major organisations - Strategy and development	Audit; Risk; Strat/CSR
LOUIS TERCINIER *Director*	60	2017/2024	100%	Banking, finance - Corporate management - Local and regional development Responsible agriculture	
CATHERINE UMBRICHT *Director representing employees*	54	2021/2024	100%	Banking, finance - Digital innovation and cybersecurity	COREM
ÉRIC WILSON *Director representing employees*	50	2021/2024	100%	CSR - Social issues - Banking, finance - Digital and innovation	
PASCALE BERGER *Non-voting Director* *Crédit Agricole Regional Banks Employee Representative*	60	2021/2024	100%	CSR - Social issues - Banking, finance - Regulation and Governance	
SONIA BONNET-BERNARD *Non-voting Director*	59	2021/2024	100%	Banking, finance - International - Management of major organisations	Audit; Risk
HUGUES BRASSEUR *Non-voting Director*	56	2021/2024	100%	Accounting, Risk - Audit - Corporate management - International	
BERNARD DE DRÉE *Representative of the Social and Economic Committee*	67	2012/2022	100%	CSR - Social issues - Banking, finance - Digital/innovation and cybersecurity	

(1) Chairman since 2015 (2007-2009: Director as natural person; 2009-2015: representing SAS Rue La Boétie).
(2) Age limit – term of office ends May 2022.

Risk Committee:	Risks 5 members & 1 non-voting Director	Compensation Committee:	COREM 6 members
US Risks Committee:	US 3 members	Appointments and Governance Committee:	CNG 6 members
Audit Committee:	Audit 6 members & 1 non-voting Director	Strategy and CSR Committee:	Strat/CSR 7 members

2.2 POSITIONS AND FUNCTIONS HELD BY CORPORATE OFFICERS

Crédit Agricole S.A. Board of Directors at 31 December 2021

Dominique Lefebvre

Main office within the Company: **Chairman of the Board of Directors**
Chairman of the Strategy and CSR Committee
Member of the Appointments and Governance Committee

Business address: Val-de-France Regional Bank – 1, rue Daniel-Boutet – 28002 Chartres – France

Biography

Dominique Lefebvre has held numerous positions within professional farming associations. He got involved in Crédit Agricole's working bodies very early on and, in 1995, was elected Chairman of Crédit Agricole de la Beauce et du Perche, now Crédit Agricole Val-de-France (1997). He also holds several national positions. Initially elected member of the *Bureau of the Fédération nationale du Crédit Agricole* – FNCA – in 2004, he became Deputy Chairman thereof in 2008, then Chairman in 2010. In this capacity he also was Chairman of SAS Rue La Boétie, Crédit Agricole S.A.'s majority shareholder, before being elected Chairman of Crédit Agricole S.A. in November 2015.

Age: 60

French nationality

Date first appointed: November 2015[(1)]

Term of office: 2022

Number of Crédit Agricole S.A. shares held at 31/12/2021: 4,576

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Val-de-France Regional Bank, *Fédération nationale du Crédit Agricole* – FNCA, SAS Rue La Boétie, Sacam Participations, Sacam International, *Fondation Crédit Agricole Solidarité et Développement* (CASD)
- Deputy Chairman: Sacam Développement
- Joint Manager: Sacam Mutualisation
- Director: Crédit Agricole Foundation – Pays de France

In other listed companies

–

In other non-listed companies

–

Other positions

- Chairman: Finance Commission of the Chamber of Agriculture (*Chambre d'agriculture*) of Eure-et-Loir
- Chairman: CNMCCA
- Director: Un Avenir Ensemble Foundation
- Member: French Agricultural Council (*Conseil de l'agriculture française*)
- Treasurer of ADEL – *Association Agri Développement d'Eure-et-Loir*

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Manager: Sacam Mutualisation (2021)
- Chairman of the Management Committee: GIE GECAM
- Director: SCI CAM (2021)

In other listed companies

–

In other non-listed companies

–

Other positions

- Manager: EARL de Villiers-le-Bois (2018)
- Deputy Chairman: CNMCCA (2021)

(1) *2007-2009: Director as natural person; 2009-2015: representing SAS Rue La Boétie.*

Refer to the glossary on page 715 for the definition of technical terms.

Representative of SAS Rue La Boétie:

Raphaël Appert

Main office within the Company: **Deputy Chairman of the Board of Directors**
Member of the Strategy and CSR Committee –
Member of the Appointments and Governance Committee

Business address: Centre-Est Regional Bank – 1, rue Pierre-de-Truchis-de-Lays – 69410 Champagne-au-Mont-d'Or – France

Biography

Aged 60 and a graduate of EDHEC (Lille 1983), Raphaël Appert has spent his entire career at Crédit Agricole. Having joined the network of branches of Crédit Agricole du Nord-Est in 1983, he subsequently became Manager of the Commercial Network of Crédit Agricole de la Sarthe in 1995, then Finance and Marketing Manager of Crédit Agricole de l'Anjou et du Maine in 1998. He has been Deputy General Manager of Crédit Agricole Centre-Est since 2002. In 2005, the Board of Directors of Crédit Agricole Val-de-France chose him as Chief Executive Officer. He has been the Chief Executive Officer of Crédit Agricole Centre-Est since 2010. Elected as an Officer of the Bureau of the *Fédération nationale du Crédit Agricole* in 2012, he became Deputy Corporate Secretary in 2015, then First Deputy Chairman in May 2017. Within the Crédit Agricole Group, Raphaël Appert's positions notably include those of Chairman of Sacam Développement and Chairman of the Grameen Crédit Agricole Foundation.

Age: 60

French nationality

Date first appointed: May 2017 (SAS Rue La Boétie)

Term of office: 2024

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 8,777 (personally owned)

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer: Centre-Est Regional Bank; Sacam International
- Deputy Chairman: SAS Rue La Boétie
- First Deputy Chairman: *Fédération nationale du Crédit Agricole* – FNCA
- Chairman: Sacam Développement, Grameen Crédit Agricole Foundation
- Director: Crédit Agricole Next Bank (Switzerland), Crédit Agricole Foundation – Pays de France, Sacam Participations, SAS Carvest
- Joint Manager: Sacam Mutualisation

In other listed companies

–

In other non-listed companies

- Director: Siparex Associés
- In Extenso Supervisory Board member

Other positions

- Association of the Founders and Protectors of the Catholic Institute of Lyon (*Association des fondateurs et protecteurs de l'Institut catholique de Lyon*; AFPCIL)
- Chairman of the Club of Fine Art Museums of Lyon (*Club du Musée des Beaux-Arts*)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Management Committee member: GIE GECAM (2021)
- Director: SCI CAM (2021)
- Chairman: Pacifica (2017), Crédit Agricole Assurances (2017)
- Director: Predica (2017)
- Supervisory Board member: Crédit Agricole Bank Polska (2017)
- Deputy Corporate Secretary: *Fédération nationale du Crédit Agricole* – FNCA (2017)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Agnès Audier

Main office within the Company: **Independent Director**
Chairwoman of the Compensation Committee
Member of the Audit Committee

Business address: Crédit Agricole S.A. – 12, place des États-Unis – 92120 Montrouge – France

Biography

Agnès Audier is an alumna (*ingénieure en chef*) of France's Corps des Mines, holds a degree in Physics and Chemistry and a DEA (*Diplôme d'Études Approfondies*) in Materials Science and is a graduate of IEP Paris. She began her career at the prefecture of the Île-de-France region. She previously worked with Simone Veil at the Ministry of Social Affairs and Health, then with Jean-Pierre Raffarin at the Ministry of SMEs, Trade and Crafts, where she was Head of Office. She joined the Vivendi Universal group in 1997.

There, she held the positions of Director of Strategy and Development and of Director of the VUnet division, which brought together all the group's internet activities, before joining the Havas group as Executive Vice President, Chief Performance Officer in 2003.

After one year at the Inspectorate General of Finance in 2006, she joined the Boston Consulting Group where she was a Managing Director and Partner in the Paris office for 11 years. There she specialised in digital transformation in particular.

Agnès Audier, who has been heavily involved in the social field for 30 years, is Chairwoman of SOS Seniors, a social economy company with 75 EHPADs (care and nursing homes).

Age: 57

French nationality

Date first appointed: May 2021 (Director)

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 5,000

Other current positions and functions

In Crédit Agricole Group companies

–

In other listed companies

- Independent Director and member of the CSR Committee: Worldline
- Director representing the Strategic Participation Fund; member of the Audit Committee and the Compensation Committee: Eutelsat

In other non-listed companies

- Senior Advisor: Boston Consulting Group

Other positions

- Chairwoman of the Board of Directors: SOS Seniors (not-for-profit social economy company)
- President of the Impact Tank, a new think tank dedicated to social impact (not-for-profit association)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

- Independent Director; Chairwoman of the Audit and Risk Committee: Ingenico Group (2020)

In other non-listed companies

- Associate Director: Boston Consulting Group (2018)
- Independent Director: HIME (holding company of SAUR) (2020-2021)

Other positions

–

Refer to the glossary on page 715 for the definition of technical terms.

Olivier Auffray

Main office within the Company: **Director**

Business address: Ille-et-Vilaine Regional Bank – 4, rue Louis-Braille – Saint-Jacques-de-la-Lande – CS 64017 – 35040 Rennes Cedex – France

Biography

Olivier Auffray, Chairman of the Ille-et-Vilaine Regional Bank since 2019, brings to the board experience as head of an agricultural company as well as banking expertise gained from the positions he has held at Crédit Agricole since 2006. Mr Auffray, 53 years old, who has a BTS (Vocational Training Certificate) in Agricultural Technique and Business Management, has become an expert in regional economies through the positions that he holds or has held at the Chamber of Agriculture, at ADASEA (*Société d'Aménagement des Structures d'Exploitation Agricole d'Ille-et-Vilaine* – Planning company of the agricultural farming structures of Ille-et-Vilaine), as Co-Chair of the Local Agricultural Programme in Pays de Rennes, and on the Rennes Métropole Development Committee, in addition to his experience as a Director of SPACE (the International Trade Show for Livestock). A former member of the Economic and Social Council of Brittany, over his terms he has also been a member of various committees in charge of areas such as the environment and biodiversity as well as those with more social connotations, particularly employment and attractiveness of the regions.

Age: 53

French nationality

Date first appointed: May 2021

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 50

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Ille-et-Vilaine Regional Bank, Local Bank of Pacé, Village By CA Ille-et-Vilaine
- Director on behalf of the Ille-et-Vilaine Regional Bank: UNEXO, CAEB
- Supervisory Board member: CATS
- Director: CAGIP

In other listed companies

–

In other non-listed companies

–

Other positions

- Director: SAS Territoire et Perspectives
- Director: SADIV

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Director of the Brittany Chamber of Agriculture (*Chambre d'agriculture*) (2019)
- Deputy Secretary General of the Ille-et-Vilaine Chamber of Agriculture (2019)
- Co-Chair of the Local Agricultural Programme in Pays de Rennes (2019)
- Tenured member of the Rennes Métropole Development Committee (2019)
- Member of the SPACE Board of Directors (2019)

Pierre Cambefort

Main office within the Company: **Director**
Member of the Risk Committee – Member of the US Risk Committee

Business address: Nord Midi-Pyrénées Regional Bank – 219, avenue François-Verdier – 81000 Albi – France

Biography

Pierre Cambefort graduated from Stanford University and holds an engineering degree from École supérieure de physique et de chimie of Paris. He began his career as a research and development engineer in the chemicals industry (1989). He was a volunteer under the National Service for Companies (*service national en entreprise*) programme in Frankfurt (1990-1991). In 1991 he joined Caisse Nationale de Crédit Agricole as Inspector. In 1995 he started his career within the Île-de-France Crédit Agricole Regional Bank where he held various positions, first as Head of the Risk Management unit and later in the credit development business, of which he became Head in 2000. From 2002 he headed the Marketing and Communications department. In 2004 he joined Crédit Agricole S.A. as Head of Private Individual Markets department. He became Deputy General Manager of the Centre-Est Regional Bank in 2006. Pierre Cambefort was appointed Deputy Chief Executive Officer of Crédit Agricole CIB (2010-2013). He has been Chief Executive Officer of the Nord Midi-Pyrénées Regional Bank since September 2013.

Age: 57

French nationality

Date first appointed: May 2020 (Director)

Term of office: 2022

Number of Crédit Agricole S.A. shares held at 31/12/2021: 62

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 478

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer: Nord Midi-Pyrénées Regional Bank
- Chairman and Chief Executive Officer: SA Inforsud Gestion
- Director: SAS Edokial; SAS COFILMO
- Supervisory Board member: SNC CA Technologies et Services (CATS)

In other listed companies

–

In other non-listed companies

–

Other positions

- Director: Youth Action (*Fond'actions jeunes*) Endowment Fund of Crédit Agricole Nord Midi-Pyrénées
- Director (physical representative of the Nord Midi-Pyrénées Regional Bank): SA Grand Sud-Ouest Capital, GSO Innovation, GSO Financement
- Chairman (physical representative of the Nord Midi-Pyrénées Regional Bank): SAS NMP Immo

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Chairman of the Board of Directors: SAS Crédit Agricole Payment Services (2020)
- Director: GIE Coopernic (2019); FIA-NET Europe (2019); SAS CA Chèques (2018); GIE CA Technologies et Services (2018); SA Copartis (2017)
- Supervisory Board member: SNC CA Titres (2018)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Refer to the glossary on page 715 for the definition of technical terms.

Marie-Claire Daveu

Main office within the Company: **Independent Director**
Member of the Risk Committee – Member of the Compensation Committee

Business address: Kering – 40 rue de Sèvres – Paris 75007 – France

Biography

Marie-Claire Daveu began her career as a technical advisor in the Office of Prime Minister Jean-Pierre Raffarin and subsequently was Chief of Staff to Serge Lepeltier, Minister of Ecology and Sustainable Development. In 2005 she became Director of Sustainable Development of the Sanofi-Aventis group. Between 2007 and 2012 she served as Chief of Staff to Nathalie Kosciusko-Morizet, in various offices of secretaries of state, and then at the Ministry of Ecology, Sustainable Development, Transport and Housing.

In 2012 she was appointed Director of Sustainable Development and International Institutional Relations at Kering. She defined an ambitious strategy and targets and implemented a set of best practices within the Group and its houses. Today, Kering is a recognised pioneer and leader in the field of sustainable development.

Marie-Claire Daveu is a graduate of *École nationale du génie rural, des eaux et des forêts* (ENGREF, part of IPEF). She also holds a DESS (*diplôme d'études supérieures spécialisées*) in public management from Université Paris Dauphine.

Age: 50

French nationality

Date first appointed: May 2020

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 1

Other current positions and functions

In Crédit Agricole Group companies

- Member of the Indosuez Wealth Management Board

In other listed companies

- Executive Officer of Sustainable Development and International Institutional Affairs; member of the Kering Executive Committee
- Member of the Board of Directors of SPAC Transition

In other non-listed companies

- Supervisory Board member of Ponant
- Member of the Board of Directors and Chairwoman of the Corporate Social Responsibility Committee of Albioma

Other positions

–

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Director and Compensation Committee member: Crédit Agricole CIB (2020)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Daniel Épron

Main office within the Company: **Director**
Member of the Strategy and CSR Committee – Member of the Compensation Committee

Business address: Normandie Regional Bank – 15, esplanade Brillaud-de-Laujardière – CS 25014 – 14050 Caen Cedex 4 – France

Biography

Daniel Épron is a retired farmer in the Orne region. He has held a number of elected positions, especially in the agricultural sector: Deputy Corporate Secretary of the Young Farmers' Centre (*Centre national des jeunes agriculteurs*) (1989-1992), member of the Economic, Social and Environmental Council of Basse-Normandie (*Conseil économique, social et environnemental régional de Basse-Normandie*) (1989-2013), Chairman of the Regional Chamber of Agriculture of Normandy (*Chambre régionale d'agriculture de Normandie*) (1995-2007), Regional Councillor for Basse-Normandie (2001-2004), Chairman of the Local Bank of Crédit Agricole de l'Aigle (1990-2005), Chairman of the l'Orne Regional Bank from 1995 to 1997, and, since 2006, Chairman of the Normandie Regional Bank (post merger). From 2015 to 2021 he was a member of the Economic, Social and Environmental Council (*Conseil économique, social et environnemental*) and also Deputy Chairman of the *Fédération nationale du Crédit Agricole* – FNCA.

Age: 65

French nationality

Date first appointed: May 2014

Term of office: 2023*

Number of Crédit Agricole S.A. shares held at 31/12/2021: 874

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Normandie Regional Bank, Sofinormandie
- Director: SAS Rue La Boétie, Cariparma, SCI CAM

In other listed companies

–

In other non-listed companies

–

Other positions

- Partner: SCI Samaro
- Director: Normandy Development Agency (*Agence pour le développement de la Normandie*; ADN)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Chairman CA'INNOV (2019)
- Director: Crédit Agricole Technologies et Services (2019)
- Deputy Chairman: *Fédération nationale du Crédit Agricole* – FNCA (2021)
- Management Committee member: GIE Gecam; SACAM Participations (2021)

In other listed companies

–

In other non-listed companies

–

Other positions

- Manager: GFA de Belzaise (2018)
- Member: Economic, Social and Environmental Council (*Conseil économique, social et environnemental*; CESE) (2015-2021)

* *Age limit, term of office ends: 2022.*

Refer to the glossary on page 715 for the definition of technical terms.

Jean-Pierre Gaillard

Main office within the Company: **Director**
Member of the Audit Committee – Member of the Appointments and Governance Committee

Business address: Sud Rhône Alpes Regional Bank – 12, place de la Résistance – 38000 Grenoble – France

Biography

A winegrower, manager of a tourist attraction and town Councillor of Saint-Jean-le-Centenier, Jean-Pierre Gaillard has been Chairman of the Crédit Agricole Local Bank of Villeneuve-de-Berg since 1993. After having sat on the Board of the Regional Bank of Ardèche, then of the Sud Rhône Alpes Regional Bank, he was elected Chairman of the latter in 2006. Being particularly committed to local development and environmental economics, he chairs Crédit Agricole Group's Energy and Environment Committee. He holds a number of offices within national bodies, including in the Bureau fédéral of the *Fédération nationale du Crédit Agricole* – FNCA.

Age: 61

French nationality

Date first appointed: May 2014

Term of office: 2022

Number of Crédit Agricole S.A. shares held at 28/11/2021: 2,246

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Sud Rhône Alpes Regional Bank, Adicam; Energy and Environment Committee (FNCA)
- Director: SAS Rue La Boétie
- Director and Audit Committee member: LCL

In other listed companies

–

In other non-listed companies

–

Other positions

- Town Councillor: Saint-Jean-le-Centenier (Ardèche)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Supervisory Board member: CA Titres (2020)
- *Fédération nationale du Crédit Agricole* – FNCA (2018)
- Chairman: Amicale Sud (2017)
- Deputy Chairman: Management Committee of Fomugei
- Association of CR Chairs (FNCA)

In other listed companies

–

In other non-listed companies

–

Other positions

- Director: Banque de France de l'Ardèche

Nicole Gourmelon

Main office within the Company: **Director**
Member of the Strategy and CSR Committee

Business address: Atlantique-Vendée Regional Bank – Route de Paris – 44949 Nantes – France

Biography

Nicole Gourmelon has been Chief Executive Officer of Crédit Agricole Atlantique Vendée since January 2019. Since September 2020 she has also served as chairwoman of the Pays de la Loire French Banking Federation (*Fédération Bancaire Française*).

She was the former chairwoman of CA Assurances (2019-2020) and Pacifica (2017-2020) and is currently a director of Crédit Agricole S.A., LCL and Crédit Agricole Consumer Finance.

A graduate of HEC Management and ITB, Nicole Gourmelon has spent her entire career with the Crédit Agricole Group, where she joined the Finistère Regional Bank in 1982. Appointed as the Commercial, Corporate, Marketing and Communication Director of the Charente-Périgord Regional Bank in 1999, she joined the Aquitaine Regional Bank in 2002 as Financial, Strategic Marketing and Communications Director.

Promoted in 2004 to Deputy General Manager, she became Deputy General Manager at the Normandie Regional Bank, before joining PREDICA in 2009 as Deputy General Manager. In 2010, she was appointed Chief Executive Officer of the Normandie Regional Bank, a position which she left in January 2019 to take over as Chief Executive Officer of the Atlantique Vendée Regional Bank.

Age: 58

French nationality

Date first appointed: October 2020 (Director)

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 186

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 2,691

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer of the Atlantique Vendée Regional Bank
- Director: LCL; CATS; CACF
- Director for the Atlantique Vendée Regional Bank at UNEXO – ACTICAM – CAPS

Other positions

- Chairwoman of the Pays de la Loire FBF Regional Banking Committee (September 2020)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Chief Executive Officer of the Normandie Regional Bank (2018)
- Chairwoman: Pacifica Assurances (2020); CA Assurances (2020)
- Director: CA Protection Sécurité (2019); Predica (2020); Pacifica (2020); CA Assurances (2020)
- Director and member of the Risk Committee: Crédit Agricole CIB (2019)

Refer to the glossary on page 715 for the definition of technical terms.

Françoise Gri

Main office within the Company: **Independent Director**
Chairwoman of the Risk Committee and Chairwoman of the US Risk Committee
Member of the Audit Committee – Member of the Compensation Committee – Member of the Strategy and CSR Committee

Business address: Crédit Agricole S.A. – 12, place des États-Unis – 92120 Montrouge – France

Biography

Françoise Gri is a graduate of École nationale supérieure d'informatique et de mathématiques appliqués in Grenoble. She began her career in the IBM Group and was appointed Chairwoman and CEO of IBM France in 2001. 2007 saw her move to Manpower as Chairwoman and CEO of its French subsidiary, before going on to become Manpower Group Executive Vice President for Southern Europe (2011). An accomplished senior manager with extensive international experience, she then took up the position of Chief Executive Officer of the Pierre & Vacances-Center Parcs Group (2012-2014). She is a specialist in IT and Corporate Social Responsibility. Françoise Gri has published two books: *Women Power, Femme et Patron* (2012); *Plaidoyer pour un emploi responsable* (2010).

Age: 64

French nationality

Date first appointed: May 2012

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 5,089

Other current positions and functions

In Crédit Agricole Group companies

- Independent Director, Member of the Risks Committee: Crédit Agricole CIB

In other listed companies

- Independent Director: Edenred S.A.
- Director and Audit Committee member: WNS Services
- Director: *La Française des Jeux* (FDJ)

In other non-listed companies

- Manager: F. Gri Conseil

Other positions

- Chairwoman of the Supervisory Board: INSEEC-U (business school)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Independent Director: 21 Centrale Partners (2019)
- Director: Audencia Business School (2019)

Jean-Paul Kerrien

Main office within the Company: **Director**
Member of the Risk Committee

Business address: Finistère Regional Bank – 7, route du Loch – 29555 Quimper – France

Biography

A farmer specialising in organic vegetable production, Jean-Paul Kerrien has been Chairman of the local bank Taulé since 1996. He has been Director of the Finistère Regional Bank since 2006, where he became Deputy Chairman in 2009 then Chairman in 2012. Reflecting his strong investment in the Group's agriculture, he has developed several cooperative production and distribution structures. He was a member of the Finistère Chamber of Agriculture (*Chambre d'agriculture du Finistère*) (2006-2012), for which he chaired the Agronomy Commission. Jean-Paul Kerrien also has responsibilities in the area of innovation. Chairman of Investing in Finistère (*Investir en Finistère*) from 2014 to 2017 and again in 2020, he is committed to developing the economic attractiveness of the Finistère region. He is also involved in setting up an organisation that aims to raise awareness of CSR among companies: Managers responsible for the West of France (*Dirigeants Responsables de l'Ouest*; DRO)

Age: 60

French nationality

Date first appointed: November 2015 (Director)

Term of office: 2022

Number of Crédit Agricole S.A. shares held at 31/12/2021: 1,411

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Finistère Regional Bank, Fireca
- Director: Cofilmo, Crédit Agricole en Bretagne, Crédit Agricole Egypt

In other listed companies

–

In other non-listed companies

- Partner: Earl de Kererec, Sarl photovoltaïque de Kererec
- Director: SCIC Finistère mer vent

Other positions

- Chairman: Investir en Finistère
- Board member: DRO Finistère (*Dirigeants Responsables de l'Ouest*)
- Director: YNCREA Ouest

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Director: BforBank (2021)

In other listed companies

–

In other non-listed companies

–

Other positions

- Chairman: Investing in Finistère (*Investir en Finistère*) (2017)

Refer to the glossary on page 715 for the definition of technical terms.

Marianne Laigneau

Main office within the Company: **Independent Director**
Chairwoman of the Appointments and Governance Committee

Business address: Enedis – 34, place des Corolles – 92079 Paris La Défense Cedex – France

Biography

Marianne Laigneau, Chairwoman of the Enedis Management Board since February 2020, brings to the board her expertise as a director of France's biggest operator in power distribution, a key sector in view of the major energy transition issues and the challenges it represents. Ms Laigneau, a French national aged 57, is a former student at the ENS (*École normale supérieure*) Sèvres with a higher diploma in classics, and the Paris Institute of Political Studies, and holds a post-graduate diploma in French literature. She joined the Council of State after ENA (*École nationale d'administration*). She joined the EDF Group in 2005, where she successively held the positions of Legal Director, member of the Executive Committee, Corporate Secretary, Director of Human Resources and International Director before moving to Enedis. She was honorary Chairwoman of the *Elles Bougent* association, which aims to attract female sixth form college and university students into engineering careers.

Age: 57

French nationality

Date first appointed: May 2021

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 20

Other current positions and functions

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

- Chairwoman of the Management Board: Enedis

Other positions

- Director: *École normale supérieure*
- Chairwoman of the *École normale supérieure alumni association* (a-Ulm)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

- Senior Executive Vice President – Human Resources at EDF (2017)
- Group Senior Executive Vice President, International Division at EDF (2017-2020)
- Director of Cofiroute and Autoroutes du Sud de la France *(Vinci Autoroutes)* (2016-February 2021)

In other non-listed companies

- Chairwoman of *Électricité de Strasbourg* (2014-2018)
- Chairman and Member of the Supervisory Board of Enedis (2018-2020)
- Director of EDF Luminus (2017-2020)
- Chairwoman of EDF International (2017-2020)
- Permanent representative of EDF Renewables' EDEV director (2017-2020)

Other positions

- Director of the *Cité internationale universitaire de Paris* (2018-2020)

Christiane Lambert

Main office within the Company: **Director**

Business address: FNSEA – 11, rue de la Baume – 75008 Paris – France

Biography

Born into a farming family, Christiane Lambert has been managing her own farm since 1980. She started in Massiac, in her native Cantal region, with dairy and swine production. At the age of 19, she joined the union of young farmers (*Jeunes Agriculteurs*; JA), making her way up the various regional ranks: Chairwoman of the Young Farmers' Cantonal Centre (*Centre cantonal des jeunes agriculteurs*; CCJA) of Massiac (1981-1984), then Deputy Chairwoman of the Young Farmers' Departmental Centre (*Centre départemental des jeunes agriculteurs*; CDJA) of Cantal (1982-1988), she also became the first woman to chair the Young Farmers' Regional Centre (*Centre régional des jeunes agriculteurs*; CRJA) of Auvergne in 1986.

In April 2017, she was elected as the first ever Chairwoman of FNSEA. Some of her main battles and areas of commitment have been defending farmers' revenue, recognising the many contributions that agriculture makes to society, such as adapting to climate change and regaining food sovereignty, and calling for a stronger Europe that carries more weight in global trade.

Following her election, Christiane Lambert set up a Stakeholders' Committee to increase and improve dialogue.

In line with her pro-European stance, in September 2020 Christiane Lambert was elected Chairwoman of the Committee of Professional Agricultural Organisations (COPA), the first farmers' union in Europe.

Age: 60

French nationality

Date first appointed: September 2017

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 295

Other current positions and functions

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Chairwoman: National Federation of Agricultural Holders' Unions (*Fédération nationale des syndicats d'exploitants agricoles*; FNSEA)
- Chairwoman: Committee of Professional Agricultural Organisations (COPA)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

–

Refer to the glossary on page 715 for the definition of technical terms.

Christophe Lesur

Main office within the Company: **Director representing employee shareholders**

Business address: Nord-Est Regional Bank: 25, rue Libergier – 51100 Reims – France

Biography

With a post-graduate degree in management and development and a master's degree in management science, Christophe Lesur began his career within the Group at the Nord-Est Regional Bank as Retail Banking Advisor. He then became an Agriculture and Viticulture Business Advisor and later an Agency Director managing a sales team comprising around ten employees, helping them to achieve their targets. Since 2017 he has been an IS Risk Management Expert.

Age: 49

French nationality

Date first appointed: May 2021

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 83

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 707

Other current positions and functions

In Crédit Agricole Group companies

- Information systems risk expert, elected employee shareholder representative

In other listed companies

–

In other non-listed companies

–

Other positions

–

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

–

Pascal Lheureux

Main office within the Company: **Director**
Member of the Compensation Committee

Business address: Normandie-Seine Regional Bank – Cité de l'Agriculture CS 70800 – 76238 Bois-Guillaume Cedex – France

Biography

Holder of a BTS (*Brevet de technicien supérieur*) in farm management, Pascal Lheureux began more than 35 years ago with his brother in the expansion of the family farm, which today supports 14 families. He initiated its diversification, including into export-oriented activities. Very early on, he incorporated the environmental impact of the activity of the farm in an ISO 14001 certification (an international environmental management standard) and, for its fruit and vegetable sector, the international Global Gap certification, obtained in 2008. As a member of the *Demain La Terre* collective, he works on a commitment to zero waste in fruit and vegetables. He is also a Director of Crédit Agricole's association Handicap et Emploi. He has more than 30 years of experience at Crédit Agricole, where he has been Chairman of the Normandie-Seine Regional Bank since 2014, and is a Director of Unigrains, a leading private equity player in the agri-food sector.

Age: 59

French nationality

Date first appointed: May 2020

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 378

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Normandie-Seine Regional Bank
- Member of the Board of Directors of SAS La Boétie; Officer of the Board of Directors of SAS La Boétie
- Member of the Board of Directors HECA, Unigrains and all subsidiaries on behalf of Foncaris
- Chairman: CA'in
- Chairman: FARM foundation

In other listed companies

–

In other non-listed companies

–

Other positions

- Managing Partner of S.C.E.A. de Beaulieu (farming); SNC Prestasol; Agrirecolte (agricultural company); SARL Agri Holding (financial holding company owning shares in agricultural companies)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

–

Refer to the glossary on page 715 for the definition of technical terms.

Alessia Mosca

Main office within the Company: **Independent Director**
Member of the Appointments and Governance Committee – Member of the Audit Committee – Member of the US Risks Committee

Business address: BM37, via Benedetto Marcello 37 – 20124 Milan – Italy

Biography

Alessia Mosca, who holds a PhD in political science, has developed expertise in international trade during the course of her career and now teaches this subject as an Adjunct Professor at *Sciences-Po Paris*, having served as a Member of the European Parliament, where she sat on the Committee on International Trade. She has published several parliamentary reports, with a strong emphasis on the Committee's work and interventions in Asia (China, Japan, Singapore). She has worked on trade agreements with Canada, Japan, Vietnam and Singapore, and on agricultural agreements with Morocco and Tunisia. A former centrist deputy of the Italian Parliament, she authored the Italian law of 2011 on gender quotas on Boards of Directors, which was named after her (the Golfo-Mosca Law).

Age: 46

Italian nationality

Date first appointed: May 2021

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 1,000

Other current positions and functions

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Adjunct Professor at *Sciences-Po Paris*
- Deputy Chairwoman of the association Il Cielo Itinerante

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

- Member of the European Parliament (2019)

Other positions

- Secretary General of the association Italia ASAN (2021)

Gérard Ouvrier-Buffet

Main office within the Company: **Director**
Member of the Audit Committee

Business address: Loire Haute-Loire Regional Bank – 94, rue Bergson – BP 524 – 42007 Saint-Étienne Cedex 1 – France

Biography

Gérard Ouvrier-Buffet has spent almost his whole career at the Crédit Agricole Group. He acquired comprehensive expertise in all aspects of retail banking working in the Haute-Savoie Regional Bank (1982-1992), and Midi Regional Bank (1992-1998). Appointed Deputy General Manager of Crédit Agricole Sud Rhône-Alpes in 1998, he has served as Chief Executive Officer of the Loire Haute-Loire Regional Bank since 2002. At the same time, he was Chairman of Predica and Crédit Agricole Assurances until 2013. He then spearheaded the launch and development of the real estate business line and chaired Crédit Agricole Immobilier (2015-2021). He is Deputy Chairman of the *Fédération nationale du Crédit Agricole* – FNCA.

Age: 64

French nationality

Date first appointed: August 2013

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 2,885

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 5,147

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer: Loire Haute-Loire Regional Bank
- Chairman of the Board of Directors: SA Cofam, SAS Sircam, SAS Locam
- Chairman of the Audit and Risks Committee and Supervisory Board member: SA Crédit du Maroc
- Deputy Chairman: *Fédération nationale du Crédit Agricole* – FNCA
- Director: SAS Rue La Boétie, SAS Square Habitat Crédit Agricole Loire Haute-Loire, SAS Edokial, SA Défitech, SA Chêne Vert, SCI CAM; Sacam Participations, Fédération Auvergne Rhône-Alpes
- Management Board member: SAS Uni-Médias Management Committee member: GIE GECAM

In other listed companies

–

In other non-listed companies

- Director: Sacicap Forez-Velay
- Chairman of the Board of Directors: SAS Le Village by CA Loire Haute-Loire
- Founding Director: Crédit Agricole Loire Haute-Loire pour l'innovation Corporate Foundation; Espace Solidarité Passerelle

Other positions

- Treasurer: Foundation of Jean-Monnet University in Saint-Étienne

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Chairman of the Board of Directors: SA Crédit Agricole Immobilier (2021)

In other listed companies

–

In other non-listed companies

–

Other positions

–

* Age limit, term of office ends: 2022.

Refer to the glossary on page 715 for the definition of technical terms.

Catherine Pourre

Main office within the Company: **Independent Director**
Chairwoman of the Audit Committee
Member of the Risk Committee – Member of the Strategy and CSR Committee

Business address: CPO Services – 13, rue d'Amsterdam – 1126 Luxembourg

Biography

Graduate of ESSEC, Certified Accountant, with a degree in business law from the Catholic University of Paris, Catherine Pourre has extensive experience in audit and organisation consulting, particularly as a partner at PricewaterhouseCoopers (1989-1999) then at Capgemini Ernst & Young France, where she became Executive Director in 2000. She joined Unibail-Rodamco in 2002 as Deputy Chief Executive Officer. She carried out various executive management functions as member of the Executive Committee, then member of the Management Committee. She has been the Manager and Director of CPO Services (Luxembourg) since June 2013. Catherine Pourre is also an experienced navigator. She is a *chevalier de la Légion d'honneur* and a *chevalier de l'Ordre national du mérite*.

Age: 64

French nationality

Date first appointed: May 2017 (Director)

Term of office: 2023

Number of Crédit Agricole S.A. shares held at 31/12/2021: 50

Other current positions and functions

In Crédit Agricole Group companies

- Independent Director, Chairwoman of the Audit Committee and member of the Risk Committee: Crédit Agricole CIB

In other listed companies

- Chairwoman of the Audit Committee, representing the Strategic Investment Fund in the Board of Directors: Seb S.A.
- Independent Director, Chairwoman of the Audit Committee and member of the Compensation Committee: Bénéteau S.A.
- Independent Director, Chairwoman of the Governance, Appointments and Compensation Committee; Member of the Audit Committee of URW NV

In other non-listed companies

- Manager: CPO Services

Other positions

- Director and Treasurer: Association Class 40
- Member: Royal Ocean Racing Club (RORC)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Non-voting Director: Crédit Agricole S.A., Crédit Agricole CIB (2017)

In other listed companies

- Director, member of the Audit Committee and Chairwoman of the Compensation Committee: Neopost (2018)

In other non-listed companies

–

Other positions

- Member: Board Women Partners (2019)

* *Age limit, term of office ends: 2022.*

Louis Tercinier

Main office within the Company: **Director**
Member of the Appointments and Governance Committee – Member of the Strategy and CSR Committee

Business address: Charente-Maritime Deux-Sèvres Regional Bank – 14, rue Louis-Tardy – 17140 Lagord – France

Biography

After technical studies in agronomy and management, Louis Tercinier pursued a number of professional training courses, primarily in the fields of economics and auditing. A farmer specialising in both grains and vineyards, he is part of a family of producers and traders (cognac and pineau des Charentes) going back five generations. Louis Tercinier is Chairman of SICA Atlantique, France's second-largest grain and oilseed export site with six units built around the original grain terminal activity. Chairman of the Local Bank of Saintes since 2005, he was elected Director of the Charente-Maritime Deux-Sèvres Regional Bank in 2006, of which he became Deputy Chairman in 2010, and then Chairman in 2015.

Age: 60

French nationality

Date first appointed: May 2017

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 3,375

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: Charente-Maritime Deux-Sèvres Regional Bank
- Director: Local Bank of Crédit Agricole Mutuel de Saintes, Cofisa, CA Home Loan SFH
- Member: Executive Managers Commission of *Fédération nationale du Crédit Agricole* – FNCA
- Chairman: Finance and Risk Committee – FNCA

In other listed companies

–

In other non-listed companies

- Member of the Executive Committee: John Deere Financial SAS

Other positions

- Chairman: SICA Atlantique; Crédit Agricole CMDS patronage endowment fund
- Director: Océalia
- Director: Société Développement Atlantique (Sodevat)
- Manager: GFA des Forges
- Partner: EARL Tercinier

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Chairman: Local bank of Crédit Agricole Mutuel de Saintes (2018)

In other listed companies

–

In other non-listed companies

–

Other positions

- EARL Tercinier (2017)
- Deputy Chairman: Océalia (2018)
- Director: Unicognac S.A. (2018)

Refer to the glossary on page 715 for the definition of technical terms.

Catherine Umbricht

Main office within the Company: **Director representing employees**
Member of the Compensation Committee

Business address: Crédit Agricole S.A. – TLF/CLM 12, place des États-Unis – 92120 Montrouge – France

Biography

After beginning her career at GAN, where she worked in marketing, Catherine Umbricht joined Pacifica in 1996. She was a product manager there before going on to set up and develop the company's multi-channel business.

She joined Crédit Agricole S.A. (2013) as a Marketing Manager in the Group Strategic Marketing Department, with particular responsibility for digital projects.

Since 2018 she has been working as a Project Manager in the IT and Digital Transformation division, which is part of the IS Business Line Transformation and Operations Department.

Age: 54

French nationality

Date first appointed: June 2021

Term of office: 2024

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 955

Other current positions and functions

In Crédit Agricole Group companies

- Project Manager - IT and Digital Transformation Division

In other listed companies

–

In other non-listed companies

–

Other positions

–

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Marketing Manager (DCI) (2017)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Éric Wilson

Main office within the Company: **Director representing employees**

Business address: Crédit Agricole S.A. – MKG/MP 12, place des États-Unis – 92120 Montrouge – France

Biography

A graduate of ITB and with certification in digital marketing from ESPC Business School, Eric Wilson began his career in 1993 at the Île-de-France Regional Bank, where he gained solid experience in customer relations. He held various consulting and network management positions in both the private and SME/SMI markets.

He joined Crédit Agricole S.A. in 2007 as e-banking project manager for the small business market, before continuing his career in the Agriculture Department at the end of 2009 where he was responsible for the development of a marketing plan and for the financing of agricultural facilities. This gave him the opportunity to promote a national relationship with France's Young Farmers' union. During this time, he led a number of projects making up the agricultural component of the Group project.

In early 2018 he joined the Brand and Communications Department where he was responsible for managing media budgets. Since the end of 2019 he has also been responsible for the real estate financing offer and for regulated loans within the private business marketing arm of the Customer Relations Department.

Age: 50

French nationality

Date first appointed: June 2021

Term of office: 2024

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 1,080

Other current positions and functions

In Crédit Agricole Group companies

- Head of the housing finance offer: Group marketing department

In other listed companies

–

In other non-listed companies

–

Other positions

–

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Marketing Manager (Agriculture Market Department) (2017)
- Head of media budget management: Brand and Communications Department (2019)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Refer to the glossary on page 715 for the definition of technical terms.

Pascale Berger

Main office within the Company: **Non-voting Director – representing employees of Crédit Agricole Regional Banks**

Business address: Franche-Comté Regional Bank – 11, avenue Élisée-Cusenier – 25000 Besançon – France

Biography

Pascale Berger holds a DEA (*diplôme d'études approfondies*) in business law and a DESS (*diplôme d'études spécialisées*) in rural law. She spent most of her career at the Franche-Comté Regional Bank, first as Portfolio Manager in the Litigation department (1988-1992), then Business Manager in the Training department (1992-2005). She subsequently joined the Permanent Control department, then became an Internal Auditor. In 2014, she joined the Innovation and Transformation division, with responsibility for the documentary database. In April 2017, she became Communications Officer. She was elected to the Social and Economic Committee of the Franche-Comté Regional Bank.

Age: 60

French nationality

Date first appointed: May 2021 (Non-voting Director)

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 10

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 1,935

Other current positions and functions

In Crédit Agricole Group companies

- Communications Officer: Franche-Comté Regional Bank
- Treasurer, Social and Economic Committee of Franche-Comté
- Secretary of the Franche-Comté Social Commission

In other listed companies

–

In other non-listed companies

–

Other positions

- Delegate to the Statutory General Meeting of the Mutualité Sociale Agricole central bank
- Director of the Mutualité Sociale Agricole bank of Franche-Comté

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Deputy Secretary: Social and Economic Committee of Franche-Comté (2019)
- Chairwoman of the Mutuelle Commission: Franche-Comté Works Council (2019)
- Advisor: *Chorale Doc*, the Franche-Comté Regional Bank's documentary database (2017)
- Activity Manager in the Innovation Department (2017)

In other listed companies

–

In other non-listed companies

–

Other positions

–

Sonia Bonnet-Bernard

Main office within the Company: **Non-voting Director**
Guest of the Audit Committee and the Risk Committee

Business address: A2EF – 60, rue de Longchamp – 92200 Neuilly-sur-Seine – France

Biography

Sonia Bonnet-Bernard began her career in 1985 at the financial advisory firm Salustro, before joining Constantin Associates in New York (1989-1990). A specialist in national and international accounting standards, she was Director of International Relations at the Ordre des Experts Comptables, France's professional organisation of chartered accountants (1990-1996) and then General Delegate of the Arnaud Bertrand Committee (now the department of public interest entities at the French Institute of Statutory Auditors, or CNCC), coordinating the positions of the major audit firms in France (1996-1997).

She was a lecturer at the University of Paris IX-Dauphine (in general accounting) and at the IAE of Poitiers (in comparative accounting).

In 1998 Sonia Bonnet-Bernard joined Ricol Lasteyrie Corporate Finance as a managing partner in charge of independent appraisal, valuation, accounting advice and litigation support.

She became a partner at EY after Ricol Lasteyrie Corporate Finance merged with the EY group in 2015.

In May 2020 she set up a company specialising in independent financial appraisal and valuation: A2EF.

Sonia Bonnet-Bernard was an independent member of the Supervisory Board of Tarkett and Chairwoman of the Audit Committee until the end of July 2015.

She is a chartered accountant and legal expert at the Paris Court of Appeal.

Sonia Bonnet-Bernard holds the title of knight of the French National Order of Merit.

Age: 59

French nationality

Date first appointed: September 2021

Term of office: 2024

Other current positions and functions

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

- Chairwoman: A2EF (*Associés en Évaluation et Expertise Financière*)

Other positions

- Chairwoman: Ima France
- Honorary Chairwoman and Director: French association of appraisers (*Société française des Évaluateurs*; SFEV)
- Deputy Chairwoman: France's professional association of independent appraisers (APEI)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Partner of EY Transaction Advisory Services (TAS) (2015-2020)
- Former member of the representative body ("Collège") of the French Accounting Standards Authority (ANC) and Chairwoman of the Private Accounting Standards Commission (2009-2020)

Refer to the glossary on page 715 for the definition of technical terms.

Hugues Brasseur

Main office within the Company: **Non-voting Director**

Business address: Anjou and Maine Regional Bank – 77, avenue Olivier-Messiaen – 72000 Le Mans – France

Biography

A graduate in finance and international tax, Hugues Brasseur began his career with the Group at Banques Populaires before joining KPMG Peat Marwick in 1995. He joined the Crédit Agricole Group in 2000, working firstly at the Val-de-France Regional Bank as Head of Development and Banking Services. In 2005 he joined Crédit Agricole S.A. as Head of the Retail Market and in 2008 was appointed Deputy General Manager of the Anjou and Maine Regional Bank. After four years abroad as Deputy Chief Executive Officer of Cariparma, he returned to the Anjou and Maine Regional Bank in 2017 as Chief Executive Officer.

Age: 56

French nationality

Date first appointed: February 2021

Term of office: 2024

Number of Crédit Agricole S.A. shares held at 31/12/2021: 803

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 1,389

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer: Anjou and Maine Regional Bank
- Supervisory Board member: Crédit Agricole Titres SNC
- Director and member of the Commitments Committee: SA Foncaris
- Director and member of the Risks and Compliance Committee: SA CA Indosuez (France)
- Chairman of the Board of Directors and Chairman of the Risks Committee: Crédit Agricole Home Loan SFH
- Chairman of the Board of Directors: S.A.S. SACAM Machinisme
- Member of the Strategic Committee of the International Support Division: Crédit Agricole Corporate and Investment Bank (CA-CIB)

In other listed companies

- Chairman of the SAS John Deere Financial Executive Committee

In other non-listed companies

–

Other positions

- Director (permanent representative of the Regional Bank): Vegepolys Valley (association)

Previous positions and functions (2017-2021)

In Crédit Agricole Group companies

- Director (permanent representative of the Regional Bank): SAS UNEXO (2020)

In other listed companies

–

In other non-listed companies

–

Other positions

–

3. INFORMATION ON EXECUTIVES AND MANAGEMENT BODIES

3.1 INFORMATION ON EXECUTIVES

Philippe Brassac

Main office within the Company: **Chief Executive Officer**
Member of the Executive Committee

Business address: Crédit Agricole S.A. – 12, place des États-Unis – 92120 Montrouge – France

Brief biography

Graduate of the Paris School of Economics, Statistics and Finance (ENSAE), Philippe Brassac joined Crédit Agricole du Gard in 1982. He held several executive offices there before being appointed, in 1994, Deputy General Manager of Crédit Agricole Alpes-Maritimes, now Crédit Agricole Provence Côte d'Azur. In 1999, he joined National Bank of Crédit Agricole as Director of Relations with Regional Banks. In 2001, he was appointed Chief Executive Officer of Crédit Agricole Provence Côte d'Azur. In 2010, he also became Corporate Secretary of the *Fédération nationale du Crédit Agricole* – FNCA and Deputy Chairman of the Board of Directors of Crédit Agricole S.A. In May 2015, he was appointed Chief Executive Officer of Crédit Agricole S.A.

Age: 62

French nationality

Date first appointed: May 2015

Other current positions and functions

In Crédit Agricole Group companies

- Chief Executive Officer: Crédit Agricole S.A.
- Chairman: Crédit Agricole CIB
- Chairman: LCL
- Director: Crédit Agricole Foundation – Pays de France

In other listed companies

–

In other non-listed companies

–

Other positions

- Member of the Executive Committee: French Banking Federation (*Fédération bancaire française*)

Other offices held in previous years (2017-2021)

In Crédit Agricole Group companies

–

In other listed companies

–

In other non-listed companies

–

Other positions

- Chairman of the Executive Committee: French Banking Federation (*Fédération bancaire française*) (2021)

Refer to the glossary on page 715 for the definition of technical terms.

Xavier Musca

Main office within the Company: **Deputy Chief Executive Officer**
Member of the Executive Committee

Business address: Crédit Agricole S.A. – 12, place des États-Unis – 92120 Montrouge – France

Brief biography

Graduate of the Institute of Political Studies (*Institut d'études politiques*) in Paris and the National School of Administration (*École nationale d'administration*), Xavier Musca began his career at the General Finance Inspectorate (*Inspection générale des finances*) in 1985. In 1989, he joined the Treasury Directorate, where he became Head of the European Affairs in 1990. In 1993, he was called to the Prime Minister's Cabinet, then returned to the Treasury Directorate in 1995. Between 2002 and 2004, he was Principal Private Secretary to Francis Mer, Minister for the Economy, Finance and Industry, then appointed Treasury Director in 2004. He became Deputy Secretary General to the French President in 2009, in charge of economic affairs, then Secretary General to the French President in 2011. In 2012, Xavier Musca was appointed Deputy Chief Executive Officer of Crédit Agricole S.A., responsible for International retail banking, Asset management and Insurance. Since May 2015, he has been Deputy Chief Executive Officer of Crédit Agricole S.A., as second Executive Director of Crédit Agricole S.A.

Age: 61

French nationality

Date first appointed: July 2012

Number of Crédit Agricole S.A. shares held at 31/12/2021: 18,192

FCPE (employee share ownership plan) units held invested in Crédit Agricole S.A. shares at 31/12/2021: 1,294

Other current positions and functions

In Crédit Agricole Group companies

- Chairman: CA Consumer Finance
- Deputy Chairman: Predica; CA Italia
- Director: Crédit Agricole Assurances
- Director, permanent representative of Crédit Agricole S.A. : Pacifica

In other listed companies

- Director and Chairman of the Audit Committee: Capgemini

In other non-listed companies

–

Other positions

–

Other offices held in previous years (2017-2021)

In Crédit Agricole Group companies

- Chairman: Amundi
- Director: Crédit Agricole Creditor Insurance (2017)
- Member of the Compensation Committee: Cariparma (2017)

In other listed companies

–

In other non-listed companies

–

Other positions

–

3.2 CHANGES TO THE GOVERNANCE BODIES

Composition of the Executive Committee as of 1st February 2022

Chief Executive Officer	**Philippe Brassac**
Deputy Chief Executive Officer	**Xavier Musca**
Deputy General Manager, Head of Asset Management	**Valérie Baudson**
Deputy General Manager, Head of Insurance	**Philippe Dumont**
Deputy General Manager, Head of Group Project Division	**Michel Ganzin**
Deputy General Manager, Head of Steering Division	**Jérôme Grivet**
Deputy General Manager, Head of Retail Banking Subsidiaries	**Michel Mathieu**
Deputy General Manager, Head of Technology and Digital Division	**Jean-Paul Mazoyer**
Deputy General Manager, Head of Specialised Financial Services	**Stéphane Priami**
Deputy General Manager, Head of Major Clients	**Jacques Ripoll**
Chief Risk Officer	**Alexandra Boleslawski**
Head of Compliance	**Martine Boutinet**
Group Head of Human Resources	**Bénédicte Chrétien**
Corporate Secretary	**Véronique Faujour**
Head of Crédit Agricole Italy	**Giampiero Maioli**
Head of Internal Audit	**Laurence Renoult**

Refer to the glossary on page 715 for the definition of technical terms.

Composition of the Management Committee as of 1st February 2022

The Management Committee consists of the Executive Committee and the following:

Chief Executive Officer of CACEIS	**Jean-François Abadie**
Head of Public Affairs	**Alban Aucoin**
Head of Group Procurement	**Michel Augé**
Deputy Chief Executive Officer of Crédit Agricole CIB – Funding	**Jean-François Balaÿ**
Deputy Chief Executive Officer and Finance Director of Crédit Agricole CIB	**Olivier Bélorgey**
Chief Investment Officer Group of Amundi	**Pascal Blanqué**
Head of Societal Project and Chief Executive Officer of the Foudation Grameen Crédit Agricole	**Eric Campos**
Head of Real and Alternative Assets of Amundi	**Dominique Carrel-Billiard**
Head of Payment Systems	**Bertrand Chevallier**
Chief of the Business Supports and Control Division of Amundi	**Bernard De Wit**
Chief Executive Officer of Agos Ducato	**François-Édouard Drion**
Head of Strategy	**Meriem Echcherfi**
Head of Finance, Procurement, Legal Affairs, Liabilities and Recoveries of LCL	**Grégory Erphelin**
Head of Group Financial Monitoring	**Paul Foubert**
Head of Retail Development Division of LCL	**Laurent Fromageau**
Deputy General Manager and Head of Global Coverage & Investment Banking of Crédit Agricole CIB	**Didier Gaffinel**
Head of Regional Banks Relations	**Catherine Galvez**
Deputy Chief Executive Officer and Global Head of Global Markets of Crédit Agricole CIB	**Pierre Gay**
Deputy Chief Executive Officer of CA Italia and Chief Executive Officer of Creval	**Roberto Ghisellini**
Head of Customer Project	**Claire-Lise Hurlot**
Chief Executive Officer of BforBank	**Jessica Ifker-Delpirou**
Global Head of Retail Division of Amundi	**Fathi Jerfel**
Chief Economist	**Isabelle Job-Bazille**
Chief Executive Officer of Caci	**Henri Le Bihan**
Head of International Retail and Commercial Banking	**Michel Le Masson**
Chief Operating Officer of Amundi	**Guillaume Lesage**
Deputy Chief Executive Officer of Sofinco	**Laila Mamou**
Head of Communications	**Denis Marquet**
Chief Executive Officer at CABP and Senior Country Officer Group, Poland	**Jean-Bernard Mas**
Head of Group Project Steering and Impulse	**Pierre Metge**
Chairman Investment Banking of Crédit Agricole CIB in Dubai	**Régis Monfront**
Chairman of the board of Crédit du Maroc and Senior Country Officer Group, Morocco	**Bernard Muselet**
Head of Corporate, Institutional and Wealth Management Division of LCL	**Olivier Nicolas**
Chief Executive Officer of Crédit Agricole Immobilier	**Marc Oppenheim**
Chief Executive Officer of Pacifica	**Guillaume Oreckin**
Chief Executive Officer of Crédit Agricole FriulAdria	**Carlo Piana**
Senior Regional Officer for the Americas and Senior Country Officer for the United States	**Marc-André Poirier**
Chief Executive Officer of CA Indosuez Wealth Management	**Jacques Prost**
Deputy Chief Executive Officer of CA Italia, in charge of Retail Banking, Private & Digital	**Vittorio Ratto**
Senior Regional Officer of Crédit Agricole CIB for Asia-Pacific	**Michel Roy**
Head of SI Transformation and Chief Executive Officer of CA-GIP	**Emmanuel Sardet**
Managing Director of Crédit Agricole Egypt and Senior Country Officer Group, Egypt	**Jean-Pierre Trinelle**
Chief Executive Officer of Crédit Agricole Leasing & Factoring	**Hervé Varillon**

3.3 TRANSACTIONS CARRIED OUT ON COMPANY SECURITIES

Summary of securities transactions in the Company's shares by members of the Board of Directors, the Chief Executive Officer, the Deputy Chief Executive Officer and any person having the authority to make decisions concerning the development and strategy of Crédit Agricole S.A. and any person mentioned in Article L. 621-18-2 of the French Monetary and Financial Code, during financial year 2021, for transactions exceeding an aggregate ceiling of €20,000 (pursuant to Article L. 621-18-2 of the French Monetary and Financial Code and Article 223-23 of the General Regulations of the French Financial Market Authority (AMF)).

Pursuant to Article L. 621-18-2 of the French Monetary and Financial Code and Article 223-23 of the General Regulation of the AMF, transactions in financial instruments issued by Crédit Agricole S.A. of a cumulative amount exceeding €20,000 are the subject of specific statements to the AMF.

Name and title	Transactions carried out by executives in a personal capacity and by related persons
SAS Rue La Boétie Director of Crédit Agricole S.A.	Subscription of 114,362,928 shares at a price of €11.280 per unit
Jacques Ripoll Deputy General Manager, Head of Large Customers	Subscription of 807,249 FCPE units at a price of €5.0900 per unit

Specific provisions relating to the restrictions and interventions of the Directors on transactions on Company securities

Each of them being, by definition, a "permanent insider", apply the rules relating to the subscription/prohibition "windows" that apply to the Directors to carry out the transaction on the Crédit Agricole S.A. security. The dates corresponding to these windows will be communicated to the Directors at year-end for the following financial year.

There is no service contract linking the members of the administrative or management bodies to Crédit Agricole S.A. or to any of its subsidiaries and providing for the granting of benefits under the terms of this contract.

To the knowledge of the Company, there is no family connection between the Corporate Officers, Directors, Chief Executive Officer and Deputy Chief Executive Officers of Crédit Agricole S.A.

Crédit Agricole S.A. complies with the corporate governance system in force in France, as indicated in the Board of Directors' report on corporate governance at the General Meeting of Shareholders of 24 May 2022, featuring in this Universal Registration Document. The AFEP/MEDEF Code revised in January 2020 is that to which the Company refers in preparing the report set out in Articles L. 225-37, L. 225-37-4 and L. 22-10-10 of the French Commercial Code (Code de Commerce).

To the knowledge of the Company, no conviction for fraud has been delivered in the past five years, up to the present time, against a member of the administrative or management bodies of Crédit Agricole S.A.

To the knowledge of the Company, no notice of bankruptcy, due to sequestration or liquidation, has been served in the past five years, up until the present time, against a member of the administrative or management bodies of Crédit Agricole S.A.

Refer to the glossary on page 715 for the definition of technical terms.

4. REWARD POLICY

ABOUT THE PART

This part has been prepared with the assistance of the Remuneration Committee. The Committee was particularly involved in the definition of the report's guidelines and the presentation of the criteria affecting the remuneration of Executive Corporate Officers.

Objectives of the reward report

The following information is intended to explain Crédit Agricole S.A.'s remuneration policy and, in particular, the remuneration components approved for Corporate Officers at the Annual General Meeting. They highlight the Group's particular approach, based on a common framework and specific rules adapted to the positions and responsibilities. This section thus highlights the alignment of executive remuneration with the Group's employee remuneration policy on the one hand, and with the Raison d'Être, the 2022 Medium-Term Plan and the Group's performance on the other. Lastly, it complies with Crédit Agricole S.A.'s regulatory obligations in terms of publication of the remuneration policy and the components of remuneration of its Corporate Officers. To that extent, it was revised in 2020 to meet the new CRDV requirements.

Main changes to the chapter

This year the main changes include:

- changes that require shareholder approval relate to the 2022 remuneration policy, in line with regulations (CRDV);
- the extended use of infographics and a more streamlined plan, in accordance with the Remuneration Committee's aim to enhance the readability and understanding of Crédit Agricole S.A.'s reward policy;
- a more in-depth introductory section on the basic principles of the reward policy.

Coordination with other media

Annual report relating to the policy and to the remuneration practices for identified employees	Integrated report	Notice of meeting	Video and presentation to the General Meeting	Investor roadshows
Detailed information of the remuneration policy for identified employees	Summary of the Group's remuneration policy	Detailed presentation of the resolutions on say on pay	Summary of the resolutions on say on pay	Presentation of the changes to the remuneration policy for Executive Corporate Officers

Contents

4.1 Rewards for all employees p. 202

Rewards for employees serves the Group's purpose, the 2022 Medium-term Plan and more specifically the Group's Human Project.

4.2 Rewards for executive managers p. 205

Rewards for executive managers are fully in line with those for Executive Corporate Officers, both in terms of structure and vesting conditions.

4.3 Rewards for Corporate Officers p. 208

Strictly conditioned to the Group's MTP targets and performance, rewards for Executive Corporate Officers are in line with value creation for shareholders.

Key figures of the remuneration policy

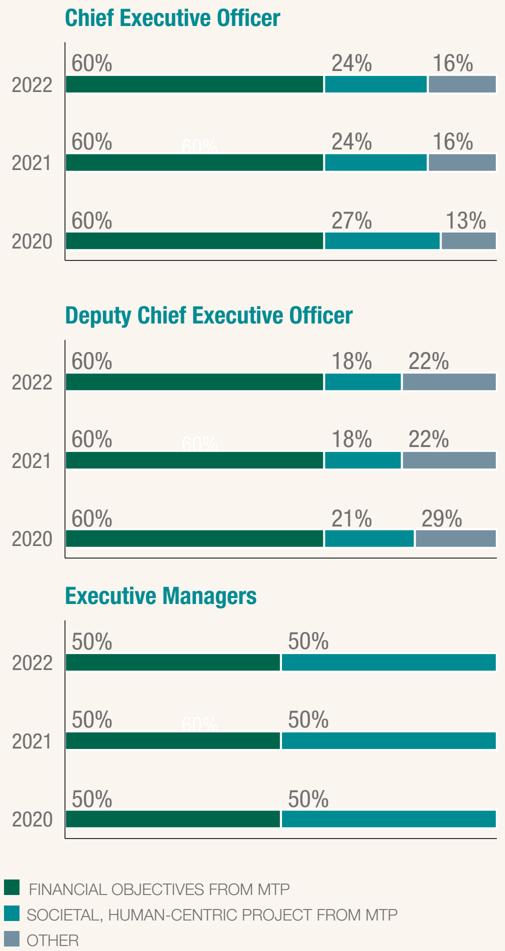
1/3
of CSR criteria
in the long-term remuneration of the corporate officers since 2020

5
Meetings of the Remuneration Committee in 2021 with an attendance rate of 100%.
The Committee is chaired by a woman and composed of 66% of female members.

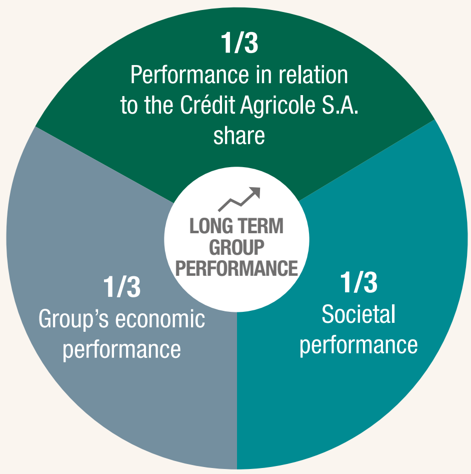
4
Successive capital increase reserved for employees since 2018

5.1%
of share capital held by Group employees or former employees

Alignment of annual variable remuneration with the Medium-Term Plan



Common long-term remuneration structure for all employees



The structure of the remuneration for executive managers is in line with that of the Executive Corporate Officers, in respect of the annual and long-term components.

- Remuneration designed to support the Human Project.
- +22 pp: increase in ERI Survey participation rate compared to 2016
- Preferred employer in the financial services sector in France for experienced graduates and students.
- 26,484: number of participants in the capital increase reserved for employees.

Refer to the glossary on page 715 for the definition of technical terms.

INTERVIEW – BÉNÉDICTE CHRÉTIEN, HEAD OF HUMAN RESOURCES

During these past few years you have gradually aligned the remuneration policy for employees, executive managers and Corporate Officers. What is your assessment of these efforts?

These changes to the overall reward policy have made remuneration a crucial vehicle for the Group's goals. First and foremost, continuing to have attractive remuneration has been essential for attracting, motivating and retaining our staff, whether corporate officers, executive managers or employees. Secondly, remuneration performance criteria were revised so that we could better reward the individual and collective performance of our employees, which is an indispensable precondition to getting everyone behind our 2022 Medium-term Plan and Group Project. Lastly, overhauling the remuneration has made risk management more efficient within the activities of Crédit Agricole S.A.

Beyond the work focusing on the remuneration fundamentals, ongoing attention has been given to continuously improving the governance of the reward policy to ensure rewards are more closely monitored. This also ensures alignment with marketplace best practices, in particular the AFEP/MEDEF Code recommendations.

Allow me to highlight a tangible result of these efforts: making remuneration consistent. Whether for corporate officers, executive managers or employees, remuneration is now aligned on a shared matrix with the goal of achieving the targets of the 2022 Medium-Term Plan. The performance criteria are the same or similar for these three categories.

Another recent illustration of this ongoing effort to align remuneration and make it consistent: the policies for awarding long-term variable remuneration were revised in 2021 for executive managers and Corporate Officers in an effort to comply with CRDV regulations. These policies now award remuneration in a similar way and have the same outcome: recognising long-term performance and encouraging managers toward effectively executing the Crédit Agricole S.A. Project.

How does changing this remuneration policy foster a more equitable sense of shared values among the Group's employees?

Over and above contributing to the company's performance, the reward policy is also designed to align the interests of employees and those of Crédit Agricole S.A.'s shareholders. That is why we have continued another recurring project: developing employee shareholding.

Employee shareholding, rooted in the Group's corporate culture, reflects the desire on the part of Crédit Agricole S.A. to recognise and reward the unfailing commitment of employees to our customers. This is why in 2018 we decided to make it permanent by increasing the capital reserved for employees every year. This decision strengthens the Group's bond with its teams and offers employees a long-term commitment as shareholders, so that they can benefit from the Group's value creation over the long term.

In addition, the gradual increase of employee shareholding in the capital of Crédit Agricole S.A. (5.1 % at end-2021) helps to strengthen the Group's capital. Crédit Agricole is taking care to foster the success of employee shareholding operations by offering shares at a sharply discounted subscription price (20% in 2021). I am delighted by the success of the 2021 capital increase, subscribed by over 26,000 employees and former employees in France and 17 countries.

In 2019, Crédit Agricole formalised its Raison d'Être "Acting every day in the interest of our customers and society": how does the reward policy help to make this Raison d'Être more concrete?

I would like to reiterate that the reward policy is an incentive to achieving the Group Projects. By formalising these projects, we give shape to the Crédit Agricole S.A. Raison d'Être. Specifically, the reward policy is one of the three founding principles of the Human Project, which provide leverage for activating our Raison d'Être: empowering employees, strengthening customer relations and fostering an atmosphere of trust.

The reward policy also contributes significantly to aligning the expectations of the stakeholders on sharing the value created by the Group, a challenge our Raison d'Être intends to take up by objectively recognising the collective and individual commitment of employees.

BASIC PRINCIPLES OF THE REWARD POLICY

Important to know

Reward combines the components of remuneration in the strict sense of the word, that have been submitted to the vote of shareholders, as well as social and peripheral benefits.

Reflecting the Group's values, Crédit Agricole S.A.'s reward policy is based on fairness and common rules for all employees, in compliance with the regulatory corpus specific to the financial sector.

The reward policy aims to contribute to the implementation of Crédit Agricole S.A.'s Raison d'Être, the Group Project and its 2022 Medium-Term Plan.

The Group has established a specific governance structure to oversee all aspects of the reward policy, from its development through to its implementation, drawing support both from the Board of Directors and the Remuneration Committee, and from the Group operations departments.

Approach and targets of the reward policy

The role of the reward policy in achieving Crédit Agricole S.A.'s strategic targets and raison d'être

Faithful to its mutualist values and cooperative principles, Crédit Agricole S.A. has defined a responsible reward policy, serving its purpose: "Working every day in the interest of our customers and society" and its 2022 Medium-Term Plan. It strives to reconcile the expectations of all its stakeholders – customers, employees, service providers, associations, public authorities, shareholders – with the demands of a competitive market in order to position the Group as the leader in the Universal Customer-Focused Banking Model.

The Group bases the remuneration of employees and executive managers on target foundations, which reflect the performance and long-term responsibility of the organisation. The aim of the policy is to encourage all employees in the regions to become involved in supporting the economy, entrepreneurship and innovation in France and abroad, for the benefit of all of the Group's customers, households, local professionals and businesses.

Crédit Agricole S.A.'s reward policy is one of the three founding principles of the Human Project: empowering employees, strengthening customer relations and fostering an atmosphere of trust. It meets objectives common to all employees, supplemented by specific objectives for executive managers and Executive Corporate Officers.

Targets of Crédit Agricole S.A.'s reward policy

ALL EMPLOYEES

- Attracting, motivating and retaining **the talent** that the Group needs
- Recognising **individual and collective performance** over time
- Aligning the **interests of employees** with those of Crédit Agricole S.A. and its **shareholders**
- Promoting sound and efficient risk **management**

EXECUTIVE MANAGERS

- Correlating their compensation levels with **actual long-term performance**
- Aligning the interests of management with the success of the Group's Project and **Medium-Term Plan 2022**

EXECUTIVE CORPORATE OFFICERS

- Recognizing the **long-term performance** and successful implementation of the **strategic plan**

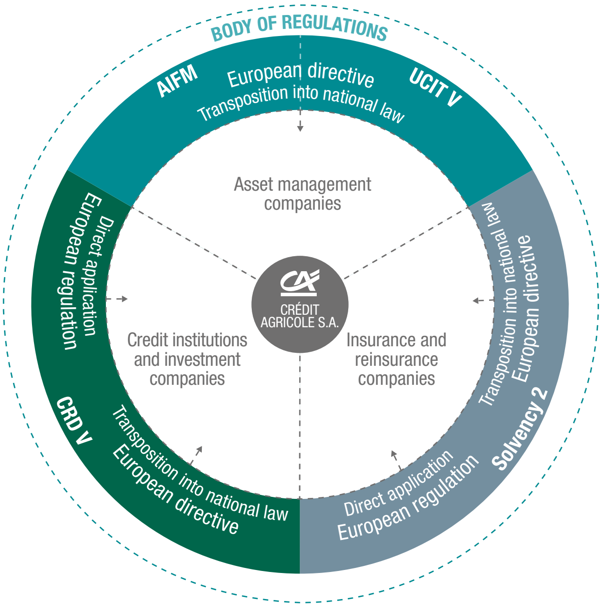
Regulatory corpus shaping remuneration policies

Crédit Agricole S.A.'s remuneration policy is in line with a closely regulated environment specific to its sector.

Through its Universal Customer-Focused Banking Model, the Group is responsible for three different regulatory corpora corresponding to its three activities. It ensures that its remuneration policy complies with the applicable national, European and international legal and regulatory frameworks. It also includes the provisions of the Volcker Rule, France's law on the separation of banking and finance activities, MiFID and the Insurance Distribution Directive. Crédit Agricole S.A.'s remuneration policy has been revised in order to comply with the new requirements of the European CRDV Directive.

Refer to the glossary on page 715 for the definition of technical terms.

Regulations governing the remuneration policies of Crédit Agricole S.A. entities



CRD V: Capital Requirement Directive 5
AIFM: Alternative Investment Fund Managers
UCITS: Undertakings for collective Investment in Transferable Securities

All employees

The remuneration policies of Crédit Agricole S.A. entities are governed by three distinct sets of regulations:

- those applicable to credit institutions and investment companies (the "CRD V" package);
- those applicable to asset management companies and alternative investment funds (hedge funds and private equity funds) under the European Alternative Investment Fund Managers directive (Directive 2011/6 of 8 June 2011, or "AIFMD") and to UCITS management companies under the European UCITS V directive (Directive 2014/91/EU of 23 July 2014);
- those applicable to insurance and reinsurance companies that come under the Solvency framework.

This regulatory framework clarifies the definition of "identified employees" who are subject to more stringent remuneration rules.

Identified employees

These regulations involve in particular the identification of employees who have an impact on the risk profile of the Group or of their entity through their function, their level of delegation or their level of remuneration, hereinafter "identified employees".

The scope is defined by a joint decision-making process between Group and entity Human Resources functions and the Risk Management and Permanent Controls and Compliance departments. The criteria applied are summarised on page 232. The remuneration of identified employees is part of a reinforced regulatory context that imposes rules in the structuring of their remuneration. The general principles are described in 4.1.1.

Executive Corporate Officers

In addition to the regulatory corpus specific to the banking sector, the remuneration of Executive Corporate Officers of Crédit Agricole S.A. complies with:

- the recommendations and principles of the Corporate Governance Code for listed companies, as revised in January 2020 (the AFEP/MEDEF Code) with the exception of certain recommendations listed in the areas of non-compliance with the AFEP/MEDEF code page 128;
- the provisions of the French Commercial Code (*Code de Commerce*).

Find out more

- Definition of identified employees: detailed on page 232.
- Definition and characteristics of the remuneration of identified employees: Annual report relating to the remuneration policy and practices of identified employees (decree of 20 December 2020 amending the decree of 3 November 2014 relating to the internal control of credit institutions and investment firms and Commission Delegated Regulation (EU) 2021/923 of 25 March 2021).

Governance of the remuneration policy

In order to guarantee compliance with the guiding principles of the reward policy and their rigorous application, the Group has implemented governance of remuneration policies and procedures for all entities and employees

Process of defining the remuneration policy

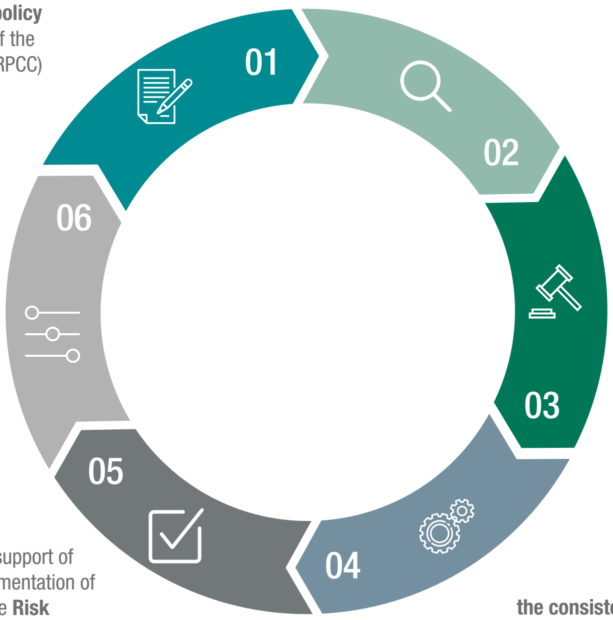
Governance of the remuneration policy for Crédit Agricole S.A.'s employees and executive managers

1 POLICY CREATION

The **Group Human Resources Department draws up the employee remuneration policy** and submits it to the operating divisions of the Remuneration Policy Control Committee (RPCC) for their opinion.

2 REVIEW

The **Compensation Committee formulates an opinion** on compensation policy. It ensures its compliance and monitors the implementation of this policy.



3 APPROVAL

The **Board of Directors approves the policy.** The **shareholders** at the General Meeting decide on certain elements[(1)] of the remuneration policy.

4 IMPLEMENTATION

The **Group Finance Department ensures the consistency** of the methods used to determine the variable compensation budgets in relation to the Group's risks and financial capacity. The **Human Resources Department oversees the implementation** of the compensation policy.

5 MONITORING

The **Remuneration Committee** with the support of internal management, monitors the implementation of policies and ensures their compliance. The **Risk Committee reviews the compliance** of compensation policies with risk strategies. The Group Control and Audit Department conducts a **periodic audit** *subsequent* to the definition and application of the remuneration policy of the identified staff in accordance with the regulations.

6 ADJUSTMENT

The Human Resources Department and the Remuneration Committee take into account the conclusions of the RPCC, the internal audit, the vote shareholders to **adjust, if necessary remuneration policy.** The changes agreed upon will be applied from the following year.

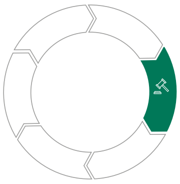
(1) The shareholders' vote relates in particular to the compensation policy and the elements of compensation for Executive Corporate Officers, as well as the proposed increases of capital reserved for Group employees.

Refer to the glossary on page 715 for the definition of technical terms.

Functions involved in the process of defining the remuneration policy

Governance bodies and shareholders

BOARD OF DIRECTORS

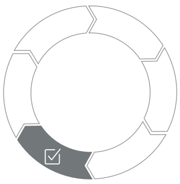


Considers and approves:
- the update to the remuneration policy for employees;
- fixed remuneration, as well as the variable remuneration for Executive Corporate Officers in accordance with the 2022 Group Project and Medium-Term Plan;
- the report on remuneration practices for members of the executive body and identified employees;
- capital increases reserved for employees.

REMUNERATION COMMITTEE

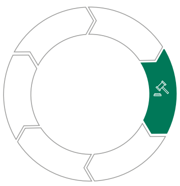
- Prepares the proposals and recommendations to be submitted to the Board of Directors, in particular regarding the general principles of the employee remuneration policy, remuneration of Corporate Officers, planned capital increases reserved for employees and related resolutions to be submitted to the General Meeting;
- Examines the principles for determining total amounts of variable remuneration for all employees and the annual variable remuneration exceeding a threshold agreed by the Board.
- Reviews the entities' implementation of remuneration policies.
- Examines the decisions of the Remuneration Policy Control Committee.
- Adjusts the remuneration policy in line with the Group's performance and results.
- Analyses French and international regulatory changes.

RISK COMMITTEE



- Ensures that the Group's remuneration policies and practices are in line with proper and effective risk management practices.

SHAREHOLDERS



- Vote on resolutions that may concern planned capital increases reserved for employees, the remuneration of identified employees, the remuneration policy for Corporate Officers and the components of remuneration allocated in respect of the previous financial year.

Group operations departments

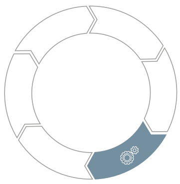
HUMAN RESOURCES DEPARTMENT

- Prepares the work of the Remuneration Committee and drafts the remuneration policy to be submitted to the Committee for review in connection with the 2022 Medium-Term Plan.
- Manages the remuneration policy and coordinates the various players involved.
- Adjusts the remuneration policy, largely based on the conclusions of the RPCC.

REMUNERATION POLICY CONTROL COMMITTEE (RPCC)

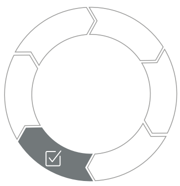
- Three departments represented: Risk Management and Permanent Control, Compliance and Human Resources departments.
- Issues an opinion on the remuneration policy, focusing on the information relating to the general policies – fulfilment sine qua non of the duty to alert – and on the validity of the principles applied to implement the remuneration policy within the Group, in light of the regulatory requirements.
- Assesses the implementation of the rules within the entities, in particular for identified employees.
- Coordinates the actions to be introduced in the entities by the Risk Management and Compliance functions.

GROUP FINANCES



- Approves the terms for determining the total variable remuneration budget.
- Confirms the adequacy of the total amount of remuneration in view of the Group's ability to strengthen its own equity.

CONTROL AND AUDIT DEPARTMENT



- Conducts an audit subsequent to the definition and implementation of the remuneration policy for identified employees within the meaning of regulations.

Find out more

- Governance of the reward policy for Corporate Officers: "Reward policy", part 4.3.
- Involvement of shareholders in the remuneration policy for Corporate Officers: Universal Registration Document, part 3.3 "Information on executives and management bodies".
- Involvement of shareholders in the remuneration policy for identified employees: Annual report relating to the policy and to the remuneration practices for identified employees.

Work of the Board of Directors and the Remuneration Committee

2020-2022 roadmap of the Board of Directors and Remuneration Committee

The Board's work fits into the framework of the reward policy roadmap, which aims to align the remuneration of employees and executives with the interests of shareholders and the overall performance of Crédit Agricole S.A.

	1 Ensuring compliance with the reward policy and the regulatory requirements	2 Strengthening the alignment of long-term interests with shareholders	3 Enhancing the CSR approach
Policy 2020	• Ensuring compliance of pension schemes with the PACTE Act	• Emphasis on the "Pay for performance" approach of the reward policy • Introduction of long-term share-based compensation (allocation of free shares)	• Strict alignment of Executive Corporate Officers targets with the 2022 Medium-Term Plan and in particular with the Human-centric and Societal projects
Policy 2021	• Aligning compensation systems with the Capital Requirements Directive V - CRDV • Strengthening the alignment between variable compensation, reward policy and market practice		
Year 2022			• Revision of CSR performance criteria

Work of the Remuneration Committee in 2021

In 2021, through the work of the Remuneration Committee, the Board focused in particular on the two major projects involving, on the one hand, the integration of the ramifications of the revised European CRD into the structure relating to the variable remuneration of Executive Corporate Officers and, on the other hand, the continuation of work on the revision of the CSR performance criteria relating to the variable remuneration of Executive Corporate Officers.

The project resulted in proposals approved by the Board of Directors, integrating both compliance with the new regulatory measures and adaptations to the variable remuneration structure, to bring it closer to that of its peers.

The revised CSR criteria will not apply in 2022 and will be implemented for the first time in 2023, thus allowing their alignment with the new Medium-Term Plan.

Work of the Remuneration Committee in 2021

Specific work up to 2021	Recurrent work
• Further reflection on CSR performance criteria for deferred remuneration plans • Compliance of the remuneration policy applicable to identified employees, including Executive Corporate Officers, with the requirements of the CRDV • Review of the proposed capital increases reserved for Group employees submitted to the AGM	• Review of the general principles of the Group's remuneration policy, including the definition of remuneration structures and the principles for determining variable remuneration packages • Annual review of the Group's remuneration policy • Review of the results of the vote on the resolutions relating to the remuneration of Executive Corporate Officers after the AGM • Review of all resolutions relating to the remuneration of Executive Corporate Officers • Review of the remuneration of the heads of the control functions, the variable remuneration package for identified employees and all individual variable remuneration above €1 million • Review of the "Remuneration" section of the present Board of Directors' report on corporate governance • Review of the remuneration policy and practices of members of the executive body, as well as individuals whose professional activities have a significant impact on the Company's risk profile

Find out more

- Work of the Remuneration Committee: Universal Registration Document, Chapter 3, part 1.3.6.

Shareholder dialogue

Taking into account the expectations of shareholders and investors

As part of the dialogue with its shareholders, Crédit Agricole S.A. organises meetings with investors prior to the General Meeting and throughout the year on topics related to corporate governance and executive remuneration. Each year, the Group reviews its remuneration policy in the light of this feedback.

In 2021, these meetings provided an opportunity to present the remuneration policy for Crédit Agricole S.A.'s Executive Corporate Officers to a dozen investors and proxies as well as to learn about their voting policy. This policy will be submitted to shareholders for approval at the Annual General Meeting on 24 May 2022. In particular, these meetings provided an opportunity to review the changes made to the 2020 remuneration policy and implemented in the 2021 remuneration policy, in response to the growing expectations of transparency, alignment with performance and the company's contribution to society.

The meetings with investors were also the occasion to discuss the place of CSR in remuneration (this is already taken into account in the annual variable remuneration criteria) as well as in the vesting conditions of long-term variable remuneration. The Remuneration Committee is currently considering how to increase the CSR dimension in performance criteria as from 2022.

Ongoing support of the remuneration policy by the shareholders at the General Meeting

The high quality of the shareholder dialogue led to ongoing shareholder support, resulting in a high number of votes being cast in favour of the remuneration policy and the resolutions relating to the components of remuneration paid in respect of the previous financial year or during the course of the financial year.

— Rate of approval of resolutions on remuneration policy at the General Meeting

	GM 2019	GM 2020	GM 2021
Remuneration policy for the Chairman of the Board of Directors	99.9%	99.9%	99.9%
Remuneration policy for members of the Board of Directors	NA	99.9%	99.4%
Remuneration policy for the Chief Executive Officer	91.9%	88.3%	93.4%
Remuneration policy for the Deputy Chief Executive Officer	92%	88.3%	93.4%

Reminder: in the event of a negative vote at the General Meeting on the remuneration policy, the policy of the previous year will apply. The Board of Directors meets within a reasonable time period following the General Meeting to review the reasons for this vote in order to propose a new remuneration policy in line with the expectations expressed by shareholders.

— Rate of approval of resolutions on elements allocated at General Meetings

	GM 2019	GM 2020	GM 2021
Remuneration for the Chairman of the Board of Directors	99.9%	99.9%	99.9%
Remuneration for the Chief Executive Officer	96.5%	96.6%	94.1%
Remuneration for the Deputy Chief Executive Officer	96.6%	96.6%	94.2%
Report on the remuneration of Corporate Officers and Directors	NA	97.3%	95.3%

Reminder: in the event of a negative vote on individual components of remuneration at the General Meeting, the variable remuneration awarded for the past financial year to the Corporate Officer concerned by the resolution will not be paid. It should be noted that since the 2020 General Meeting, a resolution on the components allocated to all Corporate Officers is proposed for shareholder approval. If this resolution is not approved, the payment of remuneration to the Directors in respect of their term of office will then be suspended.

Furthermore, if a resolution is rejected, the Board of Directors meets within a reasonable time period following the General Meeting to look into the reasons for such vote, and the expectations expressed by shareholders.

Employee shareholding

The 2021 employee shareholding campaign allowed 26,484 employees and former employees in 18 countries to subscribe to shares for a total amount of €205.6 million (the subscription price included a 20% discount on the share price). This capital increase was made possible by the issue of 21,556,100 new shares. Employee shareholding therefore makes it possible to supplement the remuneration received by employees and to strengthen the stability of Crédit Agricole S.A.'s capital.

4.1 REWARDS FOR ALL EMPLOYEES

Important to know

The reward policy serves the Group's Raison d'Être, the Group Project and the 2022 Medium-Term Plan and in particular its Human Project.

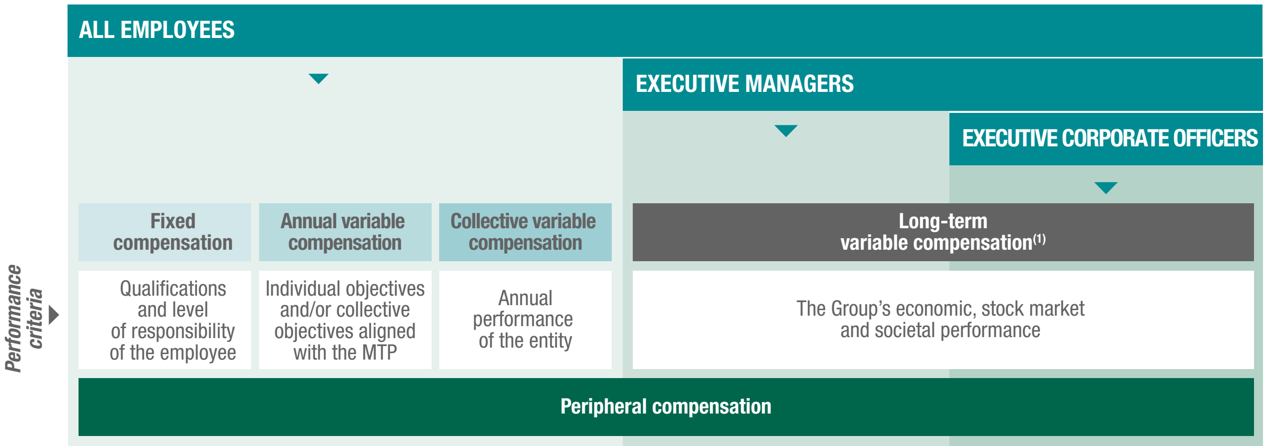
It applies common rules to all of the Group's employees, including its executive managers and Executive Corporate Officers, which helps in determining the components of remuneration by means of objective and transparent criteria, in accordance with best practices and in particular the recommendations of the AFEP/MEDEF Code.

Through the **annualisation of capital increases reserved** for employees, the reward policy supports the **three founding principles** of the Human Project: empowerment, outreach and initiative-taking.

4.1.1 Reward policy

The reward of Crédit Agricole S.A. employees is composed of fixed, variable and peripheral elements, corresponding to the various targets – notably in terms of remuneration for short, medium and long-term performance, consistent with the 2022 Medium-Term Plan (MTP). All or part of these elements may be offered to each employee, according to their level of responsibility, skills and performance.

Remuneration structure of Crédit Agricole S.A. Employees



(1) Also open to key employees (high potentials or rare expertises).

Rules for determining elements of reward

The Group has set common rules for all employees to guide the determination of remuneration components:

- within each of its various business lines, Crédit Agricole S.A. regularly compares its practices to those of other financial groups at the national, European and international level;
- performance is assessed by precise measurement of the results obtained relative to specific annual targets (how much), taking into account the conditions in which the objectives were achieved (how);
- it takes into account intrinsic financial performance, the Group's non-financial performance and its performance compared to that of other European banks;
- the remuneration systems are differentiated according to level of responsibility within the organisation;
- peripheral remuneration is governed by Group or entity agreements.

Refer to the glossary on page 715 for the definition of technical terms.

Procedures for determining elements of reward

— Components of remuneration

<table>
<tr><th></th><th>System</th><th>People eligible</th></tr>
<tr><td rowspan="2">FIXED REMUNERATION
Targets
Offering competitive and attractive remuneration</td><td>Base salary</td><td>All employees</td></tr>
<tr><td colspan="2">Skills and responsibility level are rewarded by a base salary in line with the specific characteristics of each business line in its local market.</td></tr>
<tr><td rowspan="8">ANNUAL VARIABLE REMUNERATION
Targets
Linking the interests of employees with those of the Group and shareholders, as part of the deployment of the 2022 Medium-Term Plan</td><td>Variable remuneration</td><td>All employees</td></tr>
<tr><td colspan="2">Crédit Agricole S.A. has put in place two annual variable remuneration systems – depending on the business lines and consistent with market practices:
• an Individual variable remuneration (RVP) scheme based on the achievement of predefined individual and collective targets within the employee's scope of responsibility;
• a "bonus pool" system based on the calculation of benefits directly linked to the entity's financial results and defined according to the "Contribution" to Group results. The contribution represents an entity's capacity to fund bonuses, taking into account the cost of risk, the cost of capital and the cost of liquidity.
It is defined as:
Revenues[(1)]
– direct and indirect expenses before bonuses
– cost of risk
– cost of capital before tax
____
= Contribution
The payout ratio represents the portion of the Contribution that the entity wants to pay out in bonuses. It is dependent on the entity's financial performance and the practices of competing companies operating in comparable businesses.
The individual award of variable remuneration is defined in compliance with regulatory principles. The amounts must not hamper the ability of Group entities to strengthen their equity as necessary. As well as economic and financial criteria, the performance assessment takes all risks into account, including liquidity risk, as well as the cost of capital.
Variable remuneration is related directly to annual performance. Unsatisfactory performance, failure to comply with rules and procedures or at-risk behaviour have a direct impact on variable remuneration.</td></tr>
<tr><td>Individual variable remuneration (RVP)</td><td>Employees and executive managers:
• central support functions;
• retail banking;
• specialised financial services;
• insurance;
• real estate;
• other.</td></tr>
<tr><td colspan="2">Individual variable remuneration (RVP) reflects the employee's individual performance, assessed by line management on the basis of the attainment of individual and/or collective targets.
The targets are described precisely and measurable over the year. They systematically take into account the customer, employee and societal aspects of activities.
The degree of attainment or exceeding of targets is the principal criterion for the award of RVP. It is supplemented by a qualitative assessment of how these targets were achieved (assuming responsibility, discernment, autonomy, cooperation, commitment, management, etc.).</td></tr>
<tr><td>Bonus</td><td>Employees and executive managers:
• Corporate and investment banking;
• wealth management;
• asset management;
• capital investment.</td></tr>
<tr><td colspan="2">The award of a bonus is decided upon by line management based on a formal annual individual performance appraisal, which looks at the achievement of both quantitative and qualitative targets. There is therefore no direct and automatic link between the level of financial results of an employee and their variable remuneration level. Employees are evaluated on their results, those of their activity and the conditions under which such results have been achieved.
Similarly to individual variable remuneration, targets are clearly defined and measurable over the year. Qualitative targets are individualised, related to the professional activity and to the level of responsibility. They include the quality of risk management, resources allocated and the behaviour (assuming responsibility, discernment, autonomy, cooperation, commitment, management, etc.) implemented to achieve results.</td></tr>
<tr><td>Guaranteed variable remuneration restrictions</td><td>Employees
Executive managers</td></tr>
<tr><td colspan="2">Guaranteed variable remuneration is strictly limited to new hires, for a period that may not exceed one year. Guaranteed variable remuneration is awarded subject to the deferred remuneration plan applicable to the financial year. Accordingly, all rules on variable remuneration for identified employees (deferred payment schedule, performance criteria and reporting) also apply to guaranteed bonuses.</td></tr>
</table>

(1) It is understood that, by definition, revenues are calculated net of the cost of liquidity.

	System	People eligible
LONG-TERM VARIABLE REMUNERATION Targets Rewarding the long-term collective performance of the Group and its entities	Long-term incentive plan	Executive managers Key Group executives
	This aspect of variable remuneration, which is unifying, motivating and encourages loyalty, completes the annual variable remuneration mechanism. It is characterised by remuneration in Crédit Agricole S.A. shares and/or cash, indexed to the Crédit Agricole S.A. share price, based on long-term performance criteria (economic, financial and societal) consistent with the long-term strategy of the Group and its entities.	
COLLECTIVE VARIABLE REMUNERATION	Profit sharing and incentive plans	All employees in France
	Profit sharing	All employees of certain international entities
Targets Linking all employees to the Group's results to enable the collective sharing of value created	Collective variable remuneration plans are defined separately for each entity in order to reflect value creation as closely as possible. In France, Group companies therefore negotiate their own profit-sharing and incentive plan agreements, complemented by contribution matching systems through their Employee savings scheme (PEE) and Collective Retirement Savings Plan (PERCO).	
	Employee shareholding	All employees with the exception of a few countries
	Firmly rooted in Crédit Agricole S.A.'s corporate culture, employee shareholding has grown over the years, in the context of capital increases reserved for employees and retirees, to be carried out annually in 2018. Since its initial public offering in 2001, Crédit Agricole S.A. has carried out eight capital increases reserved for employees and retirees. At end-2021, Group employees and former employees held 5.1% of the share capital. By valuing the contribution of each individual to the success of the collective, the development of employee shareholding is part of the new confidence pact desired by the Group through its Human Project.	
PERIPHERAL BENEFITS	Private healthcare insurance scheme	All employees
Targets Covering/Supplementing health care reimbursements in the event of employee illness Protecting employees against all life's uncertainties	Supplementary pension scheme	Executive managers
	In addition to direct remuneration, peripheral remuneration in terms of retirement, healthcare and pensions are put in place within collective schemes specific to each entity.	

Remuneration of identified employees

In accordance with regulatory obligations, Crédit Agricole S.A. has defined strict rules surrounding the remuneration policy for identified employees:

- **A remuneration policy that promotes sound and efficient risk management:** the amounts and distribution of variable remuneration must not impair the institutions' ability to strengthen their equity.
- **A balance between fixed and variable remuneration:** for any employee of a credit institution or investment firm, the variable component of their remuneration cannot be greater than 100% of the fixed component; nevertheless, the General Meeting of Shareholders can vote to apply a higher maximum ratio of up to 200%. In May 2020, the General Meeting approved the resolution raising this maximum ratio to 200% for remuneration awarded for the 2020 financial year and then for subsequent financial years. This approval is valid until a new decision by the General Meeting.
- **Variable remuneration partly deferred (40% to 60%):** variable remuneration is deferred over four or five years. It vests in four or five annual instalments, subject to the fulfilment of performance and presence conditions.

  Each annual instalment is made of two tranches, one in cash and one in shares or share-based cash.

  The acquisition of the share-based cash tranches is followed by a lock-up period of at least six months.
- **A non-deferred variable remuneration component (60% to 40%):** the non-deferred variable remuneration is made up of two tranches: one tranche in cash and one tranche in shares or share-based cash.

  The cash tranche vests and is paid immediately; the share-based cash tranche is also vested, but is subject to a lock-up period of at least six months (effective payment at the end of the lock-up period).
- **Risk-adjusted variable remuneration:** a monitoring system for at-risk behaviour by identified employees is deployed within the Group in cooperation with the Group Risk Management and Permanent Controls and Compliance business lines. This system specifically includes annual monitoring and assessment of the system by the governance body as well as an arbitration procedure at Executive Management level for observed cases of at-risk behaviour.

Crédit Agricole S.A. has also put in place two systems that enable ex-post adjustment or even recouping of variable remuneration by the Group in the event of at-risk behaviour:

- **A malus clause**: in the case of risky behaviour, the variable remuneration initially awarded may be reduced in full or in part in accordance with Article L. 511-84 of the French Monetary and Financial Code.
- **A clawback *clause*:** if it is discovered within a period of five years after payment that an employee is responsible for or has contributed to significant losses to the detriment of the Group or has demonstrated particularly serious at-risk behaviour, the Group reserves the right, subject to local laws in force, to recoup in full or in part amounts already paid.

Find out more

- Rules and specific procedures for determining the remuneration of executive managers: Universal Registration Document, Chapter 3, part 4.2.
- Rules and specific procedures for determining the remuneration of Executive Corporate Officers: Universal Registration Document, Chapter 3, part 4.3.

4.1.2 Amount of reward

In 2021, total employee expenses amounted to €8 billion for Crédit Agricole S.A. The overall total distributed, including profit-sharing and the employer contribution matching of employee savings plans, was €282million.

In France, the average gross remuneration of employees was €68,171 and the median remuneration was €51,895.

Find out more

- Workplace Indicators: Universal Registration Document, Chapter 2, part 5.6.
- Amount of remuneration of executive managers: Universal Registration Document, Chapter 3, part 4.2.2.
- Amount of remuneration of Executive Corporate Officers: Universal Registration Document, Chapter 3, part 4.3.4.
- Amount of average and median remuneration of employees in France: Universal Registration Document, Chapter 3, part 4.3.4.

Gender equality with regard to rewards

Crédit Agricole S.A. is committed to respecting equality between women and men, particularly in terms of remuneration, notably through regular diagnostics carried out by the Group and its entities. his year, most entities have a steady or increasing scoring compared to 2020, including UES Crédit Agricole S.A. which reaches 89/100.

Find out more

- Gender equality at work: Universal Registration Document, Chapter 2, part part 3.5.2.3.
- Rewards for Corporate Officers, comparative approach to remuneration, Universal Registration Document, Chapter 3, part 4.3.4.

4.2 REWARDS FOR EXECUTIVE MANAGERS

Important to know

The alignment of the remuneration structure of executive managers with that of Executive Corporate Officers was reinforced in 2020 by adjusting targets and bringing them in line with those of the 2022 Medium-Term Plan, both in terms of financial and non-financial criteria.

Variable remuneration for executive managers is based on mutual targets and aligned with Group strategy in order to unite them around shared challenges.

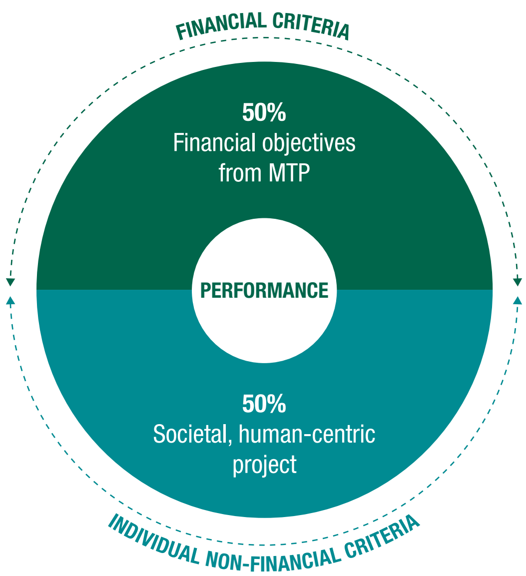
Long-term variable remuneration ensures that the interests of executive managers are aligned with those of shareholders and the Group's performance over the long term, with the same performance criteria as for Executive Corporate Officers.

The Group's Circle 1 executive managers are members of the management teams. They define the strategy for their business line or a cross-Group function and steer the implementation, in line with Group's strategy; They are responsible for defining functional or operational policies that have a strategic impact on their businesses.

4.2.1 Reward policy applicable to executive managers

Executive managers receive fixed and variable components of remuneration and peripheral remuneration, adapted to their specific targets, in line with the Group's remuneration policy.

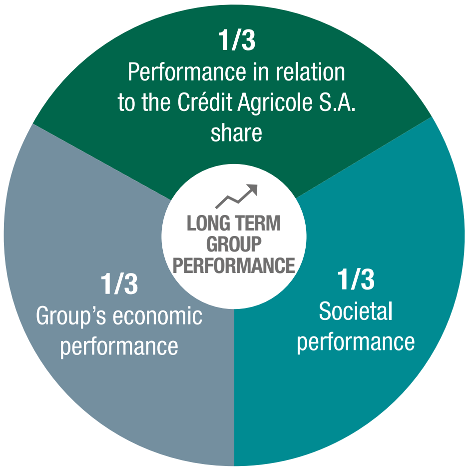
Components of remuneration

	System	People eligible
FIXED REMUNERATION Targets Offering competitive and attractive remuneration	**Base salary**	**All executive managers**
	The fixed remuneration of executive managers is determined using the same rules as those of all employees.	
ANNUAL VARIABLE REMUNERATION Targets Remuneration of executive managers based on their performance in relation to the implementation of the 2022 Medium-Term Plan and the Customer, Human and Societal Projects	All executive managers of Crédit Agricole S.A. are eligible for the Group's variable remuneration schemes, which have a common targets structure regardless of the entity. This means that their individual variable remuneration comes either from the individual variable remuneration scheme (RVP) or from the bonus scheme. As for all employees, the scheme that applies to them is defined according to their home entities.	
	Individual variable remuneration/bonus	**All executive managers**
	Annual variable remuneration is calculated as follows: • 50% on the basis of financial criteria, in line with those of the 2022 Medium-Term Plan, with criteria based on Crédit Agricole S.A.'s scope of responsibility in terms of underlying Net income Group share, cost/income ratio excluding SRF and RoTE, and on the scope of responsibility of the executive manager; • 50% on individual non-financial criteria, in line with the Group's Customer, Human, and Societal Projects and which measure value creation: – customer: satisfaction with the services and advice provided, adaptation of offers to new uses, innovation engagement, – human: ability to attract, develop and retain employees, and to initiate managerial transformation to create a framework of greater trust and confidence, – social: mutualist and societal commitment, respect for values beyond legal obligations, development of green finance. **Annual variable remuneration criteria applicable to executive managers**  	

Refer to the glossary on page 715 for the definition of technical terms.

	System	People eligible
LONG-TERM VARIABLE REMUNERATION Targets Rewarding the long-term collective performance of the Group and its entities	Long-term incentive plan	Executive Committee Members Senior executives
	The Group introduced long-term variable remuneration in 2011 to reward long-term performance. Accordingly, taking an entity's societal impact into consideration strengthens the link between remuneration and long-term performance. The long-term variable remuneration plan for executive managers takes the form of share-based remuneration and/or instruments indexed to the Crédit Agricole S.A. share price. Amounts are deferred for at least three years and vest according to the following performance criteria: • Crédit Agricole S.A.'s intrinsic economic performance; • Crédit Agricole S.A.'s stock performance; • Crédit Agricole S.A.'s societal performance. The members of the Crédit Agricole S.A. Executive Committee and the Group's senior executives are eligible for this long-term variable remuneration, the award of which is determined on an annual basis by the Group Chief Executive Officer.	

Performance criteria for long-term variable remuneration for executive managers



	System	People eligible
COLLECTIVE VARIABLE REMUNERATION Targets Linking all employees, including executive managers, to the Group's results to enable the collective sharing of value created	Profit sharing and incentive plans	All executive managers in France
	Profit sharing	All executive managers of certain international entities
	Employee shareholding	All executive managers with the exception of a few countries
	Executive managers are eligible for profit-sharing, incentive plans and employee share ownership plans under the same conditions defined by their entity.	
PERIPHERAL REMUNERATION Targets Covering/Supplementing health care reimbursements in the event of illness Protecting against all life's uncertainties	Private healthcare insurance scheme	All executive managers
	Executive managers benefit from the same private healthcare insurance schemes as other employees.	
	Supplementary pension scheme	Executive managers
	From 2010 to 2019, the supplementary pension scheme consisted of a combination of defined-contribution pension schemes and a defined-benefit scheme (the rights to the benefit scheme are determined after the rights paid under the defined-contribution scheme). In any event, at retirement, the total retirement annuity of all schemes is capped at 70% of the reference remuneration in accordance with the supplementary retirement regulations for executive managers of Crédit Agricole S.A. In accordance with the PACTE Act and the provisions of Order no. 2019-697 of 3 July 2019, the defined benefit top-up scheme was permanently closed as of 4 July 2019, and the conditional rights it provides have been crystallised at 31 December 2019. The rights established by the Group prior to the effective date of the 2010 rules are maintained in accordance with these rules and, if applicable, are added to the rights resulting from the rules in force, particularly when calculating the maximum annuity that can be paid. Since 1 January 2020, Crédit Agricole S.A. has set up a new retirement savings scheme that enables employees to progressively build up capital with the company's help. This plan is made up of an Article 82 defined-contribution scheme and free share allocations. Part of this capital thus follows the Group's performance, thereby reinforcing the alignment with the strong and sustainable growth targets of our corporate strategy.	

4.2.2 Amount of reward of executive managers

At 31 December 2021, the reward of members of the Board of Directors and the Executive Committee paid by Crédit Agricole S.A. amounted to €25.7 million, of which €2.9 million in post-employment benefits.

4.3 REWARDS FOR CORPORATE OFFICERS

Important to know

› **Remuneration consistent with the 2022 Medium-Term Plan and value creation**

The annual and long-term components of variable remuneration of Executive Corporate Officers are aligned with the 2022 MTP and the interests of shareholders.

		Annual variable	Long-term variable
Medium-Term Plan.	Financial criteria	√	√
	Customer Project, excellence in customer relations	√	
	Human Project, empowered teams for customers	√	
	Societal Project, our commitment to society	√	√
Stock performance			√

Achievement rates that reflect the Group's performance

The performance of the various criteria used to assess annual variable remuneration is in line with the Group's results and the progress of the MTP in 2022.

€5,397 MILLION
Underlying Net Income Groupe Share
+40.2% ↗

57.8%
Underlying C/I ratio excl. SRF
-1,8 pp ↘

13.1%
Underlying RoTE
+ 3,7 pp ↗

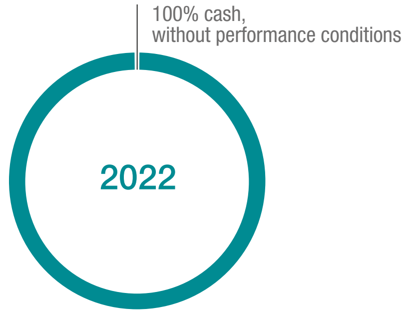
+22 PTS ↗
Increase of the participation rate of the Employee Engagement and Recommendation Index since 2016

	Chief Executive Officer		Deputy Chief Executive Officer	
	Weighting	Achievement rate	Weighting	Achievement rate
FINANCIAL CRITERIA	**60%**	**77.4%**	**60%**	**77.4%**
Net Income Group Share	20%	27.5%	20%	27.5%
Cost/income ratio, excl. SRF	20%	22.9%	20%	22.9%
Return on tangible equity	20%	27.0%	20%	27.0%
NON-FINANCIAL CRITERIA	**40%**	**49.4%**	**40%**	**48.4%**
Customer Project, excellence in customer relations	8%	9.6%	6%	7.2%
Human Project, empowered teams for customers	8%	10.0%	6%	7.5%
Societal Project, our commitment to society	8%	10.0%	6%	7.5%
Technological transformation	3%	3.6%	9%	10.8%
Risk and compliance management	5%	5.8%	10%	11.5%
Employee engagement with the Group	8%	10.4%	3%	3.9%
TOTAL		**126.8%**		**125.8%**

Refer to the glossary on page 715 for the definition of technical terms.

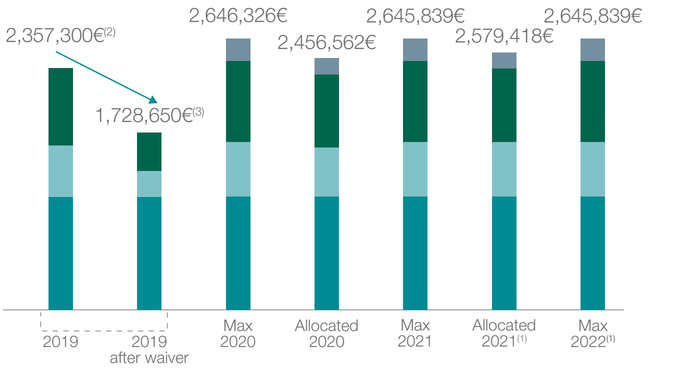
Balanced and moderate remuneration over time

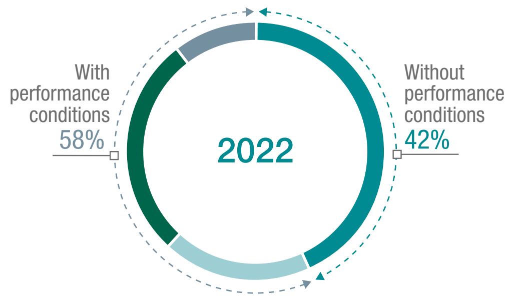
Dominique Lefebvre, Chairman of the Board of Directors



(1) Subject to the approval of shareholders at the General Meeting of 24 May 2022.

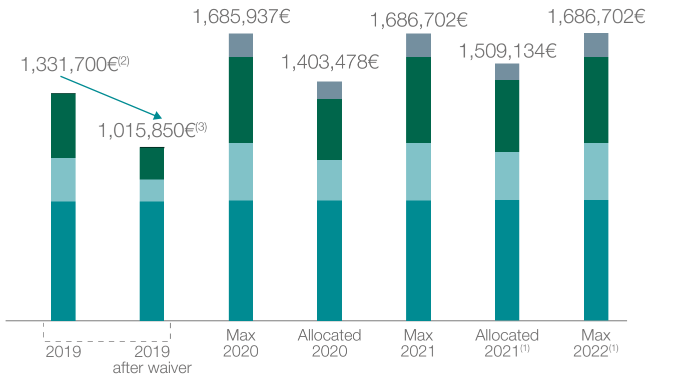
Philippe Brassac, Chief Executive Officer

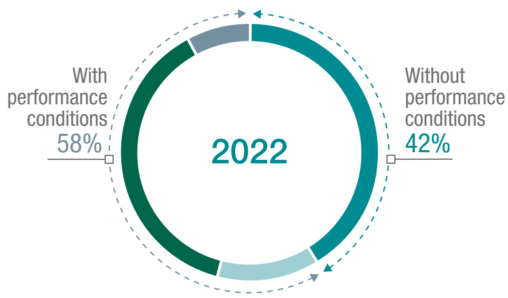




(1) Subject to the approval of shareholders at the General Meeting of 24 May 2022.
(2) Amounts before waiver by Executive Corporate Officers of 50% of their variable compensation in respect of 2019.
(3) Amounts after waiver by Executive Corporate Officers of 50% of their variable compensation in respect of 2019.

Xavier Musca, Deputy Chief Executive Officer





(1) Subject to the approval of shareholders at the General Meeting of 24 May 2022.
(2) Amounts before waiver by Executive Corporate Officers of 50% of their variable compensation in respect of 2019.
(3) Amounts after waiver by Executive Corporate Officers of 50% of their variable compensation in respect of 2019.

4.3.1 Governance of the reward policy for Executive Corporate Officers

In order to guarantee compliance with the guiding principles of the reward policy and their rigorous application, the Group has set up governance of specific remuneration policies and procedures for its Executive Corporate Officers.

Process of defining the remuneration policy

Governance of the remuneration policy for Executive Corporate Officers of Crédit Agricole S.A.

1 POLICY CREATION

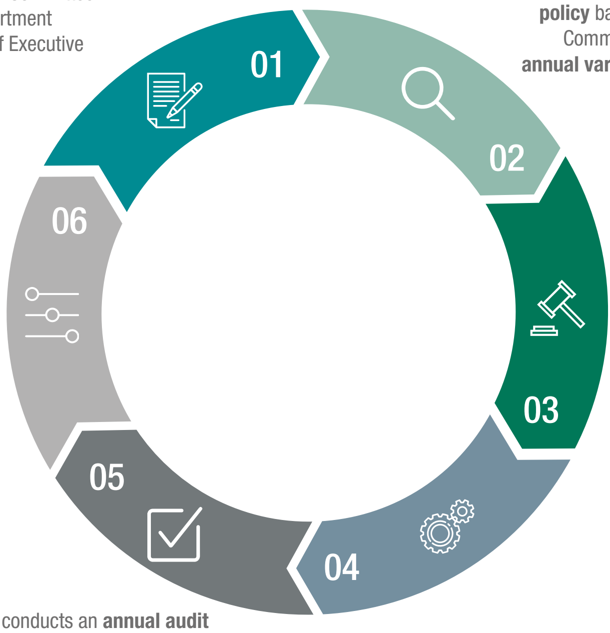
At the start of the year, the Compensation Committee supported by the Human Resources department **drafts proposals** on the compensation of Executive Corporate Officers.

2 REVIEW

The **Board of Directors determines the compensation policy** based on the proposals of the Compensation Committee. It **sets the criteria for allocation of annual variable compensation** and the targets to be achieved for the year *(ex ante)*.

Each year, the **Compensation Committee assesses the performance** of Executive Corporate Officers over the financial year endedor paid during the financial year in the light of results obtained and targets set *(ex post)*.

It may consult the Chief Executive Officer about the performanceof the Deputy Chief Executive Officer.



3 APPROVAL

The **shareholders gathered in a General Meeting vote** on the elements of compensation paid or awarded for the financial year ended or paid during the financial year ended and on the compensation policy for the coming year.

4 IMPLEMENTATION

The **Human Resources department oversees the implementation**of the compensation policy.

5 MONITORING

The Group Control and Audit Department conducts an **annual audit** *subsequent* to the definition and application of the compensation policy of the identified employees and executive corporate officers in accordance with the regulations.

6 ADJUSTMENTS

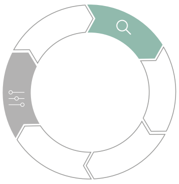
The **Board of Directors reviews the** compensation policy according to changes in the context of corporate strategy as well as feedback from investors and shareholders. The changes decided upon apply from the following year.

Refer to the glossary on page 715 for the definition of technical terms.

Functions involved in the process of defining the remuneration policy

— Governance bodies and shareholders

BOARD OF DIRECTORS

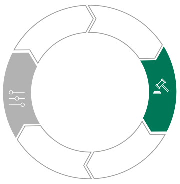


- Defines the remuneration policy for Executive Corporate Officers by taking into consideration the conditions for remuneration and employment of employees.
- Determines their fixed and variable remuneration.
- Sets the upper and lower limits, criteria and performance conditions for variable remuneration for the upcoming financial year, consistent with the targets of the Medium-Term Plan.
- Determines the components of remuneration for the previous financial year.
- Decides the total remuneration allocated to the position of Director.
- Reviews the policy on an annual basis to take account of changes in the general and competitive environment, as well as feedback from shareholders and investors.

REMUNERATION COMMITTEE

- Drafts proposals covering fixed and variable remuneration for Corporate Officers, any other benefits offered and the decisions to be submitted to the General Meeting on these subjects.
- Measures the performance of Executive Corporate Officers in relation to the targets set.

SHAREHOLDERS



- Provide annual recommendations on the remuneration policy for Executive Corporate Officers and their components of remuneration for the previous financial year.
- Review the remuneration policy during discussions with the Human Resources and Investor Relations departments.

— Group Operations department

HUMAN RESOURCES DEPARTMENT

- Prepares the work of the Remuneration Committee.
- May, with the consent of the Remuneration Committee, participate in its meetings.
- Oversees the implementation of the policy.

4.3.2 Remuneration policy for Executive Corporate Officers awarded for 2022 submitted for shareholder approval

Crédit Agricole S.A. has historically opted for the separation of the duties of direction and control in executive functions in accordance with Article L. 511-58 of the French Monetary and Financial Code.

Corporate Officers are the Group's directors, as well as the three Executive Corporate Officers:

- Dominique Lefebvre, as Chairman of the Board of Directors since 4 November 2015;
- Philippe Brassac, as Chief Executive Officer since 20 May 2015;
- Xavier Musca, as Deputy Chief Executive Officer and second in command since 20 May 2015.

The Chief Executive Officer and Deputy Chief Executive Officer, Executive Corporate Officers, have decided upon a shared responsibility, which is reflected in their solidarity regarding the performance criteria used.

Principles

A policy consistent with best market practices

Executive Corporate Officers receive fixed, variable and peripheral components of remuneration, adapted to their specific targets, in line with the Group's reward policy. The Board of Directors establishes the remuneration policy while taking into account the recommendations of the AFEP/MEDEF Code of January 2020, in particular those set out in its Article 25.1.2 concerning the general principles for determining the remuneration of Executive Corporate Officers. Accordingly, Crédit Agricole S.A.'s reward policy applies the principles laid down in the Code, namely:

- full disclosure of all the components of remuneration for Executive Corporate Officers;
- providing reasons for each component of remuneration; and
- benchmarking of remuneration awarded and paid with market practices;
- determining the remuneration structure of Executive Corporate Officers in a manner consistent with that of other executives and employees of the company;
- comprehensibility of the rules adopted, which must be sustainable, transparent and rigorous, and include performance criteria in line with the company's objectives;
- ensuring a balance between taking into account the company's business interests, the executives' performance and the expectations of the company's stakeholders.

In addition, the Group aligns its remuneration policy with the other provisions of Article 25 that apply more specifically to the different components of remuneration for Executive Corporate Officers, such as: The Crédit Agricole S.A. Group also takes into account:

- the recommendations made by the AMF, set out in particular in its 2021 report on corporate governance and executive remuneration in listed companies as regards remuneration for Executive Corporate Officers;
- the expectations voiced by the Group's shareholders, investors and proxies as part of their 2022 voting policies;
- market practices: each year studies are carried out with the assistance of an outside consultant, Willis Towers Watson for financial year 2021-2022, on the positioning of Executive Corporate Officers' remuneration in relation to other CAC 40 companies and the financial sector. They rely on these companies' annual reports and press releases to ensure consistency in remuneration principles and levels.

Refer to the glossary on page 715 for the definition of technical terms.

2022 remuneration policy for the Chairman of the Board of Directors

On the proposal of the Remuneration Committee, the Board of Directors of 9 February 2022 decided, in line with the Group's remuneration policy, to set the fixed annual remuneration of the Chairman of the Board of Directors at €625,000, as from the 2022 financial year, subject to approval by the General Meeting of 24 May 2022.

In order to guarantee complete independence in the performance of his term of office and in accordance with the recommendations of the AFEP/MEDEF Code, the Chairman of the Board of Directors is not eligible for any variable remuneration, including long-term incentive plans, stock-options or performance share award plans, or any other long-term remuneration schemes existing within Crédit Agricole S.A.

The Chairman of the Board of Directors also waives any remuneration due in respect of his position as a Director in Group companies during and at the end of his term of office as Chairman of the Board of Directors.

The Chairman of the Board of Directors does not benefit from any severance payment or non-competition remuneration, nor any supplementary pension scheme or private healthcare insurance in force within the Group.

2022 remuneration policy for Executive Corporate Officers

Fixed remuneration

The amount of annual fixed remuneration is decided by the Board of Directors acting on the recommendation of the Remuneration Committee, taking into account:

- the experience and scope of responsibilities of Executive Corporate Officers;
- market practices and remuneration packages observed for the same or similar functions in other major listed companies.

Fixed remuneration accounts for a significant proportion of total remuneration.

The fixed annual remuneration of the Chief Executive Officer has been €1,100,000 since May 2018.

The annual fixed remuneration of the Deputy Chief Executive Officer has been €700,000 since 19 May 2015.

On the proposal of the Remuneration Committee, the Board of Directors' meeting of 09 February 2022 decided to maintain the fixed remuneration of the Executive Corporate Officers unchanged.

Annual variable remuneration

The variable remuneration policy for the Chief Executive Officer and the Deputy Chief Executive Officer changed in 2020 to ensure its alignment with the 2022 Medium-Term Plan. Allocation principles remain unchanged in 2022.

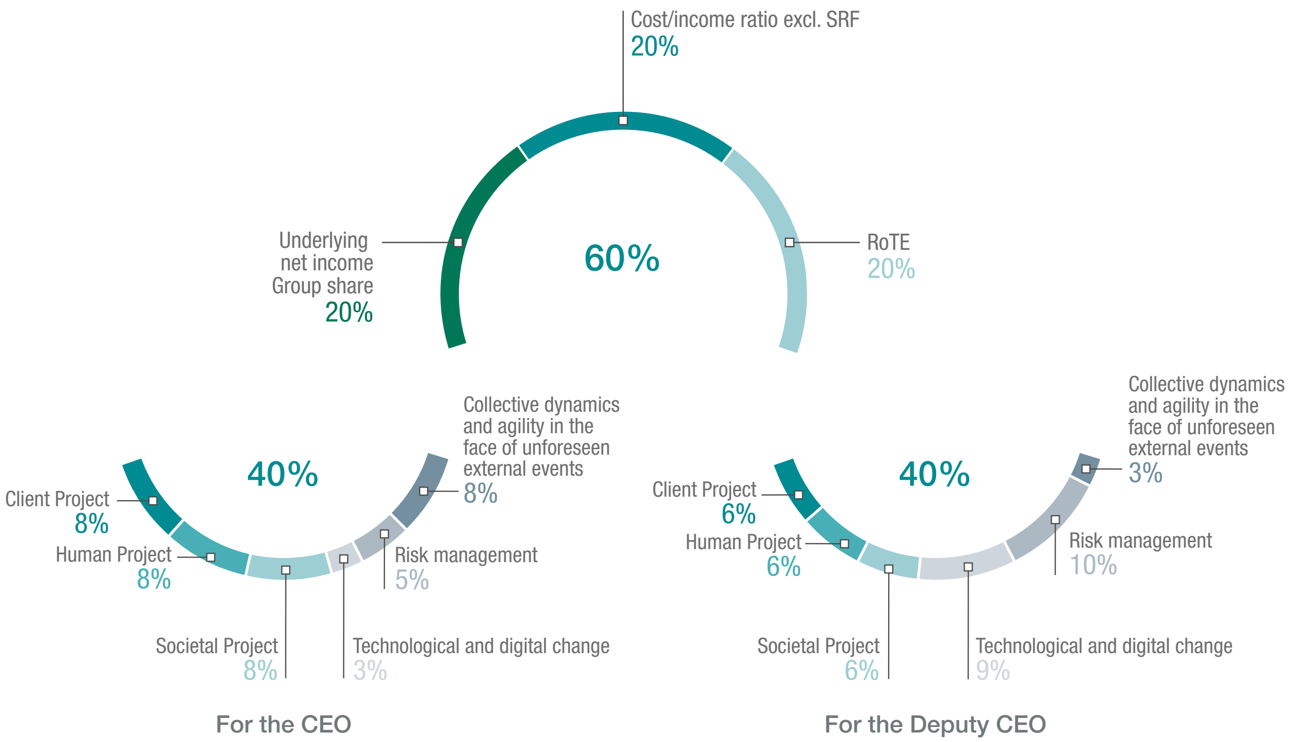
This policy is part of the framework established for the variable remuneration of the Group's executive managers.

Variable remuneration is expressed as a percentage of annual fixed remuneration. In accordance with the AFEP/MEDEF Code, variable remuneration is capped and may not exceed the maximum levels set out in the remuneration policy:

- it can vary from **0% to 100%** (target level) of fixed remuneration for the **Chief Executive Officer**, if all objectives are attained, and up to a maximum of **120% (maximum level)** of fixed remuneration for exceptional performance;
- for the Deputy Chief Executive Officer, variable remuneration can vary from 0% to 80% (target level) of fixed remuneration if all objectives are attained and up to a maximum of 120% (maximum level) of fixed remuneration for exceptional performance.

The overall performance of each Executive Corporate Officer is assessed on the basis of a balance between economic, financial and non-financial performance. Their annual variable remuneration is **60% based on financial criteria and 40% based on non-financial criteria,** defined each year by the Board of Directors, on the recommendation of the Remuneration Committee.

Breakdown of annual variable remuneration criteria



Refer to the glossary on page 715 for the definition of technical terms.

The evaluation of the achievement rate in respect of each indicator is based on the Board of Directors' assessment of the performance of the Chief Executive Officer and the Deputy Chief Executive Officer in relation to the major strategic guidelines and budget targets established each year (confidential data).

The financial criteria relate to the scope of Crédit Agricole S.A. For each of these, the target is set on the basis of the budget approved by the Board of Directors with regard to the 2022 objectives announced.

The maximum achievement rate for each criterion cannot exceed 150%. For the financial criteria, reaching the trigger threshold leads to a realisation rate of 60%. Below this level, the achievement rate will be considered nil. The calculation of the performance between the different limits is linear.

Terms of vesting of annual variable remuneration

Following the assessment of the annual performance, a portion of the annual variable remuneration awarded by the Board of Directors for a year is deferred, subject to approval by the General Meeting of Shareholders, in the interests of aligning the remuneration of Executive Corporate Officers with the Group's long-term performance and to comply with regulations of the branch.

The changes related to the compliance of the remuneration policy with the new regulatory requirements were part of the Board's roadmap to align remuneration with overall performance. The extension of the vesting period of the annual variable remuneration and the lock-up period of instruments is a guarantee that the interests of executives are aligned with that of shareholders. With a right proportion of remuneration exposed to markets, these changes also promote sustainable governance, which contribute to long-term value creation. Lastly, they are in line with the principles of long-term moderation applied by the Group to its remuneration management.

Deferred portion of annual variable remuneration, accounting for 60% of the total

A portion representing 60% of the variable remuneration is deferred over five years.

Half of it is paid in cash and half in Crédit Agricole S.A. share-based cash.

Vesting is contingent on achieving three complementary performance criteria, whose overall achievement rate cannot exceed 100%:

- Intrinsic financial performance;
- Crédit Agricole S.A.'s stock performance;
- Crédit Agricole S.A.'s societal performance.

If an Executive Corporate Officer leaves the Group during the vesting period of a given instalment of deferred remuneration, the payment of this instalment of deferred remuneration is excluded, except in the event of retirement or exceptional circumstances, the grounds for which must be substantiated by the Board of Directors. In such cases, unaccrued instalments of deferred variable remuneration are delivered at their planned vesting date depending on the level of achievement of performance conditions.

If it is found within a period of five years after payment that an Executive Corporate Officer: (i) is responsible for or has contributed to significant losses to the detriment of the Group or (ii) has demonstrated particularly serious risky behaviour, the Board of Directors reserves the right to demand the restitution in full or in part of amounts already paid subject to French law in force (clawback clause), in accordance with the recommendations of the proxy voting agencies.

Non-deferred portion of annual variable remuneration, accounting for 40% of the total

A portion representing 40% of the variable remuneration is non-deferred and vests immediately.

Non-deferred variable remuneration approved by the General Meeting is paid in part (50%) after it is approved by shareholders at the General Meeting in May (i.e. 20% of annual variable remuneration), and the other half in March the following year. The second payment is pegged to the change in the Crédit Agricole S.A. share price (share subject to a one-year lock-up period).

Long-term variable remuneration

Since 2020, the Chief Executive Officer and the Deputy Chief Executive Officer qualify for long-term variable remuneration in the form of free performance shares, within the framework of a budget strictly limited to 0.1% of share capital, in order to strengthen their contribution to the creation of long-term value of Crédit Agricole S.A.

The number of shares granted each year by the Board of Directors, valued on the basis of the average Crédit Agricole S.A. share price weighted by volume over the 20 business days prior to the Board meeting, is capped at 20% of the beneficiary's annual fixed remuneration.

As of the 2021 financial year, the vesting period of the shares is set at five years. This is followed by a one-year holding period. In addition, the Chief Executive Officer and the Deputy Chief Executive Officer are required to retain, until the end of their functions, 30% of the shares vested each year.

They are also prohibited from implementing hedging or insurance strategies over the vesting and holding periods of performance shares.

Terms of vesting of long-term variable remuneration

Vesting of long-term variable remuneration is contingent on achieving three complementary performance criteria, whose overall achievement rate cannot exceed 100%. As with the vesting of deferred annual variable remuneration, these performance criteria take into account the Group's intrinsic performance, its relative and its societal performance, but with more demanding targets.

	Weighting	Trigger Achievement rate: 80%	Target Achievement rate: 100%	Ceiling Achievement rate: 120%
Crédit Agricole S.A.'s intrinsic economic performance. Crédit Agricole S.A.'s underlying net income Group share accumulated over the reference period	33.3%	80% of budget	100% of budget	120% of budget
The relative performance of the Crédit Agricole S.A. share price compared with a composite index of European banks (Euro Stoxx Banks), on a cumulative basis over the reference period	33.3%	Median positioning	1st quartile positioning	Rank 5 of the positioning
Annual societal performance of Crédit Agricole S.A. as measured by the FReD index	33.3%	0.65 FReD points	1.3 FReD points	+1.95 FReD points

Each of these criteria accounts for one-third of the overall performance assessment. For each criterion:

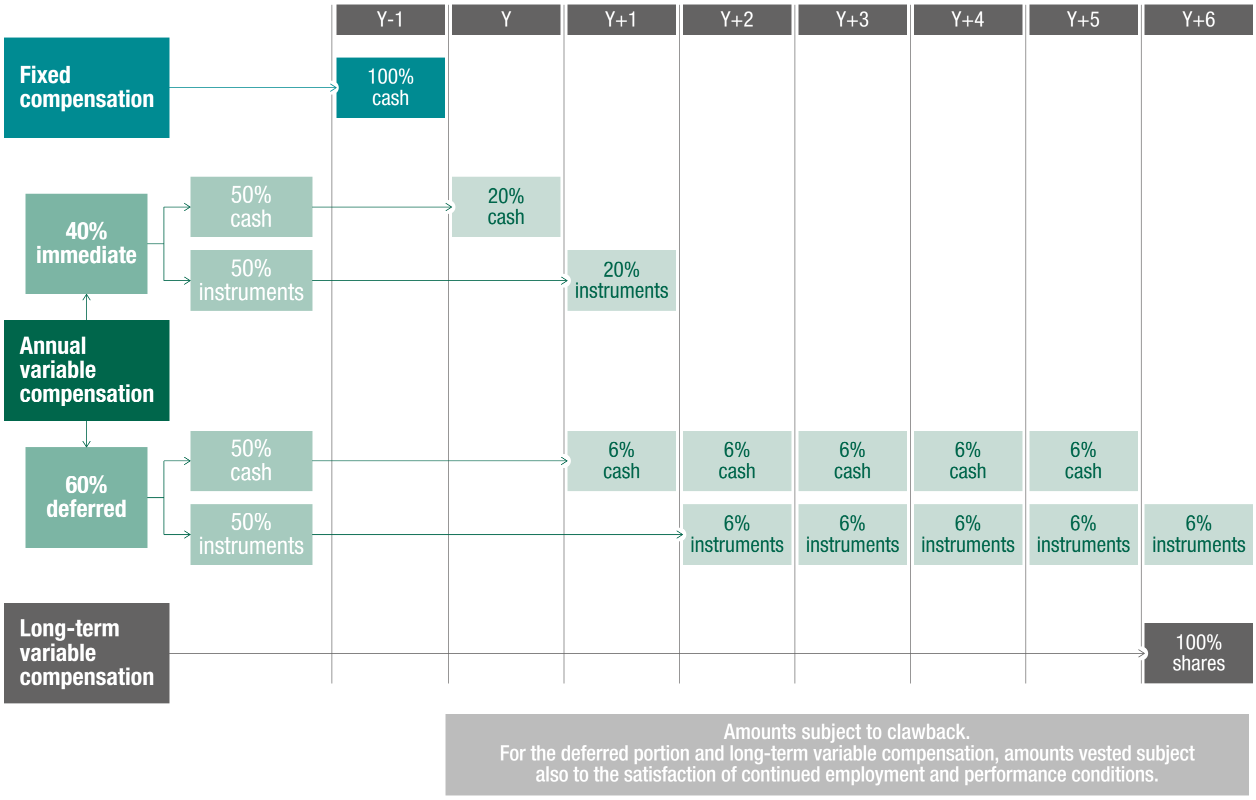
- the maximum achievement rate cannot exceed 120%;
- a trigger threshold is applied, below which the achievement rate will be considered zero.

The overall performance is equal to the average achievement rate for each performance criterion, which is capped at 100%. Performance between the trigger threshold and target as well as between the target and ceiling is calculated on a straight-line basis.

If an Executive Corporate Officer leaves the Group during the vesting period, the vesting of Crédit Agricole S.A. shares is excluded, except in the event of retirement or exceptional circumstances, the grounds for which must be substantiated by the Board of Directors. In such cases, the shares not yet vested are delivered at their scheduled vesting date depending on the level of achievement of performance criteria.

If it is found within a period of five years after delivery of shares that an Executive Corporate Officer: (i) is responsible for or has contributed to significant losses to the detriment of the Group or (ii) has demonstrated particularly serious risky behaviour, the Board of Directors reserves the right to recoup in full or in part the shares already delivered subject to French law in force (clawback clause).

Structure of remuneration over time



Peripheral remuneration

Private healthcare insurance

The Chief Executive Officer and Deputy Chief Executive Officer are covered by the same private healthcare insurance schemes as employees.

Post-employment benefits

Under the commitments authorised by the Board of Directors on 19 May 2015, the Chief Executive Officer and the Deputy Chief Executive Officer receive:

- a severance payment if the term of office is terminated by Crédit Agricole S.A.;
- non-competition remuneration if a non-competition clause is triggered, for a period of one year from the termination of his term of office, regardless of the cause;
- the supplementary pension scheme for executive managers of Crédit Agricole Group, which supplements the collective and mandatory pension and death & disability schemes.

The benefit represented by this supplementary pension scheme was taken into account by the Board of Directors in determining the total remuneration of Executive Corporate Officers.

Retirement

From 2010 to 2019, the supplementary pension scheme, also applicable to the Chief Executive Officer and Deputy Chief Executive Officer, consisted of a combination of defined-contribution pension schemes and a defined-benefit top-up scheme, the rights of which are defined by 2010 rules.

In accordance with the provisions of the PACTE Act and Order No. 2019-697 of 3 July 2019, the defined-benefit scheme, which falls under the provisions of Article L. 137-11 of the French Social Security Code, was permanently closed as of 4 July 2019, and the conditional rights it provided were frozen on 31 December 2019. Consequently, no new additional rights were allocated under this scheme for periods of employment after 1 January 2020. The information given below about the defined-benefit scheme therefore only concerns rights accrued up until 31 December 2019.

Refer to the glossary on page 715 for the definition of technical terms.

These rights, equal to 1.20% of the reference remuneration for every year of service (capped at 36%), are determined after the rights paid under the defined-contribution schemes.

Contributions to defined-contribution pension schemes (still in force) equal 8% of gross salary capped at eight times the French social security cap (of which 3% paid by the Executive Corporate Officer).

The reference remuneration is determined as the average of the three highest gross annual remunerations received over the last ten years of activity within the Crédit Agricole Group, including fixed and variable remuneration, the latter being taken into account with a maximum of 60% of fixed remuneration.

In any event, at retirement, the total pension annuity is capped, for all company pension schemes and mandatory basic and complementary schemes, at sixteen times the annual French social security cap for the Chief Executive Officer and the Deputy Chief Executive Officer, and at 70% of the reference remuneration in application of the supplementary pension rules for Crédit Agricole S.A. executive managers.

The supplementary defined-benefit pension scheme complies with the recommendations of the AFEP/MEDEF Code as well as the former provisions of Article L. 225-42-1 of the French Commercial Code (*Code de Commerce*), which for the periods in question, restricted the vesting rate of defined-benefit schemes at 3% per year (text repealed by Order 2019-1234 of 27 November 2019):

- the group of potential beneficiaries was substantially broader than Executive Corporate Officers alone;
- minimum length of service: five years (the AFEP/MEDEF Code requires only two years' service);
- vesting rate of 1.2% of the reference remuneration per year of service;
- estimated supplementary pension below the AFEP/MEDEF Code ceiling of 45% of fixed and variable remuneration due for the reference period;
- obligation for the beneficiary to be a Corporate Officer or an employee when claiming their pension entitlements.

The Board of Directors Meeting on 19 May 2015 approved the membership of Philippe Brassac and Xavier Musca in the Group's supplementary pension schemes prior to the date of publication of Law No. 2015-990 of 6 August 2015 for growth, activity and equal economic opportunities; therefore the provisions of this law, which makes the vesting of annual supplementary pension entitlements subject to performance conditions, do not apply.

The management of this defined-benefit scheme has been outsourced to an organisation governed by the French Insurance Code.

Funding of the outsourced assets is accomplished via annual premiums entirely paid for by the employer and subject to the 24% contribution set out in Article L. 137-11 of the French Social Security Code.

The rights established by the Group prior to the effective date of the 2010 rules are maintained in accordance with these rules and, if applicable, are added to the rights resulting from these rules, particularly when calculating the maximum annuity that can be paid.

Since 1 January 2020 Crédit Agricole S.A. set up an Article 82 defined-contribution scheme enabling executive managers to build up savings for retirement with the help of the Company.

Having satisfied his entitlements under the scheme that falls under Article L. 137-11, Philippe Brassac will not be entitled to benefits from the Article 82 defined-contribution scheme.

Xavier Musca is entitled to benefits from the Article 82 defined-contribution scheme. This scheme provides for the payment of an annual bonus by the company on the part of his annual fixed remuneration at a rate of 20%.

In accordance with the AFEP/MEDEF Code, annual contributions for any given year are subject to performance conditions. These are identical to the conditions for the vesting of deferred annual variable remuneration, i.e. the achievement of three complementary performance criteria related to the intrinsic economic performance of Crédit Agricole S.A., the stock market performance of Crédit Agricole S.A. share, and the Group's societal performance.

Termination payments

Philippe Brassac and Xavier Musca qualify for the retirement termination payments scheme that applies to all employees under the terms of the Crédit Agricole S.A. collective agreement. This can amount to six months' fixed salary plus variable remuneration capped at 4.5% of fixed salary.

Severance payment

Chief Executive Officer

In the event of termination of the Chief Executive Officer's term of office, his employment contract will be reinstated under remuneration conditions equivalent to the average annual remuneration paid to the members of the Management Committee of Crédit Agricole S.A., excluding Corporate Officers, during the 12 months preceding the date of termination of his term of office.

The Chief Executive Officer will receive severance payment if his term of office is terminated by Crédit Agricole S.A., under the following conditions and in accordance with the current recommendations of the AFEP/MEDEF Code.

If, on termination of the Chief Executive Officer's term of office, Crédit Agricole S.A. is unable, within three months, to offer an equivalent or comparable position to that currently held by the members of the Management Committee of Crédit Agricole S.A. in the form of an offer for at least two positions, he will be eligible, if termination of the office was initiated by Crédit Agricole S.A. and a result of a change in control or strategy, to severance payment as follows.

The severance payment will be calculated based on twice the total gross annual remuneration received for the calendar year preceding the year of termination of Mr Brassac's term of office. Note that such severance payment includes all other remuneration including, notably, the redundancy pay due for Mr Brassac's employment contract with Crédit Agricole S.A. under the collective agreement, the severance payment described in Article 10 of his suspended employment contract, any other severance payment of any type whatsoever due for any reason and, potentially, remuneration in application of the non-competition clause.

The severance payment, excluding the remuneration granted to him by his employment contract, will depend on budget targets set for each business line of the Group over the two financial years preceding the termination date. The goals are based on the following indicators that take into account the internal growth of these activities as well as the cost of risk:

- revenues of operational business lines (excluding Corporate Centre);
- operating income from operational business lines (excluding Corporate Centre).

In any event, it is agreed by Mr Brassac and the Company that, in the event that a severance payment is made and he is able to retire on his full pension, he may not claim his retirement rights before a period of 12 months as of the date the severance payment is made. Otherwise, Mr Brassac will be required to waive the severance payment.

Deputy Chief Executive Officer

In the event of termination of the Deputy Chief Executive Officer's term of office, his employment contract will be reinstated under remuneration conditions equivalent to the average annual remuneration paid to the members of the Management Committee of Crédit Agricole S.A. excluding Corporate Officers, during the 12 months preceding the date of termination of his term of office. The Company undertakes to offer him at least two positions corresponding to the duties of members of Crédit Agricole S.A.'s Management Committee.

If his employment contract is subsequently terminated, the Deputy Chief Executive Officer will receive severance payment, calculated on a base corresponding to twice the annual gross remuneration (excluding benefits in kind) received during the 12 months preceding the termination of his office, including any other remuneration and, in particular, traditional redundancy pay and any applicable non-competition remuneration. If he becomes eligible for post-employment benefits, no severance payment will be made.

In accordance with the AFEP/MEDEF Code, the Chief Executive Officer and the Deputy Chief Executive Officer are not entitled to a specific increase in their remuneration during the period preceding their departure.

Non-competition clause

The Chief Executive Officer and the Deputy Chief Executive Officer are subject to a non-competition clause forbidding them from accepting employment in France in a company with an activity which competes with that of Crédit Agricole S.A. This commitment applies for a term of one year from termination of the employment contract. In exchange, they will be paid monthly remuneration equal to 50% of their last fixed salary for the duration of the obligation.

In accordance with the French AFEP/MEDEF Code, the aggregate remuneration paid in respect of a severance payment and non-competition remuneration may not exceed two years of annual remuneration.

The Board of Directors reserves the right to partially or fully lift the non-compete obligation on the departure of the Chief Executive Officer or Deputy Chief Executive Officer. In any event, in accordance with the legal provisions and the AFEP/MEDEF Code, no non-competition remuneration will be granted should the Chief Executive Officer or Deputy Chief Executive Officer claim retirement benefits, or should they leave after their 65th birthday.

Benefits of any kind

The Board of Directors, on the recommendation of the Remuneration Committee, has validated the use of company cars, also for private use, for the Chief Executive Officer and the Deputy Chief Executive Officer. This benefit will be reported in accordance with the applicable social and tax regulations.

Remuneration for Director's term of office

The Chief Executive Officer and the Deputy Chief Executive Officer waived their right to receive any remuneration for serving as Directors of Group companies for the duration of their terms of office.

Exceptional remuneration

The Board of Directors does not provide for the granting of exceptional remuneration to Executive Corporate Officers.

Departures from the remuneration policy

All components of the Executive Corporate Officers' 2022 remuneration policy described above are subject to the approval of the shareholders at the General Meeting on 24 May 2022.

Nevertheless, during the financial year, the Board of Directors may temporarily and exceptionally depart from the policy approved by the shareholders with regard to the components of annual and long-term variable remuneration, in order to protect the corporate interest of Crédit Agricole S.A. and to ensure the Group's sustainability and viability, pursuant to Article L. 22-10-8-III, paragraph 2 of the French Commercial Code.

Any changes to the remuneration policy made by the Board of Directors during the financial year will be fully disclosed to the shareholders, who will be asked to approve them ex post facto at the General Meeting.

Arrival of a new Executive Corporate Officer

In the event that a new Executive Corporate Officer is appointed, their remuneration will be determined by the Board of Directors:

- either in accordance with remuneration policy as approved by the General Meeting;
- or in accordance with existing practices for the same role, adapted as appropriate when this person exercises new functions or holds a new position without equivalent in the previous financial year.

4.3.3 Directors' remuneration policy submitted to shareholders for approval

Allocated remuneration

Remuneration for Director's term of office

The remuneration of Board members is based entirely on their attendance at Board meetings and their assumption of responsibility within its Committees. Directors receive the same remuneration for attending strategic seminars and special meetings, i.e. those not on the annual calendar, and scheduled meetings, up to a maximum of the total amount approved.

Training sessions, preparatory meetings of Committee Chairwomen with management and meetings of Chairwomen and/or Committees with the supervisor are not compensated.

Board members receive remuneration for attending meetings of the Specialised Committees: the Chairwomen of the Board's Specialised Committees receive an annual flat rate remuneration, which differs according to the Committee. Committee members receive a set amount for each Committee Meeting they attend.

Non-voting Directors receive the same remuneration for attending Board Meetings and, when they are members, Specialised Committee Meetings.

The remuneration budget for directors was set at €1.75 million gross by the General Meeting of 12 May 2021, with leeway to account for extra advice, should the need arise. The consumption of this remuneration budget over the past year amounted to €1.5 million.

The allocation of the budget in 2022, reviewed at the Board of Directors' meeting of 9 February 2022, will remain unchanged and will be carried out under the same conditions as before, namely:

- €4,000 per Board meeting;
- €2,700 per Committee meeting;
- an annual fixed amount of €20,000, allocated to the Chairs of the Remuneration Committee, Appointments and Governance Committee, and United States Risk Committee, respectively;
- €35,000 flat fee for the Chairmanship of the Risk Committee;
- €35,000 flat fee for the Chairmanship of the Audit Committee.

Refer to the glossary on page 715 for the definition of technical terms.

On average, the Board meets between 10 and 12 times a year and the Specialised Committees meet between 35 and 40 times a year. Year on year, Directors' remuneration varies within a narrow range, depending on attendance and the number of meetings attended (by way of example, see table of remuneration paid out in 2021).

Special cases

The Chairman receives only a flat rate remuneration.

The three Directors representing employees on the Board do not receive any remuneration for their position as Director. These remunerations are paid to their unions.

Irrespective of attendance and the situations mentioned above, the cases of non-payment of Directors' remuneration are those provided for by law.

Expenses

Reimbursement of expenses

The Board has also set up a system for reimbursing Board members for travel expenses, based on costs incurred by each member for attending Board and Committee Meetings. This system, which complies with the provisions of Article R. 225-33 of the French Commercial Code, is renewed annually by the Board.

4.3.4 Report on the remuneration of Corporate Officers for 2021 submitted for shareholder approval

Chairman of the Board of Directors

— Components of remuneration paid in financial year 2021 or awarded for financial year 2021 to Dominique Lefebvre, Chairman of the Board of Directors, subject to approval by shareholders

	Amount	Presentation
Fixed remuneration	560,000 euros	Mr Dominique Lefebvre receives a fixed annual remuneration (including benefits of any kind) of €560,000. This remuneration was set by the Board of Directors at its meeting on 4 November 2015; it has not changed since.
Annual variable remuneration Long-term variable remuneration	No payment for 2021	Dominique Lefebvre is not entitled to any variable remuneration.
PERIPHERAL REMUNERATION		
Exceptional remuneration	No payment for 2021	Dominique Lefebvre is not entitled to any exceptional remuneration.
Remuneration for Director's term of office	No payment for 2021	Dominique Lefebvre has waived the right to receive any remuneration in respect of offices held in Group companies for the duration of his term of office or at the end of his term.
Supplementary pension scheme	No payment for 2021	Dominique Lefebvre is not entitled to the supplementary pension scheme in place within the Group.
Benefits in kind	0 euros	Mr Dominique Lefebvre does not receive any benefits in kind.

— Commitments of any kind made by the Company and that were voted on by the General Meeting as part of the procedure governing related party agreements and commitments

	Amount	Presentation
PERIPHERAL REMUNERATION		
Severance payment	No payment made for 2021	Dominique Lefebvre is not entitled to any severance payment.
Non-competition remuneration	No payment made for 2021	Dominique Lefebvre is not entitled to any non-competition remuneration.

Executive Corporate Officers

Rate of achievement of the performance criteria determining the award of annual variable remuneration for the 2021 financial year to Executive Corporate Officers

In accordance with the remuneration policy approved by the General Meeting of 12 May 2021, the assessment criteria for the annual variable remuneration paid in respect of the 2021 financial year to Executive Corporate Officers have the following characteristics:

Financial criteria, accounting for 60% of annual variable remuneration awarded

The Board of Directors of 09 February 2022 has noted the following performances:

Financial criteria	Weighting	Actual performance 2021
Financial performance		
Underlying net income Group share	20%	27.5%
Return on Tangible Equity (RoTE)	20%	27.0%
Cost/income ratio excl. SRF	20%	22.9%
TOTAL	**60%**	**77.4%**

In light of the economic recovery, the achievement level of financial objectives of Crédit Agricole S.A. was 129.1% and exceeded all criteria:

- The momentum of revenues driven by sustained activity across all business lines and a positive market effect combined with a moderate increase in expenses led to an improved cost/income ratio (achievement rate of 114.6%);
- This rise in GOI, combined with the lower cost of risk for all of the Group's activities, led to higher levels of Net income Group share (137.4%) and RoTE (135.1%).

Non-financial criteria, accounting for 40% of annual variable remuneration awarded

Non-financial criteria	Weighting-CEO	Actual performance 2021-CEO	Weighting Deputy-CEO	Actual performance 2021 Deputy-CEO
Three pillars of the Medium-Term Plan				
Customer Project, excellence in customer relations	8%	9.6%	6%	7.2%
Human Project, empowered teams for customers	8%	10.0%	6%	7.5%
Societal Project, our commitment to society	8%	10.0%	6%	7.5%
Technological transformation	3%	3.6%	9%	10.8%
Risk and compliance management	5%	5.8%	10%	11.5%
Collective dynamics	8%	10.4%	3%	3.9%
TOTAL	**40%**	**49.4%**	**40%**	**48.4%**

The Board of Directors meeting of 9 February 2022, upon proposal by the Remuneration Committee, set the Chief Executive Officer's performance at 123.4% and the Deputy Chief Executive Officer's performance at 121.0% in relation to the achievement of the non-financial targets defined at the start of the financial year, which include a specific weighting applied to each of their duties. It thus notes specific successes for the Medium-Term Plan:

— Client Project

+18 PTS
Utilisation rate of Group apps by customers in Regional Banks

+20.5 PTS
Utilisation rate of Group apps by customers at LCL

LEADER
in number of subscribers on social media

In 2021, the Group continued to digitise its offerings in the interests of customer satisfaction. Thus, the utilisation rate of Group apps sharply increased, posting a rise in both bank networks – the Regional Banks and LCL (+18 percentage points to 45.5% and +20.5 percentage points to 57.4% respectively compared to end-2018).

The Group capitalises on its strengths by continuously updating its core offerings and improving its social networking positions. Crédit Agricole S.A. is continuing its digital transformation by adapting its core offerings to technological tools and proposing new offerings. The Group continues to be a leader in terms of the number of subscribers in 2021. In addition, Crédit Agricole S.A. is developing new uses, always in the spirit of the Medium-Term Plan, by rolling out local customer-focused solutions, such as Loop, J'aime mon territoire, etc.

This digital transformation, combined with the commitment of employees, who worked closely with customers throughout the year, resulted in the Group maintaining its position in the top three in terms of customer satisfaction: in 2021, the Group's Net Promoter Score (NPS) was positive in all markets.

Refer to the glossary on page 715 for the definition of technical terms.

Human Project

75%
Employee Engagement and Recommendation Index

100%
Managers trained in the new leadership model

31%
Share of women in members of the Executive Committee

In an environment undergoing profound change, employee engagement is more than ever an essential driver of Crédit Agricole S.A.'s performance. In 2021, the sixth edition of the Engagement and Recommendation Index shows a record participation rate of 81% (up 22 points since 2016) and an engagement rate up 13 points since 2016.

To support managerial transformation at the service of the Human Project, programmes aimed at transforming leadership to move towards greater individual and collective responsibility and sustainable performance, designed in partnership with the "Purposeful Leadership" Chair at HEC Paris and the Group's University, have been introduced. 100% of the Group's executives will have benefited from this programme by 2021. The subsidiaries were fully involved in this managerial transformation project: 83% of LCL branch managers were trained in 2021 and the Programme also helped inspire the implementation of innovative practices within Amundi. This new model is also taking on an international dimension with the launch in January 2021 of a managerial school (first class of 25 people), an Excellence Academy in Egypt for network managers and a Leadership Academy in Serbia.

Furthermore, convinced that diversity is a key entry point for changing current leadership codes, accelerating managerial transformation and attracting the talent needed to achieve the Human Project, the Executive Corporate Officers have been pursuing a proactive policy for several years, which this year has resulted in a significant increase in the number of women in the members of the Executive Committee, from 6.5% in 2016 to 31% in 2021. In addition, all of the top decision-making bodies of the Group's 11 business lines have been women since 2019, with an average female representation rate of 26%, an increase of 7 points since 2016. The Group is thus in the Top 50 of the SBF 120 ranking of women in decision-making bodies and moved up 52 places between 2015 and 2020.

In addition, Crédit Agricole S.A. is committed to respecting equality between women and men, particularly in terms of remuneration, notably through regular gender pay gap analyses carried out by the Group and its entities. This year, most entities have a steady or increasing scoring compared to 2020, including UES Crédit Agricole S.A. which reaches 89/100.

Societal Project

€13.5BN
of outstanding *Green Loans*

€35BN
Environmental and social solution - Amundi

The climate strategy is presented in Chapter 3.2 following the TCFD's (Task force on Climate-related Financial Disclosure) recommendations and its first implementation was certified by PWC.

The Group's commitment to the energy transition continued with the launch of new offers between 2019 and 2021. At the end of 2021, the Group had €13.5 billion in Green Loans and €35 billion in environmental and social solution from Amundi.

Several projects were launched to apply the Disclosure Regulation in force in 2021 (new extra-financial reporting requirements) and prepare for the new Taxonomy and Green Asset Ratio regulation, which will take effect in 2022.

Crédit Agricole S.A. is working on behalf of young people and vulnerable individuals. In 2021, new entry-level offers continued to be released, like the offer geared toward young people called Youzful, a dedicated job-hunting platform that was launched in 38 regional banks and already boasts 650,000 visits.

Technological transformation

Key technological transformation projects were launched in 2021 to develop the "data centric" for the information systems of the Group entities. Technological innovation also continued in 2021.

Risk and compliance management

The management of the Risk and Compliance departments has enabled the Group to monitor and make a strategic contribution to the various regulatory projects and to secure the Group's development and support for its clients. The implementation of the Smart Compliance programme has continued, developing a new way of approaching compliance, more fluid, closer to the ground, simpler, more innovative, positioning compliance as a real differentiating factor in customer relations.

In accordance with the established schedule, the implementation of all the 118 actions of the remediation plan defined as a follow-up to the agreements signed with the US authorities in October 2015 was finalised in April 2021. Oversight of regulatory projects continued in 2021.

Collective dynamics

Employees' pride in working for the Group has risen and now stands at 82%. The level of understanding and support for the Group's strategy is one of the highest in the financial sector. This positive dynamic reflects the Group's strong support for its employees during such unprecedented times.

This year, for the first time, the Group assessed the level of employee empowerment (76%). In particular, the index shows that the Group's employees feel that the collective effort drives the high levels of efficiency of each person. The confidence placed in employees and the incentive given to them to work towards the benefit of customers leads to a clear commitment from our employees to the growth of the Group.

The collective dynamic is also supported by the alignment of targets between the members of the Executive Committee and the Executive Corporate Officers, thus amplifying the balance and convergence of Group and Entity orientations.

As a result, the variable annual remuneration of the Chief Executive Officer amounts to 1,320,000 euros, corresponding to an overall performance rate of 126.8% and the annual variable remuneration of the Deputy Chief Executive Officer of 704,700 euros, corresponding to an overall performance rate of 125.8%.

Terms of vesting of annual variable remuneration

Deferred portion of annual variable remuneration, accounting for 60% of the total

In accordance with the remuneration policy approved at the General Meeting of 12 May 2021, 30% of the annual variable remuneration for 2021 will be paid in cash indexed to the Crédit Agricole S.A. share and 30% in cash. Vesting is contingent on achieving three complementary performance criteria, whose overall achievement rate cannot exceed 100%:

Non-deferred portion of total variable remuneration, accounting for 40% of the total

The non-deferred variable remuneration for 2021 approved by the General Meeting and accounting for 40% of the total is paid in part (20 points) after approval by the shareholders in May, and with an amount equal to 20 points paid in March of the following year (at the conclusion of a one year lock-up period). The latter payment is indexed to the change in the Crédit Agricole S.A. share price.

Refer to the glossary on page 715 for the definition of technical terms.

Components of remuneration paid in or awarded for financial year 2021 to Philippe Brassac, Chief Executive Officer, subject to approval by shareholders

— Components of remuneration paid in or awarded for financial year 2021

	Amount	Presentation
Fixed remuneration	1,100,000 euros	Since 16 May 2018, Philippe Brassac has received a fixed annual remuneration of €1,100,000. This remuneration was set by the Board of Directors on 13 February 2018 and approved by the General Meeting of 16 May 2018.
Annual variable remuneration	1,320,000 euros	At its meeting of 09 February 2022, the Board of Directors, on the recommendation of the Remuneration Committee, set the amount of the variable remuneration of Philippe Brassac for financial year 2021, subject to its approval by the General Meeting of 24 May 2022. In view of the achievement of financial and non-financial criteria decided by the Board at its meeting of 10 February 2021 and approved by the General Meeting of 12 May 2021, the amount of variable remuneration was determined on the following basis: • achievement level of financial criteria: 129.1%; • achievement level of non-financial criteria: 123.4%. Details of the achievement of these criteria can be found on page 218 of the Universal Registration Document. Taking account of the weighting of criteria, the amount of variable remuneration earned by Philippe Brassac for financial year 2021 was set at €1,320,000, reflecting a target achievement rate of 126.8%. This is equivalent to the cap of 120% of his fixed reference remuneration. As a reminder, the annual variable remuneration is capped at 120% of the reference fixed remuneration, with a target of 100%.
Of which non-deferred portion in cash	264,000 euros	20% of the variable remuneration, namely 264,000 euros, will be paid in May 2022, subject to approval by the General Meeting of 24 May 2022.
Of which non-deferred portion in Crédit Agricole S.A. share-based cash	264,000 euros	20% of the variable remuneration, namely €264,000, is linked to the Crédit Agricole S.A. share price and will be paid in March 2023 subject to approval by the General Meeting of 24 May 2022.
Of which deferred portion in cash	396,000 euros	30% of the variable remuneration, namely €396,000 at the award date, subject to the approval of the General Meeting of 24 May 2022, are awarded in cash. Their final vesting is deferred progressively over five years, subject to achieving three performance criteria and to a clawback clause. Details of the vesting conditions of the deferred variable remuneration are set out on page 220 of the Universal Registration Document.
Of which deferred portion in Crédit Agricole S.A. share-based cash	396,000 euros	30% of the variable remuneration, namely €396,000 at the award date, subject to the approval of the General Meeting of 24 May 2022, is awarded in Crédit Agricole S.A. share-based cash. Their final vesting is deferred progressively over five years, subject to achieving three performance criteria and to a clawback clause. Details of the vesting conditions of the deferred variable remuneration are set out on page 220 of the Universal Registration Document.
Long-term variable remuneration	153,579 euros (Valued in accordance with IFRS 2 as at 8 February 2022). This amount corresponds to an allocation of 16,285 shares	In accordance with the 2021 remuneration policy, which includes long-term variable remuneration for Executive Corporate Officers, the Board of Directors decided on 9 February 2022 decided to award 16,285 shares to Mr Philippe Brassac. This long-term variable remuneration awarded for 2021 has the following characteristics: • allocation capped at 20% of the annual fixed remuneration; • allocation of 16,285 shares at the end of a period of five years followed by a lock-up period of one year after allocation; • the allocation is subject to the approval of the General Meeting of 24 May 2022; • final vesting is subject to the fulfilment of the continued employment and performance conditions described on page 213 of the Universal Registration Document; • the award is made in accordance with the 39th resolution of the General Meeting of 13 May 2020. It represents less than 0.001% of the share capital.
PERIPHERAL BENEFITS		
Exceptional remuneration	No payment for 2021	Philippe Brassac has received no exceptional remuneration for 2021.
Remuneration for Director's term of office	No payment for 2021	Philippe Brassac has waived the right to receive remuneration for his duties as a Director of Group companies for the entire duration of his term of office.
Benefits in kind	5,839 euros	Philippe Brassac has a company car.

	Amount	Presentation
Supplementary pension scheme	No payment for 2021	No supplementary pension amount is payable to Philippe Brassac for financial year 2021. Philippe Brassac's annual and conditional individual supplementary pension entitlements as at 31 December 2021 include: • a life annuity under a defined-contribution supplementary pension scheme, for an estimated gross amount of €7,000; • a life annuity under a defined-benefit supplementary pension scheme, for an estimated gross amount of €526,000. The estimated total of these supplementary pension entitlements, taken together with estimated pensions from mandatory retirement schemes, corresponds to the application of the contractual cap of 16 times the annual French social security cap as of the reporting period, for all schemes. In accordance with the PACTE Act and the provisions of Order of 3 July 2019, the rights of this defined-benefit pension scheme were consolidated at 31 December 2019. No additional rights will be granted for periods of employment after 1 January 2020, and the benefit of these past rights remains uncertain and subject to continued employment at retirement. The uncertain entitlements under the defined-benefit supplementary pension scheme are estimated on the basis of 37 years' service recorded at 31 December 2019, after capping corresponding to 30% of the reference remuneration at 31 December 2021. The published estimated amounts are the gross amounts before taxes and social security charges applicable at the reporting period end date, particularly income tax payable by individuals and supplementary contributions of 7% and 14%, payable by the beneficiary, which are deducted from the life annuities payable under the defined-benefit supplementary pension scheme. The reference remuneration, vesting rate and other characteristics of these schemes can be found on page 214 of the Universal Registration Document.

Components of remuneration paid in 2021

In addition to his fixed remuneration, Philippe Brassac received the following variable remuneration:

Variable remuneration paid in 2021 for 2020

In accordance with the amounts approved by the General Meeting of 12 May 2021, Philippe Brassac received €499,685 in non-deferred variable remuneration in 2021 for 2020.

Deferred variable remunerations vested and paid in 2021

In light of the performance-based vesting criteria specified in the 2018, 2019 and 2020 plan awards, the 2021 vesting rate for deferred variable remuneration was 100% for the 2018 variable remuneration tranche, 98.4% for the 2019 variable remuneration tranche and 95.8% for the 2020 variable remuneration tranche.

Therefore, €557,524 was paid to Philippe Brassac in 2021. This amount represents:

- the first year of payment of the deferred variable remuneration awarded in 2020 for 2019 in the amount of €111,959;
- the second year of payment of the deferred variable remuneration awarded in 2019 for 2018 in the amount of €268,459;
- the third year of payment of the deferred variable remuneration awarded in 2018 for 2017 in the amount of €177,106;

These payments result from the application of the remuneration policies approved by the General Meetings of 2017, 2018 and 2020 and the amounts of variable remuneration granted approved by the General Meetings of 2018, 2019 and 2020.

— Commitments of any kind made by the Company and that were voted on by the General Meeting as part of the procedure governing related party agreements and commitments

	Amount	Presentation
PERIPHERAL REMUNERATION		
Severance payment	No payment made for 2021	Philippe Brassac will receive a severance payment if Crédit Agricole S.A. terminates his term of office under the conditions approved by the Board of Directors at its meeting on 19 May 2015 and ratified by the General Meeting of 19 May 2016. Details of these payments can be found on page 215 of the Universal Registration Document.
Non-competition remuneration	No payment made for 2021	In the event of termination of his position as Chief Executive Officer, on any grounds whatsoever, Philippe Brassac may be bound by a non-competition clause for a period of one year from the date of termination of his term of office, as approved by the Board at its meeting on 19 May 2015 and ratified by the General Meeting of 19 May 2016. Details of these payments can be found on page 216 of the Universal Registration Document.

Refer to the glossary on page 715 for the definition of technical terms.

Components of remuneration paid in or awarded for financial year 2021 to Xavier Musca, Deputy Chief Executive Officer, subject to approval by shareholders

— Components of remuneration paid in or awarded for financial year 2021

	Amount	Presentation
Fixed remuneration	700,000 euros	Xavier Musca received annual fixed remuneration of €700,000 in 2021. This remuneration remains unchanged since May 2015.
Annual variable remuneration	704,700 euros	At its meeting of 09 February 2022, the Board of Directors, on the recommendation of the Remuneration Committee, set the amount of the variable remuneration of Xavier Musca for financial year 2021, subject to its approval by the General Meeting of 24 May 2022. In view of the achievement of financial and non-financial criteria decided by the Board at its meeting of 10 February 2021 and approved by the General Meeting of 12 May 2021, the amount of variable remuneration was determined on the following basis: • achievement level of financial criteria: 129.1%; • achievement level of non-financial criteria: 121%. Details of the achievement of these criteria can be found on page 218 of the Universal Registration Document. Variable remuneration earned by Xavier Musca for financial year 2021 was set at 704,700 euros, reflecting a target achievement rate of 125.8%. This is equivalent to 101% of his fixed reference remuneration. As a reminder, the annual variable remuneration is capped at 120% of the reference fixed remuneration, with a target of 80%.
Of which non-deferred portion in cash	140,940 euros	20% of the variable remuneration, namely 140,940 euros, will be paid in May 2022, subject to approval by the General Meeting of 24 May 2022.
Of which non-deferred portion in Crédit Agricole S.A. share-based cash	140,940 euros	20% of the variable remuneration, namely €140,940, is linked to the Crédit Agricole S.A. share price and will be paid in March 2023 subject to approval by the General Meeting of 24 May 2022.
Of which deferred portion in cash	211,410 euros	30% of the variable remuneration, or €211,410 at the award date, subject to the approval of the General Meeting of 24 May 2022, are awarded in cash. Their final vesting is deferred progressively over five years, subject to achieving three performance criteria and to a clawback clause. Details of the vesting conditions of the deferred variable remuneration are set out on page 220 of the Universal Registration Document.
Of which deferred portion in Crédit Agricole S.A. share-based cash	211,410 euros	30% of the variable remuneration, or €211,410 at the award date, subject to the approval of the General Meeting of 24 May 2022, is awarded in Crédit Agricole S.A. share-based cash. Their final vesting is deferred progressively over five years, subject to achieving three performance criteria and to a clawback clause. Details of the vesting conditions of the deferred variable remuneration are set out on page 220 of the Universal Registration Document.
Long-term variable remuneration	97,732 euros (Valued in accordance with IFRS 2 as at 8 February 2022). This amount corresponds to an allocation of 10,363 shares	In accordance with the 2021 remuneration policy including long-term variable remuneration for Executive Corporate Officers, the Board of Directors decided on 9 February 2022 to award 10,363 shares to Mr Xavier Musca. The long-term variable remuneration awarded for 2021 had the following characteristics: award capped at 20% of annual fixed remuneration; award of 10,363 shares vesting at the end of a five-year period followed by a one-year lock-up period after vesting; the award is conditional on the approval of the General Meeting of 24 May 2022; the final vesting is conditional on the achievement of the presence and performance conditions described on page 213 of the Universal Registration Document; the award is made pursuant to the 39th resolution of the General Meeting of 13 May 2020. It represents less than 0.001% of the share capital.
PERIPHERAL REMUNERATION		
Exceptional remuneration	No payment for 2021	Xavier Musca received no exceptional remuneration for 2021.
Remuneration for Director's term of office	No payment for 2021	Xavier Musca has waived the right to receive remuneration for his duties as a Director of Group companies for the entire duration of his term of office.
Benefits in kind	6,702 euros	Xavier Musca has a company car.

	Amount	Presentation
Supplementary pension scheme	Contribution to the supplementary pension scheme (Article 82): 140,000 euros	Xavier Musca's annual and conditional individual supplementary pension entitlements as at 31 December 2020 include: • a life annuity under a defined-contribution supplementary pension scheme, for an estimated gross amount of 6,000 euros; • a life annuity under a defined-benefit supplementary pension scheme, for an estimated gross amount of 95,000 euros. In accordance with the PACTE Act and the provisions of Order of 3 July 2019, the rights of this defined-benefit pension scheme were consolidated at 31 December 2019. No additional rights will be granted for periods of employment after 1 January 2020, and the benefit of these past rights remains uncertain and subject to continued employment. The uncertain entitlements under the defined-benefit supplementary pension scheme are estimated on the basis of 7.5 years of service recognised and consolidated on 31 December 2019, corresponding to 8.4% of the reference remuneration. The published estimated amounts are the gross amounts before taxes and social security charges applicable at the reporting period end date, particularly income tax payable by individuals and supplementary contributions of 7% and 14%, payable by the beneficiary, which are deducted from the life annuities payable under the defined-benefit supplementary pension scheme. As from 1 January 2020 Crédit Agricole S.A. set up an Article 82 defined-contribution scheme enabling executive managers to build up savings for retirement with the help of the Company. For the Deputy Chief Executive Officer, annual contributions in respect of 2021 are subject to the satisfactory achievement of the performance conditions for the vesting of the deferred annual variable remuneration. For the financial year 2021, the rate of achievement of these performance conditions being 100%, the contribution for 2021 amounts to 140,000 euros. The reference remuneration, vesting rate and other characteristics of these schemes can be found on page 214 of the Universal Registration Document.

Components of remuneration paid in 2021

In addition to his fixed remuneration, Xavier Musca received the following variable remuneration:

Variable remuneration paid in 2021 for 2020

In accordance with the amounts approved by the General Meeting of 12 May 2021, Xavier Musca received €249,906 in non-deferred variable remuneration in 2021 for 2020.

Deferred variable remunerations vested and paid in 2021

In light of the performance-based vesting criteria specified in the 2018, 2019 and 2020 plan awards, the 2021 vesting rate for deferred variable remuneration was 100% for the 2018 variable remuneration tranche, 98.4% for the 2019 variable remuneration tranche and 95.8% for the 2020 variable remuneration tranche.

Therefore, €303,858 was paid to Xavier Musca in 2021. This amount represents:

- the first year of payment of the deferred variable remuneration awarded in 2020 for 2019 in the amount of €56,251;
- the second year of payment of the deferred variable remuneration awarded in 2019 for 2018 in the amount of €141,918;
- the third year of payment of the deferred variable remuneration awarded in 2018 for 2017 in the amount of €105,689;

These payments result from the application of the remuneration policies approved by the General Meetings of 2017, 2018 and 2020 and the amounts of variable remuneration granted approved by the General Meetings of 2018, 2019 and 2020.

Payment of a Article 82 premium

From 1 January 2020, Xavier Musca is entitled to benefits from the Article 82 defined-contribution scheme. This scheme provides for the payment of an annual bonus by the company on the part of his annual fixed remuneration at a rate of 20%. A share of the bonus was paid in 2021 in the amount of €105,000, the remaining €35,000 will be paid in 2022.

— Commitments of any kind made by the Company and that were voted on by the General Meeting as part of the procedure governing related party agreements and commitments

	Amount	Presentation
PERIPHERAL REMUNERATION		
Severance payment	No payment for 2021	Xavier Musca will receive severance payment if Crédit Agricole S.A. terminates his employment contract under the conditions approved by the Board of Directors at its meeting on 19 May 2015 and ratified by the General Meeting of 19 May 2016. Details of these payments can be found on page 215 of the Universal Registration Document.
Non-competition payment	No payment for 2021	In the event of termination of his office as Deputy Chief Executive Officer, on any grounds whatsoever, Xavier Musca may be bound by a non-competition clause for a period of one year from the date of termination of his term of office, as approved by the Board at its meeting on 19 May 2015 and ratified by the General Meeting 19 May 2016. Details of these payments can be found on page 216 of the Universal Registration Document.

Refer to the glossary on page 715 for the definition of technical terms.

Non-executive Corporate Officers or Directors

Components of remuneration paid or allocated for the financial year 2021 to each non-executive Corporate Officer of the Company

Under the principles detailed on page 216, non-executive Corporate Officers received the following amounts in 2021:

Directors	2020 Net amounts received from Crédit Agricole S.A. in 2020[1]	Net amounts received in 2021[1] Crédit Agricole S.A.	Crédit Agricole CIB	LCL	Amundi	Total + other Group subsidiaries	Grand total 2021
DIRECTORS ELECTED BY THE GENERAL MEETING							
Dominique Lefebvre[2]	0	0	-	-	-	0	0
Raphaël Appert	48,720	48,790	-	-	-	0	48,790
Agnès Audier*	44,940	53,900	-	-	-	0	53900
Olivier Auffray	-	16,800	-	-	-	0	16,800
Pierre Cambefort	48,720	56,350	-	-	-	0	56,350
Caroline Catoire**	60,060	22,450	-	-	-	0	22,450
Marie-Claire Daveu	38,500	58,240	-	-	-	0	58,240
Laurence Dors**	74,060	31,430	-	-	-	0	31,460
Daniel Épron	74,645	46,900	-	-		20,254	67,154
Jean-Pierre Gaillard	75,460	60,130	-	15,400		15,400	75,530
Nicole Gourmelon	28,980	37,450	-	8,400	-	8,400	45,850
Françoise Gri	131,110	98,630	28,770	-		28,770	127,400
François Heyman**[3][4]	55,393	26,579	-	-	-	0	26,579
Jean-Paul Kerrien	74,810	48,790	-	-	-	23,650	72,440
Marianne Laigneau*	-	23,800				0	23,800
Christophe Lesur*[3][4]	-	19,872	-	-	-	0	19,872
Pascal Lheureux	27,160	35,560	-	-	-	0	35,560
Monica Mondardini**[5]	52,320	19,184	-	-	-	0	19,184
Alessia Mosca*[5]	-	49,181	-	-	-	0	49,181
Gérard Ouvrier-Buffet	90,838	45,010	-	-	-	36,244	81,254
Catherine Pourre[5]	147,179	93,653	57,639	-	-	57,639	151,292
Louis Tercinier	46,830	48,790	-	-	-	0	48,790
Simone Vedie**[3][4]	36,432	19,872	-	-	-	0	19,872
Philippe de Waal**	33,600	11,200	-	-	-	0	11,200
DIRECTOR REPRESENTING PROFESSIONAL FARMING ASSOCIATIONS							
Christiane Lambert	16,800	14,000	-	-	-	0	14,000
DIRECTORS APPOINTED BY THE MAJOR TRADE UNIONS							
Catherine Umbricht[3][4]	-	17,719	-	-	-	0	17,719
Éric Wilson[3][4]	-	13,248	-	-	-	0	13,248
NON-VOTING DIRECTORS							
Pascale Berger[3][4][6]	39,744	33,120	-	-	-	0	33,120
Sonia Bonnet-Bernard[6]	-	21,630	-	-	-	0	21,630
Hugues Brasseur[6]	-	22,400	-	-	-	0	22,400
	1,246,301	**1,094,768**	**86,409**	**23,800**	**0**	**190,357**	**1,285,125**

Total gross amount consumed: €1,489,500 out of €1.75 million allocated.

* *Appointed directors in May 2021.*

** *Outgoing directors.*

(1) *After the following deductions from the sums payable to individual beneficiaries resident in France: income tax prepayment (12.8%) and social contributions (17.2%).*

(2) *See Board of Directors' remuneration policy.*

(3) *The three directors representing the employees, as well as the non-voting director representing the employees of the Regional Banks, do not receive their remuneration; instead these are paid to their unions.*

(4) *Only after deduction of social contributions (17.2%).*

(5) *Only 12.8% withholding tax (non-resident in France).*

(6) *Appointed as non-voting directors in February, May and September 2021.*

Comparative approach to remuneration

In accordance with the provisions of Article L. 22-10-9.of the French Commercial Code, Crédit Agricole S.A. publishes the comparative change in total remuneration due or awarded to Executive Corporate Officers with the average total remuneration of employees from the holding company and the Group's performance (measured by the underlying Net income Group share), over five years.

Calculation method

In accordance with the February 2021 AFEP/MEDEF guidelines on remuneration multiples and with a view to ensuring the representativeness of the data, the Group has chosen to go beyond the regulatory obligations and calculate the ratios presented below for France, which is considered to be more relevant (approximately 35,000 employees, i.e. almost half of the Group's workforce, representative of the Group's different business lines, compared with approximately 1,700 for the S.A. scope).

These ratios thus compare the total remuneration due or awarded to each Executive Corporate Officer in respect of each financial year with that of the employees of Crédit Agricole S.A. in France.

The employees under consideration are those with permanent employment contracts as at 31 December of each financial year.

Employee remuneration includes fixed annual remuneration, bonuses and benefits for the year, variable annual and long-term remuneration for the year, and profit-sharing and incentive bonuses for the year. For the calculations for the year 2021, the components of variable remuneration (annual and long-term variable remuneration and profit-sharing and incentive bonuses) are estimated on the basis of the previous financial year's budgets and components known at the time. The 2020 ratios have therefore been updated to take into account the actual budgets for the financial year.

The remuneration of Executive Corporate Officers corresponds to their fixed remuneration and valued benefits in kind, annual variable remuneration for the year and the fair value of long-term variable remuneration. This information corresponds to the elements already presented in this report.

In 2021, the increase in the equity ratios between the level of remuneration of the Group's Corporate Officers and the average and median remuneration of employees was due in particular to the inclusion of BforBank's employees in the scope of calculation.

— Comparative changes in the remuneration of Executive Corporate Officers in France

Indicators	2017	2018	2019	2020	2021	Variations 2017-2021
Underlying net income Group share *(in millions of euros)*	3,925	4,405	4,582	3,844	5,397	37.5%
Average employee remuneration France	€63,064	€64,595	€66,714	€67,015	€68,290	8.3%
Median employee remuneration France	€47,943	€48,985	€50,605	€51,163	€51,965	8.4%
Total remuneration Chief Executive officer	€2,020,744	€2,214,767	€1,728,650(1)	€2,456,562	€2,579,418	27.6%
Total remuneration Deputy Chief Executive officer	€1,321,700	€1,311,000	€1,015,850(2)	€1,403,478	€1,509,134	14.2%
Total remuneration Chairman	€560,000	€560,000	€560,000	€560,000	€560,000	0%
Crédit Agricole S.A. corporate entity scope						
Average Crédit Agricole S.A. employee remuneration	€92,282	€99,059	€100,351	€97,671	€101,783	10%
Median Crédit Agricole S.A. employee remuneration	€71,589	€74,123	€75,344	€74,102	€72,843	2%
France perimeter						
Average employee remuneration France	€63,064	€64,595	€66,714	€67,015	€68,290	8.3%
Median employee remuneration France	€47,943	€48,985	€50,605	€51,163	€51,965	8.4%

(1) Following the waiver by Mr Philippe Brassac of 50% of his originally determined variable remuneration for 2019, i.e. €1,257,300.

(2) Following the waiver by Mr Xavier Musca of 50% of his originally determined variable remuneration for 2019, i.e. €631,700.

Refer to the glossary on page 715 for the definition of technical terms.

— Equity ratio between the level of remuneration of each Executive Corporate Officer and the average and median remuneration of Crédit Agricole S.A. corporate entity

The table below shows the remuneration equity ratio calculated on the basis of the average and median remuneration of Crédit Agricole S.A. corporate entity employees, in accordance with the regulatory obligations relating to the disclosure of remuneration equity ratios falling within Crédit Agricole S.A.'s regulatory reporting scope.

	2017	2018	2019	2020	2021
Chairman of the Board of Directors					
Ratio to average remuneration of Crédit Agricole S.A. (corporate entity) employees	6	6	6	6	5
Ratio to median remuneration of Crédit Agricole S.A. (corporate entity) employees	8	8	7	8	8
Chief Executive Officer					
Ratio to average remuneration of Crédit Agricole S.A. (corporate entity) employees	22	22	23(1) 17(2)	25	25
Ratio to median remuneration of Crédit Agricole S.A. (corporate entity) employees	28	30	31(1) 23(2)	33	35
Deputy Chief Executive Officer					
Ratio to average remuneration of Crédit Agricole S.A. (corporate entity) employees	14	13	13(1) 10(2)	14	15
Ratio to median remuneration of Crédit Agricole S.A. (corporate entity) employees	18	18	18(1) 13(2)	19	21

(1) Ratio before Philippe Brassac and Xavier Musca waived 50% of their variable remuneration for 2019.
(2) Ratio after Philippe Brassac and Xavier Musca waived 50% of their variable remuneration for 2019.

— Equity ratio between the level of remuneration of each Executive Corporate Officer and the average and median remuneration of the employees in France

Pursuant to the February 2021 AFEP/MEDEF guidelines on remuneration multiples and in a bid to go beyond the regulatory obligations regarding the disclosure of remuneration equity ratios, the Group calculates the remuneration equity ratios in relation to the average and median remuneration of employees in France, in order to obtain a more relevant scope that is representative of all of the Group's businesses.

	2017	2018	2019	2020	2021
Chairman of the Board of Directors					
Ratio to average employee remuneration in France	9	9	8	8	8
Ratio to median employee remuneration in France	12	11	11	11	11
Chief Executive Officer					
Ratio to average employee remuneration in France	32	34	35(1) 26(2)	37	38
Ratio to median employee remuneration in France	42	45	47(1) 34(2)	48	50
Deputy Chief Executive Officer					
Ratio to average employee remuneration in France	21	20	20(1) 15(2)	21	22
Ratio to median employee remuneration in France	28	27	26(1) 20(2)	27	29

(1) Ratio before Philippe Brassac and Xavier Musca waived 50% of their variable remuneration for 2019.
(2) Ratio after Philippe Brassac and Xavier Musca waived 50% of their variable remuneration for 2019.

4.3.5 Summary tables in line with AFEP/MEDEF recommendations

Dominique Lefebvre, Chairman of the Board of Directors

— Table 1 – Remuneration, shares and stock options awarded to Executive Corporate Officers of Crédit Agricole S.A.

Gross amount (in euros)	2020	2021
Remuneration awarded for the financial year[1]	560,000	560,000
Value of options awarded during the financial year[2]	-	-
Value of performance shares awarded during the financial year[2]	-	-

(1) The remuneration shown in this table represents amounts awarded for the year indicated. The itemised tables below show remuneration awarded for a given year and remuneration received during that year.

(2) No Crédit Agricole S.A. stock options were awarded to Corporate Officers in 2021.

— Table 2 – Summary of gross remuneration

	2020		2021	
(in euros)	Amount awarded for 2020	Amount paid in 2020	Amount awarded for 2021	Amount paid in 2021
Fixed remuneration[1]	560,000	560,000	560,000	560,000
Non-deferred variable remuneration paid in cash	-	-	-	-
Non-deferred variable remuneration linked to the Crédit Agricole S.A. share price	-	-	-	-
Deferred and conditional variable remuneration	-	-	-	-
Exceptional remuneration	-	-	-	-
Remuneration for Director's term of office[2]	-	-	-	-
Benefits in kind	-	-	-	-
TOTAL	**560,000**	**560,000**	**560,000**	**560,000**

(1) Including benefits of any kind

(2) Net amounts, after the following deductions from the sums payable to individual beneficiaries resident in France: income tax prepayment (12.8%) and social contributions (17.2%).

Philippe Brassac, Chief Executive Officer

— Table 1 – Remuneration, shares and stock options awarded to Executive Corporate Officers of Crédit Agricole S.A.

Gross amount (in euros)	2020	2021
Remuneration awarded for the financial year[1]	2,293,226	2,425,839
Value of options awarded during the financial year[2]	-	
Value of performance shares awarded during the financial year[2]	163,336	153,579

(1) The remuneration shown in this table represents amounts awarded for the year indicated. The itemised tables below show remuneration awarded for a given year and remuneration received during that year.

(2) No Crédit Agricole S.A. stock options were awarded to Corporate Officers in 2021.

— Table 2 – Summary of gross remuneration

	2020		2021	
(in euros)	Amount awarded for 2020	Amount paid in 2020	Amount awarded for 2021	Amount paid in 2021
Fixed remuneration	1,100,000	1,100,000	1,100,000	1,100,000
Non-deferred variable remuneration paid in cash	356,070	188,595	264,000	356,070
Non-deferred variable remuneration linked to the Crédit Agricole S.A. share price	118,690	42,120	264,000	143,615
Deferred and conditional variable remuneration[1]	712,140	467,454	792,000	557,524
Exceptional remuneration	-	-	-	-
Remuneration for Director's term of office[2]	-	-	-	-
Benefits in kind	6,326	6,326	5,839	5,839
TOTAL	**2,293,226**	**1,804,495**	**2,425,839**	**2,163,048**

(1) The amounts paid correspond to the amounts vested, detailed in Table 2A and indexed to changes in the share price as stated in Notes 1, 2, 3 and 4 of the same table.

(2) Net amounts, after the following deductions from the sums payable to individual beneficiaries resident in France: income tax prepayment (12.8%) and social contributions (17.2%).

Refer to the glossary on page 715 for the definition of technical terms.

Table 2 bis – Details of deferred variable remuneration

	Total amount awarded(1)	2019 Amount awarded(1)	2019 Amount vested(2)	2020 Amount awarded(1)	2020 Amount vested(2)	2021 Amount awarded(1)	2021 Amount vested(2)
Plan awarded in 2018	625,080	208,360	208,360	208,360	208,360	208,360	208,360
Plan awarded in 2019	693,480			231,160	231,160	231,160	227,508
Plan awarded in 2020(3)	377,190	-	-			125,730	120,386

(1) The share price at the award date was €14.19 for the 2018 plan, €10.19 for the 2019 plan and €12.94 for the 2020 plan.

(2) The share price at the payment date was €12.04 for the 2018, 2019 and 2020 plans.

(3) Amount after 50% waiver.

Deferred variable remuneration vested in 2021 (Table 2A above)

Philippe Brassac received €556,254 in deferred variable remuneration for previous years. At the payment date this was equivalent to €557,524 after indexation to the Crédit Agricole S.A. share price. This amount represents:

- the first year of payment of deferred variable remuneration awarded in 2020 for 2019, instalment in which €125,730 was awarded, with a share price on the award date of €12.94;
- the second year of payment of deferred variable remuneration awarded in 2019 for 2018, instalment in which €231,160 was awarded, with a share price on the grant date of €10.19;
- the third year of payment of deferred variable remuneration awarded in 2018 for 2017, instalment in which €208,360 was awarded, at a share price on the grant date of €14.19;

Xavier Musca, Deputy Chief Executive Officer

Table 1 – Remuneration, shares and stock options awarded to Executive Corporate Officers of Crédit Agricole S.A.

Gross amount (in euros)	2020	2021
Remuneration awarded for the financial year(1)	1,299,537	1,411,402
Value of options awarded during the financial year(2)	-	
Value of performance shares awarded during the financial year(2)	103,941	97,732

(1) The remuneration shown in this table represents amounts awarded for the year indicated. The itemised tables below show remuneration awarded for a given year and remuneration received during that year.

(2) No Crédit Agricole S.A. stock options were awarded to Corporate Officers in 2020. No performance share plan has been set up at Crédit Agricole S.A.

Table 2 – Summary of gross remuneration

(in euros)	2020 Amount awarded for 2020	2020 Amount paid in 2020	2021 Amount awarded for 2021	2021 Amount paid in 2021
Fixed remuneration	700,000	700,000	700,000	700,000
Non-deferred variable remuneration paid in cash	178,080	94,755	140,940	178,080
Non-deferred variable remuneration linked to the Crédit Agricole S.A. share price	59,360	21,162	140,940	71,826
Deferred and conditional variable remuneration(1)	356,160	266,164	422,820	303,858
EXCEPTIONAL REMUNERATION	-	-	-	-
Remuneration for Director's term of office(2)	-	-	-	-
Benefits in kind	5,937	5,937	6,702	6,702
TOTAL	**1,299,537**	**1,088,018**	**1,411,402**	**1,260,466**

(1) The amounts paid correspond to the amounts vested, detailed in Table 2A and indexed to changes in the share price as stated in Notes 1, 2, 3 and 4 of the same table.

(2) Net amounts, after the following deductions from the sums payable to individual beneficiaries resident in France: income tax prepayment (12.8%) and social contributions (17.2%).

Refer to the glossary on page 715 for the definition of technical terms.

Table 2A – Details of deferred variable remuneration

		2019		2020		2021	
	Total amount awarded(1)	Amount awarded(1)	Amount awarded(2)	Amount awarded(1)	Amount vested(2)	Amount awarded(1)	Amount vested(2)
Plan awarded in 2018	373,020	124,340	124,340	124,340	124,340	124,340	124,340
Plan awarded in 2019	366,600			122,200	122,200	122,200	120,269
Plan awarded in 2020(3)	189,510					63,170	60,485

(1) *The share price at the award date was €14.19 for the 2018 plan, €10.19 for the 2019 plan and €12.94 for the 2020 plan.*
(2) *The share price at the payment date was €12.04 for the 2018, 20219 and 2020 plans.*
(3) *Amount after 50% waiver.*

Deferred variable remuneration vested in 2021 (Table 2A above)

Xavier Musca received €305,094 in deferred variable remuneration for previous years. At the payment date this was equivalent to €303,858 after indexation to the Crédit Agricole S.A. share price. This amount represents:

- the first year of payment of deferred variable remuneration awarded in 2020 for 2019, instalment in which €63,170 was awarded, with a share price on the award date of €12.94;
- the second year of payment of deferred variable remuneration awarded in 2019 for 2018, instalment in which €122,200 was awarded, with a share price on the award date of €10.19;
- the third year of payment of deferred variable remuneration awarded in 2018 for 2017, instalment in which €124,340 was awarded, at a share price on the grant date of €14.19;

Table 3 – Remuneration received by Directors for their position as Directors of Crédit Agricole S.A.

See p. 225.

Table 4 – Stock options granted to Executive Corporate Officers in financial year 2021 by Crédit Agricole S.A. and other Group companies

No stock options were awarded to Executive Corporate Officers in 2021.

Table 5 – Stock options exercised by Executive Corporate Officers in financial year 2021

No Crédit Agricole S.A. stock options were exercised by Executive Corporate Officers in 2021.

Table 6 – Performance shares awarded to Executive Corporate Officers in financial year 2021

Performance shares awarded by the General Meeting of Shareholders during the financial year to each corporate officer by the issuer or by any Group company	Plan number and date	Number of shares awarded during the year	Valuation of shares based on the method used for the consolidated financial statements	Vesting date	Availability date	Performance conditions(1)
Philippe Brassac	Plan dated 10 February 2021	22,110	163,336	2024/04/13	2025/04/13	Yes
Xavier Musca	Plan dated 10 February 2021	14,070	103,941	2024/04/13	2025/04/13	Yes

(1) *The vesting of bonus shares is subject to the cumulative achievement of three performance criteria relating to Crédit Agricole S.A.'s intrinsic financial performance, the relative performance of the Crédit Agricole S.A. share and Crédit Agricole S.A.'s annual societal performance.*

Table 7 – Performance shares made available over financial year 2021 to Executive Corporate Officers

Not applicable.

Table 8 – History of stock option awards

Not applicable.

Refer to the glossary on page 715 for the definition of technical terms.

— Table 9 – History of performance share awards

History of performance share awards	
Information on performance share awards	
General Meeting date	2020/05/13
Date of the Board of Directors meeting	10/02/2021 21/04/13
Total number of performance shares awarded	415,039
Total number of performance shares awarded to Corporate Officers	36,180
• Philippe Brassac	22,110
• Xavier Musca	14,070
Vesting date of the shares	2024/04/13
Holding period end date	2025/04/13
Number of shares vested on 31 December 2021(1)	415,039
Cumulative number of shares cancelled or expired	3,174
Remaining performance shares(2)	411,865

(1) This number corresponds to the number of shares awarded by the Board of Directors on 10 February 2021 and 13 April 2021.

(2) This number corresponds to the number of shares remaining on 31 December 2021, taking into account the number of shares cancelled or expired.

— Table 10 – Summary of multi-annual variable remuneration of each Executive Corporate Officer

Not applicable.

— Table 11 – Employment contract/Supplementary pension scheme/Severance payment/Non-competition clause

Executive Corporate Officers	Employment contract(1)	Supplementary pension scheme	Allowances and benefits due or likely due to termination or to change of functions	Allowances under a non-competition clause
Dominique Lefebvre Chairman Term of office commenced: 04/11/2015	No	No	No	No
Philippe Brassac Chief Executive Officer Term of office commenced: 20/05/2015	Yes	Yes	Yes	Yes
Xavier Musca Deputy Chief Executive Officer Term of office commenced: 19/07/2012	Yes	Yes	Yes	Yes

(1) The AFEP/MEDEF recommendation against holding a corporate office while being covered by an employment contract applies to the Chairman of the Board of Directors, the Chairman and Chief Executive Officer and the Chief Executive Officer. The employment contract of Xavier Musca, Deputy Chief Executive Officer, was, however, suspended by an amendment. It will take effect again at the end of his corporate office, at the updated remuneration and role conditions applicable prior to his term of office.

4.4 APPENDIX

— Definition and characteristics of the remuneration of identified employees

	Credit institutions and investment companies[(1)]		Asset management companies	Insurance companies
Reference regulatory corpus	Decree of 20 December 2020 amending the decree of 3 November 2014 relating to the internal control of credit institutions and investment firms Commission Delegated Regulation (EU) 2021/923 of 25 March 2021.		AMF position 2013-11 under European AIFM Directive 2011/6 of 8 June 2011 and AMF Decree of 6 April 2016 under UCITS V Directive 2014/91/EU.	Delegated Act 2015/35 of 10 October 2014. Insurance and reinsurance companies are excluded from the scope of application of European Commission Delegated Regulation (EU) No. 604/2014.
Identified employees by virtue of their role	**Within Crédit Agricole S.A.**	**Within other entities**		
	Executive Corporate Officers; members of the Board of Directors; members of the Executive Committee; members of the Management Committee; heads of the support functions in charge of: legal affairs, accounting procedures, finance including tax and budget, economic analysis, anti-money laundering and countering the financing of terrorism, human resources, development and implementation of remuneration policy, information technology, information security; heads of the control functions; employees exercising a subordinate control function, reporting directly to the heads of the control functions; employees in charge of a Committee overseeing the following risk categories for the Group: credit risk, counterparty risk, residual risk, concentration risk, risk related to securitisation positions, market risk, interest rate risk, operational risk, liquidity risk and excessive leverage risk; employees in charge of the "new activities/new products" Committee.	Executive Corporate Officers; members of the Board of Directors; members of the Executive Committee or the most important decision-making body after Executive Management; heads of the support functions in charge of: legal affairs, finance, human resources, information technology; heads of the control functions; employees in charge of a Committee overseeing the following risk categories: credit risk, counterparty risk, residual risk, concentration risk, risk related to securitisation positions, market risk, interest rate risk, operational risk, liquidity risk and excessive leverage risk; voting members of the "new activities/new products" Committee.	• the executive managers; • investment managers; • decision-making managers; • Heads of the three control functions: Risk Management and Permanent Controls, Compliance and Audit; • Heads of the support functions: Legal, Finance, Administration and Human Resources.	• the Corporate Officers or executive managers; • the members of the Executive Committee of CA Assurances; • employees performing the key functions referred to in Articles 269 to 272 of Delegated Act 2015-35: risk management, compliance audit, internal audit, actuarial function; • employees responsible for underwriting and business development; • investment managers.

(1) The credit institutions and investment firms concerned are those falling within the scope of application of the Decree of 3 November 2014 on the internal control of credit institutions and investment companies. For the Group, these are Crédit Agricole S.A. as well as all entities with a balance sheet of more than €10 billion or with equity of more than 2% of their parent company's equity.

Refer to the glossary on page 715 for the definition of technical terms.

	Credit institutions and investment companies[1]	Asset management companies	Insurance companies
Identified employees by virtue of their level of authority or remuneration	• Employees with authority or powers to take credit risk of more than 0.5% of Common Equity Tier 1 (CET1) capital in the subsidiary to which they belong and of at least €5 million, or with authority or powers to structure this type of product with a significant impact on the risk profile of the subsidiary to which they belong; • employees who can take market risks of more than 0.5% of the CET1 capital or 5% of the Value at Risk (VaR) of the subsidiary to which they belong; • the hierarchical managers of employees who are not individually identified but who are collectively authorised to take credit risks of more than 0.5% of CET1 capital in the subsidiary to which they belong and at least €5 million, or to take market risks of more than 0.5% of the CET1 capital or 5% of the Value at Risk (VaR) of the subsidiary to which they belong; • employees who earned total gross remuneration of more than €500,000 in the previous financial year; • Employees not identified under any of the previous criteria but whose total remuneration puts them in the 0.3% top earners in the entity in the previous financial year (for entities with more than 1,000 employees).	Additional condition: Those who earn variable remuneration of more than €100,000.	

(1) The credit institutions and investment firms concerned are those falling within the scope of application of the Decree of 3 November 2014 on the internal control of credit institutions and investment companies. For the Group, these are Crédit Agricole S.A. as well as all entities with a balance sheet of more than €10 billion or with equity of more than 2% of their parent company's equity.

Refer to the glossary on page 715 for the definition of technical terms.

<table>
<tr><th></th><th>Credit institutions and investment companies[1]</th><th>Asset management companies</th><th>Insurance companies</th></tr>
<tr><td>Characteristics of deferred remuneration</td><td>

In view of the proportionality principle, employees whose variable remuneration is less than €50,000 or less than one third of total remuneration are excluded from the scope of application of rules on deferred remuneration in all Group entities, unless otherwise stipulated by the regulatory authorities in the countries in which the Group's subsidiaries are located.
The deferred portion is determined based on the overall variable remuneration awarded for the financial year.

<table>
<tr><th>Total variable remuneration for year Y</th><th>Deferred portion</th></tr>
<tr><td>≤€50,000</td><td>Not applicable</td></tr>
<tr><td>€50,000 – €500,000</td><td>40% from the first euro</td></tr>
<tr><td>>€500,000</td><td>60% from the first euro with minimum non-deferred amount of €300,000</td></tr>
</table>
</td><td>
<table>
<tr><th>Total variable remuneration for year Y</th><th>Deferred portion</th></tr>
<tr><td><€100,000</td><td>Not applicable</td></tr>
<tr><td>€100,000 – €600,000</td><td>50% from the first euro</td></tr>
<tr><td>>€600,000</td><td>60% from the first euro with minimum non-deferred amount of €300,000</td></tr>
</table>
</td><td>
<table>
<tr><th>Total variable remuneration for year Y</th><th>Deferred portion</th></tr>
<tr><td><€120,000</td><td>Not applicable</td></tr>
<tr><td>€120,000 – €400,000</td><td>40% from the first euro</td></tr>
<tr><td>€400,000 – €600,000</td><td>50% from the first euro with minimum non-deferred amount of €240,000</td></tr>
<tr><td><€600,000</td><td>60% from the first euro with minimum non-deferred amount of €300,000</td></tr>
</table>
</td></tr>
<tr><td></td><td>
Payment in shares or equivalent instruments
A portion of the deferred variable remuneration as well as a portion of the non-deferred variable remuneration subject to a lock-up period of six or twelve months are vested in Crédit Agricole S.A. shares or share-linked instruments. As a result, at least 50% of the variable remuneration of identified employees is awarded in shares or equivalent instruments.
Any hedging or insurance strategies limiting the scope of alignment provisions on risks contained in the remuneration scheme are prohibited.
Performance conditions
The vesting of the deferred portion is spread over four or five years (for certain executives), with each annual instalment divided into two (one tranche in cash and one tranche made up of instruments), provided that the vesting conditions are met. Each vesting date is followed by a lock-up period of six to twelve months, for the tranche made up of instruments.
The performance conditions for executive managers and identified employees are aligned with those for long-term variable remuneration as indicated in the "Long-Term Variable Remuneration" paragraph of Chapter 3, section 4.3.1, "Reward policy of executive managers".
The performance conditions for the other identified employees are calculated in relation to the net income Group share of the entity, determined during the year of allocation of the variable remuneration in question.
</td><td></td><td></td></tr>
</table>

(1) The credit institutions and investment firms concerned are those falling within the scope of application of the Decree of 3 November 2014 on the internal control of credit institutions and investment companies. For the Group, these are Crédit Agricole S.A. as well as all entities with a balance sheet of more than €10 billion or with equity of more than 2% of their parent company's equity.

Refer to the glossary on page 715 for the definition of technical terms.

5. RULES OF PROCEDURE OF THE BOARD OF DIRECTORS

RULES OF PROCEDURE OF THE BOARD OF DIRECTORS

Preface

At its meeting of 5 October 2021, and on the recommendation of its Chairman and Appointments and Governance Committee, the Board of Directors of Crédit Agricole S.A. approved its updated Rules of Procedure including the revised Corporate Governance Code applicable to listed companies published by the AFEP/MEDEF in January 2020 as well as current laws and regulations.

Article 1: Organisation of the Board of Directors.

Article 2: Powers of the Board of Directors and of the Chief Executive Officer.

Article 3: How the Board of Directors operates.

Article 4: Board Committees.

Article 5: Crédit Agricole S.A. Directors' Code of Conduct.

Crédit Agricole S.A. is a company with a Board of Directors that separates the roles of Chairman and Chief Executive Officer, in accordance with Group practice and current regulations, namely the separation of planning, decision-making and control functions from executive functions.

Pursuant to the provisions of the AFEP/MEDEF Code, Corporate Officers include the Chairman of the Board of Directors, the Chief Executive Officer and the Deputy Chief Executive Officer of Crédit Agricole S.A. Pursuant to the provisions of the French Monetary and Financial Code, the Board of Directors must ensure that Crédit Agricole S.A. has a sound governance system, comprising in particular a clear organisation, resulting in responsibilities being shared in a well-defined, transparent and coherent manner; effective procedures for identifying, managing, monitoring and reporting risks to which the Company is or may be exposed; an adequate internal control system; sound administrative and accounting procedures; and compensation policies and practices enabling and facilitating sound and effective risk management.

It should also be recalled that the Chief Executive Officer and Deputy Chief Executive Officer of Crédit Agricole S.A. effectively run the Company's operations.

Article 1: Organisation of the Board of Directors

1.1 Chairman of the Board of Directors

The Chairman of the Board of Directors guides and organises the Board's work. He/she is responsible for ensuring that the Board as well as its Committees operate properly.

For this purpose, he/she ensures that the information provided to the Directors gives them sufficient insight for the decisions they make; he/she therefore makes sure that information flows properly between the Board and Executive Management and between the Board and its Committees.

He/she encourages and promotes open discussion and ensures that it is possible to express all points of view within the Board.

He/she calls Board Meetings and sets the agenda.

1.2 Officers of the Board of Directors

The Board of Directors may appoint the Chairman and Deputy Chairman as Officers of the Board. The Chief Executive Officer of Crédit Agricole S.A. takes part in the Board's work.

The Officers of the Board are responsible for preparing the Board's work. They meet when called by the Chairman, as and when needed.

The Chairman may invite any person whose opinion he/she would like to canvass to assist the Officers of the Board.

The Secretary to the Board of Directors fulfils the role of Secretary to the Officers of the Board.

1.3 Composition of the Board

1.3.1 Members of the Board of Directors

Directors are appointed or reappointed to their office by the Ordinary General Meeting of Shareholders.

In accordance with the Company's Articles of Association, the Board of Directors is made up of at least 3 and at most 18 members elected by the Ordinary General Meeting of Shareholders.

Directors have a term of office of three years; the term expires at the end of the Ordinary General Meeting of Shareholders called to vote on the financial statements for the previous year and held in the year in which the term expires.

1.3.2 Non-Voting Directors

The Board of Directors, on the Chairman's recommendation, may appoint one or more Non-Voting Directors who may attend Specialised Committee meetings in the same manner as Directors.

Non-Voting Directors are appointed for three years. They attend meetings of the Board of Directors in an advisory capacity.

They are subject to the same rules as Directors with respect to confidentiality and the prevention of conflicts of interests.

1.4 Specialised Committees of the Board

The Board of Directors has established six Specialised Committees tasked with preparing Board meetings and/or providing it with their opinions and recommendations. These include the:

- Risks Committee;
- Audit Committee;
- US Risks Committee;
- Compensation Committee;
- Strategy and CSR (Corporate Social Responsibility) Committee;
- Appointments and Governance Committee.

The Board of Directors draws up the Rules of Procedure for these Specialised Committees and determines their duties and composition in accordance with current laws and regulations.

The remit of these Committees is defined in Article 4 below.

The Chairman or the Board of Directors may canvass the opinion of any Committee on any matter within its remit.

The Rules of Procedure of each Committee are appended to these Rules of Procedure of the Board of Directors.

Article 2: Powers of the Board and of the Chief Executive Officer

2.1 Powers of the Board of Directors

The Board of Directors exercises the powers granted to it by law and by the Company's Articles of Association. It sets out the guidelines for the Company's business and ensures that they are applied, in accordance with its social purpose, while incorporating the social and environmental issues relating to its line of business. As such:

- the Board approves the annual individual financial statements (balance sheet, income statement, notes), the management report detailing the Company's position during the past financial year or current financial year, and its outlook, along with its forecasts. It approves the consolidated financial statements of the Crédit Agricole S.A. Group and takes note of its interim financial statements;
- the Board approves the consolidated financial statements of the Crédit Agricole Group;
- the Board decides to call the Company's General Meeting of Shareholders. It sets the agenda and prepares the draft resolutions;
- the Board:
  - elects and dismisses the Chairman of the Board of Directors,
  - appoints and dismisses the Chief Executive Officer, on the Chairman's recommendation,
  - temporarily fills one or more Director or Non-Voting Director positions in the event of a vacancy, death or resignation, in accordance with the provisions of Article 14 of the Articles of Association,
  - appoints and dismisses Deputy General Manager(s), on the Chief Executive Officer's recommendation;
- the Board decides on how to distribute the total compensation package allocated to Corporate Officers;
- the Board must first authorise any agreement that falls under Articles L. 225-38 *et seq.* of the French Commercial Code and, in particular, any agreement between the Company and any Corporate Officer;
- the Board presents the corporate governance report attached to the management report during the General Meeting. Besides including information on the compensation of Corporate Officers and on any agreements reached between Corporate Officers and the Company, the report presented by the Board also provides details about its composition, its organisation, how it operates, the work accomplished the previous financial year, and the diversity policies implemented both within the Board and within the Company's management bodies.

The Board also:

- determines the Group's strategic priorities, on the recommendation of the Chairman and Chief Executive Officer;
- gives prior approval to strategic investment plans and any transaction, specifically any acquisition or disposal, that is likely to have a material effect on the Group's earnings, the structure of its balance sheet or its risk profile;
- defines the general principles applicable to the Crédit Agricole Group's internal financial organisation;
- decides or authorises the issuance of Crédit Agricole S.A. bonds;
- grants the Chief Executive Officer the necessary powers to implement the decisions set out above;
- approves and regularly reviews the risk appetite profile along with the strategies and policies governing risk taking / management / monitoring / reduction for the risks to which Crédit Agricole S.A. and the Group are or may be exposed, including social and environmental risks;
- notably approves the various commitment and risk limits for the Crédit Agricole S.A. Group and, where applicable, for the Crédit Agricole Group;
- approves the report on the organisation of the internal control system for combating money laundering and terrorist financing, as well as on incidents, shortcomings and corrective measures that have been taken;
- approves the information system security policy which, on the basis of risk analysis, determines the principles implemented to protect the confidentiality, integrity and availability of their information and customer data, assets and IT services;
- issues an opinion, after having canvassed those of the Risks Committee and Appointments and Governance Committee, on the appointment as recommended by the Chief Executive Officer of each Group Head of an internal control function, *i.e.* the Chief Risk Officer, Head of Internal Audit and Head of Compliance. Where necessary, the Board will follow the same process when making a decision to dismiss any of the managers referred to above, who cannot be removed from their position without the prior approval of the Board;
- determines and regularly reviews the general principles of the compensation policy in place at the Crédit Agricole S.A. Group, in particular that regarding employee categories whose activities have a material impact on the Group's risk profile;
- reviews the governance system, periodically evaluates its effectiveness and ensures that corrective steps have been taken to remedy any identified deficiencies;
- determines the guidelines and ensures that the *dirigeants effectifs* (persons effectively running the undertaking, *i.e.* the Chief Executive Officer and Deputy General Manager(s)) implement the monitoring systems in place to ensure effective and prudent management of the activities of Crédit Agricole S.A. and, in particular, the separation of functions within the organisation and the prevention of conflicts of interests;
- ensures that a code of conduct or similar and effective policies exist and are enforced to identify, manage and mitigate any potential or proven conflicts of interest and to prevent and identify any instances of corruption or influence peddling;
- ensures that Executive Corporate Officers enforce a non-discrimination and diversity policy, for instance with respect to gender representation within management bodies;
- defines the criteria used to assess the independence of Directors;
- is notified in advance by the *dirigeants effectifs* (persons effectively running the undertaking) of changes in the Group's organisation and management structures;
- conducts any inspections or audits it deems necessary.

With respect to the role of central body assigned to Crédit Agricole S.A. by the French Monetary and Financial Code:

- the Board authorises:
  - any foreign expansion of the Regional Banks,
  - any creation, by a Regional Bank, of a financial institution or insurance company, as well as the acquisition of any interest in any such company,
  - any financial support for any Regional Bank in difficulty,
  - the establishment of a Committee responsible for the interim management of a Regional Bank;
- the Board decides to:
  - give Crédit Agricole S.A.'s approval for the appointment of Chief Executive Officers of Crédit Agricole Mutuel Regional Banks.

The Chief Executive Officer also asks the Board for its opinion prior to any decision by the former to dismiss a Chief Executive Officer of a Regional Bank.

Refer to the glossary on page 715 for the definition of technical terms.

2.2 Powers of the Chief Executive Officer

The Chief Executive Officer has the fullest powers to act in the Company's name in all circumstances and to represent it with respect to third parties.

He/she must, however, secure the Board of Directors' approval prior to the following transactions:

- the creation, acquisition or disposal of any subsidiaries and equity investments in France or abroad for total amounts exceeding €150 million;
- any other investment of any kind for amounts exceeding €150 million.

If, due to the urgency of the situation, the Board cannot be called to deliberate on a transaction that exceeds this ceiling, the Chief Executive Officer will do everything in his/her power to canvass all Directors or, at the very least, the Officers of the Board and the members of the relevant Specialised Committee prior to making any decision. Where this is not possible, the Chief Executive Officer may, with the Chairman's approval, take any decisions that are in the Company's interest in the areas set forth above. He/she reports such decisions to the Board at its subsequent meeting.

Article 3: How the Board of Directors operates

3.1 Meetings of the Board of Directors

The Board is convened by its Chairman, or any person authorised for that purpose by the Board of Directors, and meets as often as required by the Company's interests and at least six times each year. Should the Chairman be unable to attend, the Board meeting is chaired by the Deputy Chairman or the eldest Director, who is thus authorised to convene it.

The Board of Directors may hold its meetings by video conference or audio conference, in accordance with the provisions of Article 3.3 below.

Directors with an interest in matters deliberated by the Board shall abstain from voting on such matters.

The Chief Executive Officer, Deputy General Manager(s) and Secretary General participate in Board meetings but do not have the right to vote.

The Chief Executive Officer designates representatives of Executive Management to participate in Board meetings.

Non-Voting Directors participate in meetings of the Board and of its Specialised Committees but do not have the right to vote.

3.2 Provision of information to Board members

The Chairman and the Chief Executive Officer are required to provide each Director with all the documents and information needed for the Director to fulfil his/her duties.

Pursuant to the provisions of the French Monetary and Financial Code, the Board of Directors is informed by the *dirigeants effectifs* (persons effectively running the undertaking) of all material risks, risk management policies and any changes made thereto.

The Group Chief Risk Officer, Head of Internal Audit and Head of Compliance may report directly to the Board and, where necessary, to the Risks Committee.

Prior to Board meetings, Directors will in good time receive a file including the agenda items that require particularly close analysis and consideration ahead of the meeting, provided that confidentiality guidelines allow such information to be communicated.

Board members receive all relevant information on the Company, in particular the press releases issued by the Company.

Board members may also seek information directly from the Chief Executive Officer, the Deputy General Manager(s) and the Secretary General of Crédit Agricole S.A., after having informed the Chairman that they intend to do so.

In the course of their work, Specialised Committees may consult Group employees or experts in areas that fall within the remit of said Committees.

3.3 Participating in Board meetings by means of video conference or audio conference

Except in circumstances in which the Board is convened to conduct any of the transactions referred to in Articles L. 232-1 and L. 233-16 of the French Commercial Code (approval of the annual financial statements and management report for the previous financial year), the Board may at the Chairman's discretion hold its meeting by video conference or audio conference.

In this case, the video conference or audio conference system will be able to identify the Directors in attendance and ensure their full participation. For this purpose, the system used shall at least transmit participants' voices and meet the technical requirements to ensure that the Board's deliberations are transmitted continuously and simultaneously.

Directors attending a meeting by video conference or audio conference are deemed present with their full rights taken into consideration (for the purpose of calculating the quorum and majority, Directors' fees, etc.).

The attendance records and minutes must indicate the names of the Directors having participated in the meeting by video conference and audio conference. The minutes must also record any technical incident that may have affected the proceedings.

Consultation methods used by the Board

Besides taking decisions in the presence of the Directors attending the meeting, whether in person or by audio or video conference, the Board may also take the following decisions by consulting Directors in writing:

- to temporarily appoint Board members, including Non-Voting Directors;
- to enforce compliance of the Articles of Association with current laws and regulations;
- to convene a General Meeting;
- to transfer the registered office within a same *département*.

3.4 Procedural Notes of the Board of Directors

The Board's operations are governed by the present Rules of Procedure and by current laws and regulations.

The Board of Directors may also issue Procedural Notes describing the way in which it applies and organises its governance, in accordance with the aforementioned rules, particularly in response to orders received from its supervisory authorities to formalise its processes.

These Procedural Notes are established on the recommendation of the Appointments and Governance Committee; once approved by the Board of Directors, they apply to all its members. They may be amended or revoked by the Board of Directors at any time, after the aforementioned Committee has issued its opinion, on the grounds that they may no longer be meaningful or that regulations have changed.

Article 4: The Board's Specialised Committees

4.1 Strategy and CSR Committee

Under the responsibility of the Board of Directors, the Strategy and CSR Committee's key duty is to conduct in-depth reviews of the Group's strategic planning for its various business lines in France and abroad. In particular, the Committee examines M&A or strategic investment plans and issues opinions on them.

It carries out a review, at least every 12 months, of the corporate social and environmental responsibility actions taken by the Crédit Agricole S.A. Group and Crédit Agricole Group. As such, it supervises the preparation of the integrated report and, in general, of the non-financial information published by the Group, particularly that published by Crédit Agricole S.A.

The Board receives reports on the work and opinions of the Strategy and CSR Committee from the Committee Chairperson or a Committee member designated by him/her.

4.2 Risks Committee

Under the responsibility of the Board of Directors and in accordance with the provisions of the French Monetary and Financial Code and Decree of 3 November 2014, the Risks Committee is tasked with:

- reviewing the overall strategy and risk appetite of Crédit Agricole S.A. and of the Crédit Agricole Group, along with their risk strategies, including social and environmental risks, and advising the Board of Directors on such matters;
- helping the Board of Directors verify that this strategy is being implemented by the *dirigeants effectifs* (persons effectively running the undertaking) and by the Chief Risk Officer;
- examining, without prejudice to the role of the Compensation Committee, whether the incentives built into the compensation policy and practices of Crédit Agricole S.A. are consistent with the Group's position as regards the risks to which it is exposed, its capital, its liquidity and the probability and phasing of its expected profits.

The Board receives reports on the work and proposals of the Risks Committee from the Committee Chairperson or a Committee member designated by him/her.

4.3 US Risks Committee

Under the responsibility of the Board of Directors and in accordance with US regulations, the US Risks Committee is tasked with:

- reviewing the policies in place to manage the risks pertaining to the operations of Group entities in the United States;
- ensuring these risks are managed with appropriate oversight; and
- submitting all decisions on such matters to the Board for approval.

4.4 Audit Committee

Under the responsibility of the Board of Directors and in accordance with the provisions of Article L. 823-19 of the French Commercial Code, the Audit Committee is tasked with:

- reviewing the separate and consolidated financial statements of Crédit Agricole S.A. prior to their submission to the Board of Directors;
- reviewing documents or reports within its area of expertise that are intended for the Directors;
- monitoring the financial reporting process and, where appropriate, making recommendations to guarantee its integrity;
- monitoring the effectiveness of internal control, risk management and, where appropriate, internal audit systems concerning procedures for preparing and processing accounting and financial information, without undermining its independence;
- making a recommendation on the Statutory Auditors submitted to the General Meeting of Shareholders for approval. This recommendation, which is made to the Board of Directors, is prepared in accordance with the provisions of Article 16 of Regulation (EU) No. 537/2014; it also makes a recommendation to the Board when any Statutory Auditor is being considered for reappointment in the manner provided for in Article L. 823-3-1;
- monitoring the completion of the Statutory Auditors' inspection; it takes into account the observations and conclusions of the High Council of Auditors following checks made pursuant to Articles L. 821-9 *et seq.*;
- ensuring that the Statutory Auditors meet the independence criteria set out in the French Commercial Code. If necessary, it will liaise with the Statutory Auditors to draw up measures that would safeguard their independence, in accordance with the provisions of the aforementioned EU regulation;
- approving the provision of services mentioned in Article L. 822-11-2 of the French Commercial Code.

The Board receives reports on the work and proposals of the Audit Committee from the Committee Chairperson or a Committee member designated by him/her.

4.5 Compensation Committee

Under the responsibility of the Board of Directors and in accordance with the provisions of the French Monetary and Financial Code, the Compensation Committee is tasked with making proposals and offering opinions to be submitted to the Board concerning:

- **the general principles of the compensation policy applicable to all Crédit Agricole S.A. Group entities, and, in particular:**
  - the establishment of pay structures, distinguishing between fixed and variable compensation in particular,
  - the principles for determining total amounts of variable compensation, taking into account the impact of the risks and capital requirements inherent to the business activities concerned,
  - the application of regulatory provisions concerning identified staff within the meaning of European regulations.

  As such, the Committee in particular:
  - issues an opinion on the compensation policy of the Crédit Agricole S.A. Group, prior to any Board decision,
  - monitors implementation of this policy, at Group level and by each major business line, by means of an annual review, to ensure regulatory compliance;
- **the remuneration of corporate officers,** ensuring compliance with applicable laws and regulations;
- **the total compensation package and its distribution among Directors and Non-Voting Directors;**
- **plans for capital increases reserved for Group employees** and, where applicable, stock option or share buyback plans as well as free share allocation plans to be submitted to the General Meeting of Shareholders, along with the terms and conditions for carrying out these capital increases and plans.

The Board receives reports on the work and proposals of the Compensation Committee from the Committee Chairperson or a Committee member designated by him/her.

Refer to the glossary on page 715 for the definition of technical terms.

4.6 Appointments and Governance Committee

Under the responsibility of the Board of Directors and in accordance with the provisions of the French Monetary and Financial Code, the Appointments and Governance Committee is tasked with:

- identifying candidates suitable for the position of Director and Non-Voting Director and recommending them to the Board with a view to submitting their names to the General Meeting;
- periodically – at least annually – assessing the balance and diversity of knowledge, expertise and experience of Board members. This assessment is carried out individually and collectively;
- specifying the role and necessary qualifications of Board members and calculating the time they need to devote to their duties;
- reviewing the diversity policy applied to Board members based on criteria such as age, gender or qualifications and professional background, and setting out the targets of this policy, the methods implemented, and the results obtained over the previous financial year;
- periodically – at least annually – assessing the Board's structure, size, composition and effectiveness as regards its role, and making any helpful recommendations to the Board;
- periodically reviewing the Board's policies regarding the selection and appointment of *dirigeants effectifs* (persons effectively running the undertaking), Deputy General Managers and the Chief Risk Officer, and making recommendations in this regard.

The Committee's work and proposals are reported to the Board by the Committee Chairperson or a Committee member designated by him/her.

Article 5: Crédit Agricole S.A. Directors' Code of Conduct

Each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, fully subscribes to the provisions of the Code appended to these Rules of Procedure, of which it forms an integral part and every Board member has received a copy.

Article 6: Group Code of ethics

Each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, fully subscribes to the provisions of the Crédit Agricole Group Code of ethics and undertakes to respect them.

CRÉDIT AGRICOLE S.A. DIRECTORS' CODE OF CONDUCT

The purpose of this Code of Conduct is to improve the quality of the work carried out by Directors by encouraging effective application of the principles and best practices in the area of corporate governance.

Each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, undertakes to observe the guidelines contained in the present Code of Conduct and to apply them.

Article 1 – Administration and social purpose

Each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, must consider themselves a representative of all shareholders and other stakeholders and must, in all circumstances, act in their best interests and those of the Company.

Article 2 – Compliance with laws and Articles of Association

On taking up their duties and throughout their term of office, each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, must acknowledge the full extent of their general and/or specific rights and obligations. They must familiarise themselves with and observe the laws and regulations applicable to the Company and to their own duties, all applicable governance codes and best practices, and the Company's own rules as per its Articles of Association and rules of procedure.

Article 3 – Availability and diligence

The Director must devote the time, attention and availability necessary to fulfil his/her duties.

The Director must observe the laws and regulations applicable to any Director of a credit institution.

As such, on taking up their duties, the Director must inform the Chairman of the Board of all offices and duties exercised in any company, along with the names and corporate forms of the entities in which they exercise these offices and duties.

The Director must, in good time, inform the Chairman of the Board of any changes (termination, resignation, non-reappointment, dismissal, new offices and duties) made to the list of offices and duties declared.

The Director undertakes to resign from their duties if they no longer consider themselves apt to fulfil their role within the Board and the Specialised Committees of which they are a member.

Barring exceptional circumstances, they must be diligent and active participants in all Board meetings and all meetings of the Committees of which they are a member, where applicable.

Article 4 – Information and training

The Chairman ensures that Directors receive, in good time, the information and documents they need to fulfil their duties in full. Similarly, the Chairperson of each of the Board's Specialised Committees ensures that the members of their Committee receive, in good time, the information they need to fulfil their duties.

The Director, however experienced, must continuously strive to remain informed and adequately trained. They are duty bound to stay informed so that they can usefully contribute to discussions on items on the Board's agenda.

For this purpose, Crédit Agricole S.A. devotes the necessary human and financial resources to provide training for its Directors, and Directors are duty bound to devote the necessary time to any training courses offered to them by Crédit Agricole S.A.

Directors are kept informed of any changes made to laws and regulations, including those pertaining to the regime applicable to inside information.

Article 5 – Exercising duties: guidelines

The Director will exercise his/her duties in a spirit of independence, integrity, fairness and professionalism.

Article 6 – Independence and duty to disclose

The Director ensures that their independence and freedom to make judgements and decisions and to take action are safeguarded in all circumstances. They must remain impartial and free from influence peddling from any source uninvolved with the social purpose they are duty bound to safeguard.

They inform the Board of anything they are aware of that might be detrimental to the Company's interests.

They are duty bound to express their doubts and opinions. In the event of a disagreement, they ensure that it is explicitly documented in the meeting's minutes.

Article 7 – Independence and conflicts of interest

Board members are subject to the legal and regulatory requirements applicable in matters relating to conflicts of interest. Each member of the Board of Directors of Crédit Agricole S.A., regardless of whether they have the right to vote, informs the Board of any actual or potential conflict of interest in which they may be involved either directly or indirectly. They will refrain from attending the debate and voting on the corresponding decision.

Article 8 – Integrity, fairness and good character

The Director acts in good faith in all circumstances and takes no initiative that might be detrimental to the interests of the Company or of other companies within the Crédit Agricole Group.

He/she personally undertakes to ensure that the information they receive, the debates in which they participate, and the decisions taken are kept fully confidential.

The Director shows the honesty, integrity and independence required to assess and, if necessary, question the decisions taken by Executive Management and to ensure that any management decisions taken are supervised and monitored effectively.

Article 9: Inside information – Securities transactions

During the course of their duties, Directors are deemed to have permanent access to all inside information held by Crédit Agricole S.A.

The Director's name is accordingly on Crédit Agricole S.A.'s list of "Permanent Insiders" to which the French Financial Market Authority (AMF) has access. The list includes all those whose dealings in the financial instruments issued by Crédit Agricole S.A. and in the financial instruments of other issuers linked to its activities and transactions are subject to regulatory oversight.

The Director will be notified of the inclusion on this list by the Compliance Department of Crédit Agricole S.A. The Director must return the notification duly filled in and signed.

In accordance with Commission Implementing Regulation (EU) 2016/347 of 10 March 2016 specifying the precise format of insider lists, inclusion of the Director's name on the "permanent insiders" list will avoid it appearing repeatedly in the different sections of the "deal-specific or event-based insiders" lists.

The Director adheres to the restrictions and obligations described in Articles 8 (Insider dealing) and 14 (Prohibition of insider dealing and of unlawful disclosure of inside information) of Regulation EU 596/2014, referred to as the MAR (Market Abuse Regulation).

In particular, they refrain from using the inside information to which they are privy for their own benefit or for the benefit of anyone else and from using this information to carry out themselves or by a third party any transactions in the financial instruments concerned or in the derivative financial instruments linked to them.

1. Shares and related financial instruments issued by Crédit Agricole S.A.

Directors are subject to an obligation to refrain from dealing in the financial instrument concerned, an obligation that is lifted only in the absence of inside information.

a. During authorised trading windows

The Director may trade during authorised trading windows that are determined by Crédit Agricole S.A. and sent to the Board of Directors by the Board of Directors' Secretariat, subject to the absence of inside information.

These windows are usually open for the six weeks following publication of Crédit Agricole S.A.'s consolidated quarterly or annual results. However, the Crédit Agricole S.A. Compliance Officer may temporarily suspend this provision under certain exceptional circumstances.

The Director verifies the absence of inside information with Crédit Agricole S.A.'s Compliance Department, which ensures that no deal-specific or event-based insider list regarding the Crédit Agricole S.A. stock or any related financial instrument has been drawn up.

b. Outside authorised trading windows

Outside these authorised trading windows, Directors may not carry out any transactions on their own account or on behalf of a third party, directly or indirectly, in the issuer's shares or debt securities or in derivatives or other financial instruments linked to them.

2. Specific provisions for employee Directors

a. Capital increases reserved for employees

By way of derogation from the principles set out in 1) b), employee directors may subscribe to capital increases reserved for employees via the employee savings scheme as these transactions are subject to a five-year lock-in period.

3. Exercising free shares

When exercising free shares, the Director having benefited from the allocation must refer to the Compliance Department to ensure that the event takes place during an authorised trading window and that no deal-specific or event-based insider list regarding Crédit Agricole S.A. securities has been drawn up.

4. Financial instruments issued by other issuers

The Director is deemed to have access to inside information for which deal-specific or event-based insider lists have been drawn up that do not include the names of Board members for reasons pertaining to their status as permanent insiders.

Therefore, should a Director wish to deal, directly or indirectly, in securities issued by issuers other than Crédit Agricole S.A. or in financial instruments linked to them, they must inform the Compliance Department which will ensure that no deal-specific or event-based insider lists have been drawn up for the issuers concerned.

Refer to the glossary on page 715 for the definition of technical terms.

5. Reporting requirements

a. Disclosure of personal data to the Compliance Department

Directors on Crédit Agricole S.A.'s list of "Permanent Insiders" must provide Crédit Agricole S.A.'s Compliance Department with the personal data required to ensure this list is compliant.

The data concerned are those described in Annex 1 Section 2 of Implementing Regulation (EU) 2016/347 defining the format of insider lists.

b. Disclosure of persons closely associated with the Compliance Department:

Directors must provide Crédit Agricole S.A.'s Compliance Department with a list of persons closely associated with them, notify these persons of their obligations in writing, and keep a copy of this notification.

The procedures governing these principles are described in the notifications that are sent to each Director on his or her arrival.

c. Disclosure of transactions to the Compliance Department:

Even after having received a favourable opinion to trade from Crédit Agricole S.A.'s Compliance Department, Directors must inform it of any transactions carried out on their own account or on behalf of persons closely associated with them in Crédit Agricole S.A. shares or in financial instruments linked to them.

d. Disclosure of transactions to the French Financial Market Authority (AMF):

Persons subject to reporting requirements vis-à-vis the competent authority must send the AMF their transactions in securities disclosures by electronic means within three (3) trading days of the transaction date if they exceed the regulatory threshold. Each disclosure is published on the AMF's website.

The General Meeting of Shareholders is also informed of all transactions carried out over the previous financial year; these transactions are presented in a summary statement included in the Company's management report.

CRÉDIT AGRICOLE GROUP CODE OF ETHICS

This new Code of ethics expresses Crédit Agricole Group's commitment to behaviour that reflects all its values and working principles vis-à-vis its customers, mutual shareholders, shareholders, as well as its suppliers and all stakeholders with whom it engages. It acts as a responsible employer.

It is the responsibility of Directors and executives to respect the values set out in this Code and to set an example. Executives must ensure that these values are applied and shared by all Crédit Agricole Group employees, regardless of their level of responsibility, business line or place of work.

Besides applying all the legal, regulatory and industry rules governing our various businesses, our Code of ethics reflects our desire to do even more to better serve our customers who have been our *Raison d'Être*[1] since day one.

All Directors and employees are made aware of our Code of ethics.

It is applied by each entity in a form that reflects its specific characteristics and is incorporated into its internal control procedures.

The compliance principles are compiled into a set of rules *(Fides).*

Our working principles and behaviour comply with the fundamental principles found in the various international documents[2].

Our identity and values

Crédit Agricole Group is built around regional cooperative and mutual banks, with a European calling and open to the outside world.

Thanks to its universal customer-focused retail banking model – which is based on close cooperation between its retail banks and their related business lines –, Crédit Agricole Group aims to build multi-channel relationships with its customers, streamlining and facilitating their plans in France and worldwide, helping them make optimal decisions, and supporting them over time, in a spirit of determination, flexibility and innovation.

Crédit Agricole Group works to help its customers and meet their needs by providing them with a range of expertise and know-how: day-to-day banking, lending, savings, insurance, asset management, real estate, lease financing, factoring, corporate and investment banking, etc.

Our long-standing values, close customer relationships, responsibility and solidarity mean that people drive our actions and are central to our purpose.

Crédit Agricole promotes the cooperative values of democratic governance, relationships of trust, and respect for and between its members. It relies on each person's sense of responsibility and entrepreneurial spirit. Customer satisfaction, regional development and the search for long-term performance inform its actions.

Our identity and values require each person to act in an irreproachable and ethical manner. Each Group entity shares the belief that these values drive strength and growth.

Built on its sense of ethics and fairness and true to its cooperative culture, compliance helps enhance customer trust and the Group's image. It is central to our business lines and to the governance of Crédit Agricole Group.

Crédit Agricole Group undertakes to ensure that its working principles help it achieve its goal of being a bank that is fair, open to everyone and multi-channel, providing each person with support over time and with the ability to make fully informed decisions.

(1) Please refer to the glossary for the definition of *Raison d'Être.*

(2) These include the principles set out in the Universal Declaration of Human Rights published by the UN in 1948, the ten principles of the United Nations Global Compact, the OECD Guidelines for Multinational Enterprises, the OECD anti-corruption guidelines and recommendations, and the International Labour Organization (ILO) conventions.

Our working principles apply

Vis-à-vis our customers

Respect and support for customers, and fairness towards them

Each employee brings his/her experience and expertise to bear in being attentive to and serving our customers and mutual shareholders, and in supporting them over time, all in a multi-channel environment. They listen to and provide customers with fair advice, and help them make decisions by offering solutions that are tailored to their profile and interests while informing them of the related risks.

Solidarity

Built on the Group's mutual background, the relationships we establish with our customers, mutual shareholders and all our stakeholders embody solidarity and adherence to the commitments we have made.

Usefulness and convenience

Our Group is committed to its universal customer-focused bank model, which is a fount of values and beneficial for our customers, who are able to access the expertise and know-how of all the Group's business lines. It remains true to its culture of local engagement by spurring regional development.

Personal data protection and transparency

The Group has established a standard framework by means of a personal data code to ensure our customers' data is protected.

Vis-à-vis society

Fundamental rights

The Group operates worldwide in compliance with human rights and basic social rights.

Corporate social responsibility (CSR)

The Group upholds its sense of corporate social and environmental responsibility across all its business lines and corporate operations. Its approach is built on a value-creating CSR strategy and is designed to support France's regions and strive for excellence in our dealings with our customers, partners, mutual shareholders and employees.

Vis-à-vis our employees

A responsible human resources policy

For the Group, being a responsible employer means ensuring non-discrimination and equal treatment, encouraging personal development in particular through training, promoting gender equality, diversity of backgrounds and profiles, helping people with disabilities, encouraging social dialogue and quality of life in the workplace, and creating a safe working environment in which all employees are treated with dignity and respect.

Through ethical behaviour

Professionalism and expertise

Directors, executives and employees, regardless of their entity or geographic area, must be aware of and apply the laws, regulations, rules and professional standards as well as the procedures applicable to their entity, in order to ensure they are observed and implemented in a responsible manner.

Responsible behaviour

Each Director, executive and employee reflects the Group's image. Responsible and ethical behaviour is required at all times and in all circumstances: no action is permitted that may harm the Group's reputation and integrity.

Confidentiality and integrity of information

Group Directors, executives and employees are subject to the same duty of secrecy and are forbidden from improperly disseminating or using any confidential information they may be privy to, for their own account or on behalf of third parties. Employees must endeavour to provide reliable and accurate information to our customers, shareholders, supervisory authorities, the financial community and stakeholders in general.

Prevention of conflicts of interests

Group Directors, executives and employees must be free of all conflicts of interest in order to ensure that the interests of our customers take precedence at all times.

Diligence

Everyone, whether a Director, executive or employee, must work to safeguard the interests of customers, combat money laundering and terrorist financing, comply with international sanctions, combat corruption, prevent fraud and safeguard market integrity. Each individual must exercise due diligence with respect to the Group's business lines and, if necessary, make use of the whistleblowing mechanism, in accordance with current regulations and procedures.

Refer to the glossary on page 715 for the definition of technical terms.

4

REVIEW OF THE 2021 FINANCIAL POSITION AND PERFORMANCE

Operating and financial information 246

Presentation of the consolidated financial statements of Crédit Agricole S.A. 246
Economic and financial environment 246
Crédit Agricole S.A. operations and consolidated results 247
Operations and results by business segment 252
Crédit Agricole S.A. consolidated balance sheet 266
Recent trends and outlook 268

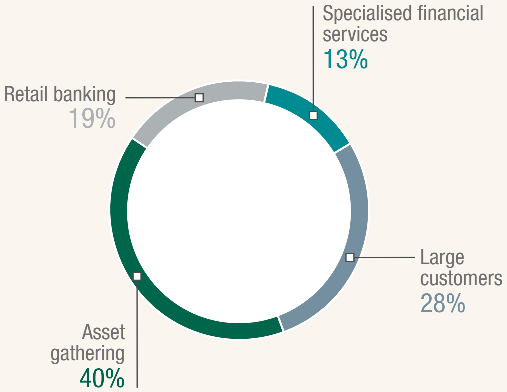
Information on Crédit Agricole S.A.'s financial statements (parent company) 272

Analysis of Crédit Agricole S.A.'s results (parent company) 272
Five-year financial summary 273

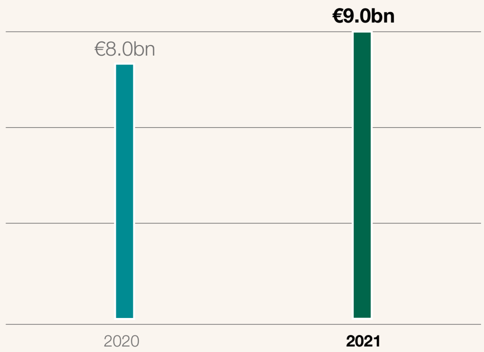
Refer to the glossary on page 715 for the definition of technical terms.

A balanced business mix

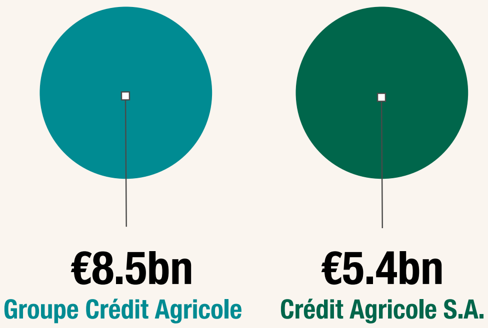
Breakdown of underlying net income Group share (excluding Corporate Centre)



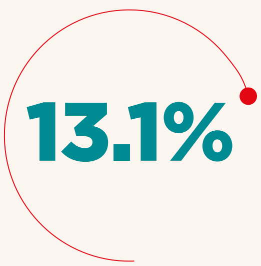
Increase in underlying gross operating income



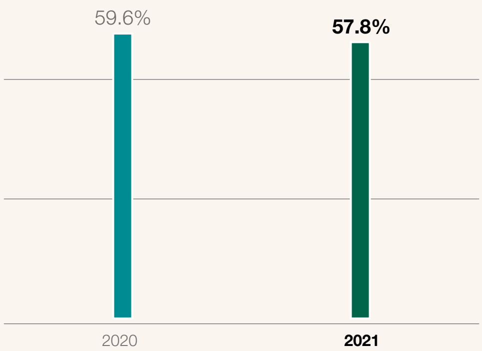
Solid underlying net income Group share



2021 underlying RoTE



2022 MTP underlying cost/income ratio (excluding SRF) target achieved in 2021



OPERATING AND FINANCIAL INFORMATION

PRESENTATION OF THE CONSOLIDATED FINANCIAL STATEMENTS OF CRÉDIT AGRICOLE S.A.

Changes to accounting policies and principles

Changes to accounting policies and principles are described in Note 1 to the consolidated financial statements for the year ended 31 December 2021.

Changes in the scope of consolidation

Changes in the scope of consolidation are described in Notes 2 and 12 to the consolidated financial statements for the year ended 31 December 2021.

ECONOMIC AND FINANCIAL ENVIRONMENT

Overview of 2021

Global economic performance continued to be largely conditioned by the spread of the virus and the health response (roll-out of vaccination, containment strategy), the structure of the economies (relative weight of industry and services, including tourism), and the fiscal and monetary counter-offensive (extent of support for activity). **As with the recessions experienced in 2020, recovery paths have remained uneven. China, boosted by its foreign trade and growing at a rate of 8.1%, the United States and then the eurozone, which posted very good performances, continued to be contrasted with the half-hearted recoveries or fragile rebounds of many emerging countries, in which the trend towards fragmentation was clearly confirmed.**

Moreover, **inflation,** long forgotten, has returned to the forefront. The very sharp acceleration was the result of a combination of several factors: upstream pressures with strong increases in commodity prices and bottlenecks[(1)], downstream pressures from the strong rebound in household consumption supported by substantial financial aid and high savings inherited from the 2020 crisis, and base effects after very low inflation in 2020. While supply remained limited at the end of the crisis (lack of labour or goods), the normalisation of demand led to price increases in specific sectors, particularly those previously hard it by the pandemic (hotels, restaurants or motor vehicles).

In the **United States,** after Donald Trump's US$2.2 trillion Coronavirus Aid, Relief and Economic Security Act (CARES Act), the largest support plan in US history, and the US$900 billion December plan (a total of about 14% of GDP), Joe Biden's stimulus package (the American Rescue Plan) totalling $1.9 trillion, or about 9% of GDP, was rolled out in March. Households, mainly those with low incomes, were the main beneficiaries. Thanks to the strong recovery in consumption, further boosted by the rapid fall in unemployment, growth has stood at 5.7% in 2021. In December, overall year-on-year inflation reached 7% (the first time this has happened since the early 1980s), with core inflation at 5.5%, its highest level since the early 1990s. In addition to the impact of energy and industrial input prices, some specific items (*e.g.* new and, especially, used vehicles) driven by strong demand contributed to the acceleration of inflation.

The **eurozone** has withstood the latest lockdown phases by limiting the negative impacts to the sectors subject to targeted restrictive measures and by benefiting from the reactivation of its manufacturing sector. A pleasant surprise came from strong production investment supported by the strength of demand for manufactured goods, but also by the European funds of the recovery plan. After contracting by 6.5% in 2020, GDP grew by 5.2% in 2021. While excess demand and wage acceleration are much less evident than in the United States, headline inflation nevertheless picked up significantly to 5% year-on-year in December, while core inflation rose less vigorously (2.6%).

After suffering an 8% recession in 2020, **France** started a strong recovery in the second half of 2020, which it continued into 2021. The new wave of infections and the spread of the Omicron variant raised new fears about the strength of the recovery in the short term, but the absence of very restrictive measures made it possible to limit the impact. After a marked mechanical rebound in the third quarter, growth slowed in the fourth quarter, while remaining sustained, allowing GDP to rise by 7% in 2021. Driven by the rise in commodity prices (especially energy, which accounts for more than half of the price increase), total inflation accelerated to 2.8% over 12 months in December (1.6% on average).

Despite a shift in the Federal Reserve's rhetoric suggesting a more rapid normalisation of its monetary policy, an accommodative monetary stance was maintained in both the United States and the eurozone.

In the **United States,** at the start of the year, Jerome Powell emphasised the still extremely weakened nature of the labour market and the low employment rate compared to its pre-crisis level. However, concerns gradually shifted from growth to inflation which, after being considered temporary, became more worrying. At the same time, the Fed announced its strategy of gradual normalisation: gradual reduction of its monthly asset purchases (US$120 billion in force at the time) or tapering and then, without any pre-established timetable, raising its key rate (target range for the Fed Funds rate [0%, 0.25%]).

During its Federal Open Market Committee (FOMC) monetary policy meeting in June, the Fed made its first change, which consisted of a rise in its forecasts for the Fed Funds rate, combined with an upward revision of growth and inflation. The Fed prepared the markets by saying it would spell out in November just how it would carry on its tapering program. In early November the Fed announced it would cut back its monthly purchases by $15 billion, suggesting these would come to an end in June 2022, though the pace of tapering might be adjusted. Finally, the mid-December meeting of the FOMC confirmed that monetary normalisation would go faster still, with tapering occurring at double speed and thus ending in March 2022. The reasons given for the speed-up were the breadth of the inflation and the quick progress made towards full employment, despite a few persistent disappointments in the participation rate. Jerome Powell also stated that a

(1) As prices can be very volatile, it is preferable to use average annual prices. Between 2020 and 2021, the price of oil (Brent) rose by almost 70%, while the price of gas in Europe quadrupled. The CRB index has risen by 43%. Iron and copper prices rose by 46% and 51% respectively. Food prices were not spared, as evidenced by the 23% rise in wheat prices. Finally, the Baltic Dry Index almost tripled, reflecting the extremely high level of tension in maritime traffic.

Refer to the glossary on page 715 for the definition of technical terms.

rate rise was possible before full employment is reached, should inflationary pressures remain concerning. Moreover, the Dot Plot[(1)] signalled a more aggressive upward path for the key rate.

In the **eurozone,** while the ECB in June also acknowledged the firming taking place and revised upward its growth and inflation forecasts, it reiterated the very accommodative and flexible orientation of its monetary policy. In December the ECB restated its growth and inflation scenario and presented its monetary strategy.

The ECB revised its inflation forecast for 2022 upward (from 1.7% to 3.2%), though much more moderately for 2023 (from 1.5% to 1.8%), and its 2024 projection of 1.8% remains lower than the 2% target. The negative impact on growth (revised downward from 4.6% to 4.2% in 2022) is presumed to be moderate and brief. Inflation should temporarily erode purchasing power without derailing growth, which is revised upward to 2.9% in 2023.

In terms of strategy, the ECB stated that the removal of emergency support would be accompanied by significant yet flexible attention to the sovereigns market. The point there is to prevent, on one hand, an over-steepening of the yield curve, and on the other, any risk of eurozone fragmentation[(2)]. The ECB reaffirmed that, before its key rate is raised, three conditions must be met: (1) inflation has to reach the 2% target well before the end of the ECB's forecasting horizon; (2) this target must be reached lastingly, out to the forecasting horizon; and (3) the progress achieved on core inflation must be sufficiently great that it is compatible with stabilising inflation at its medium-term target level. Respecting the forecasts updated in December, these conditions were not met.

Bond markets have kept step with a few major themes: an enthusiastic first quarter buoyed by reflation trading, a gloomier second quarter gripped by the reality of the pandemic, and a second half displaying lively growth yet also distinctly more troubling inflation, fuelling a faster monetary normalisation scenario in the U.S.

In the **United States,** the two-year interest rates[(3)] kept pace with the monetary scenario. They stayed pegged to a low level (0.17% on average) and only started up, slowly, once monetary tightening was spoken of (September) and then more firmly with the acceleration of tapering late in the year, which they finished at 0.70%, for a rise on the year of 60 basis points. With reflation trading, prompted by more sustained expectations for growth and inflation, increasing vaccination rates and better-than-expected economic data, long rates rose sharply in the United States, and this rise spread into the eurozone. The U.S. 10-year rate, near 0.90% at the start of the year, started to climb and peaked at end-March near 1.75%. Bad news on the public health front then tempered the enthusiasm, and the bond markets took a more conservative position. After that, starting in September, the idea that accelerating inflation would cause monetary tightening in the U.S. to be more energetic than expected once again pushed interest rates higher. The U.S.10-Year rate ended the year at 1.50%, or a rise on the year of 60 basis points, was not impacted by the attention focused by the markets on inflation and monetary normalisation.

In the **eurozone,** in sympathy with the first phase of recovery by the U.S. rates, the German 10-year rate (the Bund) rose from nearly -0.60% at 1 January to -0.10% in May. While the Fed proved to be tolerant with respect to the tightening of financing terms, a synonym of improvement in economic prospects, the ECB was quick to signal that this tightening was premature and unjustified. The Bund then headed downward. Whilst the German 2-year rate remained virtually level at -0.60% at end-2021 vs. -0.70% at end-2020, the Bund closed the year at -0.30%, or a rise on the year of 40 basis points. As a result of the ECB's statements about its process of purchasing sovereign securities, the risk premiums offered by France and Italy versus the Bund widened somewhat, with those spreads widening 13 and 24 basis points, respectively, but remained narrow, at 35 and 135 basis points, respectively. Though the prospect of elections in France does not seem to have affected the spread at this point, the Italian spread has been negatively impacted since November by their coming presidential elections.

The equity markets, still buoyed by the accommodative financing terms, despite the normalisations to come, and by favourable growth prospects, at least in developed countries, have risen nicely, with the average annual rise in the S&P 500, Eurostoxx 50 and CAC 40 indexes up +32%, +23%, +27%, respectively. Lastly, after resisting stoutly, the euro fell against the dollar given that monetary normalisation was further along in the U.S. than in Europe. The euro gained 3.6% against the dollar on average but fell late in the year. At 1.14 in December 2021, it lost nearly 7% on the year.

CRÉDIT AGRICOLE S.A. OPERATIONS AND CONSOLIDATED RESULTS

Over the full year 2021, stated net income Group share was €5,844 million, compared to €2,692 million in 2020, i.e. a rise by a factor of 2.2 in stated net income Group share.

Specific items in full year 2021 had a positive impact of **+€447 million** on stated net income Group share. These include items recognised in CA Italia's results for Creval: the recording of net badwill for €376 million in net income Group share[(4)], recording of off-balance sheet deferred tax assets for €80 million in net income Group share, technology infrastructure upgrade and IT migration costs for Creval amounting to -€15 million in net income Group share, a Stage 1 provision for the cost of risk amounting to -€19 million in net income Group share for Creval, and other miscellaneous Creval adjustments for -€11 million in net income Group share, acquisition costs for -€8 million in net income Group share. In addition to these items, there were actions to improve the quality of CA Italia's assets, including the impact of the disposal of a gross portfolio of €1.5 billion and additional provisions on CA Italia's portfolio for -€161 million in net income Group share, the launch of a Next Generation HR plan for CA Italia and the associated job protection plan for -€97 million in net income Group share, the exceptional contribution by CA Italia to the Italian banks safeguard plan for -€13 million in net income Group share, and the *Affrancamento* gains related to exceptional tax provisions in Italy for the non-accounting revaluation of goodwill and its amortisation for €73 million in net income Group share for CA Italia. Also recognised as specific items are the *Affrancamento* gains in specialised financial services for +€66 million in net income Group share, the *Affrancamento* gains in the Asset Gathering business lines for

(1) Scatter plot reflecting the level of the fed funds rate deemed appropriate by the Fed's governors. The median now indicates rate hikes of 25 basis points at a pace of three in 2022, three in 2023 and two in 2024, meaning earlier and stronger tightening than what was seen in September, when the first rate hike was expected to take place in late 2022/early 2023. These rises would put the target fed funds rate between 2% and 2.25% at end-2024.

(2) Purchases made under the PEPP emergency programme will therefore cease end of March 2022, and the reinvestment period will be extended until year-end 2024, maintaining complete flexibility of purchases as between jurisdictions and asset classes. Assets purchases under the traditional APP programme will increase in 2022, from €20 billion per month to €40 billion in Q2, then decrease to €30 billion in Q3 and €20 billion in Q4, then kept up as long as necessary to augment the accommodative effects of key rates. Purchases will stop shortly before the increase in key rates.

(3) All interest rates mentioned refer to State borrowings.

(4) Over 2021, total net badwill related to the Creval acquisition of €497 million, i.e. €378 million in Q2 2021 and €119 million in Q4 2021.

Refer to the glossary on page 715 for the definition of technical terms.

+€78 million, the Lyxor acquisition costs for -€8 million in net income Group share in asset management, the transformation costs related to the Turbo project, the CACEIS transformation and development plan, for -€23 million in net income Group share in institutional financial services, transformation costs related to the LCL New Generation Network project, a new grouping of LCL branches, for -€9 million, the downgrading of Serbia in held-for-sale operations for -€1 million, the costs of the integration of Kas Bank and S3 by CACEIS for -€2 million and finally the disposal projects in Miami and Brazil within the Wealth Management business line for +€5 million. In addition, there were recurring accounting volatility items, i.e. the DVA for +€4 million, hedges of the Large customers loan book for -€12 million, changes in provisions for home purchase savings plans for +€15 million, and the overpayment of contributions to the SRF for financial years 2016 to 2020 for +€130 million.

2020 specific elements had a negative impact for -€1,157 million on the stated net income group share. They encompass CA Italia goodwill impairment for -€778 million, Crédit Agricole Consumer Finance NL goodwill impairment for -€55 million, the reclassification as held for sale operations for Crédit Agricole Consumer Finance NL (-€135 million), CA Bank Romania (-€7 million), the ongoing disposal within Wealth Management (-€23 million), the provision recovery on FCA bank fine for +€89 million, Liability management upfront payment for -€28 million, support to insured clients in relation with Covid-19 for -€98 million, the exceptional contribution on supplementary health insurance premiums for -€15 million, Covid-19 donation -€52 million, Kas Bank and Santander Securities Services (S3) acquisition costs for -€9 million, exceptional contribution to the Italian banks rescue plan -€6 million. In addition, there are some recurrent specific elements, namely DVA for +€8 million, Large corporate loan book hedges for +€7 million, and home purchase saving plans for -€53 million.

Excluding these specific items, **underlying net income Group share reached €5,397 million,** up **+40.2%** compared to 2020.

Underlying earnings per share stood at €1.69 per share for full-year 2021, up **+40.0%** compared to full-year 2020.

Underlying RoTE, which is calculated on the basis of underlying net income Group share, net of Additional Tier 1 coupons (return on equity Group share excluding intangibles) reached **13.1% for full-year 2021,** an increase from full-year 2020 (9.3%). RoNE (Return on Net Equity) increased this year compared to 2020, in line with the increasing results.

(in millions of euros)	2021 underlying	2020 underlying	Δ 2021/2020 underlying	2021 stated	2020 stated	Δ 2021/2020 stated
Revenues	**22,657**	**20,500**	**10.5%**	**22,651**	**20,764**	**9.1%**
Operating expenses excluding SRF	(13,429)	(12,452)	7.8%	(13,082)	(12,366)	5.8%
SRF	(392)	(439)	(10.7%)	(522)	(439)	18.9%
GROSS OPERATING INCOME	8,836	7,609	16.1%	9,047	7,959	13.7%
Cost of risk	(1,576)	(2,606)	(39.5%)	(1,232)	(2,606)	(52.7%)
Equity-accounted entities	373	413	(9.7%)	368	324	13.7%
Net income on other assets	(51)	75	ns	(36)	75	ns
Change in value of goodwill	497	(903)	ns	0	-	ns
INCOME BEFORE TAX	8,080	4,588	76.10%	8,147	5,752	41.6%
Tax	(1,236)	(1,129)	9.50%	(1,876)	(1,225)	53.2%
Net income from discontinued or held-for-sale operations	5	(221)	ns	2	0	ns
NET INCOME	6,849	3,238	X 2,1	6,273	4,527	38.5%
Non controlling interests	(1,005)	(546)	84.20%	(876)	(679)	29.0%
NET INCOME GROUP SHARE	**5,844**	**2,692**	**X 2,2**	**5,397**	**3,849**	**+0,4 PP**
EARNINGS PER SHARE *(in euros)*	**1.84**	**0.8**	**NS**	**1.69**	**1.2**	**+0,4 PP**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**59.30%**	**60.70%**	**-1,5 PP**	**57.80%**	**59.60%**	**-1,8 PP**

Refer to the glossary on page 715 for the definition of technical terms.

Underlying revenues were up **+9.1%** compared to 2020. In addition to a scope effect of +€419 million mainly driven by the integration of Creval from second quarter 2021 in International Retail Banking, and to the reintegration of CACF NL following its exit from IFRS 5 status[(1)] in third quarter 2021, underlying revenues grew by +7.1% at constant scope. The increase in revenues was mainly due to the dynamism of the business lines. For the Asset gathering division, dynamic management fee and commission income benefited from both a favourable market effect and a dynamic inflow of funds, and the change in insurance revenues reflected prudent management of the financial margin and prudent provisioning of technical risks. In the Large customers division, revenues grew strongly in structured finance and commercial banking, while revenues in capital markets normalised against a backdrop of weak customer demand. Fees and commissions were up in Asset servicing, thanks to dynamic activity. In the Specialised financial services division, consumer finance revenues were supported by dynamic commercial production and insurance equipment, and the level of activity in leasing and factoring was sustained. In Retail banking, revenues grew by +4.5% at LCL, balanced between interest margins and fee and commission income, and fee and commission income increased at CA Italia. In the Corporate Centre division, revenues were up thanks to lower refinancing costs and volatility factors (such as the impact of inflation on the valuation of hedging swaps and, in particular in the second and third quarters of 2021, eliminations on intra-group securities underwritten by Predica and Amundi).

Underlying **operating expenses** excluding SRF were up by 5.8% in 2021, also including a scope effect (+€281 million[(2)]). A constant scope, expenses increased by 3.5% in 2021, related to a rise in expenses across all business lines: Asset gathering (+5.9%3), Large customers (+4.1%3), Specialised financial services (5.8%3) and Retail banking (+1.4%)3. At a current scope and on a like-for-like basis, revenue growth in 2021 was higher than cost growth, generating a positive jaws effect of 3.6 points and 3.3 points respectively. The underlying cost/income ratio excluding SRF for 2021 was 57.8%, down -1.8 percentage points compared to 2020. The underlying SRF for 2021 totalled €522 million, up 18.9% compared to 2020. Note that the refund of an overpayment for the SRF over financial years 2016–2021 of €130 million was accounted for under specific items in the first quarter of 2021. Underlying gross operating income totalled €9,047 million, up +13.7% compared to 2020.

Lastly, **cost of risk** was down sharply (-53%) to -€1,232 million versus -€2,606 million in 2020.

The decrease was especially pronounced at the level of the provisions for performing loans (Stages 1 and 2) at -81%, and was due to a normalisation of the cost of risk throughout 2021 due to the decrease in uncertainties and the favourable evolution of the health situation, as shown by the improvement in the macro-economic scenario in Q4 2021.

The addition of -€1,232 million in cost of risk over the year 2021 breaks down into provisions for performing loans (Stages 1 and 2) for -€155 million (compared to -€817 million in 2020) and provisioning for proven risks (Stage 3) for -€993 million (compared to -€1,765 million in 2020). Cost of risk/outstandings reached 28 basis points in 2021.

The cost of risk is declining in all of Crédit Agricole S.A.'s business lines. LCL's cost of risk was -€222 million in 2021, down -43% compared to 2020, with a cost of risk on outstandings of 15 basis points in 2021; CA Italia's cost of risk was -€347 million in 2021, down -19% compared to 2020, with a cost of risk on outstandings of 63 basis points in 2021; CACF's cost of risk is -€445 million in 2021, down -30% compared to 2020, with a cost of risk on outstandings of 128 basis points at the end of December 2021; finally, in Financing activities, the cost of risk for 2021 is -€74 million, down -91% compared to 2020, with a cost of risk on outstandings of 6 basis points in 2021.

The underlying contribution from equity-accounted entities was up **+13.7%** to €368 million, with Specialised Financial Services partnerships being the main contributors.

Net income on other assets stood at -€36 million in 2021 compared to +€75 million in 2020. This contribution was mainly from the deconsolidation of Crédit Agricole CIB's Algerian subsidiary.

Underlying income before tax, discontinued operations and non-controlling interests was therefore up +41.6%, at €8,147 million.

The tax charge was €1,876 million, up +53.2%, with an **underlying effective tax rate** of **24.1%,** up +1.6 percentage points compared to 2020. **Underlying net income before non-controlling interests was therefore up by +38.5%.**

Non-controlling interests amounted to -€876 million in 2021, up +29.0% in line with the increase in underlying income before tax, discontinued operations and non-controlling interests. **Underlying net income Group share increased by +40.2% to €5,397 million.**

(1) Since the third quarter of 2020, CACF NL has been classified under IFRS 5, as the entity was subject to a disposal project. As this disposal project has been suspended, CACF NL is no longer classified under IFRS 5 as of the third quarter of 2021.

(2) Scope effect related to the following entities in 2021: Creval, CACF NL, CA Serbia, La Médicale, and, for Amundi, Sabadell AM, Amundi BOC, Fund Channel, Anatec; and to the following entities in 2020: CA Serbia, La Médicale, CACEIS Fund Services (consolidation).

The specific elements that had an impact on Crédit Agricole S.A.'s accounts in 2020 and 2021 are as follows:

(in millions of euros)	2021 Gross impact[1]	2021 Impact on net income	2020 Gross impact[1]	2020 Impact on net income
DVA (LC)	6	4	11	8
Loan portfolio hedges (LC)	(17)	(12)	10	7
Home Purchase Savings Plans (FRB)	(1)	(1)	(14)	(9)
Home Purchase Savings Plans (CC)	22	16	(64)	(44)
Liability management upfront payment (CC)	-	-	(41)	(28)
Support to insured clients Covid-19 (LCL)	-	-	(2)	(1)
Support to insured clients Covid-19 (AG)	-	-	(143)	(97)
Ongoing sale project NBI (WM)	(1)	(1)	-	-
Reclassification of held-for-sale operations – NBI (IRB)	(2)	(2)	-	-
Exceptional contribution on supplementary health insurance premiums (AG)	-	-	(22)	(15)
TOTAL IMPACT ON REVENUES	**7**	**4**	**(264)**	**(179)**
Voluntary redundancy plan CA Italia (IRB)	(190)	(97)	-	-
Transformation costs (LC)	(45)	(23)	-	-
Creval integration costs (IRB)	(32)	(15)	-	-
Exceptional contribution on supplementary health insurance premiums (AG)	(25)	(13)	(11)	(6)
Creval other adjustments (IRB)	(19)	(11)	-	-
Lyxor acquisition costs (AG)	(16)	(8)	-	-
Transformation costs (FRB)	(13)	(9)	-	-
S3 / Kas Bank integration costs (LC)	(4)	(2)	(19)	(9)
Ongoing sale project Expenses (WM)	(2)	(2)	-	-
Reclassification of held-for-sale operations – Costs (IRB)	(0)	(0)		
Covid-19 donation (AG)	-	-	(10)	(10)
Covid-19 donation (IRB)	-	-	(8)	(4)
Covid-19 donation (CC)	-	-	(38)	(38)
TOTAL IMPACT ON OPERATING EXPENSES	**(347)**	**(180)**	**(86)**	**(68)**
Restatement SRF 2016-2020	130	130	-	-
TOTAL IMPACT ON SRF	**130**	**130**	**-**	**-**
Triggering of the Switch 2 (AG)	-	-	65	44
Creval – Cost of Risk Stage 1 (IRB)	(25)	(19)	-	-
Better fortune adjustment on Switch 2 (AG)	-	-	(38)	(26)
Disposal in receivables and additional provisioning of the portfolio CA Italia	(319)	(161)	-	-
Adjustment on Switch 2 activation (GEA)	-	-	(28)	(19)
TOTAL IMPACT ON COST OF CREDIT RISK	**(344)**	**(180)**	**-**	**-**
Provision recovery on FCA bank fine (SFS)	-	-	89	89
Affrancamento gain (SFS)	5	5	-	-
TOTAL IMPACT EQUITY-ACCOUNTED ENTITIES	**5**	**5**	**89**	**89**
Creval integration costs (IRB)	1		-	-
Creval acquisition costs (IRB)	(16)	(8)	-	-
TOTAL IMPACT NET INCOME ON OTHER ASSETS	**(15)**	**(8)**	**-**	**-**
Impairment CA Italia goodwill (CC)	-	-	(903)	(778)
Badwill Creval (IRB)	497	376	-	-
TOTAL IMPACT ON CHANGE OF VALUE OF GOODWILL	**497**	**376**	**(903)**	**(778)**
Affrancamento gain Tax (SFS)	108	66	-	-
Affrancamento gain (IRB)	97	73	-	-
Affrancamento gain (AG)	114	78	-	-
Off-balance sheet DTA	105	80	-	-
TOTAL IMPACT ON TAX	**424**	**296**	**-**	**-**
Reclassification of held-for-sale operations (IRB)	(1)	(1)	(7)	(7)
Impairment on goodwill (CC)	-	-	(55)	(55)
Reclassification of held-for-sale operations (SFS)	-	-	(135)	(135)
Ongoing sale project (WM)	4.7	5	(24)	(23)
TOTAL IMPACT ON NET INCOME FROM DISCOUNTED OR HELD-FOR-SALE OPERATIONS	**3.2**	**3.1**	**(221)**	**(221)**
TOTAL IMPACT OF SPECIFIC ITEMS	**361**	**447**	**(1,385)**	**(1,157)**
Asset Gathering	100	72	(227)	(174)
French Retail Banking	(14)	(10)	(16)	(10)
International Retail Banking	71	200	(27)	(18)
Specialised Financial Services	113	71	(45)	(45)
Large customers	(61)	(33)	3	6
Corporate Centre	152	146	(1,074)	(915)

(1) Impact before tax and before minority interests.

Refer to the glossary on page 715 for the definition of technical terms.

Solvency

At end December 2021, Crédit Agricole S.A.'s solvency level remained high, with a phased-in **Common Equity Tier 1 (CET1) ratio of 11.9%,** and remains above the target of 11% set forth in Crédit Agricole S.A.'s 2022 Medium-Term Plan. This level of Crédit Agricole S.A.'s CET1 ratio represents a cushion of +4.0 percentage points over the SREP requirement of 7.9%. The fully-loaded CET1 ratio at 31 December 2021 was 11.6%.

Compared to 31 December 2020, the phased-in CET1 ratio at 31 December 2021 is down by 1.2 percentage points, driven by the following items:

- **the unwinding of the remaining 65% of the Switch insurance guarantee,** of which 15% was unwound in first quarter 2021 and 50% in fourth quarter 2021, had a total impact on the CET1 ratio of -81 basis points;
- the completion of the **two share buybacks,** to offset a dilutive effect related to the 2020 dividend payment option in shares, had an impact of -14 basis points on the CET1 ratio.

The two share buybacks and the unwinding of the remaining 65% of the Switch in 2021 neutralised the dilutive impact of the dividend payment in shares on net earnings per share.

Retained earnings (taking into account a dividend provision of €0.85 per share, calculated on the basis of the 50% payout ratio for 2021 year results) contributed +67 basis points to the increase in the CET1 ratio and absorbed the organic growth of the business lines, which had an impact of -30 basis points for the year.

Furthermore, the distribution at the usual payout ratio is supplemented by an additional distribution related to the catch-up of the 2019 dividend (€0.20 per share, i.e. -17 basis points), bringing the total dividend provision to €1.05 per share.

Crédit Agricole S.A. did not pay a dividend in 2020 on 2019 earnings, estimated at €0.70 per share, in accordance with the ECB's requirement. In fourth quarter 2020, with the approval of the ECB, Crédit Agricole S.A. set up an exceptional arrangement for the payment of the 2020 dividend in 2021, considering that there was no 2019 dividend payment. Given the level of capital of the Crédit Agricole Group and Crédit Agricole S.A., the Crédit Agricole S.A. Board of Directors obtained the agreement of the General Meeting of 12 May 2021 to distribute a dividend from the 2020 earnings of €0.80 per share, together with an option to receive payment in shares, to which SAS La Boétie has undertaken to subscribe. Since the nominal amount of this dividend is higher than what would have been represented by Crédit Agricole S.A.'s traditional dividend policy of 50%, the mechanism made it possible to compensate for a portion (approximately €0.30 per share) of the unpaid 2019 earnings dividend. In 2021, Crédit Agricole S.A. confirmed its intention[(1)] to pay the remaining €0.40 per share[(2)] of the 2019 dividend in the 2021 and 2022 dividend payments. In other words, the 50% dividend distribution policy target will have been respected over the span of the MTP.

M&A transactions contributed to the decrease in CET1 by -49 basis points with the acquisition of Lyxor by Amundi (-12 basis points), the acquisition of Olinn by CACF (-6 basis points) and the acquisition of Creval by CA Italy (-26 basis points).

Unrealised gains and/or losses (OCI) had a downward impact on the CET1 ratio over the year, notably related to the rise in long-term rates (-15 basis points). The stock of OCI reserves in the CET1 ratio at end-December 2021, net of the effect of the risk-weighted assets of insurance reserves, thus stands at 31 basis points. This effect was notably offset by the capital increase reserved for employees (+6 basis points) and by a positive foreign exchange impact over the year (+6 basis points). Also,the impact of regulation was overall slightly negative over the year, related in particular to TRIM and the implementation of CRR2.

At end-December 2021, **risk-weighted assets** were €377 billion, compared to €336 billion at end-December 2020. This increase (+€41.4 billion) was concentrated in insurance (+€19.4 billion) in connection with the dismantling of the remaining 65% of the Switch mechanism, but also in the Retail Banking division (+€10.1 billion, mainly in CA Italia following the integration of Creval) and the Large customers division (+€8.6 billion), in particular following the pick-up of financing activities.

The **phased-in Tier 1 ratio** was 13.2% and the **total phased-in capital ratio** was **17.7%** at 31 December 2021.

Finally, the phased-in **leverage ratio** stood at 4.6% at end December 2021 compared with a requirement of 3.18%[(3)]. The leverage ratio before neutralisation of ECB exposures was 3.9%.

Liquidity

Liquidity is measured at Crédit Agricole Group level.

The liquidity position of Crédit Agricole Group is solid. Standing at €1,630 billion at 31 December 2021, the Group's banking cash balance sheet shows a surplus of stable funding resources over stable application of funds of €279 billion, up €14 billion compared to December 2020.

The Group continues to benefit from its active participation in the European Central Bank's "T-LTRO III" medium- and long-term refinancing transactions carried out against the backdrop of the Covid-19 crisis, helping to raise its level of stable funding resources. Total T-LTRO III outstandings for the Crédit Agricole Group amounted to €162 billion[(4)] at 31 December 2021.

The Group's liquidity reserves, at market value and after haircuts, amounted to €465 billion at 31 December 2021, up by €27 billion compared with 31 December 2020. They covered short-term debt more than four times over (excluding the replacements with Central Banks).

At end-December 2021, the numerator of the LCR ratio (including the HQLA securities portfolio, cash and Central Bank deposits, excluding mandatory reserves), calculated as an average over 12 months, stood respectively at €401.9 billion for Crédit Agricole Group and at €371.2 billion for Crédit Agricole S.A. The denominator of the ratio (representing net cash outflows), calculated as an average over 12 months, stood respectively at €235.1 billion for Crédit Agricole Group and at €242.5 billion for Crédit Agricole S.A.

The average LCR ratios over 12 months of Crédit Agricole Group and of Crédit Agricole S.A. stood at 170.9% and 153.0%, respectively, at end-December 2021. They exceeded the Medium-Term Plan target by around 110%. The LCR ratios at 31 December 2021 were 183.0% for Crédit Agricole Group and 156.6% for Crédit Agricole S.A. respectively. Credit institutions are subject to a threshold for this ratio, set at 100% from 1 January 2018.

(1) Subject to dividend payment proposal by the Board of Directors of Crédit Agricole S.A. to the General Meetings held in 2022 and 2023.

(2) Reminder: exceptional payment of a €0.80 dividend in 2021, €0.30 above the €0.50 corresponding to our 50% distribution policy, as a first-step in the catch-up of the 2019 €0.70 dividend.

(3) Under CRR2, banks may exclude certain Central Bank exposures from the total exposure of the leverage ratio when justified by exceptional macroeconomic circumstances. If this exemption is applied, institutions must meet an adjusted leverage ratio requirement of more than 3%. On 18 June 2021, the European Central Bank announced that credit institutions under its supervision could apply this exclusion due to the existence of exceptional circumstances since 31 December 2019; this measure is applicable until 31 March 2022 included. Crédit Agricole S.A. applies this provision and must, therefore, comply with a leverage ratio requirement of 3.18% during this period.

(4) Excluding FCA Bank.

Refer to the glossary on page 715 for the definition of technical terms.

The NSFR of Crédit Agricole Group and Crédit Agricole S.A. exceeded 100%, in accordance with the regulatory requirement applicable since 28 June 2021.

The Group continues to follow a prudent policy as regards medium-to-long-term refinancing, with a very diversified access to markets in terms of investor base and products.

In 2021, the Group's main issuers raised the equivalent of €30.0 billion in medium/long-term debt on the markets[1], 28% of which was issued by Crédit Agricole S.A. Notable events for the Group in 2021 were as follows:

- Crédit Agricole Assurances issued a Tier 2 10 year bullet bond in September for €1 billion to refinance intra-group subordinated debt;
- Crédit Agricole next bank (Switzerland) has completed two covered bond issuances this year for CHF 350 million, including an initial covered bond issue in Green format at 10 years for CHF 150 million in September;
- Crédit Agricole Italia issued its first Green covered bond for €500 million at 12 years in March.

In addition, €4.3 billion was also borrowed from national and supranational organisations or placed in the Group's Retail banking networks (Regional Banks, LCL, CA Italia) and other external retail networks at 2021.

In 2021, Crédit Agricole S.A. completed 95% of its medium-long term financing programme of €9 billion on the markets for 2021 (including €7 billion in non-preferred senior debt or Tier 2 debt).

The bank raised the equivalent of €8.5 billion[1], of which €4.2 billion in senior non-preferred debt and €2.1 billion in Tier 2 debt, as well as €0.7 billion in senior preferred debt and €1.5 billion in senior secured debt. The funding is diversified with various formats and currencies (EUR, USD, AUD, GBP, JPY, CNY, CHF, NOK).

OPERATIONS AND RESULTS BY BUSINESS SEGMENT

Contribution of business lines to net income Group share of Crédit Agricole S.A.

(in millions of euros)	2021	2020
Asset Gathering	2,420	1,706
Large customers	1,611	1,330
Specialised Financial Services (SFS)	808	559
Retail Banking in France – LCL	764	537
International Retail Banking	558	207
Corporate Centre	(317)	(1,647)
TOTAL	5,844	2,692

(1) Gross amount before buy-backs and amortisations.

Refer to the glossary on page 715 for the definition of technical terms.

Asset Gathering (AG)

This core business encompasses Insurance (Crédit Agricole Assurances), Asset management (Amundi) and Wealth management (CA Indosuez Wealth Management).

— Asset Gathering (AG) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**6,527**	**5,734**	**+13.8%**	**6,528**	**5,899**	**+10.7%**
Operating expenses	(3,005)	(2,864)	+4.9%	(2,987)	(2,826)	+5.7%
SRF	(7)	(6)	+14.2%	(7)	(6)	+14.2%
GROSS OPERATING INCOME	**3,515**	**2,864**	**+22.8%**	**3,534**	**3,067**	**+15.2%**
Cost of risk	(18)	(55)	(67.7%)	(18)	(55)	(67.7%)
Equity-accounted entities	84	66	+27.7%	84	66	+27.7%
Net income on other assets	(0)	3	ns	(0)	3	ns
INCOME BEFORE TAX	**3,581**	**2,878**	**+24.4%**	**3,600**	**3,081**	**+16.9%**
Tax	(642)	(770)	(16.7%)	(761)	(822)	(7.5%)
Net income from discontinued or held-for-sale operations	5	(24)	ns	0	-	ns
NET INCOME	**2,944**	**2,084**	**+41.3%**	**2,840**	**2,259**	**+25.7%**
Non controlling interests	(524)	(379)	+38.4%	(491)	(379)	+29.6%
NET INCOME GROUP SHARE	**2,420**	**1,706**	**+41.9%**	**2,348**	**1,879**	**+24.9%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**46.0%**	**50.0%**	**-3.9 PP**	**45.8%**	**47.9%**	**-2.2 PP**

At 31 December 2020, the business line's assets under management totalled €2,582 billion, a year-on-year increase of +16.3% (+9.7% excluding the scope effect related to the integration of Lyxor's assets of €148 billion into the Asset management business). Net inflows reached +€71 billion over the full-year 2021, driven by record inflows in MLT assets in asset management.

Over the year 2021, favourable market trends contributed very positively to the growth in assets under management (market and foreign exchange impact of +€147 billion over the period, including +€127 billion for Amundi).

Assets under management excluding double counting amounted to €2,256 billion at 31 December 2021, an increase of 19% compared to 31 December 2020.

For all of 2021, the business line's underlying net income Group share increased by +24.9% compared to the same period in 2020 and was €2,348 million. The dynamic activity of the Asset Gathering business line enabled it to achieve revenue growth of 10.7% year-on-year. By combining this good commercial performance with a controlled increase in costs of +5.7%, gross operating income and pre-tax income rose sharply by +15.2% and +16.9%, respectively. Tax is down by -7.5% despite the increase in this result, which can be mainly explained by Insurance with a 2020 base effect, the decrease in the normative tax rate in France, and disposals of securities at reduced rates in 2021.

The underlying cost/income ratio came to 45.8%, an improvement of 2.2 percentage points compared to 2020.

The Asset Gathering business line contributed 40% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over full-year 2021 and 29% to underlying revenues excluding Corporate Centre division.

As at 31 December 2021, own funds allocated to the business line amounted to €12.9 billion, including €11.2 billion for Insurance, €1.2 billion for Asset management, and €0.4 billion for Wealth management. The business line's risk weighted assets amounted to €64.3 billion, including €46.7 billion for Insurance, €12.9 billion for Asset management and €4.7 billion for Wealth management.

These risk weighted assets no longer take into account the Switch guarantee, the remaining 65% of which (after the partial unwinding of 35% in 2020) was fully unwound in 2021. This guarantee allowed Crédit Agricole S.A. to save €22 billion in risk weighted assets in the prudential treatment of the Insurance business line in 2020.

Insurance (CA Assurances)

The Insurance business line reflects the results of Crédit Agricole Assurances, a wholly-owned subsidiary of Crédit Agricole S.A., which covers all insurance businesses: savings/retirement, property & casualty, death & disability, creditor and group insurance.

— Insurance – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**2,550**	**2,392**	**+6.6%**	**2,550**	**2,557**	**(0.2%)**
Operating expenses excluding SRF	(721)	(800)	(9.8%)	(721)	(761)	(5.2%)
SRF	-	-	ns	-	-	ns
GROSS OPERATING INCOME	**1,829**	**1,593**	**+14.9%**	**1,829**	**1,796**	**+1.9%**
Cost of risk	(1)	0	ns	(1)	0	ns
Net income on other assets	(1)	(0)	x 5.5	(1)	(0)	x 5.5
INCOME BEFORE TAX	**1,828**	**1,593**	**+14.8%**	**1,828**	**1,796**	**+1.8%**
Tax	(345)	(456)	(24.5%)	(345)	(509)	(32.2%)
Net income from discontinued or held-for-sale operations	(2)	-	ns	(2)	-	ns
NET INCOME	**1,481**	**1,136**	**+30.3%**	**1,481**	**1,287**	**+15.1%**
Non controlling interests	(75)	(80)	(6.3%)	(75)	(80)	(6.3%)
NET INCOME GROUP SHARE	**1,406**	**1,056**	**+33.1%**	**1,406**	**1,207**	**+16.5%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**28.3%**	**33.4%**	**-5.1 PP**	**28.3%**	**29.8%**	**-1.5 PP**

At end-December 2021, the business line's total premium income reached €37.0 billion, an increase of over +25.8% compared to full-year 2020.

In **savings/retirement,** activity was dynamic and Crédit Agricole Assurances continued its commercial expansion and diversification in France and internationally. Over 2021, the premium income of the savings/retirement segment totalled €27.3 billion, compared to €20.4 billion in 2020, a +33.5% increase.

The Policy Participation Reserve (PPE) increased over the year to €13.1 billion at 31 December 2021, which was 6.3% of total euro outstandings. The average yield of the Crédit Agricole Assurances group's assets was 2.26% in 2021 (2.13% at end 2020), well above even the average guaranteed minimum rate (0.16% at end 2021, compared to 0.20% at end 2020) and the profit sharing rate of euro-denominated policies of 1.28% at the end of 2021, stable compared to the end of 2020.

Assets (savings, retirement and death and disability) stood at €323.0 billion, up +4.8% from December 2020. Unit-linked outstandings reached a new all-time high of €86.6 billion at end December 2021, with the share of unit-linked products in outstandings totalling 26.8%, up +2.6 percentage points compared with December 2020.

In **property and casualty insurance,** premium income was up by +6.7% over 2021 and reached €5.1 billion. The number of property and casualty insurance policies in the Crédit Agricole Assurances portfolio reached 15.2 million at end December 2021, up +3.9% over one year, i.e. an increase of more than 568,000 policies in the twelve months of 2021. Growth in the property and casualty insurance business was driven by traditional activities (home, legal protection, personal accident insurance, car) and was also boosted by launches, in France, of corporate offerings (corporate property and casualty insurance and professional multi-risk) and a new auto insurance policy with an inclusive offer, EKO for the Regional Banks and PRIMO for LCL. Finally, on 1 January 2022, the transfer of 10 million assistance contracts to Europ Assistance France was successfully completed. The combined ratio remained under control at 96.4%.

In **death & disability/creditor/group insurance,** 2021 premium income stood at €4.7 billion, an increase of +10.1% compared to 2020, with a positive contribution from the three business lines (death & disability, creditor and group insurance). The performance of the new *"Mon Assurance Décès"* death & disability insurance offer was good, with over 100,000 new policies since end June 2021.

In addition, on 1 February 2022, Crédit Agricole Assurances signed an agreement with Generali for the disposal of La Médicale. The announcement in November that the company had entered into exclusive negotiations resulted in an accounting reclassification in IFRS 5 in fourth quarter 2021. The positive impact on Crédit Agricole Assurances' net income Group share at the time of the disposal, expected by the end of 2022, will be more than €100 million.

As regards income from insurance, it should be noted that the tax charge for the year 2021 decreased by -32.2% compared to 2020. This drop can be explained by a base effect in 2020, the decrease in the normative tax rate in France, and the reduced-tax disposal of securities in 2021. This made possible a strong increase in net income Group share of +16.5% compared to 2020, to €1,406 million, and made possible a prudent management policy for the financial margin (addition of the PPE of +€1.6 billion in 2021, and provisioning of technical risks in the fourth quarter). Underlying revenues for 2021 were therefore €2,550 million, down slightly by -0.2%. At the same time, costs decreased by -5.2%, which resulted in an improvement in the cost/income ratio excluding SRF of 1.5 percentage points, which thus reached 28.3% in 2021. Overall, underlying gross operating income increased by +1.9%.

Insurance contributed 24% to the underlying net income Group share of Crédit Agricole S.A.'s core business lines (excluding Corporate Centre division) over 2021 and 11% to underlying revenues.

At 31 December 2021, capital allocated to Insurance was €11.2 billion and risk-weighted assets totalled €46.7 billion.

Crédit Agricole Assurances also demonstrated its solidity and resilience with a Solvency 2 regulatory prudential ratio still high at 244% at 31 December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

Asset management (Amundi)

Asset management comprises the results of Amundi, a subsidiary 69.5% owned by Crédit Agricole Group, including 68.1% held by Crédit Agricole S.A.

Since the third quarter of 2017, the financial statements include the contribution of Pioneer, UniCredit's asset management company, which was acquired on 3 July 2017. From the first quarter of 2019 on, the integration costs related to this acquisition are no longer identified as specific items. In the first quarter 2018 these costs amounted to €9 million before tax, i.e. €4 million in net income Group share. In the second quarter 2018 the amounts were €8 million and €4 million, respectively. In third quarter 2018, the net income Group share amounts were -€12 million and -€6 million, respectively. In the fourth quarter 2018 these costs amounted to €27 million before tax, i.e. €14 million in net income Group share and €56/€29 million in full-year 2018.

Sabadell Asset Management is integrated into Amundi's consolidated scope since the third quarter of 2020 with AUM of €20.7 billion.

Lyxor is integrated into Amundi's consolidated scope since fourth quarter 2021 with AUM of €148.0 billion.

— Asset management – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**3,136**	**2,522**	**+24.3%**	**3,136**	**2,522**	**+24.3%**
Operating expenses excluding SRF	(1,577)	(1,367)	+15.4%	(1,561)	(1,367)	+14.2%
SRF	(4)	(3)	+24.1%	(4)	(3)	+24.1%
GROSS OPERATING INCOME	**1,555**	**1,152**	**+35.0%**	**1,571**	**1,152**	**+36.4%**
Cost of risk	(12)	(23)	(46.8%)	(12)	(23)	(46.8%)
Equity-accounted entities	84	66	+27.7%	84	66	+27.7%
INCOME BEFORE TAX	**1,627**	**1,195**	**+36.1%**	**1,643**	**1,195**	**+37.5%**
Tax	(283)	(307)	(7.7%)	(402)	(307)	+30.8%
NET INCOME	**1,344**	**888**	**+51.3%**	**1,241**	**888**	**+39.7%**
Non controlling interests	(435)	(288)	+51.2%	(402)	(288)	+39.8%
NET INCOME GROUP SHARE	**909**	**600**	**+51.4%**	**839**	**600**	**+39.7%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**50.3%**	**54.2%**	**-3.9 PP**	**49.8%**	**54.2%**	**-4.4 PP**

Amundi posted assets under management of €2,064 billion at end-December 2021, up +19.4% compared to end-December 2020 and up +10.8% excluding the Lyxor scope effect. The increase was mainly due to the consolidation of Lyxor assets (+€148 billion), positive market effects (+€127 billion) and strong net inflows in all customer segments (+€60 billion).

Most of the increase in inflows was attributable to MLT assets excluding JVs for +€75.5 billion despite outflows in first quarter 2021 (-€12.7 billion), the stability of third quarter 2021 (+€0.2 billion) and thanks to strong net inflows in the second and fourth quarters (€7.2 billion and +€65.6 billion, respectively).

In Asia, continued development enabled the level of assets under management to reach €369 billion at end December 2021, compared to €298 billion at end December 2020, with a target of €500 billion by 2025.

In addition, following the completion of Amundi's acquisition of Lyxor from Société Générale on 31 December 2021, Amundi has set a passive asset management target of around €420 billion by 2025.

In 2021, underlying net income Group share came to €839 million, an increase of +39.7% compared to 2020. Underlying revenues increased by +24.3% at current scope and +22.3% on a like-for-like basis[(1)] due to positive market conditions, net management fees, which increased by +14.5% compared to 2020, and performance fees, which amounted to +€427 million for the year compared to €200 million in 2020. Underlying operating expenses excluding SRF were up +14.2% at current scope and +11.0% on a like-for-like basis due to the increase in variable compensation, higher development capex, mostly for Amundi Technology, and a scope effect of €44 million over the year.

The contribution of equity-accounted entities, which includes the income from Amundi's JVs in Asia, increased by +27.7% compared to 2020.

The underlying cost/income ratio excluding SRF was very low at 49.8%, an improvement of -4.4 percentage points compared to 2020.

Asset Management contributed 14% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over 2021 and 14% to underlying revenues.

At 31 December 2021, capital allocated to Asset management was €1.2 billion and risk-weighted assets totalled €12.9 billion.

(1) Like-for-like basis: entities excluded in 2021: La Médicale, Sabadell AM, Amundi BOC, Fund Channel, Anatec.

Wealth management (CA Indosuez Wealth Management)

The assets under management referred to in the business activities figures only include those of CA Indosuez Wealth Management. As a reminder, LCL's private banking customer assets amounted to €60.1 billion at end-December 2021, up +11.1% compared to end-December 2020. The results generated by LCL's private banking business are recognised under LCL.

— Wealth management – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	840	820	+2.5%	841	820	+2.6%
Operating expenses excluding SRF	(707)	(698)	+1.2%	(704)	(698)	+0.9%
SRF	(3)	(3)	+2.9%	(3)	(3)	+2.9%
GROSS OPERATING INCOME	**131**	**119**	**+10.2%**	**134**	**119**	**+12.7%**
Cost of risk	(5)	(32)	(84.9%)	(5)	(32)	(84.9%)
Net income on other assets	1	3	(83.4%)	1	3	(83.4%)
INCOME BEFORE TAX	**127**	**90**	**+40.9%**	**130**	**90**	**+44.2%**
Tax	(14)	(6)	x 2,1	(14)	(6)	x 2,2
Net income from discontinued or held-for-sale operations	7	(24)	n.m.	2	-	n.m.
NET INCOME	**120**	**60**	**X 2**	**118**	**83**	**+41.1%**
Non controlling interests	(14)	(11)	+29.7%	(14)	(11)	+23.4%
NET INCOME GROUP SHARE	**106**	**49**	**X 2,2**	**103**	**72**	**+43.9%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**84.1%**	**85.2%**	**-1.1 PP**	**83.7%**	**85.2%**	**-1.4 PP**

CA Indosuez Wealth Management saw its assets under management rise sharply by +7.9%[1] year-on-year excluding the scope effect (+5.2% on a reported basis) to €134.6 billion, driven in particular by dynamic net inflows of €1.0 billion in Q4 2021.

Overall, assets under management in Wealth Management (CA Indosuez Wealth Management and LCL Private Banking) amounted to €194.8 billion at end-December 2021, up +6.9% year-on-year.

In 2021, underlying revenues were up +2.6% compared to 2020. Underlying costs excluding SRF were up +0.9%. Gross operating income was therefore up +12.7% to €134 million. Note that the recognition this year of -€1 million in revenues, -€2 million in costs and €5 million from discontinued operations, representing a total net impact after tax of €2 million in specific items this half had an impact on net income Group share. These gains are related to the contribution of the Miami and Brazil entities that are held for disposal.

For full-year 2021, underlying net income Group share of Wealth Management was €103 million, a sharp increase of +43.9% compared with the same period in 2020.

Wealth Management contributed 2% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over 2021 and 4% to underlying revenues.

At 31 December 2021, capital allocated to Wealth management was €0.4 billion and risk-weighted assets totalled €4.7 billion.

(1) Excluding the scope effect related to the exit of the Miami and Brazil activities.

Refer to the glossary on page 715 for the definition of technical terms.

Large customers (CIB and Asset Servicing)

The Large customers division includes the Capital Markets, Investment Banking, Structured Finance and Commercial Banking business lines housed within Crédit Agricole Corporate & Investment Bank (Crédit Agricole CIB), as well as Asset Servicing, hosted within CACEIS.

— Large customers (LC) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**6,319**	**6,297**	**+0.3%**	**6,331**	**6,276**	**+0.9%**
Operating expenses excluding SRF	(3,707)	(3,523)	+5.2%	(3,658)	(3,504)	+4.4%
SRF	(328)	(260)	+26.2%	(328)	(260)	+26.2%
GROSS OPERATING INCOME	**2,284**	**2,514**	**(9.2%)**	**2,345**	**2,511**	**(6.6%)**
Cost of risk	(39)	(829)	(95.2%)	(39)	(829)	(95.2%)
Equity-accounted entities	8	7	+8.1%	8	7	+8.1%
Net income on other assets	(39)	1	ns	(39)	1	ns
INCOME BEFORE TAX	**2,213**	**1,693**	**+30.7%**	**2,274**	**1,690**	**+34.6%**
Tax	(512)	(278)	+84.3%	(529)	(277)	+91.3%
NET INCOME	**1,701**	**1,415**	**+20.2%**	**1,745**	**1,413**	**+23.5%**
Non controlling interests	(90)	(85)	+6.8%	(101)	(88)	+14.6%
NET INCOME GROUP SHARE	**1,611**	**1,330**	**+21.1%**	**1,644**	**1,325**	**+24.0%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**58.7%**	**55.9%**	**+2.7 PP**	**57.8%**	**55.8%**	**+1.9 PP**

Corporate and Investment Banking's total activity was particularly dynamic in 2021 and benefited from the good complementarity fit of activities. Financing activities saw strong growth in structured finance and good activity in commercial banking, while revenues in capital markets normalised in a context of low customer demand.

Overall, 2021 confirmed Crédit Agricole CIB's leading positions in bond issuances (#4 Green, Social & Sustainable bonds All currencies[(1)], #5 All bonds in Euro worldwide[(2)] and #8 All Corporate bonds in Euro worldwide[(3)]). Crédit Agricole CIB remains the leader in syndicated loans (#3 in the EMEA zone[(4)] and #1 in France[(5)]). Finally, Crédit Agricole CIB maintains its very conservative risk profile, with average regulatory VaR declining to €6.4 million in fourth quarter 2021 from €10.9 million in fourth quarter 2020.

Corporate and Investment Banking's reported net income Group share totalled €1,493 million, up +23.4% compared to 2020. It includes specific accounting items relating to the hedging of the loan book in financing activities for -€17.5 million in revenues (-€12.2 million in net income Group share) and for the DVA (Debt Valuation Adjustment) in capital markets and investment banking for +€6 million in revenues (+€4 million in net income Group share).

Corporate and Investment Banking's underlying net income Group share therefore totalled €1,501 million in 2021, up +25.6% compared to 2020.

The underlying revenues of Corporate and Investment banking for 2021 increased slightly by +0.1% (up +0.9% at constant exchange rates) compared to 2020 to reach €5,152 million.

Underlying revenues from **Financing Activities** totalled €2,775 million in 2021, up +9.2% compared to 2020 (+10.3% at constant exchange rates). This good performance is notable in all activities:

- structured financing activities grew strongly (+12% to €1,306 million) across all product lines, particularly in the Acquisition Finance, Real Estate and Aeronautics sectors;
- commercial banking activities reached a very high level (+6.8% to €1,469 million). Debt Optimisation and Distribution activities are growing, thanks in particular to significant transactions in 2021.Revenues from International Trade and Transaction Banking activity rose sharply, with strong growth in the Supply Chain activity and the continued development of the Private Equity Funds Solutions activity in partnership with CACEIS. The recognised structuring expertise in Trade Finance activity will generate a significant increase in revenues compared to 2020.

Underlying revenues in **Capital Markets and Investment Banking** totalled €2,376 million in 2021, down -8.8% compared to 2020 (-8.1% at constant exchange rates). The year 2020 was exceptional in terms of customer needs, including hedging and issuance needs, due to the financial crisis caused by the start of the epidemic. Market conditions normalised in 2021 compared to 2020:

- the Fixed Income activity (€1,980 million, down -13.9% on 2020) suffered from the compression of margins in a context of normalisation of volatility, overly-ample liquidity and the wait-and-see attitude of customers towards the level of long-term rates. By contrast, securitisation activities performed well compared to 2020 with the pick-up of economic activity and commercial volumes;

(1) Source: Bloomberg.
(2) Source: Refinitiv N1.
(3) Source: Refinitiv N8.
(4) Source: Refinitiv R17.
(5) Source: Refinitiv.

- Investment banking, for its part, recorded a strong increase in revenues (to €396 million, up +29% compared to 2020) thanks to M&A activities, with several major transactions in late 2021. The Primary Market Equity Capital and Structured Financial Solutions activities are also up compared to 2020. Similarly, Equity Solutions activities grew strongly thanks to continued commercial growth.

Underlying costs excluding SRF increased by +4.6%, linked to the impact of strong activity on remuneration, and IT investments, while the contribution to the SFR recorded a significant increase of +27.3% in 2021 compared to 2020, to reach €295 million. Therefore, underlying gross operating income at €2,085 million was down (-8% compared to 2020), but the level of the underlying cost/income ratio remained low (53.8% versus 51.5% in 2020). Finally, the cost of risk recorded a provision of -€47 million for 2021, compared to -€824 million for 2020. All in all, the business line's contribution to underlying net income Group share rose sharply by +25.6% to €1,501 million.

Asset servicing (CACEIS) recorded a very good level of activity for full-year 2021, thanks to new customer gains and growth on the existing customer base. **Assets under custody** recorded strong momentum, totalling €4,581 billion at end-December 2021, up +9.1% from end-December 2020. **Assets under administration** also recorded an increase, rising +10.6% year-on-year[1] to €2,405 billion at end-December 2021. This upward trend can be explained by both a volume effect and a positive market effect. Transaction flows were also dynamic.

Net income Group share stated for CACEIS totalled €118 million over full-year 2021. It includes -€45 million in expenses related to the Turbo project[2] (impact on net income Group share of -€23 million) and -€4 million in integration costs for the acquisitions made by CACEIS in 2019 (Kas Bank, impact on net income Group share of -€2 million). In 2020, specific items had an impact of -€19 million in integration costs on acquisitions made by CACEIS in 2019 (Kas Bank and Santander Securities Services, impact on net income Group share of -€9 million).

Underlying revenues for 2021 were up +4.5%[3] compared to 2020, driven by good fee and commission income and despite pressure on the interest margin in the first half of 2021. Underlying expenses excluding SRF were up +3.7%[4], driven by the growth in business and the recognition of Kas Bank's residual integration costs during second quarter 2021, whereas SRF expenses were up sharply by +16.6%. Thus, underlying gross operating income was up 5.9% compared to 2020. The underlying cost/income ratio was down slightly by 0.6 percentage point, reaching 75.1% in 2021.

In the end, the contribution of the business line to net income Group share in 2021 was €143 million, representing a +9.4% increase compared to 31 December 2020.

As at 31 December 2021, the equity allocated to the Large customers division totalled €12.6 billion (31% of the total), including €7.5 billion for Corporate banking, €4.2 billion for Capital Markets and Investment banking and €0.9 billion for Asset servicing.

The Large customers division's risk-weighted assets totalled €122.9 billion, including €79.2 billion for Corporate banking, €43.8 billion for Capital Markets and Investment banking and €9.2 billion for Asset servicing.

The business line's underlying **RoNE** (Return on Normalised Equity) stood at 13.1% for the full year 2021 (versus 10.7% for 2020).

The business line contributed 28% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over full-year 2021 and 28% to underlying revenues excluding Corporate Centre division.

(1) 10.1% growth in assets under management, adjusted for the effect of the consolidation of CACEIS Fund Services.

(2) Turbo: CACEIS transformation and development plan.

(3) +3.5% increase in revenues, adjusted for the effect of the consolidation of CACEIS Fund Services.

(4) +2.5% increase in expenses, adjusted for the effect of the consolidation of CACEIS Fund Services.

Refer to the glossary on page 715 for the definition of technical terms.

Specialised Financial Services (SFS)

Specialised Financial Services includes the consumer finance (CA Consumer Finance – Crédit Agricole Consumer Finance) and leasing and factoring (CA Leasing & Factoring – CAL&F) activities.

Specialised Financial Services (SFS) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**2,697**	**2,526**	**+6.7%**	**2,697**	**2,526**	**+6.7%**
Operating expenses excluding SRF	(1,383)	(1,268)	+9.1%	(1,383)	(1,268)	+9.1%
SRF	(23)	(20)	+15.9%	(23)	(20)	+15.9%
GROSS OPERATING INCOME	**1,290**	**1,238**	**+4.2%**	**1,290**	**1,238**	**+4.2%**
Cost of risk	(505)	(732)	(31.0%)	(505)	(732)	(31.0%)
Equity-accounted entities	307	344	(10.6%)	302	255	+18.8%
Net income on other assets	(8)	(3)	x 2.8	(8)	(3)	x 2.8
INCOME BEFORE TAX	**1,084**	**847**	**+28.0%**	**1,079**	**757**	**+42.5%**
Tax	(120)	(69)	+73.8%	(227)	(69)	x 3.3
Net income from discontinued or held-for-sale operations	-	(135)	ns	-	-	ns
NET INCOME	**964**	**643**	**+50.0%**	**852**	**688**	**+23.7%**
Non controlling interests	(157)	(84)	+86.3%	(115)	(84)	+36.4%
NET INCOME GROUP SHARE	**808**	**559**	**+44.5%**	**737**	**604**	**+21.9%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**51.3%**	**50.2%**	**+1.1 PP**	**51.3%**	**50.2%**	**+1.1 PP**

The Specialised Financial Services business line recorded a strong performance across all businesses over the year. Commercial production was indeed strong in consumer finance, as well as in leasing and factoring. In cumulative terms at end-December 2021, production in consumer credit amounted to €43.3 billion, up +12% compared to 2020, production in leasing activity amounted to €6.8 billion, up +20% compared to 2020, and production in factoring amounted to €18.2 billion, +33% compared to 2020.

The division's activity was marked this year by the announcement of several initiatives that will lead to future growth for the Group: the announcement of the plan for the creation in 2023 by CACF and Stellantis, in a 50-50 JV, of a pan-European leader in long-term rentals serving all Stellantis brands. The target is to reach a fleet of one million vehicles by 2026. CACF has also announced its intention to expand in Europe in the area of car financing, via FCA Bank, which will be wholly owned by 2023. This multi-brand player will target manufacturers, dealers and short-term rental companies and independent direct distribution platforms. The objective is to reach €10 billion in assets by 2026, to which, for example, CACF's investment of €100 million in Cosmobilis to finance new forms of mobility will contribute. These initiatives were in addition to the launch of CA Mobility, a joint offer between CACF and CAL&F of long-term car leasing distributed through long channel, short channel and to customers of the Group's retail banks (Regional Banks and LCL). The target is to reach a fleet of 100,000 vehicles by 2026. All these initiatives support CACF's target of achieving a 15% return on normative equity (RoNE) by 2023, and reflect Crédit Agricole's strong ambitions in Europe in terms of mobility. The impact of the transactions on Crédit Agricole S.A.'s CET1 was neutral.

In addition to these initiatives, CAL&F acquired Olinn to expand its offer to professional equipment management services, and CAL&F launched a leasing business in Germany through the creation of a Vendoramed marketplace in the third quarter of 2021. The impact of the Olinn acquisition on Crédit Agricole S.A.'s CET1 ratio was -6 basis points in Q4 2021.

At end-December 2021, **Crédit Agricole Consumer Finance**'s gross managed loans totalled €92.5 billion, up compared to end-December 2020 (+1.8%). The increase in assets was driven by international business (+4.1% compared to end-December 2020) and by business with the Crédit Agricole Group (+4.6% compared to end-December 2020). Loan outstandings related to automotive partnerships were down compared to 2020 (-2%) because of the slowdown of the automotive market due to the shortage of electronic components. In 2021, as a whole, production was up (+12%) compared to 2020, with the slowdown seen in FCA Bank production being offset by increases for France and Agos. Over the same period, consolidated outstandings recorded a sharp rise of +8.2%, for a total of €35.8 billion at 31 December 2021.

Crédit Agricole Consumer Finance's reported net income Group share came to €662 million for 2021, up +44.7% compared to 2020. In specific items, it includes an *Affrancamento* gain for the Agos entity of €66 million, which is recognised on the change in goodwill line, and €5 million recognised on the cost of credit risk line. Adjusted to factor in these specific items, Crédit Agricole Consumer Finance's underlying net income Group share works out at €592 million for 2021, up +17.6% from 2020. On a constant scope basis (excluding CACF NL, which has been reintegrated on a line-by-line basis since the third quarter of 2021 following the exit from IFRS 5 classification), the underlying net income Group share at the end of 2021 amounted to €595 million, an increase of +18.3% compared to 2020.

CACF's revenues totalled €2,098 million in 2021, up +5.3%, due to the increase in commercial activity and the growth in insurance revenues. Over the same period, expenses excluding the SRF contribution rose by +9.4%, in line with the strong trend of activity. Overall, for 2021, the cost/income ratio excluding SRF was 50.9%, an increase of 1.9 percentage points (with the contribution to the SRF amounting to €10 million in 2021). The cost of risk totalled -€445 million, compared to -€637 million in 2020, down -30.1%, in connection with the decrease in the rate of doubtful and disputed loans by 0.2 percentage points (to 5.5%). Cost of risk/average outstandings reached 128 basis points in 2021. The contribution of equity-accounted entities amounted to €302 million, compared to €255 million in 2020, up +18.8% year-on-year, which is explained in particular by the increase in the Wafasalaf contribution.

In 2021, Crédit Agricole Leasing and Factoring **(CAL&F)** recorded +3.3% growth in finance lease outstandings, which totalled €16.2 billion at end-December 2021 thanks to a strong increase in commercial production of +20% compared to 2020, which was strongly impacted by the health crisis, to €6.8 billion in 2021. In factoring, the level of activity was also very strong, with commercial production of €18.2, up by +33% in 2021 billion compared to 2020, driven by international activity (Germany, Italy and Poland). At €26.7 billion in the fourth quarter of 2021, factored revenues recorded a +24.1% increase on the fourth quarter of 2020, buoyed by activity in France and internationally.

CAL&F's underlying net income Group share (reported and underlying) came to €145 million for 2021, an increase of +43.5% compared with 2020. Revenues totalled €599 million, up +12.2% compared to 2020, thanks to the dynamic activity in leasing and factoring over the period. Expenses excluding the SRF contribution stood at €315 million, up 8% year-on-year, in line with production increases. The cost/income ratio excluding SRF (with the SRF contribution amounting to €13 million in 2021) thus worked out at 52.6% for 2021, an improvement of 2 percentage points compared to 2020. The cost of risk totalled -€60 million, an improvement of -37.5% compared to 2020, which was strongly impacted by the pandemic.

The Specialised Financial Services business line contributed 13% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over 2021 and 12% to underlying revenues (excluding Corporate Centre division).

Underlying RoNE of the business line was 15.2% in 2021, compared with 11.7% in 2020. At 31 December 2021, capital allocated to the Specialised Financial Services division was €5.1 billion (13% of the total allocation), and risk-weighted assets stood at €53.7 billion (14% of the total).

Retail Banking in France (LCL)

— Retail Banking in France (LCL) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**3,696**	**3,521**	**+5.0%**	**3,696**	**3,537**	**+4.5%**
Operating expenses excluding SRF	(2,312)	(2,277)	+1.5%	(2,299)	(2,277)	+1.0%
SRF	(59)	(42)	+40.9%	(59)	(42)	+40.9%
GROSS OPERATING INCOME	**1,325**	**1,203**	**+10.2%**	**1,339**	**1,218**	**+9.9%**
Cost of risk	(222)	(390)	(43.2%)	(222)	(390)	(43.2%)
Net income on other assets	6	2	x 3,1	6	2	x 3,1
INCOME BEFORE TAX	**1,109**	**814**	**+36.2%**	**1,123**	**830**	**+35.3%**
Tax	(309)	(252)	+23.0%	(313)	(257)	+22.1%
NET INCOME	**800**	**563**	**+42.2%**	**810**	**573**	**+41.3%**
Non controlling interests	(36)	(25)	+41.8%	(36)	(26)	+40.9%
NET INCOME GROUP SHARE	**764**	**537**	**+0.4 PP**	**774**	**548**	**+0.4 PP**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**62.6%**	**64.7%**	**-2.1 PP**	**62.2%**	**64.4%**	**-2.2 PP**

LCL continued its dynamic growth in 2021.

Loans outstanding reached €150.6 billion at end December 2021 and were up +5.0% from end December 2020, including +7.3% for real estate loans and +6.0%[1] for loans to SMEs and small businesses. Loan production was very dynamic in 2021 and amounted to €35.5 billion, an increase of +21% compared to 2020, driven by housing in particular (+22% over the period). **Home loan renegotiations** remained at a low level at end-December 2021 (€0.5 billion in the fourth quarter of 2021), still far below the high point of €5.2 billion in the fourth quarter of 2016.

On-balance sheet deposits rose compared to December 2020 (+5%), driven by DAVs (+12.2%), as did **off-balance sheet savings,** which were up by +7% year-on-year (including +5.2% in life insurance). Finally, **customer capture** was dynamic with 335,000 new customers in 2021, and the customer base has grown by +36,000 since the beginning of the year.

The **equipment rate** of car, home, health, legal, all mobile phones or personal accident insurance is up by +1.1 percentage point compared to end December 2020 (+2.9 percentage points compared to end December 2018) to 26.6% at end December 2021.

In 2021, reported net income Group share came to €764 million, an increase of +42.2% compared to 2020. After taking into account specific items (Home purchase savings plan provision: impact of -€1 million in net income Group share, transformation costs: impact of -€9 million), the underlying net income Group share therefore came to €774 million, an increase of +41.3%.

LCL's **underlying revenues** increased by 4.5% compared with 2020, reaching €3,696 million, driven in a balanced way by, on the one hand, the net interest margin (+4.5%) driven by good refinancing conditions and sustained commercial activity and, on the other hand, by fee and commission income (+4.5%). **Underlying costs excluding SRF** were under control (+1.0%). This led to an improvement in the underlying cost/income ratio excluding SRF of -2.2 percentage points compared with 2020, which stood at 62.2%. The contribution to the SRF increased by +40.9% over the year (+€17 million). The underlying gross operating income therefore increased by almost +10%. **The cost of risk** continued to fall and stood at -€222 million, i.e. down 43.2% compared with 2020. Its trend reflects the improved economic outlook. The cost of risk/outstandings was 15 basis points at end-2021 compared to 29 basis points at end-2020. The coverage ratio remained high at 83.2% at 31 December 2021 and the NPL rate was stable at 1.5%.

At 31 December 2021, the **capital allocated** to the business line was €4.8 billion and **risk weighted assets** were €50.3 billion.

LCL's underlying return on normalised equity **(RoNE)** stood at 15.2% for 2021 compared with 9.7% for 2020.

(1) Including state-guaranteed loans.

Refer to the glossary on page 715 for the definition of technical terms.

International Retail Banking (IRB)

International Retail Banking encompasses the local banking networks in Italy, grouped under the name "Gruppo Bancario Crédit Agricole Italia" (hereafter referred to as "CA Italia"), to which must be added CA Friuladria and Credito Valtellinese (legal mergers in 2022), as well as all of the Group's retail banks abroad, mainly Crédit Agricole Poland (wholly owned[(1)]), Crédit Agricole Ukraine (wholly owned[(1)]), Crédit Agricole Egypt (60.2% owned[(1)]) and Crédit du Maroc (78.7% owned[(1)]).

International Retail Banking (IRB) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**3,113**	**2,659**	**+17.1%**	**3,115**	**2,659**	**+17.2%**
Operating expenses excluding SRF	(2,242)	(1,728)	+29.8%	(1,976)	(1,708)	+15.7%
SRF	(33)	(25)	+30.2%	(33)	(25)	+30.2%
GROSS OPERATING INCOME	838	906	(7.5%)	1,106	925	+19.6%
Cost of risk	(779)	(569)	+36.9%	(435)	(569)	(23.5%)
Equity-accounted entities	3	-	ns	3	-	ns
Net income on other assets	(13)	72	ns	2	72	(97.8%)
Change in value of goodwill	497	-	ns	0	-	ns
INCOME BEFORE TAX	545	408	+33.4%	675	428	+57.9%
Tax	199	(101)	ns	(200)	(107)	+86.1%
Net income from discontinued or held-for-sale operations	1	(8)	ns	2	(0)	ns
NET INCOME	745	299	X 2.5	478	320	+49.2%
Non controlling interests	(187)	(92)	x 2	(120)	(95)	+26.5%
NET INCOME GROUP SHARE	**558**	**207**	**X 2.7**	**357**	**225**	**+58.8%**
COST/INCOME RATIO EXCLUDING SRF *(%)*	**72.0%**	**65.0%**	**+7.1 PP**	**63.4%**	**64.3%**	**-0.8 PP**

In 2021, International Retail Banking's reported net income Group share was €558 million, compared to €207 million in 2020. Income from the International Retail Banking business line in Italy for 2021 included several specific items for a total impact of +€205 million on net income Group share which mainly relate to the accounting integration and finalisation of the Credito Valtellinese PPA in the fourth quarter of 2021 as well as the CA Italia transformation plan. The 2020 financial statements include, under specific items, the exceptional contribution to the safeguard plan for Italian banks of -€11 million in operating expenses (-€6 million in net income Group share), as well as the impacts of the reclassification of the activities in Romania as held-for-sale operations and the Covid crisis solidarity donations for a total impact of -€11 million in net income Group share.

During the year, the Creval consolidation process proceeded according to schedule. The accounting consolidation of Credito Valtellinese was completed in the fourth quarter, with the PPA being finalised in the quarter. As a result, Crédit Agricole Italia recognised a 100% net badwill of €497 million over the financial year (i.e. an impact of €376 million on net income Group share, with these items being reclassified as specific items). The due diligence and Creval consolidation operations also gave rise to other adjustments, also classified as specific items: the recognition of off-balance sheet deferred tax assets for €105 million (€80 million in net income Group share), €14 million in other adjustments following due diligence work (-€9 million in specific items) and costs for upgrading and migrating the technological infrastructure and the IT platform -€47 million in integration costs over 2021, including -€23 million in the fourth quarter alone (impact on net income Group share of -€24 million and -€12 million respectively).

In order to prepare for the future, Crédit Agricole Italia has also initiated certain transformations. In Italy, the Group has launched a substantial Next Generation HR plan, which will result in the departure of approximately 1,100 employees through a job preservation plan and retirements, and approximately 550 new hires. €190 million was accounted for in the fourth quarter to finance this plan (impact of -€97 million on net income Group share; reclassified as specific items). CA Italia also made a significant disposal of its non-performing loans portfolio this quarter, amounting to €1.5 billion, in order to improve the Group's risk profile (cost of risk impact of -€194 million) and accounted for additional provisions on its residual portfolio, in order to comply with the Group's new risk policies, amounting to -€125 million. These items impacting the cost of risk have been reclassified as specific items for a total impact on net income Group share of -€161 million. Lastly, CA Italia successfully concluded the takeover bid for CA Friuladria in September 2021 and now holds more than 99% of the share capital of this structure, enabling it to prepare for the merger of the bank into CA Italia.

In 2021, the underlying net income Group share of **International Retail Banking** amounted to €357 million, up 58.8% compared to 2020, and 58.4% on a constant scope basis (excluding Serbia revenues recognised under IFRS 5 as activity discontinued since the third quarter of 2021 and excluding the integration of Creval on 1 May 2021. This increase is the result of the increase in gross operating income (+19.6% compared to 2020), which still benefits from a positive jaws effect and an improvement in the cost/income ratio of 0.8 percentage points, to 63.4%, and of the quality of the assets and their coverage, which resulted in lower additions to the cost of risk in 2021. Note in 2020 a real estate capital gain in Italy of €65 million before tax recognised as a gain on other assets.

(1) Percentage owned at 31 December 2021.

International Retail Banking contributed 6% to the underlying net income Group share of Crédit Agricole S.A.'s core businesses (excluding Corporate Centre division) over 2021 and 14% to their underlying revenues.

At 31 December 2021, capital allocated to the International Retail Banking division was €4.9 billion (12% of the total allocation); risk-weighted assets stood at €51.4 billion (14% of the total).

In Italy, CA Italia loan production remained very dynamic at nearly €8 billion (-2.1% compared to 2020), particularly in home loans (+18.1% compared to 2020) and despite a lower production of corporate loans (-20.1% due to a base effect in 2020 with the implementation state-guaranteed loans). In addition, CA Italia has disposed of €1.5 billion in doubtful loans in fourth quarter 2021. Thus, at 31 December 2021, loan outstandings stood at €59.4 billion. Excluding the scope effect related to the consolidation of Credito Valtellinese in second quarter 2021, loan outstandings in Italy totalled €45.5 billion, stable by +0.1% year-on-year, driven by home loans (+4.9% year-on-year). Excluding loan disposals for €1.5 billion, the growth in loans outstanding for the historical scope was +3.4%.

Balance sheet inflows continued to slow down (+2.3% Dec/Dec excluding the Credito Valtellinese scope effect), reflecting the resource optimisation policy initiated in December 2020. CA Italia's assets under management rose sharply year-on-year (+8.9% Dec/Dec excluding scope effect) with record net customer flows of €3.0 billion over 2021. Its equipment rate in car, multi-risk household, health, legal, all mobile phones or personal accident insurance increased to 19.0% (+1.9 percentage points from end December 2020, +3.6 percentage points from end 2019).

Excluding the specific items mentioned above, Crédit Agricole Italia's 2021 underlying revenues rose by +24.8% over the full year to €2,279 million (+4.5% excluding scope effect). Operating expenses excluding SRF were kept under control (+24.3% but +1.7% excluding scope effect), improving the underlying cost/income ratio excluding SRF at constant perimeter to 62.3% (an improvement of -1.8 percentage points Dec/Dec on a like-for-like basis and -0.2 percentage point excluding scope effect). Underlying cost of risk fell sharply in 2021 to €347 million (-18.9% and -40.9% excluding the scope effect), benefiting from a very high 2020 base. This resulted in a very strong increase in CA Italia's contribution over the financial year to €244 million in underlying income, i.e. +69.3% compared with 2020 and +61.7% in underlying income on a like-for-like basis.

The underlying RoNE of CA Italia stood at 9.3% in 2021, compared with 5.7% in 2020.

Crédit Agricole Italia, the Group's second largest domestic market after France, accounted for nearly three-fourths of revenues and over four-fifths of the loans and on-balance sheet deposits of the International Retail Banking business line, followed by Poland and Morocco. Although CA Italia is 75.6% owned by Crédit Agricole S.A., it accounted for 68% of the division's underlying net income of the International Retail Banking business line.

More broadly, the Group's income in Italy stood at **€751 million for 2021,** an improvement of +31% compared with 2020, due to the growth in operating income, the scope effect related to Creval and the decrease in the cost of risk of the Group's subsidiaries in Italy. During the year, the Group's business lines all strengthened in Italy. CA Italia was ranked second in Italy in terms of customer satisfaction[(1)]. Amundi, with nearly €200 billion in assets under management, had an excellent year in terms of activity with net inflows of €12 billion over 2021. In insurance, the market share of life contracts increased by 1.5 percentage points to 6.8% thanks to the development of sales of unit-linked products[(2)]. The property and casualty business continued to grow with the continuation of customer equipment rates in a strong competitive environment. For its part, Crédit Agricole CIB was ranked second bookrunner LT in transactional value of syndicated loans in Italy[(3)], while Agos confirmed its position as the second largest operator in Italy for consumer loans with a market share of 8.9% in 2021 (up 70 basis points compared with 2020)[(4)].

Accordingly, the **net income Group share of all Crédit Agricole S.A. entities in Italy** (excluding the Corporate Centre division) represented **13% of net income Group share**[(5)].

For all the International retail banking excluding Italy (other IRB), growth in commercial activity remained strong. Growth in loan outstandings reached +9.2% at end December 2021 compared to end December 2020 and +5.8% excluding foreign exchange impact, driven in particular by Ukraine (+21%), Poland (+12%) and Egypt (+15%), to total €12.8 billion. On-balance sheet deposits were up +8.0% excluding foreign exchange impact, especially in Ukraine (+8%) Poland (+17%) and Egypt (+16%). Total inflows rose by +8.0% year-on-year and by +4.2% excluding the foreign exchange impact to €17.2 billion. The result was a surplus of deposits over loans in International Retail Banking outside Italy of +€2.9 billion at 31 December 2021.

In August 2021, Crédit Agricole S.A. announced the disposal of its Serbian subsidiary, Crédit Agricole Srbija A.D., which is expected to be completed in first half 2022. The results of this entity for the year were thus reclassified under IFRS 5 during the third quarter, impacting all income lines for International Retail Banking excluding Italy[(6)].

On a like-for-like basis, the entities' revenues grew strongly, with the development of the business and the absorption of the 2020 key rate cuts in the various countries.

In 2021, the **underlying revenues** of retail banking excluding Italy increased by 0.4% to €836 million (+6.6% on a constant scope basis) thanks to the gradual absorption of the decrease in key rates that took place in 2020 and to the strong development of the commercial activity. Operating expenses excluding SRF decreased by 3.1% (increase by 3.2% on a constant perimeter basis) to €522 million, reflecting IT investments and inflationary pressure in these countries. This led to a slight improvement in the underlying cost/income ratio excluding SRF at constant perimeter, which stood at 62.5%, down more than 2 percentage points compared with 2020. The **cost of risk** was down, illustrating the quality of the credit portfolios and their coverage.

The underlying RoNE of Other IRB stood at 14.4% in 2021, compared with 12.3% in 2020.

(1) Sources: CAI – DOXA IRC Strategic 2021 Survey.
(2) Insurance – IAMA Consulting, Quarterly Reports.
(3) Refinitiv and Dealogic.
(4) Assofin.
(5) Underlying income of the Crédit Agricole S.A. business lines.
(6) Detailed reclassification impact in IFRS 5 of CA Sbrija A.D. See appendix 6.

Refer to the glossary on page 715 for the definition of technical terms.

Corporate Centre (CC)

This division comprises three types of so-called structural activities:

- *Crédit Agricole S.A.'s corporate centre function, asset and liability management and management of debt connected with acquisitions of subsidiaries or equity investments and the net impact of tax consolidation for Crédit Agricole S.A.;*
- *the results of the private equity business and of various other Crédit Agricole S.A. companies(including CA Immobilier, Uni-médias, Foncaris, etc.);*
- *the results of resource companies carrying out dedicated activities on behalf of the Crédit Agricole Group and its subsidiaries: IT production (CAGIP), payment activities (CAPS) and real estate operations (SCI).*

This segment also includes other non-structural items, such as the volatile technical impacts of intragroup transactions.

The 2021 financial statements include several specific items for a total impact of +€146 million in net income Group share which mainly concern the correction of the contribution to the Single Resolution Fund for 2016 to 2020 for +€130 million in net income Group share and the provision for home purchase savings plans for -€16 million.

The 2020 financial statements include several specific items with a total impact of -€915 million on net income Group share, which essentially concern the amortisation of the goodwill on CA Italia for -€778 million in net income Group share, the amortisation of the goodwill on AHM for -€55 million in net income Group share, the home purchase savings plan provision for -€44 million, the liability management balance for -€28 million, the solidarity Covid-19 donations for -€10 million.

— Corporate Centre (CC) – Contribution to results, stated and underlying 2021

(in millions of euros)	2021 stated	2020 stated	Δ 2021/2020 stated	2021 underlying	2020 underlying	Δ 2021/2020 underlying
Revenues	**306**	**(238)**	**ns**	**284**	**(133)**	**ns**
Operating expenses excluding SRF	(779)	(792)	(1.6%)	(779)	(782)	(0.3%)
SRF	58	(86)	ns	(72)	(86)	(16.2%)
GROSS OPERATING INCOME	**(415)**	**(1,116)**	**(62.8%)**	**(568)**	**(1,001)**	**(43.3%)**
Cost of risk	(12)	(29)	(59.3%)	(12)	(29)	(59.3%)
Equity-accounted entities	(29)	(4)	x 8	(29)	(4)	x 8
Net income on other assets	3	0	x 101.9	3	0	x 101.9
Change in value of goodwill	-	(903)	(100.0%)	-	-	ns
INCOME BEFORE TAX	**(453)**	**(2,052)**	**(77.9%)**	**(605)**	**(1,034)**	**(41.5%)**
Tax	148	341	(56.7%)	154	307	(49.8%)
Net income from discontinued or held-for-sale operations	-	(55)	ns	-	0	(100.0%)
NET INCOME	**(305)**	**(1,766)**	**(82.7%)**	**(451)**	**(726)**	**(37.9%)**
Non controlling interests	(12)	119	ns	(12)	(6)	+88.3%
NET INCOME GROUP SHARE	**(317)**	**(1,647)**	**(80.8%)**	**(463)**	**(733)**	**(36.8%)**

Over 2021, the underlying net income Group share of the Corporate Centre division was -€463 million, an improvement of €270 million compared with 2020. This includes a contribution to the Single Resolution Fund (SRF) of -€72 million, a decrease by 16.2% comapred to 2020. The structural component contributed -€694 million and other items of the division recorded a positive contribution of +€232 million over 2021.

(in millions of euros)	2021	2020	Δ 2021/2020	Δ 2021/2020 *(%)*
Of which structural net income	**(694)**	**(763)**	**69**	**(9.10%)**
• Balance sheet & holding Crédit Agricole S.A.	(833)	(745)	(87)	11.70%
• Other activities (CACIF, CA Immobilier, BforBank etc.)	130	(15)	145	ns
• Support functions (CAPS, CAGIP, SCI)	9	(3)	12	ns
Of which other elements of the division	**232**	**31**	**201**	**x 7,5**

The "structural" component contribution is up €69 million compared with 2020 and can be broken down into three types of activities:

- the activities and functions of the Corporate Centre of the Crédit Agricole S.A. corporate entity. This contribution amounted to -€833 million for 2021, down by €87 million compared with 2020;
- the business lines that are not part of the business line divisions, such as CACIF (Private equity) and CA Immobilier and, since first quarter 2021, BforBank, equity-accounted as it is 50% owned by Crédit Agricole S.A. following its capital increase: their contribution of +€130 million over 2021 was up compared with 2020 (+€145 million);
- Group support functions: their contribution over 2021 was +€9 million, up €12 million compared with 2020, notably due to a change in 2021 in the way CAGIP income and expenses are recognised.

The contribution of "other items" in 2021 was +€232 million, up €201 million compared with 2020, notably due to the positive impact of non-Group dividends and inflation on the valuation of hedging swaps in fourth quarter 2021, and, in particular, in the second and third quarters of 2021, eliminations on intra-group securities underwritten by Predica and Amundi.

At 31 December 2021, risk-weighted assets stood at €25.7 billion.

Refer to the glossary on page 715 for the definition of technical terms.

Earnings per share

Earnings per share represent a company's net income Group share divided by the average number of shares outstanding excluding treasury shares. It indicates the portion of profit attributable to each share (not the portion of earnings paid out to each shareholder, which is the dividend). It may decrease, assuming the net income Group share remains unchanged, if the number of shares increases.

— Crédit Agricole S.A. – data per share

(in millions of euros)		2021	2020	Δ 2021/2020
Net income Group share – stated		5,844	2,692	x 2,2
• Interests on AT1, including issuance costs, before tax		(353)	(373)	(5.4 %)
NIGS attributable to ordinary shares – stated	**[A]**	**5,491**	**2,319**	**x 2,4**
Average number shares in issue, excluding treasury shares (m)	[B]	2,990.0	2,885.3	3.6%
NET EARNINGS PER SHARE – STATED	[A]/[B]	€1.84	€0.80	X 2,3
Underlying net income Group share (NIGS)		5,397	3,849	40.2%
Underlying NIGS attributable to ordinary shares	**[C]**	**5,044**	**3,476**	**45.1%**
NET EARNINGS PER SHARE – UNDERLYING	**[C]/[B]**	**€1.69**	**€1.20**	**40.0%**

Reported earnings per share were up 2.3x in 2021 to €1.84 and underlying earnings per share were up 40.0% to €1.69.

— Crédit Agricole S.A. – RoTE

(in millions of euros)		31/12/2021	31/12/2020
Shareholder's equity Group share		68,217	65,217
• AT1 issuances		(4,888)	(5,888)
• Unrealised gains and losses on OCI – Group share		(2,125)	(3,083)
• Payout assumption on annual results		(3,176)	(914)
Net book value (NBV), not revaluated, attributable to ordinary shares	**[D]**	**58,027**	**55,333**
• Goodwill & intangibles – Group share		(18,581)	(17,488)
Tangible NBV (TNBV), not revaluated attrib. to ordinary sh.	**[E]**	**39,445**	**37,844**
Total shares in issue, excluding treasury shares (period end, m)	[F]	3,025.2	2,915.6
NBV PER SHARE, AFTER DEDUCTION OF DIVIDEND TO PAY *(in euros)*	**[D]/[F]**	**€19.2**	**€19.0**
+ DIVIDEND TO PAY *(in euros)*	**[H]**	**€1.05**	**€0.31**
NBV PER SHARE, BEFORE DEDUCTION OF DIVIDEND TO PAY *(in euros)*		**€20.2**	**€19.3**
TNBV PER SHARE, AFTER DEDUCTION OF DIVIDEND TO PAY *(in euros)*	**[G]=[E]/[F]**	**€13.0**	**€13.0**
TNBV PER SH., BEFORE DEDUCT. OF DIVIDEND TO PAY *(in euros)*	**[G]+[H]**	**€14.1**	**€13.3**

(1) Dividend proposed by the Board of Directors pending distribution.

(2) Including goodwill in the non-controlling interests.

(3) The NBV per share after deduction of dividend to pay and the TNBV per share after deduction of dividend based on the total number of shares as of 31 December 2021 net of auto-control.

(4) €0.31 corresponds to the cash distribution in 2020.

Refer to the glossary on page 715 for the definition of technical terms.

RoTE

RoTE (Return on Tangible Equity) measures the return on tangible equity (the net assets restated to eliminate intangibles and goodwill).

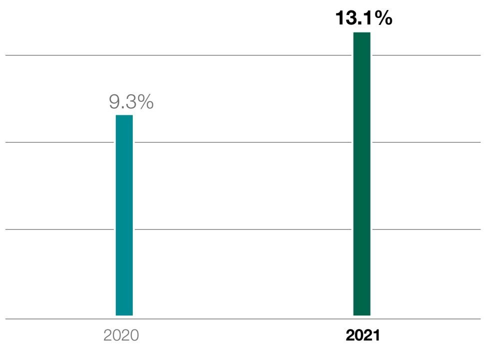
Reported RoTE was 14.2%, up 2.3x compared to end-2020 (6.2%). Underlying RoTE also increased to 13.1% compared to 9.3% in 2020.

(in millions of euros)		2021	2020
Stated NIGS attributable to ordinary shares	[I]	5,491	2,319
Tangible NBV (TNBV), not revaluated attrib. to ord. sh. – avg[1]	[J]	38,645[2]	37,314
STATED ROTE ADJUSTED *(%)*	**[I]/[J]**	**14.20%**	**6.20%**
Underlying NIGS adjusted	[K]	5,397	3,849
UNDERLYING NIGS ATTRIBUTABLE TO ORDINARY SHARES	**[L]**	**5,044**	**3,476**
UNDERLYING ROTE ADJUSTED *(%)*	**[L]/[J]**	**13.10%**	**9.30%**

(1) Including assumption of dividend for the current exercice.

(2) Average of the TNBV not revaluated attributed to ordinary shares, calculated based on 31/12/2021 figures and 31/12/2020 restated figures.

Underlying RoTE *(%)*



CRÉDIT AGRICOLE S.A. CONSOLIDATED BALANCE SHEET

Crédit Agricole S.A. – Consolidated balance sheet

(in millions of euros)	Notes	31/12/2021	31/12/2020	Variation
Cash, central banks	6.1	237,757	194,269	22.4%
Financial assets at fair value through profit or loss	3.1-6.2-6.6-6.7	429,394	432,462	(0.7%)
Held for trading financial assets		*237,341*	*261,968*	*(9.4%)*
Other financial instruments at fair value through profit or loss		*192,053*	*170,494*	*12.6%*
Hedging derivative Instruments	3.2-3.4	14,125	21,745	(35.0%)
Financial assets at fair value through other comprehensive income	3.1-6.4-6.6-6.7	256,261	266,072	(3.7%)
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss		*253,842*	*263,856*	*(3.8%)*
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss		*2,419*	*2,216*	*9.2%*
Financial assets at amortised cost	3.1-3.3-6.5-6.6-6.7	1,045,326	953,900	9.6%
Loans and receivables due from credit institutions		*501,347*	*463,169*	*8.2%*
Loans and receivables due from customers		*459,905*	*405,937*	*13.3%*
Debt securities		*84,074*	*84,794*	*(0.8%)*
Revaluation adjustment on interest rate hedged portfolios		3,194	7,463	(57.2%)
Current and deferred tax assets	6.10	5,864	4,304	36.2%
Accruals, prepayments and sundry assets	6.11	38,447	40,307	(4.6%)
Non-current assets held for sale and discontinued operations	6.12	2,965	2,734	8.4%
Deferred participation benefits	6.17	7	-	n.m.
Investments in equity-accounted entities	6.13	8,317	7,650	8.7%
Investment property	6.14	7,307	6,522	12.0%
Property, plant and equipment	6.15	6,096	5,779	5.5%
Intangible assets	6.15	3,263	3,196	2.1%
Goodwill	6.16	15,632	14,659	6.6%
TOTAL ASSETS		**2,073,955**	**1,961,062**	**5.8%**

Refer to the glossary on page 715 for the definition of technical terms.

(in millions of euros)	Notes	31/12/2021	31/12/2020	Variation
Central banks	6.1	1,276	864	47.7%
Financial liabilities at fair value through profit or loss	6.2	246,388	265,173	(7.1%)
Held for trading financial liabilities		*207,725*	*229,265*	*(9.4%)*
Financial liabilities designated at fair value through profit or loss		*38,663*	*35,908*	*7.7%*
Hedging derivative Instruments	3.2-3.4	12,358	15,218	(18.8%)
Financial liabilities at amortised cost		1,267,353	1,146,854	10.5%
Due to credit institutions	*3.3-6.8*	*314,783*	*264,919*	*18.8%*
Due to customers	*3.1-3.3-6.8*	*781,177*	*719,388*	*8.6%*
Debt securities	*3.3-6.8*	*171,393*	*162,547*	*5.4%*
Revaluation adjustment on interest rate hedged portfolios		5,105	10,380	(50.8%)
Current and deferred tax liabilities	6.10	2,932	3,334	(12.1%)
Accruals, prepayments and sundry liabilities	6.11	53,322	52,941	0.7%
Liabilities associated with non-current assets held for sale and discontinued operations	6.12	2,566	1,430	79.4%
Insurance company technical reserves	6.17	375,091	363,124	3.3%
Provisions	6.18	4,547	4,197	8.3%
Subordinated debt	3.3-6.19	26,101	24,052	8.5%
TOTAL LIABILITIES		**1,997,039**	**1,887,567**	**5.8%**
EQUITY		**76,916**	**73,495**	**4.7%**
Equity – Group share		**68,217**	**65,217**	**4.6%**
Share capital and reserves		28,495	28,323	0.6%
Consolidated reserves		32,227	32,037	0.6%
Other comprehensive income		1,677	2,175	(22.9%)
Other comprehensive income on discontinued operations		(26)	(10)	x 2.6
Net income (loss) for the year		5,844	2,692	x 2.2
Non-controlling interests		**8,699**	**8,278**	**5.1%**
TOTAL LIABILITIES AND EQUITY		**2,073,955**	**1,961,062**	**5.8%**

Refer to the glossary on page 715 for the definition of technical terms.

Main changes in the consolidated balance sheet

At 31 December 2021, the consolidated balance sheet of Crédit Agricole S.A. amounted to €2,074 billion, up +€112.9 billion (+5.8%) compared with the 2020 balance sheet.

This increase mainly stemmed from:

- the increase in financial assets at amortised cost totalling €91.4 billion;
- the rise in cash and Central banks for €43.5 billion.

Analysis of the main items

Loans and receivables due from customers and credit institutions totalled €961.3 billion at end-December 2021, an increase of +10.6% or +€92.2 billion compared with 2020.

Loans and receivables due from customers (including lease financing operations) totalled €459.9 billion at 31 December 2021, compared with €405.9 billion a year earlier, an increase of +13.3%. The increase was attributable chiefly to growth in customer transactions at LCL in the amount of +€9 billion and Crédit Agricole CIB for +€35 billion.

Loans and receivables due from credit institutions also increased, to €501.3 billion (+8.2%) at 31 December 2021 compared with €463.2 billion at end-2020. The increase is mainly due to unsecured loans to finance the credit activity of the Regional Banks.

Amounts due to credit institutions and customers totalled €1,096 billion at end-2021, up +11.3% or +€111.7 billion compared with end-2020.

Amounts due to credit institutions rose +€49.9 billion to €314.8 billion (+18.8%), as a result of the TLTRO III drawings during the year (+€13 billion) and loans granted to the Regional Banks for €27 billion.

Amounts due to customers rose +€61.8 billion (8.6%) to €781.2 billion. This increase is explained in particular by the inflow of regulated savings within Crédit Agricole S.A. (+€17 billion), customer transactions carried out by Crédit Agricole CIB for +€25 billion and the increase at LCL in amounts due to customers for +€9 billion.

Financial assets at fair value through profit or loss amounted to €429.4 billion at 31 December 2021, down -0.7% year-on-year, i.e. -€3.1 billion.

Financial liabilities at fair value through profit or loss amounted to €246.4 billion at 31 December 2021, down -€18.8 billion year-on-year (-7.1%).

Financial assets at fair value through other comprehensive income stood at €256.3 billion at end-December 2021, down -€9.8 billion (-3.7% year-on-year).

The amount of **investments in equity-accounted entities** stood at €8.3 billion at end-2021, an increase of +8.7%.

Hedging derivatives recorded respective decreases of -35% under assets and -18.8% under liabilities.

Technical reserves for insurance contracts increased by 3.3% in 2021 from 2020, reaching €375.1 billion. This rise is notably explained by the increase in liabilities relating to insurance and financial contracts at Predica (+€10.9 billion), offset by a decrease in policyholders' deferred profit sharing liabilities (-€4.0 billion) and an increase in the technical reserves of the Group's other insurers (+€5 billion).

Debt securities were up +5.4% year-on-year, to €171.4 billion at end-2021.

Equity amounted to €77 billion at 31 December 2021, a year-on-year increase of +4.7%. Equity – Group share was also up (+4.6%) to €68.2 billion at end-2021.

Capital management and regulatory prudential ratios

The amendment to IAS 1 adopted by the European Union on 11 January 2006 requires quantitative and qualitative disclosures on the issuer's capital and management of its capital i.e. targets, policies and processes for managing capital. This information is provided in Note 3.6 to the financial statements and in "Pillar 3 disclosures", provided below. For financial year 2021, return on assets[1] was 0.28%, up from financial year 2020.

RECENT TRENDS AND OUTLOOK

The sections on the outlook have been updated subsequent to the closing of the accounts on 9 February 2022 to reflect recent developments related to the situation in Russia and Ukraine. The paragraphs 1.f) 1.g) 2.g) et 4.a) of the risk factors were also updated after the closing of the accounts.

At the end of February 2022, tensions between Russia and Ukraine led to an armed conflict. The scale and duration of this war, as well as its economic and financial impacts, are obviously difficult to predict. In addition to its immediate financial consequences (risk aversion, falling equity markets, falling rates on the safest bonds including the United States and Germany, rising volatility), the Russian-Ukrainian conflict has resulted in a significant rise in commodity prices for the production of which the belligerents are major players[2]. In a context of very high uncertainty and faltering of confidence, the downturn effect on activity and the increase in already significant inflationary pressures will complicate the task of central banks, especially that of the ECB.

Our scenario[3] accounts for a slowdown in growth, which is nevertheless set to remain strong, as well as a gradual moderation of inflation. Such a picture assumes that demand normalises and that supply chain bottlenecks break open. This twofold normalisation will allow inflation (particularly core inflation) to slow and the extraordinary measures of monetary support to be removed unhurriedly and without excessive impact on the bond markets.

Obviously, there is room for error in estimating inflation, which could be both higher and longer-lasting than expected. While the risk of significant growth in wages and of inflation persisting at a higher level is more manifest in the United States, the fear in the eurozone arises rather from an erosion of purchasing power that might undermine growth. Furthermore, at least in the advanced economies (thanks to high vaccination rates), the potential variants of the virus seem to have the power to curb economic activity only temporarily and without causing disruption or major interruption of behaviour. The uncertainly produced by the omicron variant was negative in the first quarter of 2022 but positive in the second quarter of 2022, without upsetting the major thrust of our scenario.

In the **United States,** growth should remain vigorous (3.8% in 2022) before gradually converging with its long-term trend (2.3% in 2023). It should benefit from strong consumption driven by an improved labour market, from an upward trend in wages (though limited to the sectors most affected by workforce shortages and so not triggering a wage-price spiral) and from the still untapped reservoir of savings, which is a safety net to help absorb a quick pick-up in inflation. This is a scenario favourable consumption but also to investment, since businesses remain optimistic despite disturbances in the supply-chain and the persistent, though diminishing, lack of labour.

(1) Referring to Article R. 511-16-1 of the French Monetary and Financial Code, profitability of assets is obtained by dividing the net accounting income with the total balance-sheet, on a consolidated basis.

(2) Oil, gas, cereals in the first place but also coal, platinum, aluminum, copper, nickel, silver, gold, palladium.

(3) Scenario established before the Russian-Ukrainian conflict.

Refer to the glossary on page 715 for the definition of technical terms.

The drivers that contributed most vigorously to the acceleration of inflation in 2021 will remain in force, both in the United States and elsewhere, at least through the first half of 2022: brisk, high inflation, particularly with the ongoing crisis in natural gas (the price of which is extremely volatile but has more or less "stabilised" since October); repercussions on retail prices of higher-cost inputs (second-round effects with a maximum impact occurring about four quarters after the shock on upstream prices); supply-chain problems (including semiconductors and containers); and bottlenecks that although with less squeeze could continue for the greater part of 2022. In the second half-year 2022, assuming a stabilisation in energy prices, the base effects can be expected to be very favourable (i.e., a sharp year-on-year decline in energy prices and subsequently in the prices of goods) and the disturbances in the value chain should gradually subside.

Inflation in the **United States**, boosted by sharp trends in some specific components (such as the component of shelter known as Owner's Equivalent Rent, which does not exist in the eurozone, and more sharply rising wages leading to expectations of "third order" effects), is thought to remain very high in the first quarter, peaking near 7.5% year-on-year and yielding core inflation approaching 6.5%. Total inflation should then turn down, towards 3% for the 12 months ending 31 December 2022, bringing the yearly average to 5.4% as against 4.7% in 2021.

In the **eurozone,** the strength of the recovery has not yet filled the negative production gap and the exogenous inflationary shock does not appear able to alter the scenario of decelerating, if robust, growth, which should be 4.3% in 2022 and 2.5% in 2023. While coming up against low supply levels (logistics bottlenecks, pressure on supply chains, shortages of inputs and labour), aggregate demand is still weak despite its rebound. It is precisely this weakness that makes it possible to anticipate wage increases that are still contained and inflation albeit higher and more persistent but still temporary. As in the United States, a rise in inflation beyond our expectations is obviously the main risk. It would damage growth via the erosion of purchasing power, rather than via a possible price-wage spiral.

Apart from the upward pressures already noted, inflation in the eurozone will be volatile but greatly influenced by technical factors, such as the weighting of components in the price index, the end of the VAT effect in Germany, and country-by-country pricing changes in energy contracts. Total and core inflation rates should settle on average, respectively, at 4.1% (2.4% in December for the year) and 2.4% (1.9% in December).

In **France,** consumer spending should benefit from higher purchasing power despite inflationary pressures. A surge in new jobs and lower unemployment rates should create confidence among households, which also enjoy surplus savings from the pandemic estimated at €150 billion. Investment will benefit from the recovery plan announced in the autumn of 2020 and the additional support in the France 2030 plan. Growth is expected to be 3.9% in 2022. As for inflation, high as it was at the start of the year, it should fall below 2% by year-end and average 2.6% in 2022.

Our scenario assumes that monetary tightening will be implemented in a variety of ways and at different speeds. Depending on the strength of the inflation experienced or feared, and on the anticipated resilience of growth in their respective territories, the central banks are withdrawing their exceptional accommodation at varying paces.

In the **United States,** the officials of the Federal Reserve consider inflation a major risk but in mid-January emphasized recovery in business and employment, judging the risk of setting up a wage-price spiral to be low. According to the Fed, inflation can be expected to start slowing down in the second half. The Fed began its tapering process, and the markets are now counting on four rises in the fed funds rate in 2022, including 50 basis points at the March meeting. We are counting on a target rate of 1.25% at end-2022.

In the **eurozone,** at the end of the Governing Council meeting on 3 February, while the ECB did not decide on any changes to its monetary policy, its President acknowledged that the risks to the inflation outlook were on the upside; she was careful to erase the assertion in previous speeches that "a rate hike this year is highly unlikely". This decidedly firmer tone suggested to the markets that quantitative tightening would be accelerated, and even, for the more boldest, that the refinancing rate would be raised as early as 2023 or 2022. Our monetary scenario assumes the end of the Pandemic Emergency Purchase Programme in March 2022, a temporary increase in purchases in the Asset Purchase Programme followed by a reduction or even a halt in the third quarter, an initial increase in the deposit rate at the end of the year (to -0.25% at end-2022). The first increase in the refinancing rate would take place in 2023.

In the wake of actual or potential tightening and strong nominal growth, long-term interest rates have already recovered significantly. Nevertheless, after a first-half still characterised by both high growth and high inflation, favourable to a rise in interest rates, would follow the theme of a deceleration to soften them.

In the **United States,** the 10-year Treasury note could thus start to pull back and settle at 1.65% at end-2022. In the **eurozone,** both the way the ECB and the markets assess the risk of inflation and the credibility of the ECB's diagnosis and actions in the eyes of the markets will be critical. The ECB's communication will have to be as subtle as it is convincing to prevent a substantial widening of peripheral spreads. Our scenario assumes a rise in the Bund to 0.55% at end-2022 coupled with a contained widening of the risk premiums offered by France and Italy (to 45 and 180 basis points, respectively, above the Bund at end-2022).

Recent events

Main targets of the 2022 Medium-Term Plan within the Group Project

On 6 June 2019, Crédit Agricole Group announced its Group Project and Medium-Term Plan toward 2022, set out jointly with the Regional Banks and Crédit Agricole S.A.

The Group's Project expressed the *Raison d'Être*[1] of Crédit Agricole for the first time. It serves as the foundation for its unique relational model and is at the heart of its Universal Customer-focused Banking model. Looking to the future while remaining faithful to the daily fulfilment of the Group's usefulness, this *Raison d'Être* guides the transformation and development of the Group and carries the values of usefulness and universality. It can be summed up as follows: "Acting every day in the interest of our customers and society". Furthermore, in order to reinforce its action and commitments in favour of the energy transition, Crédit Agricole has adopted a Group climate strategy, aligned with the Paris Climate Agreement. This climate strategy was published on 6 June 2019 and was hailed by all stakeholders, notably the NGOs such as Oxfam France and Les Amis de la Terre, and was certified by an independent organisation. In addition, on 1 December 2021, the Group announced ten ambitious societal commitments based on three themes: acting for the climate and transition to a low-carbon economy, strengthening cohesion and social inclusion, and achieving the agricultural and agri-food transitions.

The 2022 Strategic Plan is a profitable growth project for Crédit Agricole that is in line with the previous Medium-Term Plan, "Strategic Ambition 2020", in which most of the financial results were achieved a year ahead of schedule. It aims to amplify and accelerate the Group's trajectory in an uncertain environment marked by increasing societal demands.

(1) Please refer to the glossary for the definition of *Raison d'Être*.

The Group has based its development on a unique relationship model, which it intends to strengthen through this Group Project based on three pillars:

- **relational excellence at the heart of the Customer Project.** The Group's target is to become the preferred bank for individuals, entrepreneurs and businesses, and to increase by +20 percentage points the number of customers using its digital applications in France and in Italy. The Group is investing in an innovative strategy of banking and non-banking services platforms, operated directly or with partners;
- **responsibility in proximity at the heart of the Human Project.** The Group stands out by always offering its customers direct access to a local customer relations manager. Transformations in terms of organisation and management are planned to give employees a sense of responsibility as close as possible to the customer. The Group aspires to be the preferred employer in financial services in France and in the Top 5 in Europe;
- **a strong mutualist commitment to society at the heart of the Societal Project.** Crédit Agricole Group will continue its mutualist commitment to development for all, and make green finance one of the Group's keys to growth. The Group thus intends to become the leading European player in responsible investment.

The strategic ambition of the 2022 Medium-Term Plan

— Crédit Agricole S.A. – main 2022 financial targets

Growth of Net Income Group Share	> +3% per year (CAGR 2018-2022) > €5 billion
RoTE	11%
Cost/Income Ratio (excluding SRF)	< 60%
Cost of Risk Assumption	~ 40 basis points
CET1	11% (1) > 16% for Crédit Agricole Group
Distribution rate	50%
Unwinding of Switch mechanism	50%

The financial targets announced for Crédit Agricole S.A. as part of the 2022 Medium-Term Plan were achieved in 2021, i.e. one year early:

- underlying net income Group share totalled €5.4 billion in 2021;
- the underlying cost/income ratio excluding SRF was 57.8% in 2021;
- underlying RoTE was 13.1% in 2021;
- the fully loaded CET1 reached 11.9% in 2021;
- the commitment to distribute 50% of net income throughout the Medium-Term Plan will have been met despite the regulatory prohibition on distributing dividends for 2019, thanks to the catch-up payments of the 2019 dividend in the dividend payments for 2020, 2021 and 2022. As a result, in 2021, the dividend is set at €1.05 per share, of which €0.20 for the catch-up on the undistributed 2019 dividend (out of the €0.40 remaining after the payment of the 2020 dividend).

In addition, Crédit Agricole S.A. has demonstrated flexibility in the management of its capital throughout the Medium-Term Plan:

- by unwinding 100% of the Switch guarantee[1], marking the final step in the simplification of the Group's capital structure and enabling it to exceed the 50% unwinding target in the medium-term plan;
- by earmarking €4.3 billion in total in 2019, 2020 and 2021 for acquisitions, and receiving €2.3 billion over the same period from disposals[2], and signing eight new strategic partnerships over that period[3]. The CET1 impact of acquisitions in 2019, 2020 and 2021, net of the impact of disposals over the same period, is roughly -50 basis points.

Finally, in 2021, the Group continued its commitment to long-term shareholder compensation.

As announced in the fourth quarter of 2020 when the arrangement for the exceptional payment of the 2020 dividend was set up, Crédit Agricole S.A. conducted two share buyback programmes in 2021 for a total amount of €1,059 million. The first tranche of share buybacks for a total amount of €559 million was finalised on 21 September 2021. The second share buyback operation for an amount of €500 million was finalised a month ahead of schedule on 14 December 2021. These two share buybacks, coupled with the unwinding of the remaining 65% of the Switch in 2021, neutralised the dilutive effect of the dividend per share on net earnings per share.

Group Project

Customer and Human-centric Projects – amplification of the universal customer-focused banking model: digital technology and empowered local teams

This year, the Group continued to amplify the universal customer-focused banking model, which combines digital technology and empowered local teams. The Crédit Agricole Group's offers are constantly adapted to the needs of its customers. 2021 saw the launch of several **inclusive and flexible packages.**

In line with its universal banking model, the Crédit Agricole Group aims to make essential day-to-day banking services available to all, both online and in branches, in particular through the EKO and LCL Essentiel offers. For young people, the Globetrotter and LCL City Explorer offers provide an international payment card with no foreign payment fees. The insurance activity is also developing inclusive offers: the EKO Crédit Agricole Assurance and Primo LCL packages offer a car insurance service that is accessible to all with no limits on essential coverage.

In addition, Crédit Agricole gives all customers access to the bank's premium services with its **flexible *Nouvelle Banque du Quotidien* offer,** which includes "essential", "premium" and "prestige" packages. For December 2021, the premiumisation rate was 23%.

The Crédit Agricole Group is also constantly improving its offers and services through **innovation and the digitalisation of the customer experience.** As a result, the Group's app usage rate (active profile on apps in the last month) rose sharply this year, recording an increase at the Regional Banks and at LCL (respectively, +18 percentage points compared to January 2019 to 45.5% and +20.5 percentage points to 57.4%). Similarly, the Group continues to deploy innovative digital tools for its customers and in particular for young people to facilitate their activities, such as the digital "piggy bank" on the CA Italia application (which allows amounts as small

(1) Full year impact of €104 million of the unwinding of the last 50% in Q4 2021 (-60 bp for CASA CET1).

(2) In particular IWM Miami, CA Bank Romania, Banque Saudi Fransi. The figure includes the impact of the disposal of a minority stake in CACEIS to Santander in connection with the acquisition of Santander Securities Services.

(3) Including Europ Assistance, Abanca, Santander, Sabadell AM, Bank of China, Société Générale (with Azqore), BNY Mellon (with Amundi Technology).

Refer to the glossary on page 715 for the definition of technical terms.

as €5 to be saved and invested in a mutual fund at any time with a simple click on a mobile phone), and Plick, a new private payment service also developed by CA Italia (which allows payments to be made throughout Europe without an IBAN, using only the beneficiary's mobile phone number or e-mail). Innovative non-banking platforms and services have also been set up, such as Vizio Client (which allows face-to-face exchanges with one's advisor and sharing and viewing documents during a videoconference call) and platforms for young people and professionals (Youzful, Blank, Yapla).

However, Crédit Agricole Group goes the extra mile and enhances the digital experience and the strength of its offers and services for its customers through **customer-focused empowered local teams.** The inclusion of an "empowerment index" in this year's ERI (Engagement and Recommendation Index) survey is a good illustration of this, as is the strong increase in the participation rate of employees in the ERI survey (75%, +13 points compared to 2016). In addition, the Group launched innovative measures in managerial transformation, supported by organisational transformation, to ramp up the employee empowerment process, aimed at creating more value for customers. Lastly, the Crédit Agricole Group continues to take steps to promote gender equality. 31% of Crédit Agricole S.A.'s Executive Committee is made up of women as of the end of 2021.

Finally, this year's achievements were made possible thanks to the full **mobilisation** of the Group's employees.

As a result of all these actions, the Group's positioning in terms of customer satisfaction continued to improve: Crédit Agricole is now at the top of the "France's favourite brand" ranking in the banking category. Crédit Agricole's Net Promoter Score (NPS) rose in 2021 from 2020 (+2 points to +10), placing it in the **top three French banks in terms of customer satisfaction.** After being recognised during lockdown as the leading bank in terms of contactability, LCL was awarded the "2022 Customer Service of the Year" trophy and received the prize for the best remote customer service and bank branch of the year (Trophée 2022 Moneyvox). Finally, the Sofinco website was elected "Best User Experience" in 2021.

The Group's Societal Project – societal commitment for energy transition and social cohesion

The Group's commitment to the energy transition has two main components: the Group's support for the energy transition of corporate and individual customers, and the progressive reallocation of financing and investment portfolios towards green assets.

There are several concrete examples of the Group's commitment to support its customers in their transition strategies in 2021. Indeed, 8,000 listed companies have been assigned transition scores, i.e. a single score used by Crédit Agricole CIB and Amundi to better support and meet the energy transition needs of their customers. Crédit Agricole CIB confirmed its position as one of the world's top five green, social and sustainable bond arrangers (with $46 billion of bonds arranged in 2021). At Amundi, the assets under management dedicated to social and environmental solutions totalled €35 billion in 2021. In addition, CACF granted financing in the amount of €2 billion for vehicles emitting less than 95 g of carbon dioxide per km. Lastly, according to a May 2021 Bloomberg study, Crédit Agricole CIB is the first bank among the 30 largest worldwide banks to have arranged more green financing since the beginning of 2016 than hydrocarbon financing.

Several concrete examples of the reallocation of financing and investment portfolios towards green assets can also be noted 2021. Crédit Agricole CIB's green loan portfolio amounts to €13.2 billion at year end. CAA has invested €2.5 billion in renewable energies (i.e. an installed capacity of close to 8.5 GW), and 100% of Amundi's open-ended active management funds have an ESG score target[1] above the score for the investment universe. Finally, CALEF is, once again this year, the first private provider of renewable energy financing[2], with €2.6 billion outstandings in 2021.

The Group's Societal Project covers the Group's societal commitment to both energy transition and social cohesion. The Group's commitment in this area includes support for young people and the regions. The Crédit Agricole Group was the second largest private recruiter[3] of work-study students in France in 2021. In addition, CACF and the Regional Banks have developed support measures to help limit over-indebtedness and combat fragility: 4,200 over-indebted customers were accompanied by CACF this year, and 10,000 families were supported by the Regional Banks' *Points Passerelle* scheme. Lastly, on a different note, social investment vehicles such as Amundi *Finance et solidarité,* or the *Contrat solidaire* CAA are offered within the Amundi and CAA ranges.

Furthermore, in 2021, as part of its Societal Project, the Crédit Agricole Group presented a programme with 10 ambitious commitments in the area of climate, social cohesion and inclusion and agriculture, embedded within the activities of the Group (detailed in Chapter 2 "Extra-Financial Performance").

Affirming our European ambitions regarding mobility

As part of the medium-term development of its business lines, Crédit Agricole S.A. confirmed its European ambitions regarding mobility, particularly in the specialised financial services business line.

In December 2021, Crédit Agricole and Stellantis announced their intention to join forces in 2023 to create a European leader in long-term leasing. CACF would become Stellantis's exclusive long-term leasing partner, and the purpose of the joint venture would be to manage a fleet of over one million vehicles by 2026. This exclusive partnership project between CACF and Stellantis would allow CACF to immediately become one of the top five long-term leasing players in Europe and offers additional revenue growth potential in a profitable segment from which CACF has been largely absent until now.

Alongside this partnership, CACF has also announced its intention to develop a pan-European multi-brand player in automotive financing, leasing and mobility, based on the expertise of FCA Bank and Leasys Rent, which will be wholly owned by CACF in 2023, with a target of €10 billion in outstanding by 2026. This new entity would offer white-label products and target manufacturers, dealerships, short-term rental companies and independent direct distribution platforms. To that end, CACF acquired a stake in Cosmobilis, the leading French automotive distributor in Europe, investing €100 million. Finally, the long-term rental offer of CACF and CAL&F for the distribution network of the Group's retail banks was structured via the creation of CA Mobility, a joint venture between CACF and CALF, with a target of 100,000 vehicles by 2026. All of these operations support the target of a 15% RoNE for CACF in 2023[4], with an overall neutral CET1 impact for Crédit Agricole S.A.

(1) When an ESG methodology is applicable.

(2) ASF Sofergie market; source CALEF 2021.

(3) 2020 *Le Figaro* ranking.

(4) Target announced at the Consumer Finance investor day in December 2020.

INFORMATION ON CRÉDIT AGRICOLE S.A.'S FINANCIAL STATEMENTS (PARENT COMPANY)

ANALYSIS OF CRÉDIT AGRICOLE S.A.'S RESULTS (PARENT COMPANY)

At 31 December 2021, Crédit Agricole S.A.'s revenues stood at €3,796 million, up by **+€2,300 million** from 2020.

This change was attributable to:

- an interest margin increase of **+€111 million,** mainly related to the 15% unwinding, then the full termination of the residual 50% of the "Switch" guarantee mechanism, generating a positive impact of €72 million. In addition, the decrease in the loan loss reserves for the home purchase savings plan between the two financial years had a positive impact of +€86 million in the income statement. This change in provisioning is due to the update of the calculation parameters;
- a **+€1,995 million** rise in revenues from variable-income securities (primarily dividends from subsidiaries and equity investments) explained by the non-payout in 2020 of dividends by certain Group subsidiaries with a public offering, in compliance with the recommendations of the French government and the ECB. As a result, Amundi, CA-CF, LCL, CACEIS and CA Italia did not pay any dividends in 2020, whereas in 2021, Crédit Agricole S.A. received €1,533 million from these subsidiaries. At the same time, the dividends received by Crédit Agricole CIB and CA Assurances increased by €559 million between the two years;
- a **+€307 million** increase in net fee and commission income, mainly attributable to a +€276 million increase in fee and commission income received under the mechanism to pool funds held in special savings accounts collected by the Regional Banks (mainly passbook accounts, home purchase savings schemes and *Livret A*/LDD passbooks) and then reinvested by Crédit Agricole S.A. with the CDC;
- a **-€169 million** decrease in net income from the trading book resulting mainly from a -€186 million change in gains on foreign exchange positions of Additional Tier 1 securities issued in foreign currencies;
- a change in the investment and similar portfolios of **+€60 million** corresponding mainly to the capital gain of €78 million generated in 2021 following the early redemption by Crédit Agricole Assurances of Tier 2 deeply subordinated notes as part of its own funds management compared to €54 million in 2020 and the disposal of Belgian government securities for €19 million;
- a **-€4 million** decrease in other banking income.

At 31 December 2021, Crédit Agricole S.A. recognised -€669 million in operating expenses, reduced **by €101 million** compared to 2020 (-€770 million). It should be noted that the return of an overpayment of the contribution to the Single Resolution Fund (SRF) for financial years 2016-2020 generated a positive change of €145 million between the two financial years.

As a result of these changes, gross operating income recorded a gain of €3,121 million at 31 December 2021, up **+€2,402 million** compared to financial year 2020.

The cost of risk was nil for 2021, down by **€4 million** compared to financial year 2020 (-€4 million).

"Net gains (losses) on fixed assets" amounted to a gain of +€1,118 million in 2021, up **+€1,833 million** year-on-year, following the discounting of impairment losses on equity investments, mainly related to:

- a reversal of €1,000 million for LCL following the discounting of the value of the entity;
- a positive effect of +€635 million following the amortisation booked on CA Italia in 2020;
- a positive effect of +€78 million on Crédit du Maroc (reversal of +€40 million in 2021 compared to an addition of +€38 million in 2020);
- a positive effect of +€56 million following the amortisation booked on CA Polska in 2020;
- a positive effect of +€52 million on CA Ukraine (reversal of +€62 million in 2021 compared to a reversal of +€10 million in 2020).

The income tax charge stood at €275 million, down **-€11 million** from 2020. This change is explained by a decrease of -€65 million in the tax consolidation mechanisms in France, for which Crédit Agricole S.A. is the head of the Group. This was offset by the €51 million gain recorded in 2021 following the settlement of the dispute between Crédit Agricole S.A. and the tax authorities over international tax credits.

Overall, the net income of Crédit Agricole S.A. amounted to **€4,461 million** at 31 December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

FIVE-YEAR FINANCIAL SUMMARY

	2017	2018	2019	2020	2021
Equity at year end *(in euros)*	**8,538,313,578**	**8,599,311,468**	**8,654,066,136**	**8,750,065,920**	**9,340,726,773**
Number of shares outstanding	2,846,104,526	2,866,437,156	2,884,688,712	2,916,688,640	3,113,575,591
OPERATIONS AND NET INCOME FOR THE PERIOD *(in millions of euros)*					
Gross revenues	14,296	15,138	13,410	12,976	15,465
Earnings before tax, employee profit-sharing, depreciation, amortisation and provision expense	815	2,172	963	780	2,816
Employee profit-sharing	2	1	2	1	2
Income tax charge	(255)	(638)	(1,644)	(286)	(275)
Earnings after tax, employee profit-sharing, depreciation, amortisation and provision expense	1,564	2,740	2,016	245	4,461
Earnings proposed for distribution at the date of the General Meeting of Shareholders	1,804	1,978	2,019	2,332	3,176
EARNINGS PER SHARE *(in euros)*					
Earnings after tax and employee profit-sharing but before depreciation, amortisation and provision expense	0.375	0.980	0.903	0.365	0.992[1]
Earnings after tax, employee profit-sharing, depreciation, amortisation and provision expense	0.550	0.956	0.822	0.084	1.433
Ordinary dividend	0.63	0.69	0.70	0.80	1.05
Loyalty dividend	0.693	-	-	-	-
EMPLOYEES					
Average headcount[2]	2,148	1,776	1,685	1,700	1,752
Total payout for the period *(in millions of euros)*	190	171	165	160	167
Cost of benefits paid during the period (costs and social welfare) *(in millions of euros)*	133	92	111	100	109

(1) Calculated based on the number of shares issued at the date of the General Meeting of Shareholders on 24 May 202, or 3,113,575,591 shares.

(2) Refers to headquarters employees.

5

RISKS AND PILLAR 3

1. Crédit Agricole S.A. risk factors 276

1.1	Risk factors related to Crédit Agricole S.A. and its activity	276

2. Risk management 290

2.1	Risk appetite, governance and organisation of risk management	290
2.2	Stress testing	294
2.3	Internal control and risk management procedures	294
2.4	Credit risk	301
2.5	Market risk	311
2.6	Asset and liability management	316
2.7	Insurance sector risks	322
2.8	Operational risk	329
2.9	Developments in legal risks	331
2.10	Non-compliance risks	335

3. Pillar 3 Disclosures 340

3.1	Composition and management of capital	341
3.2	Main sources of differences between regulatory exposure amounts and carrying amounts in financial statements (LI2)	363
3.3	Outline of the differences in the scopes of consolidation (li3: entity by entity)	364
3.4	Composition and changes in risk-weighted assets	366
3.5	Asset encumbrance	431
3.6	Information on the liquidity requirement model	434
3.7	Global interest rate risk	441
3.8	Remuneration policy	445

4. Cross-reference tables 446

Refer to the glossary on page 715 for the definition of technical terms.

A constrained regulatory context, effective risk control

RATIOS

11.9%
CET1 solvency ratios[1]

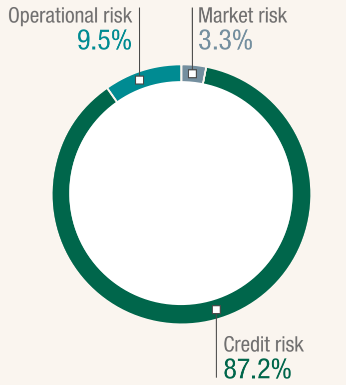
26.3%
TLAC excluding senior debt

166%
Financial conglomerate ratio

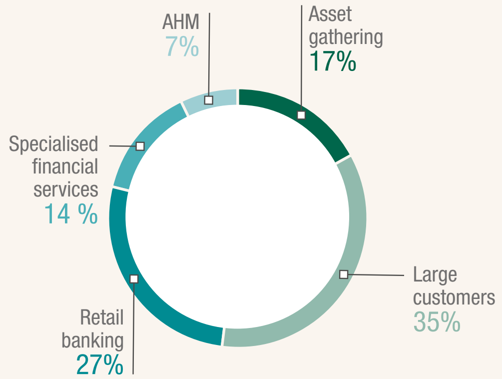
4.6%
Phased-in leverage ratio[2]

RISK-WEIGHTED ASSETS

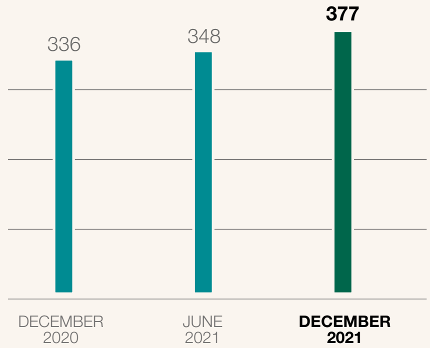
Breakdown by type of risk
(as a percentage)



Breakdown by business lines
(as a percentage)



Changes over one year
(in billions of euros)



(1) Phased-in CET1 ratio.
(2) After neutralisation of ECB exposures.

Refer to the glossary on page 715 for the definition of technical terms.

1. CRÉDIT AGRICOLE S.A. RISK FACTORS

This section sets out the main risks to which Crédit Agricole S.A. is exposed, as well as certain risks related to holding Crédit Agricole S.A. securities. Other parts of this chapter discuss Crédit Agricole S.A.'s risk appetite and the policies employed to manage these risks. The information on Crédit Agricole S.A.'s risk management is presented in accordance with IFRS 7, relating to disclosures on financial instruments.

The term "Crédit Agricole S.A." used in this part shall be defined as, taking together, Crédit Agricole S.A. as a corporate entity (i.e. parent company of the Crédit Agricole Group, listed on the stock exchange) and all its directly and indirectly held subsidiaries within the meaning of Article L.233-3 of the French Commercial Code (hereafter individually a "subsidiary" or collectively the "subsidiaries").

1.1 RISK FACTORS RELATED TO CRÉDIT AGRICOLE S.A. AND ITS ACTIVITY

Risks specific to Crédit Agricole S.A.'s business are presented in this section under the following categories: (i) credit risks and counterparty risks, (ii) financial risks, (iii) operational risks and associated risks, (iv) risks related to the environment in which Crédit Agricole S.A. operates, (v) risks related to strategy and transactions of Crédit Agricole S.A., and (vi) risks related to the structure of Crédit Agricole Group.

Within each of the six categories, the risks that Crédit Agricole S.A. currently considers to be most significant, based on an assessment of likelihood of occurrence and potential impact, are presented first. However, even a risk that is currently considered to be less important could have a significant impact on Crédit Agricole S.A. if it were to materialise in the future.

These risk factors are described below.

1.1.1 Credit and counterparty risk

a) Crédit Agricole S.A. is exposed to the credit risk of its counterparties

The risk of insolvency of its customers and counterparties is one of the main risks to which Crédit Agricole S.A. is exposed. Credit risk impacts Crédit Agricole S.A.'s consolidated financial statements when counterparties are unable to honour their obligations and when the carrying amount of these obligations in the bank's records is positive. Counterparties may be banks, financial institutions, industrial or commercial companies, governments and their various entities, investment funds, or individuals. The level of counterparty defaults may increase compared to recent historically low levels; Crédit Agricole S.A. may be required to record significant charges and provisions for possible bad and doubtful loans, affecting its profitability.

While Crédit Agricole S.A. seeks to reduce its exposure to credit risk by using risk mitigation techniques such as collateralisation, obtaining guarantees, entering into credit derivatives and entering into netting contracts, it cannot be certain that these techniques will be effective to offset losses resulting from counterparty defaults that are covered by these techniques. Moreover, Crédit Agricole S.A. is exposed to the risk of default by any party providing the credit risk coverage (such as a counterparty in derivatives) or to the risk of loss of value of the collateral. In addition, only a portion of Crédit Agricole S.A.'s overall credit risk is covered by these techniques. Accordingly, Crédit Agricole S.A. has significant exposure to the risk of counterparty default.

As at 31 December 2021, the exposure of Crédit Agricole S.A. to credit and counterparty risk (including dilution risk and settlement delivery risk) was €1,738.8 billion before taking into account risk mitigation methods. This is distributed as follows: 15% retail customers, 27% corporates, 24% governments and 29% credit institutions and investment firms. Moreover, the amounts of risk-weighted assets (RWAs) relating to credit risk and counterparty risk to which Crédit Agricole S.A. is exposed were €295.9 billion and €22.7 billion, respectively, as at 31 December 2021. At that period-end, the gross amount of loans and receivables in default was €12.7 billion.

b) Any significant increase in provisions for loan losses or changes in Crédit Agricole S.A.'s estimate of the risk of loss in its loan and receivables portfolio could adversely affect its results and financial position

In connection with its lending activities, Crédit Agricole S.A. periodically recognises doubtful loan expenses, whenever necessary, to reflect actual or potential losses in respect of its loan and receivables portfolio, which are recognised in profit or loss account under "cost of risk". Crédit Agricole S.A.'s overall level of such asset impairment provisions is based upon its assessment of prior loss experience, the volume and type of lending being conducted, industry standards, statement of loans, economic conditions and other factors related to the recoverability of various loans, or scenario-based statistical methods applicable collectively to all relevant assets. Although Crédit Agricole S.A. seeks to establish an appropriate level of provisions, its lending businesses may cause it to have to increase its provisions for doubtful loans in the future as a result of increases in non-performing assets or for other reasons (such as macroeconomic or sectoral changes), such as deteriorating market conditions or factors affecting particular countries or industry sectors notably in the current environment of crisis. Any significant increase in provisions for doubtful loans or a significant change in Crédit Agricole S.A.'s estimate of the risk of loss inherent in its portfolio of non-impaired loans, as well as the occurrence of loan losses in excess of the charges recorded with respect thereto, could have an adverse effect on Crédit Agricole S.A.'s results of operations and financial position.

As at 31 December 2021, the gross outstanding loans, receivables and debt securities of Crédit Agricole S.A. were €1,089 billion. With regard to credit risk, the amounts of reserves, accumulated impairments and related adjustments amounted to €9.6 billion. The cost of risk on outstandings of Crédit Agricole S.A. for the year 2021[1] at 28 basis points.

(1) The cost of risk on outstandings is calculated by dividing the cost of risk on trade receivables recorded over four quarters on a rolling basis by the average outstandings at the beginning of the four quarters.

Refer to the glossary on page 715 for the definition of technical terms.

c) A deterioration in the quality of corporate debt obligations could adversely impact Crédit Agricole S.A.'s results

The credit quality of corporate borrowers could experience a deterioration, primarily from increased economic uncertainty and, in certain sectors, the risks associated with trade policies of major economic powers. The risks could be exacerbated by the recent practice by which lending institutions have reduced the level of covenant protection in their loan documentation, making it more difficult for lenders to intervene at an early stage to protect assets and limit the risk of non-payment. If a trend towards deterioration in credit quality were to appear, Crédit Agricole S.A. may be required to record asset impairment charges or to write off the value of its corporate debt portfolio, which would in turn impact Crédit Agricole S.A.'s profitability and financial position.

As at 31 December 2021, Crédit Agricole S.A.'s gross exposure to sectors other than Financial and Insurance activities; Public administration and defence, compulsory social security; and Administrative and support service activities amounted to €230.5 billion (of which €6.9 billion in default) and were subject to accumulated impairments of €4.5 billion.

d) Crédit Agricole S.A. may be adversely affected by events impacting sectors to which it has significant exposure

Crédit Agricole S.A.'s exposures are very diversified due to its comprehensive customer-focused universal banking activities through the LCL and CA Italia networks.

At end-December 2021, the share of retail customers in Crédit Agricole S.A.'s total portfolio of commercial lending was 24%, or €253.6 billion. Moreover, Crédit Agricole S.A. is subject to the risk that certain events may have a disproportionately large impact on a particular industrial sector to which it is significantly exposed. As at 31 December 2021, 29% of Crédit Agricole S.A.'s commercial loan book involved borrowers in the public sector (including local authorities), representing an amount of approximately €313.4 billion, and 7% of borrowers in the energy sector, representing an amount of approximately €70.8 billion. Public sector borrowers can be affected by national and local budgetary policies and spending priorities. Energy sector borrowers are subject to risks relating to volatility in energy prices. If these or other sectors that represent a significant share of Crédit Agricole S.A.'s portfolio were to experience adverse conditions, Crédit Agricole S.A.'s profitability and financial position could be adversely affected.

e) The soundness and conduct of other financial institutions and market participants could adversely affect Crédit Agricole S.A.

Crédit Agricole S.A.'s ability to engage in financing, investment and derivative transactions could be adversely affected by the soundness of other financial institutions or market participants. Financial services institutions are interrelated as a result of trading, clearing, counterparty, funding or other relationships. As a result, defaults by, or even rumours or questions about, one or more financial services institutions, or the loss of confidence in the financial services industry generally, may lead to market-wide liquidity contractions and could lead to further losses or defaults. Crédit Agricole S.A. has exposure to many counterparties in the financial industry, including brokers and dealers, commercial banks, investment banks, mutual and hedge funds, and other institutional customers with which it regularly executes transactions. Many of these transactions expose Crédit Agricole S.A. to credit risk in the event of default or financial distress. In addition, Crédit Agricole S.A.'s credit risk may be exacerbated when the collateral held by Crédit Agricole S.A. cannot be disposed of or is liquidated at prices not sufficient to recover the full amount of the loan or derivative exposure due to it.

As at 31 December 2021, the total amount of Crédit Agricole S.A.'s gross exposure to counterparties that are Credit institutions and related entities was €502.4 billion (including to the Regional Banks), of which €464.6 billion was using the internal ratings-based method.

f) Crédit Agricole S.A. is exposed to country risk and may be vulnerable to concentrated counterparty risk in certain countries where it operates

Crédit Agricole S.A. is subject to country risk, meaning the risk that economic, financial, political or social conditions in a given country in which it operates will affect its financial interests. Crédit Agricole S.A. monitors country risk and takes it into account in the fair value adjustments and cost of risk recorded in its financial statements. However, a significant change in political or macroeconomic environments may require it to record additional charges or to incur losses beyond the amounts previously written down in its financial statements. Crédit Agricole S.A. is especially exposed in absolute value to the country risk for France and Italy. At 31 December 2021, Crédit Agricole S.A.'s commercial lending commitment amounted to €607 billion in France and €11 billion in Italy, representing 57% and 116%, respectively, of Crédit Agricole S.A.'s total exposure over the period. Adverse conditions that particularly affect these countries would have a significant impact on Crédit Agricole S.A. In addition, Crédit Agricole S.A. has significant exposures in countries outside the OECD, which are subject to risks that include political instability, unpredictable regulation and taxation, expropriation and other risks that are less present in more developed economies.

At end-2021, commercial lending (including to bank counterparties) to Crédit Agricole S.A. customers in countries with ratings below A3 (Moody's) or A- (Standard & Poor's), excluding countries in Western Europe (Italy, Spain, Portugal, Greece, Cyprus and Iceland), totalled €73.6 billion.

Crédit Agricole S.A. could suffer losses as a result of its direct and indirect exposure to Ukraine and Russia:

- In Ukraine, the commercial lending commitments amount to eq. €1.5 billion as of 31 December 2021. They are almost all booked at the Crédit Agricole Ukraine level and are locally financed. As of 31 December 2021, Crédit Agricole Ukraine is a provider of short term liquidity to Crédit Agricole S.A. The own funds of Credit Agricole Ukraine amount to €226 million as of 31 December 2021
- In Russia, the exposures booked in CACIB AO subsidiary represent eq. of €540 million as of 31 of December 2021. All of the credit portfolio is locally refinanced. The own funds of the subsidiary amount to approximately €150 million, of which €80 million in equity and €70 million in subordinated debt. The bulk of assets consists in loans to local corporates, mainly in rubles, 1/3 of which benefits from the parent company's guarantee and of a sovereign exposure corresponding to the excess liquidity of the subsidiary deposited short term at the Central Bank of Russia in the context of its regulatory liquidity and ratio requirements. The exposures booked outside of CACIB AO, so-called off-shore exposures, can be split into on-balance sheet and off-balance sheet. The on-balance share of off-shore exposures amounts to eq. of €2.9 billion as of 31 December 2021. This portfolio mainly pertains to fifteen large Russian corporates,

notably producers and exporters of commodities, leaders on the market in key economic sectors of their country. Its quality is strong: 96% of the portfolio is rated investment grade in the internal rating scale as of end December 2021. It is mainly corporate finance for 62%, trade finance for 25% and the rest corresponds to asset financing (aerospace, project, shipping). The off-balance sheet share of off-shore exposures amounts to around €1.5 billion as of 31 December 2021. It is mainly corresponding to short-term trade finance activities (in particular documentary credit and financial guarantees), and, to a lesser extent, to confirmed un-drawn credit facilities. All in, these exposures, which are of a limited size and of good quality, are under a close monitoring. Indosuez Wealth Management Russian exposure currently represents approximately €250 million, fully collateralised.

g) Crédit Agricole is subject to counterparty risk in the conduct of its market activities

Crédit Agricole S.A. could suffer losses in the event of a counterparty defaulting in its securities, currency, commodities and other market activities. When Crédit Agricole S.A. holds portfolios of debt securities, including in the context of its market making activities, it is subject to the risk of deterioration in the credit quality of issuers or default. As part of its trading activities, Crédit Agricole S.A. is exposed to the risk of a counterparty defaulting in the execution of its transaction settlement obligations. Crédit Agricole S.A.'s derivatives activities are also subject to the risk of a counterparty default, as well as to significant uncertainty regarding the amounts due in the event of such a default. The risk-weighted assets (RWAs) corresponding to the counterparty risk on derivatives and deferred settlement transactions and indicated in Pillar 3 were €10.1 billion at 31 December 2021. Although Crédit Agricole S.A. often obtains collateral or makes use of compensation rights to deal with these risks, these techniques may not be sufficient to ensure complete protection, and Crédit Agricole S.A. may incur significant losses due to the failure of major counterparties. In addition, forward foreign exchange transactions were contracted with Russian counterparties. The market value of these transactions, sensitive to the ruble/dollar parity, reached €60 million as of December 31, 2021. This figure represented the counterparty risk associated with this date.

1.1.2 Financial risks

a) Crédit Agricole S.A. may generate lower revenues from its insurance, asset management, brokerage and other businesses during market downturns

In the past, market downturns have reduced the value of customer portfolios with Subsidiaries specialised in asset and wealth management and increased the amount of withdrawals, thus reducing Crédit Agricole S.A.'s revenues from these businesses. Over the course of 2021, 18% and 11% of the revenues of Crédit Agricole S.A. were generated from its asset and wealth management and insurance businesses, respectively. Amundi's assets under management stood at €2,064 billion at the end of December 2021, and CAA's assets under management stood at €323 billion at the end of December 2021. Crédit Agricole S.A. is the leading insurer in France, through Crédit Agricole Assurances[1]. Future downturns could have similar effects on the results and financial position of Crédit Agricole S.A.

In addition, financial and economic conditions affect the number and size of transactions for which Crédit Agricole S.A. provides securities underwriting, financial advisory and other investment banking services. Crédit Agricole S.A.'s revenues, which include fee and commission income from these services, are directly related to the number and size of the transactions in which Crédit Agricole S.A. participates and can thus be significantly affected by market downturns. Moreover, because the fees that the Subsidiaries charge for managing their customers' portfolios are in many cases based on the value or performance of those portfolios, any market downturn that would reduce the value of the portfolios of Crédit Agricole S.A.'s customers, would reduce the revenues that Subsidiaries receive for these services.

Even in the absence of a market downturn, any below-market performance by Crédit Agricole S.A.'s undertakings for collective investment and life insurance products may result in increased withdrawals and reduced inflows, which would reduce Crédit Agricole S.A.'s revenues from its asset management and insurance businesses.

b) Crédit Agricole S.A.'s profitability and financial position may be impacted by either the continuation or the end of the current low interest rate environment

In recent years, global markets have been characterised by low interest rates. However, the European Central Bank and the Federal Reserve have indicated that they are likely to raise interest rates in 2022. Under a scenario of gradually rising interest rates, Crédit Agricole S.A.'s results could be adversely affected by the increased cost of its resources (reduction in the accommodative monetary policy by the authorities, increase in the remuneration paid on regulated liabilities under the combined effect of a rise in short-term rates and a lasting increase in inflation, or a risk of a switch by customers of non-remunerated liabilities), and by the risk of the increase in market rates being passed on partially or in a deferred manner to originated loans under the combined effect of a possible decrease in new production and increased competition. If the low interest rate environment continues, Crédit Agricole S.A.'s profitability could continue to be materially affected. During periods of low interest rates, interest rate spreads tend to tighten, and Crédit Agricole S.A. may be unable to lower funding costs sufficiently to offset reduced income from lending at lower market interest rates. Efforts to reduce the cost of deposits may be restricted by the prevalence, particularly in Crédit Agricole S.A.'s home market of France, of regulated savings products (such as the home savings plan (Plan d'Épargne Logement – PEL)) with interest rates set above current market levels. Low interest rates may also negatively affect the profitability of the insurance activities of the Subsidiaries, which may not be able to generate an investment return sufficient to cover amounts paid out on some of their insurance products.

Over 2021, the share of the insurance business in the revenues of Crédit Agricole S.A. was 12%. Low interest rates may also affect commissions charged by the Subsidiaries specialised in the management of money market assets and other fixed income products. Over 2021, the share of the asset management business in the revenues of Crédit Agricole S.A. was 14%. In addition, due to the lower interest rates, the subsidiaries of Crédit Agricole S.A. have experienced an increase in early repayment and refinancing of mortgages and other fixed-rate consumer and corporate loans as customers look to take advantage of lower borrowing costs. As at 31 December 2021, the gross exposure to home-loans in France granted by Crédit Agricole S.A. was €92 billion. If interest rates remain low, a similar trend of early repayments could occur again. This, along with the issuance of new loans at the low prevailing market interest rates, could result in an overall decrease in the average interest rate of loan books. A reduction in credit spreads and a decline in retail banking revenues resulting from lower portfolio interest rates may have a material adverse effect on the profitability of the retail banking operations of the affiliated members of the Credit Agricole Network and the overall financial position of Crédit Agricole S.A.

An environment of persistently low interest rates can also have the effect of flattening the yield curve in the market more generally, which could reduce the revenues generated by the financing activities of Crédit Agricole S.A. and have a negative effect on their profitability and

(1) Source: Argus de l'assurance, December 2020.

Refer to the glossary on page 715 for the definition of technical terms.

financial position. A flattening yield curve can also influence financial institutions to engage in riskier activities in an effort to earn the desired level of returns, which can increase overall market risk and volatility. Crédit Agricole S.A.'s operations could as a result be significantly disrupted, and, consequently, its business, results of operations and financial position could experience a material adverse effect. Moreover, inflation has become the focus of attention again. Its sharp acceleration was the result of a combination of factors: upstream pressure with marked increases in commodity prices and bottlenecks, downstream tension from the strong rebound in household consumption driven by significant financial support and high levels of savings in the wake of the 2020 health crisis, base effects following very low levels of inflation in 2020. While supply remained constrained at the exit of the crisis (shortage in labour and goods), the normalisation of demand led to an increase in prices in specific sectors, in particular those that were previously hit hard by the pandemic (hotels, restaurants and automotive). In addition to the indirect impacts relating to the consequences on interest rates, this inflation-related pressure could have a direct impact on Crédit Agricole S.A.'s expenses (wages, purchases).

c) Any unfavourable change in the yield curve affects or could affect Crédit Agricole S.A.'s consolidated revenues or profitability

Crédit Agricole S.A. is among the leaders[1] in retail banking in France through its LCL retail banking network and is thus exposed to variation in interest rates.

The amount of the net interest margin earned by Crédit Agricole S.A. during any given period significantly affects its overall consolidated revenues and profitability for that period. Interest rates are highly sensitive to many factors beyond Crédit Agricole S.A.'s control. Changes in market interest rates could affect the interest rates charged on interest-earning assets differently than the interest paid on interest-bearing debt. Any adverse change in the yield curve could cause a decline in both Crédit Agricole S.A.'s net interest margin from its lending activities and its economic value.

Analysis in terms of economic value

As at the end of December 2021, if interest rates in the main areas in which Crédit Agricole S.A. is exposed[2] were to fall, this would have a positive impact of up to €0.6 billion on the economic value[3] of Crédit Agricole S.A.; conversely, as at the end of December 2021, an increase in interest rates in the main areas in which the Group is exposed would have a negative impact of up to -€2.4 billion on its economic value. These impacts are calculated based on a balance sheet phased out over the next 30 years, meaning they do not take into account future production and do not include any dynamic impact from a change of positions on the balance sheet. The average maturity of deposits without contractual maturity (demand deposits and savings books) outside financial institutions is limited to five years; the balance sheet being used excludes equity and shareholdings in compliance with regulations governing interest rate risk (Supervisory Outlier Test).

Net interest margin analysis

Taking into consideration a one-, two- and three-year horizon, assuming a constant balance sheet and therefore an identical renewal of maturing transactions, a pass-through rate[4] of 100%, i.e. an immediate impact of interest rate changes to assets and liabilities, and finally with demand deposits maintained at their current high level without interest: at end-December 2021, in the event of a -50 basis point drop in interest rates in the main areas where Crédit Agricole S.A. is exposed[2], Crédit Agricole S.A.'s net interest margin would fall by -€0.5 billion in year 1, -€0.6 billion in year 2 and -€0.7 billion in year 3. Conversely, at end-December 2021, in the event of an increase in interest rates of +50 basis points in the main areas where Crédit Agricole S.A. is exposed, Crédit Agricole S.A.'s net interest margin would increase by €0.7 billion in year 1, €0.7 billion in year 2 and €0.8 billion in year 3.

Between the two approaches, sensitivities are reversed: the economic value of Crédit Agricole S.A. falls if interest rates rise, while the net interest margin increases.

The fall in economic value in the event of a rate hike is due to a generally lower volume of fixed-rate liabilities than fixed-rate assets on future maturities.

Conversely, the net interest margin increases if interest rates rise, as the sensitivity of renewed assets to rate changes is higher than that of renewed liabilities, due to the fact that liabilities include equity and retail customer resources (demand deposits and regulated savings), which are not sensitive to interest rate increases. In addition, the impact of a rate increase is assumed to be 100% immediately passed through customer assets ; demand deposits remain at their current high level, without being interest-bearing (resumption of the assumptions of the EBA stress tests). In fact, the increase in the net interest margin would materialise more gradually than the results given above would suggest.

Crédit Agricole S.A.'s results could also be affected by a change in rates, both upwards and downwards, if hedges prove ineffective from an accounting perspective. More generally, the discontinuation of accommodative monetary policies could lead to significant corrections on certain markets or asset classes, and an increase in market volatility.

Finally, any rate increase that is sharper or more rapid than expected could i) threaten economic growth in the European Union, the United States and elsewhere, ii) test the resistance of loan and bond portfolios, and iii) lead to an increase in doubtful loans and defaults. More generally, the ending of accommodative monetary policies may lead to severe corrections in certain markets or assets (e.g., non-investment grade corporate and sovereign borrowers, certain sectors of equities and real estate) that particularly benefited from the prolonged low interest rate and high liquidity environment. Such corrections could potentially be contagious to financial markets generally, including through substantially increased volatility. Crédit Agricole S.A.'s operations could as a result be significantly disrupted, and, consequently, its business, results of operations and financial position could experience a material adverse effect.

(1) Internal sources, ECO studies.

(2) The interest rate shocks used correspond for the economic value analysis to the regulatory scenarios, that is +/- 200 bp in the euro zone and in the United States and +/- 100 bp in Switzerland, and for the net interest margin analysis at a uniform shock of +/- 50 bp.

(3) Net present value of the current balance sheet from which the value of equities and fixed assets is excluded.

(4) The pass-through rate is the sensitivity of customer rates to a market rates variation.

Refer to the glossary on page 715 for the definition of technical terms.

d) Adjustments to the carrying amount of Crédit Agricole S.A.'s securities and derivatives portfolios and Crédit Agricole S.A.'s own debt could have an impact on its net income and shareholders' equity

The carrying amount of Crédit Agricole S.A.'s securities and derivatives portfolios and certain other assets, as well as that of its own debt, in its balance sheet are adjusted as at each financial statement date. The carrying amount adjustments reflect, among other things, the credit risk inherent in Crédit Agricole S.A.'s own debt and variations in value in the fixed income and equity markets. Most of the adjustments are made on the basis of changes in fair value of the assets or liabilities of Crédit Agricole S.A. during an accounting period, with the changes recorded either in the income statement or directly in shareholders' equity. Changes that are recognised in the income statement, to the extent not offset by opposite changes in the fair value of other assets, affect the consolidated net income of Crédit Agricole S.A. All fair value adjustments affect shareholders' equity and, as a result, the capital adequacy ratios of Crédit Agricole S.A. The fact that fair value adjustments are recognised in one accounting period does not mean that further adjustments will not be necessary in subsequent periods.

As at 31 December 2021, the gross outstanding debt securities held by Crédit Agricole S.A. were €117.7 billion. Accumulated impairments and reserves and negative fair value adjustments due to credit risk were €113 million.

e) Crédit Agricole S.A. may suffer losses in connection with its holdings of equity securities

Equity securities held by Crédit Agricole S.A. could decline in value, causing losses for Crédit Agricole S.A. Crédit Agricole S.A. bears the risk of a decline in value of equity securities in connection with its market-making and trading activities, mainly with respect to listed equity securities, in its private equity business, and in connection with transactions in which it acquires strategic equity investments in a company with a view to exercising control and influencing the management policies of Crédit Agricole S.A. In the case of strategic equity investments, Crédit Agricole S.A.'s degree of control may be limited, and any disagreement with other shareholders or with management may adversely impact the ability of Crédit Agricole S.A. to influence the policies of the relevant entity. If Crédit Agricole S.A.'s equity securities decline in value significantly, Crédit Agricole S.A. may be required to record fair value adjustments or recognise asset impairment charges in its consolidated financial statements, which could negatively impact its results of operations and financial position.

As at 31 December 2021, Crédit Agricole S.A. held close to €49.9 billion in equity instruments, of which €40.7 billion were recorded at fair value through profit or loss; €6.8 billion were held for trading purposes and €2.4 billion in equity instruments recognised at fair value through equity.

f) Crédit Agricole S.A. must implement appropriate asset and liability management in order to control the exposure to losses. Prolonged market downturns could reduce liquidity, making it more difficult to dispose of assets and could result in significant losses

Crédit Agricole S.A. is exposed to the risk that the maturity, interest rate or currencies of its assets might not match those of its liabilities. The timing of payments on many of Crédit Agricole S.A.'s assets is uncertain and, if Crédit Agricole S.A. receives lower revenues than expected at a given time, it might require additional funding from the market in order to meet its obligations on its liabilities. While Crédit Agricole S.A. imposes strict limits on the gaps between its assets and its liabilities as part of its risk management procedures, it cannot be certain that these limits will be fully effective to eliminate potential losses arising from asset and liability mismatches.

Crédit Agricole S.A.'s primary objective in managing liquidity is to ensure that it has sufficient resources to meet its requirements in the event of any type of severe, prolonged liquidity crisis. As at 31 December 2021, Crédit Agricole S.A.'s LCR (Liquidity Coverage Ratio - the regulatory prudential ratio to ensure the short-term resilience of the liquidity risk profile) was 153%(1), higher than the regulatory minimum of 100%, and exceeding the goal of 110% under the medium-term Plan.

In some of Crédit Agricole S.A.'s business activities, notably its market, asset management and insurance activities, it is possible that protracted market movements, particularly asset price declines, reduce the level of activity in the market or reduce market liquidity. Such developments can lead to material losses if Crédit Agricole S.A. cannot close out deteriorating positions in a timely manner. This may especially be the case of not very liquid assets held by Crédit Agricole S.A. Assets that are not traded on stock exchanges or other public trading markets, such as derivatives contracts between banks, may have values that Crédit Agricole S.A. calculates using models other than publicly-quoted prices. Monitoring the deterioration of prices of assets like these is difficult and could lead to non-anticipated losses.

g) Crédit Agricole S.A. is exposed to risks associated with changes in market prices and volatility with respect to a wide number of market parameters

Crédit Agricole S.A.'s businesses are materially affected by conditions in the financial markets, which in turn are impacted by current and anticipated future economic conditions in France, Europe and in the other regions around the world where Crédit Agricole S.A. operates. Adverse changes in market, economic or geopolitical conditions could create a challenging operating environment for financial institutions. In particular, the risks to which Crédit Agricole S.A. is therefore highly exposed include fluctuations in interest rates, security prices, foreign exchange rates, the specific yield premium on a bond issue and the prices of oil, precious metals and other commodities.

For example, Crédit Agricole S.A. is vulnerable to volatility and increased prices for oil, natural gas and agricultural products such as wheat, which can impact the Group's commodities financing activity and also have an impact on the French agriculture sector, which represents a significant client base for the Group.

Crédit Agricole S.A. uses a "Value at Risk" (VaR) model to quantify its exposure to potential losses related to market risks. The VaR of Crédit Agricole S.A. as at 31 December 2021 was €9 million.

(1) Average LCR at end-December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

It also carries out stress tests in order to quantify its potential exposure in extreme scenarios, as described and quantified in paragraphs 1.2.5.III.1 "Methodology for measuring and managing market risks – Indicators" and 1.2.5.IV "Exposures" in Chapter 5 "Risks and Pillar 3" on pages 311 to 313 and pages 313 to 315, respectively, of the 2021 Universal Registration Document. However, these techniques rely on statistical methodologies based on historical observations, which may turn out to be unreliable indicators of future market conditions. Accordingly, Crédit Agricole S.A.'s exposure to market risk in extreme scenarios could be greater than the exposures predicted by its quantification techniques.

The amount of risk-weighted assets (RWAs) relating to the market risk to which Crédit Agricole S.A. is exposed was €13 billion as at 31 December 2021.

h) Future events may be different from those reflected in the management assumptions and estimates used in the preparation of Crédit Agricole S.A.'s financial statements, which may cause unexpected losses in the future

Under the IFRS standards and interpretations in effect as of 31 December 2021, Crédit Agricole S.A. is required to use certain estimates in preparing its financial statements, including accounting estimates to determine loan loss impairment charges, reserves related to future litigation, and the fair value of certain assets and liabilities, among other items. Should Crédit Agricole S.A.'s determined values for such items prove substantially inaccurate, or if the methods by which such values were determined are revised in future IFRS standards or interpretations, Crédit Agricole S.A. may experience unexpected losses.

i) Crédit Agricole S.A.'s hedging strategies may not eliminate all risk of losses

If any of the variety of instruments and strategies that Crédit Agricole S.A. uses to hedge its exposure to various types of risk in its businesses is not effective, Crédit Agricole S.A. may incur losses. Many of its strategies are based on historical trading patterns and correlations. For example, if Crédit Agricole S.A. holds a long position in an asset, it may hedge that position by taking a short position in an asset where the short position has historically moved in a direction that would offset a change in the value of the long position. Crédit Agricole S.A. may only be partially hedged, however, or these strategies may not be fully effective in mitigating its risk exposure in all market environments or against all types of risk in the future. Unexpected market developments may also reduce the effectiveness of Crédit Agricole S.A.'s hedging strategies. In addition, the manner in which gains and losses resulting from certain ineffective hedges are recorded may result in additional volatility in Crédit Agricole S.A.'s reported earnings.

At 31 December 2021, the notional amount of protection bought in the form of credit derivatives was €7.2 billion (€6.8 billion at 31 December 2020), the notional amount of short positions was zero at 31 December 2020.

1.1.3 Operational risks and associated risks

The **operational risk** of Crédit Agricole S.A. includes non-compliance risk, legal risk and the risks generated by key outsourced services (prestations externalisées).

Over the period from 2019 to 2021, operational risk incidents for Crédit Agricole S.A. were divided as follows: the "Implementation, delivery and process management" category represents 18% of the operational loss, the "Customers, products and business practices" category represents 11% of the operational loss, and the "External fraud" category represents 46% of the operational loss. Other operational risk incidents can be broken down into employment and safety practice (7%), internal fraud (15%), business disruptions and system failures (2%).

In addition, the amount of risk-weighted assets (RWAs) relating to operational risk to which Crédit Agricole S.A. is exposed was €36.6 billion as at 31 December 2021.

a) Crédit Agricole S.A. is exposed to the risk of fraud

Fraud is defined as an intentional act carried out with the aim of obtaining a material or immaterial advantage to the detriment of a person or an organisation perpetrated by violating laws, regulations or internal rules or by infringing the rights of others or by concealing all or part of an operation or set of operations or their characteristics.

At the end of 2021, the amount of proven fraud for Crédit Agricole S.A. was €105 million, representing a decrease of -76% compared with 2020 (€434 million) which had been impacted by exceptional fraud files of €366 million at Crédit Agricole CIB and Amundi (of which €231 million in credit frontier risk). On a constant scope basis, the cost of fraud in 2021 (€105 million) would be up +55% compared with 2020 (€68 million), restated for exceptional files.

Consumer finance, retail banking in France (LCL) and internationally accounted for 96% of total fraud (excluding exceptional cases).

Excluding exceptional files, the risk breakdown for fraud is as follows:

- fraud in means of payment (electronic payment, transfers and cheques): 36%;
- identity and documentary fraud: 35%;
- robbery: 4%;
- PSA/NPAI: 12%;
- others: 13%.

In a context of increasing attempts at external fraud and of more complex operating methods (notably via cybercrime), the main challenges now lie in the proactivity of banking players. Fraud prevention thus aims to protect the interests of the Bank and protect customers. The consequences of these fraud risks could prove to be significant.

b) Crédit Agricole S.A. is exposed to risks related to the security and reliability of its information systems and those of third parties

Technology is at the heart of the activity of the banks in France, and Crédit Agricole S.A. continues to deploy its multichannel model as part of a lasting relationship with its customers. In this context, Crédit Agricole S.A. is subject to cyber risk, which is the risk caused by a malicious and/or fraudulent act, perpetrated digitally in an effort to manipulate data (personal, banking/insurance, technical or strategic data), processes and users, with the aim of causing material losses to companies, their employees, partners and customers. Cyber risk has become a top priority in the field of operational risks. A company's data assets are exposed to new, complex and evolving threats which could have material financial and reputational impacts on all companies, and specifically on banking institutions. Given the increasing sophistication of criminal enterprises behind cyber-attacks, regulatory and supervisory authorities have begun highlighting the importance of risk management in this area.

As with most other banks, Crédit Agricole S.A. relies heavily on communications and information systems throughout the Group to conduct its business. Any failure or interruption or breach in security of these systems could result in failures or interruptions in its customer relationship management, general ledger, deposit, servicing and/or loan organisation systems. If, for example, Crédit Agricole S.A.'s information systems failed, even for a short period of time, it would be unable to serve in a timely manner certain customers' needs and could thus lose business opportunities. Likewise, a temporary shutdown of the information systems of Crédit Agricole S.A., even though it has back-up recovery systems and contingency plans, could result in considerable costs required for information retrieval and verification. Crédit Agricole S.A. cannot provide assurances that such failures or interruptions will not occur or, if they do occur, that they will be adequately addressed. The occurrence of any failures or interruptions could have an adverse effect on its financial position and results of operations.

Crédit Agricole S.A. is also exposed to the risk of an operational failure or interruption of one of its clearing agents, foreign exchange markets, clearing houses, custodians or other financial intermediaries or external service providers that it uses to execute or facilitate its securities transactions. It is also at risk in the event of a failure of an external information technology service provider, such as a cloud data storage company. As its interconnectivity with its customers grows, Crédit Agricole S.A. may also become increasingly exposed to the risk of operational failure of its customers' information systems. Crédit Agricole S.A.'s communications and information systems, and those of its customers, service providers and counterparties, may also be subject to failures or interruptions resulting from cyber crime or cyber terrorism. Crédit Agricole S.A. cannot guarantee that failures or interruptions in its systems or in those of other parties will not occur or, if they do occur, that they will be adequately resolved. Over the period from 2019 to 2021, operational losses due to the risk of business disruptions and system failures accounted for 3% of operational losses.

c) Crédit Agricole S.A.'s risk management policies, procedures and methods may leave it exposed to unidentified or unanticipated risks, which could lead to material losses

Crédit Agricole S.A.'s risk management techniques and strategies may not be fully effective in mitigating its risk exposure in all types of market environments or against all types of risk, including risks that it fails to identify or anticipate. Furthermore, the risk management procedures and policies used by Crédit Agricole S.A. do not guarantee effective risk reduction in all market configurations. These procedures may not be effective against certain risks, particularly those that Crédit Agricole S.A. has not previously identified or anticipated. Some of the qualitative tools and metrics used by Crédit Agricole S.A. for managing risk are based upon its use of observed historical market behaviour. Crédit Agricole S.A. applies statistical and other tools to these observations to assess its risk exposures. The tools and metrics may fail to predict future risk exposures of Crédit Agricole S.A. These risk exposures could, for example, arise from factors it did not anticipate or correctly evaluate in its statistical models or from unprecedented market movements. This would limit its ability to manage its risks and affect its results. Crédit Agricole S.A.'s losses could therefore be significantly greater than those anticipated based on historical measures.

In addition, certain of the processes that Crédit Agricole S.A. uses to estimate risk exposure are based on both complex analysis and factors that could lead to uncertain assumptions. Both qualitative and quantitative models used by Crédit Agricole S.A. may not be comprehensive and could lead Crédit Agricole S.A. to significant or unexpected losses. While no material issue has been identified to date, risk management systems are also subject to the risk of operational failure, including fraud.

As at 31 December 2021, Crédit Agricole S.A. had regulatory capital requirements of €2.9 billion to cover the estimated loss relating to its operating risks.

d) Any damage to Crédit Agricole S.A.'s reputation could have a negative impact on Crédit Agricole S.A.'s business

Crédit Agricole S.A.'s business depends in large part on the maintenance of a strong reputation in compliance and ethics. If Crédit Agricole S.A. were to become subject to legal proceedings or adverse publicity relating to compliance or similar issues, Crédit Agricole S.A.'s reputation could be affected, resulting in an adverse impact on its business. These issues include inappropriately dealing with potential conflicts of interest, legal and regulatory requirements, competition issues, ethics issues, money laundering laws, information security policies and sales and trading practices. Crédit Agricole S.A.'s reputation could also be damaged by an employee's misconduct or fraud or embezzlement by financial intermediaries. Any damage to Crédit Agricole S.A.'s reputation might lead to a loss of business that could impact its earnings and financial position. Failure to address these issues adequately could also give rise to additional legal risk, which might increase the number of litigation claims and expose Crédit Agricole S.A. to fines or regulatory sanctions.

Reputational risk is a significant risk for Crédit Agricole S.A. and is managed by the Compliance department of Crédit Agricole S.A., which notably ensures the prevention and control of the risks of non-compliance with, in this context, the prevention of money laundering, the fight against the financing of terrorism, the prevention of fraud and corruption, compliance with embargoes and the obligations to freeze assets.

e) Crédit Agricole S.A. is exposed to the risk of paying higher compensation for damages or fines as a result of legal, arbitration or regulatory proceedings

Crédit Agricole S.A. has in the past been, and may in the future be, subject to significant legal proceedings (including class action lawsuits), arbitrations and regulatory proceedings. When determined adversely to Crédit Agricole S.A., these proceedings can result in awards of high damages, fines and penalties. Legal and regulatory proceedings to which Crédit Agricole S.A. has been subject involve issues such as collusion with respect to the manipulation of market benchmarks, violation of international sanctions, inadequate controls and other matters. While Crédit Agricole S.A. in many cases has substantial defences, even where the outcome of a legal or regulatory proceeding is ultimately favourable, Crédit Agricole S.A. may incur substantial costs and have to devote substantial resources to defending its interests.

Organised as a business line, the Legal Affairs Department has two main objectives: to control legal risk, which can give rise to disputes and liabilities, whether civil, disciplinary or criminal, and to provide the legal support needed by entities to enable them to carry out their activities. Provisions for litigation amounted to €558 million at 31 December 2021, versus €583 million at 31 December 2020.

Refer to the glossary on page 715 for the definition of technical terms.

f) The international scope of Crédit Agricole S.A.'s operations exposes it to legal and compliance risks

The international scope of Crédit Agricole S.A.'s operations exposes it to risks inherent in foreign operations, including the need to comply with multiple and often complex laws and regulations applicable to activities in each of the countries where Crédit Agricole S.A. is active, such as local banking laws and regulations, internal control and disclosure requirements, data privacy restrictions, European, U.S. and local anti-money laundering and anti-corruption laws and regulations, international sanctions and other rules and requirements. Violations of these laws and regulations could harm the reputation of Crédit Agricole S.A., result in litigation, civil or criminal penalties, or otherwise have a material adverse effect on its business.

To illustrate, in October 2015, Crédit Agricole S.A. and its subsidiary Crédit Agricole Corporate and Investment Bank (Crédit Agricole CIB) reached agreements with the US federal and New York State authorities that had been conducting investigations regarding US dollar transactions with countries subject to US economic sanctions. The events covered by this agreement took place between 2003 and 2008. Crédit Agricole CIB and Crédit Agricole S.A., which cooperated with the US and New York authorities in connection with their investigations, have agreed to pay a total penalty amount of US$787.3 million (i.e. €692.7 million).

Despite the implementation and improvement of procedures designed to ensure compliance with these laws and regulations, there can be no assurance that all employees or contractors of Crédit Agricole S.A. will follow its policies or that such programmes will be adequate to prevent all violations. It cannot be excluded that transactions in violation of Crédit Agricole S.A.'s policies may be identified, potentially resulting in penalties. Crédit Agricole S.A. furthermore does not have direct or indirect majority voting control in certain entities with international operations, and in those cases its ability to require compliance with its policies and procedures may be even more limited.

At end-2021, Crédit Agricole S.A. had operations in 47 countries. This includes the parent entity, its subsidiaries and their branches. It does not include held-for-sale and discontinued operations, nor any equity-accounted entities. Note that at end-2021, 69% of the net banking revenues (excluding intercompany disposals) of Crédit Agricole S.A. came from its two main locations (France and Italy).

1.1.4 Risks relating to the environment in which Crédit Agricole S.A. operates

a) Crédit Agricole S.A. results of operations and financial condition may be affected by disruptions to global economic conditions and financial markets resulting from the conflict between Russia and Ukraine

The conflict between Russia and Ukraine, as well as economic sanctions measures against Russia adopted in response by a number of countries (including France, the European Union, the United Kingdom and the United States), may have widespread economic and financial repercussions. The conflict has exacerbated instability in global markets, with a negative impact on stock market indices, increases in commodity prices (particularly oil, gas and agricultural products such as wheat), worsening supply chain disruptions, and additional inflationary pressures beyond those already observed in recent months. These difficult conditions in the global economy and financial markets could have significant negative effects on the Crédit Agricole Group and its customers. These conditions may continue or worsen as the conflict evolves.

b) The ongoing coronavirus (Covid-19) pandemic may negatively affect the business, operations and financial performance of Crédit Agricole S.A.

Uncertainty remains regarding changes in the public health situation in Europe, due to the challenge of continuing to increase vaccine uptake and booster shots among the population, coupled with the development of new, more infectious variants.

New restrictions have been introduced in some European countries (maximum capacities, curfews, closure of borders, further lockdowns, etc.) that may curb economic activity and negatively impact consumer confidence. The introduction of further measures cannot be ruled out, even in countries where vaccination rates are high. Furthermore, there are still major uncertainties surrounding the actual damage caused by the crisis on production capacity (corporate insolvencies, bottlenecks on global supply chains) and the labour market (unemployment), which are currently limited by fiscal and monetary economic support measures. How governments (particularly the French and Italian governments) and the central banks (particularly the European Central Bank) manage and set targets for withdrawing these measures will be crucial.

Furthermore, the development of the epidemic and vaccination programmes vary greatly throughout the world, particularly in some emerging countries that are struggling to control the virus, resulting in restrictive government measures being maintained, which continue to disrupt global trade and supply chains as well as international travel. This could weaken some countries and weigh more heavily on certain sectors (tourism and air transport), thereby curbing global economic activity.

Against this backdrop, the European Commission reviewed its growth forecasts for 2022 in October to 4.3% for the eurozone and 3.8% for France.

Despite the impact of the support measures implemented in many countries, the effects of the pandemic on the global economy and financial markets have had and are likely to continue to have a material adverse impact on the results of the business lines and financial position of Crédit Agricole S.A. This impact included, and could include in the future:

1. a decrease in revenues due notably to (a) a slowdown in production in certain activities, (b) a decrease in revenues from fees and commissions, notably resulting from lower asset management inflows in a context of risk aversion and a drop in insurance and banking fee and commission income, and (c) lower revenues in asset management and insurance;
2. an increase in the cost of risk due to a deterioration in the macroeconomic outlook and the deterioration in the repayment capacity of businesses and consumers, specifically with regard to the withdrawal of support measures in certain countries;
3. increased risk of a ratings downgrade following the sector reviews of certain rating agencies and following internal reviews of Crédit Agricole S.A. models;
4. higher risk-weighted assets (RWAs) due to the deterioration of risk parameters, which in turn could impact the capital position of Crédit Agricole S.A. (and in particular its solvency ratio); and
5. a deterioration in Crédit Agricole Group's liquidity (affecting its short-term liquidity coverage ratio – LCR) due to various factors, including in particular an increase in corporate customer drawdowns on credit lines.

The cost of risk may continue to be affected in 2022 by changes to the global public health and macroeconomic situation, as well as by the deterioration in the repayment capacity of companies (weak companies, frauds revealed by the crisis) and consumers, the downgrading of ratings of counterparties for which receivables were transferred from Stage 1 to Stage 2, the sensitivity of certain sectors, particularly as a result of ongoing restrictions on travel or gatherings of people, i.e. for air transportation, cruises, restaurants, international tourism and events:

1. affected by a slowdown in or even disruptions to global supply chains (automotive);
2. in which levels of demand are expected to remain below normal over the long term; or finally,
3. which continue to be weakened by structural changes in consumer habits caused by the health crisis, for example in non-food retail sectors. Moreover, the commercial property sector is also closely monitored, as the health crisis has accelerated pre-existing conditions in some segments, such as shopping centres being undermined by online shopping and the office building segment facing structural change if teleworking trends continue.

   At 31 December 2021, Crédit Agricole S.A.'s exposure to sectors considered "sensitive" was as follows: (a) aviation, with EAD (Exposure at Default[1]) of €14.9 billion, of which 4.7% in default, (b) tourism, hotels, restaurants, with EAD of €8.0 billion, of which 5.5% in default, (c) non-food retail, with EAD of €13.2 billion, of which 1.9% in default, (d) automotive, with EAD of €21.4 billion, of which 0.3% in default, (e) shipping, with EAD of €13.7 billion, of which 4.3% in default, and (f) Oil & Gas, with EAD of €24.7 billion, of which 1.3% in default.

Additional provisions in 2020 have been made for these sectors to take into account their increased sensitivity.

Over 2021, the economic scenarios for the second half of 2021, which were significantly more favourable compared to the base used in 2020 and in the first quarter of 2021, generated lower provisions associated with the economic scenario in Stage 1 and Stage 2[2],and even reversals on certain portfolios.

Finally, in terms of solvency, Crédit Agricole S.A.'s fully loaded Common Equity Tier 1 ratio was 11.6% at 31 December 2021, versus 12.9% at 31 December 2020. The decrease in this fully loaded Common Equity Tier 1 ratio in 2021 was also due to factors not directly related to Covid-19 (in particular strategic commitments made during the fourth quarter of 2020 such as the dismantling of the Switch mechanism and share buyback transactions). This change is not in any way an indication of the level of the CET1 ratio over the next quarters in 2022. In particular, there is still great uncertainty regarding the unemployment rate, the use of accumulated savings, the health scenario and the timetable of the deployment and then withdrawal of government measures, and, more generally, about the consequences of the economic growth trend on retained earnings, risk-weighted assets, public authorities' decisions and regulatory changes.

c) Adverse economic and financial conditions have in the past had and may in the future have an impact on Crédit Agricole S.A. and the markets in which it operates

The businesses of Crédit Agricole S.A. are specifically and significantly exposed to changes in the financial markets and to the development of the economic conditions in France, Europe and the rest of the world. In the financial year ended 31 December 2021, 53% of Crédit Agricole S.A.'s revenues were generated in France, 16% in Italy, 20% in the rest of Europe and 11% in the rest of the world. A deterioration in economic conditions in the markets where Crédit Agricole S.A. operates could have one or several of the following impacts:

- adverse economic conditions would affect the business and operations of customers of Crédit Agricole S.A., which could decrease revenues and increase the rate of default on loans and other receivables;
- a decline in the prices of bonds, equities and commodities could impact a significant portion of the business of Crédit Agricole S.A., including in particular trading, investment banking and asset management revenues;
- macro-economic policies adopted in response to actual or anticipated economic conditions could have unintended effects, and are likely to impact market parameters such as interest rates and foreign exchange rates, which in turn could affect the businesses of Crédit Agricole S.A. that are most exposed to market risk;
- perceived favourable economic conditions generally or in specific business sectors could result in asset price bubbles, which could in turn exacerbate the impact of corrections when conditions become less favourable;
- a significant economic disruption (such as the global financial crisis of 2008 or the European sovereign debt crisis of 2011) could have a severe impact on all of the activities of Crédit Agricole S.A., particularly if the disruption is characterised by an absence of market liquidity that makes it difficult to sell certain categories of assets at their estimated market value or at all.

As such, a deterioration in economic conditions would increase the difficulties and failures of businesses and the unemployment rate could start rising again, increasing the probability of customer default. The heightened uncertainty could have a strong negative impact on the valuation of risky assets, on the currencies of countries in difficulty, and on the price of commodities.

- The political and geopolitical context – more conflictual and tenser – induces greater uncertainty and increases the overall level of risk. This can lead, in the event of rising tensions or the materialisation of latent risks, to major market movements and can weigh on economies. Such risks include trade war, Brexit, tensions in the Middle East, social or political crises around the world, tensions in Eastern Europe, etc.

(1) Exposure at default: Crédit Agricole S.A.'s exposure in the event of counterparty default. The EAD includes on- and off-balance sheet exposures. Off-balance sheet exposures are converted into balance sheet equivalents using internal or regulatory conversion factors (draw-down scenarios).

(2) Stage 1 and *2* receivables correspond to performing loans.

Refer to the glossary on page 715 for the definition of technical terms.

- In Italy, a political crisis, against the backdrop of already low growth and high public debt, would have a negative impact on confidence and the economy, and could also cause a rise in interest rates and in the cost of refinancing for the government and the banks. It could also lead to losses on the sovereign portfolios of banks and insurers.
- In France, there could also be a significant drop in confidence in the event of a more marked deterioration of the social context which could lead households to consume less and save more as a precaution, and companies to delay investments, which could be harmful to growth and to the quality of private debt, which has increased more than in the rest of Europe.
- The very low level of interest rates leads investors, seeking yield, to move towards riskier assets; it could lead to the formation of bubbles in financial assets and in certain real estate markets. It also leads private customers and governments to go into debt and debt levels are sometimes very high. This increases the risks in the event of a market downturn.

It is difficult to predict when economic or financial market downturns will occur, and which markets will be most significantly impacted. If economic or market conditions in France or elsewhere in Europe, or global markets more generally, were to deteriorate or become significantly more volatile, Crédit Agricole S.A.'s operations could be disrupted, and its business, results of operations and financial position could as a result experience a material adverse effect.

d) Crédit Agricole S.A. operates in a highly regulated environment, and its profitability and financial position could be significantly impacted by ongoing legal and regulatory changes

A variety of regulatory and supervisory regimes apply to Crédit Agricole S.A. in each of the jurisdictions in which it operates.

To illustrate, such regulations pertain to, in particular:

- regulatory and prudential requirements applicable to credit institutions, including prudential rules in terms of adequacy and minimum capital and liquidity requirements, risk diversification, governance, restrictions in terms of equity investments and remunerations as defined in particular by (i) Regulation (EU) No. 575/2013 of the European Parliament and of the Council of 26 June 2013 on prudential requirements for credit institutions and investment firms (CRR) (as amended, in particular, by Regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 (CRR2) and by Regulation (EU) 2020/873 of the European Parliament and the Council of 24 June 2020) and (ii) Directive 2013/36/EU of the European Parliament and of the Council of 26 June 2013 on access to the activity of credit institutions and the prudential supervision of credit institutions and investment firms (as modified, notably, by the Directive (EU) 2019/878 of the European Parliament and of the Council of 20 May 2019) as transposed into domestic law; under these regulations, credit institutions such as Crédit Agricole S.A. must notably meet the requirements regarding minimum capital ratio, risk diversification and liquidity, monetary policy, reporting/disclosures, as well as restrictions on equity investments. Therefore, as at 31 December 2021, Crédit Agricole S.A.'s phased-in CET1 ratio was 11.9% and its total ratio, phased-in, was 17.7%;
- the rules applicable to bank recovery and resolution as defined notably by (i) Directive 2014/59/EU of the European Parliament and of the Council of 15 May 2014 establishing a framework for the recovery and resolution of credit institutions and investment firms (as amended by Directive (EU) 2019/879 of the European Parliament and of the Council of 20 May 2019 as regards the loss-absorbing and recapitalisation capacity of credit institutions and investment firms), as transposed into domestic law and (ii) Regulation (EU) 806/2014 of the European Parliament and of the Council of 15 July 2014 establishing uniform rules and a uniform procedure for the resolution of credit institutions and certain investment firms in the framework of a Single Resolution Mechanism and a Single Resolution Fund (as modified, notably, by Regulation (EU) 2019/877 of the European Parliament and of the Council of 20 May 2019); accordingly, Crédit Agricole S.A. is placed under the supervision of the ECB to which, in particular, a Crédit Agricole Group recovery plan is submitted each year in accordance with the applicable regulations (for more information, see the "Risk Management" section of the 2021 Universal Registration Document). In addition, the contribution of Crédit Agricole S.A.to the annual financing of the Single Resolution Fund can be significant. Thus, in 2021, Crédit Agricole S.A.'s contribution to the SRF increased to €392 million, or +11% compared to 2020, concentrated in the first two quarters of 2021 and 2020 (this amount included the +€130 million overpaid between 2016 and 2020 and returned to Crédit Agricole S.A.);
- the regulations applicable to financial instruments (including shares and other securities issued by Crédit Agricole S.A.), as well as the rules relating to financial reporting, information disclosure and market abuse (Regulation (EU) No. 596/2014 of the European Parliament and of the Council of 16 April 2014 on market abuse), which in particular increases the obligations of Crédit Agricole S.A. in terms of transparency and reporting;
- the monetary, liquidity, interest rate and other policies of central banks and regulatory authorities;
- the regulations governing certain types of transactions and investments, such as derivatives and securities financing transactions and money market funds (Regulation (EU) No. 648/2012 of the European Parliament and of the Council of 4 July 2012 over-the-counter derivatives, central counterparties and trade repositories);
- regulations of market infrastructures, such as trading platforms, central counterparties, central securities depositories and securities settlement systems;
- tax and accounting legislation in the jurisdictions where Crédit Agricole S.A. operates; and
- the rules and procedures relating to internal control, anti-money laundering and combating terrorist financing, risk management and compliance.

As a result of some of these measures, Crédit Agricole S.A. was notably forced to reduce the size of some of its activities in order to comply with the new requirements created by them. These measures have also increased compliance costs and it is likely that they will continue to do so. In addition, some of these measures may also significantly increase Crédit Agricole S.A.'s funding costs, particularly by requiring Crédit Agricole S.A. to increase the portion of its funding consisting of capital and subordinated debt, which carry higher costs than senior debt instruments.

Failure to comply with these regulations could have significant consequences for Crédit Agricole S.A. : significant intervention by regulatory authorities and fines, international sanctions, public reprimand, reputational damage, enforced suspension of operations or, in extreme cases, withdrawal of authorisation to operate. Moreover, regulatory constraints could significantly limit the ability of Crédit Agricole S.A. to expand its business or to pursue certain existing activities.

In addition, legislative and regulatory measures have entered into force in recent years or may be adopted or modified to introduce or strengthen a number of changes, some of which are permanent, in the overall financial environment. While the objective of these measures is to avoid a recurrence of the global financial crisis, the new measures have changed substantially, and may continue to change, the environment in which Crédit Agricole S.A. and other financial institutions operate. The measures that have been or may be adopted include more stringent capital and liquidity requirements (particularly for large global institutions such as Crédit Agricole S.A.), tax on financial transactions, caps or tax on employee remuneration over specified levels, limits on the types of activities that commercial banks can undertake (particularly proprietary trading and investment and ownership in private equity funds and hedge funds), ring-fencing requirements relating to certain activities, restrictions on the types of entities permitted to conduct swaps activities, restrictions on certain types of activities or financial products such as derivatives, mandatory write-downs or conversions into equity of certain debt instruments, enhanced recovery and resolution regimes, revised risk-weighting methodologies (particularly with respect to insurance businesses), periodic stress testing, the creation of new and strengthened regulatory bodies and new rules for the management of environment, social and governance (ESG) risks.

- Some of the new measures adopted after the financial crisis may be modified, affecting the predictability of the regulatory regimes to which Crédit Agricole S.A. is subject and requiring rapid implementation likely to mobilise significant resources within Crédit Agricole S.A. In addition, the adoption of these new measures could increase the constraints on Crédit Agricole S.A. and require a strengthening of the actions carried out by Crédit Agricole S.A. presented above in response to the existing regulatory context.
- In addition, the general political environment has evolved unfavourably for banks and the financial industry, resulting in additional pressure on legislative and regulatory bodies to adopt more stringent regulatory measures, despite the fact that these measures can have adverse consequences on lending and other financial activities, and on the economy.

Given the continuing uncertainty linked to new legislative and regulatory measures, the scale and scope of which are largely unpredictable, it is impossible to predict their real impact on Crédit Agricole S.A., but their impact could be very significant.

At the same time, in the context of the Covid-19 health crisis, some regulatory adjustments and new regulations (as well as the postponement in the application date of certain rules, notably regarding regulatory prudential requirements) were implemented by the national and European authorities. The permanent or temporary nature of these adjustments and changes, as well as the evolution of the new regulations implemented in relation to the health crisis are still uncertain: it is thus difficult to fully determine or accurately measure their actual impact on Crédit Agricole S.A. at this stage.

1.1.5 Risk related to the strategy and transactions of Crédit Agricole S.A.

a) Crédit Agricole S.A. may not achieve the targets set out in its Medium-Term Plan

On 6 June 2019, Crédit Agricole S.A. announced its Medium-Term Plan up to 2022 (the “**Medium-Term Plan**”). The Medium-Term Plan provides for several initiatives, including a strategic ambition based on three pillars (i) growth in all of Crédit Agricole S.A.’s markets, with the objective of being first in customer acquisition, (ii) revenue synergies to reach €10 billion in 2022, and (iii) technological transformation to increase the efficiency of cumulative IT spending by €15 billion over four years.

The Medium-Term Plan includes a number of financial targets relating to revenues, expenses, net income and capital adequacy ratios, among other things. These financial targets were established primarily for purposes of internal planning and allocation of resources, and are based on a number of assumptions with regard to the economic climate and the activity of the business lines of the Crédit Agricole Group. The financial targets do not constitute projections or forecasts of anticipated results. The actual results of Crédit Agricole S.A. are likely to vary (and could vary significantly) from these targets for a number of reasons, including the materialisation of one or more of the risk factors described elsewhere in this section. For example, by the end of 2022, Crédit Agricole S.A. expects to achieve a net profit in excess of €5 billion, to reduce the cost/income ratio to below 60%, to post a return on tangible equity (RoTE) in excess of 11%, to have a solvency of 11% and to dismantle 50% of Switch.

The financial targets announced for Crédit Agricole S.A. under the Medium-Term Plan up to 2022 have been reached a year early:

- underlying net income Group share reached €5.4 billion in 2021;
- the underlying cost/income ratio excluding the SRF reached 57.8% in 2021;
- underlying RoTE reached 13.1% in 2021;
- the fully loaded CET1 was 11.6% in 2021;
- the commitment to pay out 50% of earnings throughout the Medium-Term Plan will have been fulfilled despite the regulatory ban on distributing dividends in respect of 2019, thanks to the catch-up payment of the 2019 dividend with the dividend payments for 2020, 2021 and 2022. Therefore, in 2021 the dividend was €1.05 per share, including 20 cents for the catch-up payment of the undistributed 2019 dividend (out of the 40 cents remaining following the payment of the dividend in respect of 2020).

Crédit Agricole S.A. has committed to a global approach to its Corporate Social Responsibility (CSR) policy in the Group Project & MTP, including the financing of one out of three renewable energy projects in France; as well as the aspiration of developing a range of green leasing products, doubling the size of the green loan portfolio to €13 billion of outstanding loans; strengthening the Green Liquidity Factor mechanism within Crédit Agricole Group; the attribution of a transition rating to each large corporate customer; the incorporation of Environmental, Social and Governance (ESG) criteria in 100% of financing to large corporates and gradually to small and medium-sized companies; and, lastly, aligning the sector policy with the Paris Climate Agreement (programmed exit of thermal coal in the EU and OECD, with a threshold of 25% as from 2019). With the Medium-Term Plan and its climate strategy, the Credit Agricole Group is committed to completely moving away from thermal coal by 2030, in the European Union and OECD countries, and by 2040 in the rest of the world. In December 2021, the Crédit Agricole Group strengthened its ESG commitment with a ten-point programme plan. This programme plan focuses on environmental commitments (i.e. achieving carbon neutrality for our own carbon footprint and our investment and financing portfolios by 2050; providing all customers with advice and support on the challenges of adapting to ecological transitions and climate change; integrating extra-financial performance criteria in all financing to corporates and farmers), relating to social

Refer to the glossary on page 715 for the definition of technical terms.

cohesion and inclusion (providing a range of offers that do not exclude any customers to promote social and digital inclusion; contributing to revitalising the most fragile regions; promoting the integration of young people through employment and training; boosting the application of diversity to the social policies of all Crédit Agricole entities, as well as within its governance) and relating to agriculture and agri-food transition (supporting technical changes towards a competitive and sustainable agri-food system through the launch of a dedicated fund; allowing French agriculture to fully contribute to the fight against climate change; contributing to enhancing food sovereignty by facilitating the establishment of new generations of farmers). Non-compliance with these ESG commitments may cause damage to Crédit Agricole S.A.'s reputation, which could have a negative impact on its business and give rise to legal risk, which could potentially result in litigation.

b) Claims made to the subsidiaries of Crédit Agricole S.A. in the exercise of their insurance activities could be inconsistent with the assumptions they use to price their insurance products and the fees for obligations related to claims experience and technical reserves

Revenues from the insurance activities of the Subsidiaries specialising in this field depend significantly upon the extent to which the actual claims experience is consistent with the assumptions they use in setting the prices for their products and establishing technical reserves. Crédit Agricole Assurances uses both its own empirical analysis and industry data to develop its products and estimate future policy benefits, including information used in pricing the insurance products and establishing the related actuarial liabilities. However, there can be no assurance that the claims experience is not higher than the assumptions used for pricing and provisioning, and unanticipated risks such as pandemic diseases or natural disasters could result in loss experience inconsistent with the relevant assumptions related to the pricing of these products and the establishment of reserves. To the extent that the actual claims paid by Crédit Agricole Assurances to policyholders are higher than the underlying assumptions used in initially establishing the future policy reserves, or if events or trends cause Crédit Agricole Assurances to change the underlying assumptions, Crédit Agricole Assurances may be exposed to greater liabilities than expected, which may adversely affect Crédit Agricole S.A.'s insurance business, results of operations and financial position.

Crédit Agricole Assurances continues to adapt its strategy to the low interest rate environment, in particular by strengthening its policy of redirecting funds to unit-linked policies and by increasing its profit-sharing reserves (provision pour participation aux excédents – PPE), which was €13.1 billion at 31 December 2021 (compared with €11.6 billion at 31 December 2020), i.e. 6.3% of outstanding euro-denominated policies, which represents several years of rates provided to policyholders and which constitutes a level of coverage higher than the market average in France. Moreover, the unit-linked portion in assets under management of Crédit Agricole Assurances reached 26.8% at 31 December 2021, up 2.6 points year-on-year. In Property and Casualty insurance the combined ratio remained well under control. It reached 96.4%[1].

Finally, Crédit Agricole Assurances maintains a high level of solvency, posting a ratio of 244%[2] at 31 December 2021.

c) Adverse events may affect several of Crédit Agricole S.A.'s businesses simultaneously

While each of Crédit Agricole S.A.'s principal activities are subject to risks specific to them and are subject to different market cycles, it is possible that adverse events could affect several of Crédit Agricole S.A.'s activities at the same time. For instance, a decrease in interest rates could simultaneously impact the interest margin on loans, the yield and therefore the fee and commission income earned on asset management products, and the returns on investments of the insurance subsidiaries. In such event, Crédit Agricole S.A. might not realise the benefits that it otherwise would hope to achieve through the diversification of its activities. For example, adverse macroeconomic conditions could impact Crédit Agricole S.A. in multiple ways, by increasing default risk in its lending activities, causing a decline in the value of its securities portfolios and reducing revenues in Crédit Agricole S.A.'s fee and commission income-generating activities. Where an event adversely affects multiple activities, the impact on the result and financial position of Crédit Agricole S.A. is all the more important.

d) Crédit Agricole S.A. is subject to risks associated with climate change

Through its operating tools, Crédit Agricole S.A. is directly exposed to climate risk, the impacts of which would only be marginal at the Crédit Agricole Group level. Its subsidiaries' counterparties may, however, be directly affected by environmental factors, the negative impacts of which may be significant, and could, therefore, indirectly affect Crédit Agricole SA. As a result, environmental risks are considered to be risks that influence other existing risks, particularly credit risk. For instance, when Crédit Agricole S.A. lends to businesses that conduct activities that emit greenhouse gases, Crédit Agricole S.A. is subject to the risk that more stringent regulations or limitations on the borrower's activities could have an adverse impact on its credit quality (e.g. sudden drop in revenues). Such consequences may also arise as a result of technological changes accelerating the transition to a more low-carbon economy, or changes in the behaviour of end consumers (increase in leverage ratios to finance the transition). Similarly, these adverse impacts may be associated with physical risk events – such as natural disasters, but also long-term changes in climate models (increasing frequency and the impacts of events such as droughts, flooding, rising sea levels, etc.) – having a negative impact on Crédit Agricole S.A.'s counterparties in the performance of their activities. Finally, the negative impacts of counterparties on other environmental factors, in particular the reduction/loss of biodiversity, or the use of resources may downgrade the quality of the counterparty or lead to reputational risks.

With the acceleration of transitional restrictions to address climate change, the increasing intensity of acute weather phenomena and concern surrounding the preservation of resources, Crédit Agricole S.A. will have to adapt its activities and its counterparty selection appropriately in order to achieve its strategic objectives and to avoid suffering losses.

With the Medium-Term Plan and its climate strategy, the Credit Agricole Group is committed to completely moving away from thermal coal by 2030, in the European Union and OECD countries, and by 2040 in the rest of the world. Additional commitments were made regarding oil and shale gas. Finally, the Crédit Agricole Group has recently joined the Net Zero Banking Alliance initiative, Amundi has joined the Net Zero Asset Manager Alliance initiative and CAA has joined the Net Zero Assets Owners' Alliance initiative. These commitments confirm the Crédit Agricole Group's dedication in supporting the economy towards its goal to be carbon neutral by 2050, with binding milestones in the interim period.

(1) Ratio (claims experience + overheads + fee and commission income)/premiums, net of reinsurance, Pacifica scope, restated for climate events, the ratio.
(2) Standard formula without transitory measures, except for the grandfathering of subordinated debt.

e) Crédit Agricole S.A., along with its corporate and investment banking subsidiary, must maintain high credit ratings, or their business and profitability could be adversely affected

Credit ratings have an important impact on the liquidity of Crédit Agricole S.A. and the liquidity of each of its Subsidiaries individually that are active in financial markets (principally its corporate and investment banking subsidiary, Crédit Agricole CIB). A downgrade in credit ratings could adversely affect the liquidity and competitive position of Crédit Agricole S.A. or Crédit Agricole CIB, increase borrowing costs, limit access to the capital markets, trigger obligations in Crédit Agricole S.A.'s covered bond programme or under certain bilateral provisions in some trading, derivative and collateralised financing contracts, or adversely affect the market value of the bonds.

Crédit Agricole S.A.'s cost of obtaining long-term unsecured funding from market investors, and that of Crédit Agricole CIB, is directly related to their credit spreads (the amount in excess of the interest rate of government securities of the same maturity that is paid to debt investors), which in turn depend to a certain extent on their credit ratings. Increases in credit spreads can significantly increase Crédit Agricole S.A.'s or Crédit Agricole CIB's cost of funding. Changes in credit spreads are continuous, market-driven, and subject at times to unpredictable and highly volatile movements. Credit spreads are also influenced by market perceptions of Crédit Agricole S.A. creditworthiness. In addition, credit spreads may be influenced by movements in the acquisition cost of credit default swaps indexed to Crédit Agricole S.A.'s or Crédit Agricole CIB's debt securities, which are influenced both by the credit quality of those securities, and by a number of market factors that are beyond the control of Crédit Agricole S.A. and Crédit Agricole CIB.

Of the three rating agencies solicited, Moody's, S&P Global Ratings and Fitch Ratings long term issuer ratings for Crédit Agricole S.A. are Aa3, A+ and A+ respectively and their outlook is stable.

f) Crédit Agricole S.A. faces intense competition

Crédit Agricole S.A. faces intense competition in all financial services markets and for the products and services it offers, including retail banking services. To illustrate, the French Regional Banks, which are in charge of the distribution of Crédit Agricole S.A.'s financial products, have a market share of nearly 23%[1] in France.

The European financial services markets are mature, and the demand for financial services products is, to some extent, related to overall economic development. Competition in this environment is based on many factors, including the products and services offered, pricing, distribution systems, customer service, brand recognition, perceived financial strength and the willingness to use capital to serve customer needs. Consolidation has created a number of firms that, like Crédit Agricole S.A., have the ability to offer a wide range of products, from insurance, loans and deposit taking to brokerage, investment banking and asset management services.

In addition, new rivals that are more competitive (including those utilising innovative technology solutions), which may be subject to separate or more flexible regulation, or other requirements relating to regulatory prudential ratios, are also emerging in the market. Technological advances and the growth of e-commerce have made it possible for non-bank institutions to offer products and services that traditionally were banking products, and for financial institutions and other companies to provide electronic and Internet-based financial solutions, including electronic securities trading. These new players exert downward price pressure on Crédit Agricole S.A.'s products and services and can succeed in winning market share in areas that have been historically stable and dominated by traditional financial institutions. In addition, new applications, particularly in payment processing and retail banking, new currencies, such as bitcoin, and new technologies facilitating transaction processing, such as blockchain, have been gradually transforming the financial sector and the ways in which customers consume banking services. It is difficult to predict the effects of the emergence of such new technologies, for which the regulatory framework is still being defined, but their increased use may transform the competitive landscape of the banking and financial industry. Crédit Agricole S.A. must therefore strive to maintain its competitiveness in France and in the other major markets in which it operates by adapting its systems and strengthening its technological footprint to maintain its current market share and level of results.

1.1.6 Risks related to the structure of Crédit Agricole Group

a) If any member of the Crédit Agricole Network encounters future financial difficulties, Crédit Agricole S.A. would be required to mobilise the resources of the Crédit Agricole Network (including its own resources) to support such member

Crédit Agricole S.A. is the corporate centre of the Crédit Agricole Network, consisting of Crédit Agricole S.A., the Regional Banks and the Local Banks, pursuant to Article R. 512-18 of the French Monetary and Financial Code, as well as of the affiliate members Crédit Agricole Corporate and Investment bank and Bforbank (the **"Network"**).

Under the legal internal financial solidarity mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code (MFC), Crédit Agricole S.A. as the corporate centre must take all measures necessary to ensure the liquidity and solvency of each institution member of the Network, as well as the Network as a whole. As a result, each member of the Network benefits from and contributes to this internal financial strength. The general provisions of the French Monetary and Financial Code are transposed into internal provisions setting out the operational measures required for this legal mechanism for internal financial strength. More specifically, they have established a Fund for bank liquidity and solvency risks (fonds pour risques bancaires de liquidité et de solvabilité – FRBLS) designed to enable Crédit Agricole S.A. to fulfil its role as corporate centre by providing assistance to any Network member that may be experiencing difficulties.

Although Crédit Agricole S.A. is not currently aware of circumstances likely to require recourse to the FRBLS to support a member of the Network, there can be no assurance that it will not be necessary to use the Fund in future. In such a case, if the resources of the FRBLS were to be insufficient, Crédit Agricole S.A., under its tasks as corporate centre, will be required to make up the shortfall by mobilising its own resources and, where appropriate, those of the other members of the Network.

As a result of this obligation, if a member of the Network would face major financial difficulties, the event underlying these financial difficulties could impact the financial position of Crédit Agricole S.A. and that of the other members of the Network that are relied upon for support under the financial solidarity mechanism.

The European banking crisis management framework was adopted in 2014 by EU Directive 2014/59 (known as the "Bank Recovery and Resolution Directive – BRRD"), incorporated into French law by Order 2015-1024 of 20 August 2015, which also adapted French law to the provisions of European Regulation 806/2014 of 15 July 2014 establishing uniform rules and a uniform procedure for the resolution of credit institutions and certain investment firms in the framework of a Single Resolution Mechanism and a Single Resolution Fund. Directive (EU) 2019/879 of 20 May 2019, known as "BRRD2", amended the

(1) This market share applies to household bank deposits. The market share for household loans is 24% (source: Banque de France, September 2021).

Refer to the glossary on page 715 for the definition of technical terms.

BRRD and was incorporated into French law by Order 2020-1636 of 21 December 2020.

This framework, which includes measures to prevent and to resolve banking crises, is intended to preserve financial stability, to ensure the continuity of activities, services and operations of institutions whose failure could significantly impact the economy, to protect depositors, and to avoid or limit the use of public financial support as much as possible. In this context, the European Resolution Authorities, including the Single Resolution Board, have been granted extensive powers to take all necessary measures in connection with the resolution of all or part of a credit institution or the group to which it belongs.

For cooperative banking groups, the "extended single point of entry" ("extended SPE") resolution strategy is favoured by the resolution authorities, whereby resolution tools would be applied simultaneously at the level of Crédit Agricole S.A. and the affiliated entities. In this respect, and in the event of a resolution of the Crédit Agricole Group, the scope comprising Crédit Agricole S.A. (in its capacity as the corporate centre) and its affiliated entities would be considered as a whole as the expanded single entry point. Given the foregoing and the solidarity mechanisms that exist within the network, a member of the Crédit Agricole network cannot be put individually in resolution.

The resolution authorities may initiate resolution proceedings against a credit institution where it considers that: the institution has failed or is likely to fail, there is no reasonable prospect that another private measure will prevent the failure within a reasonable time, a resolution measure is necessary, and a liquidation procedure would be inadequate to achieve the resolution objectives mentioned above.

The resolution authorities may use one or more resolution tools, as described below, with the objective of recapitalising or restoring the viability of the institution. The resolution tools should be implemented in such a way that equity holders (shares, mutual shares, CCIs, CCAs) bear losses first, with creditors following up immediately, provided that they are not excluded from bail-in legally speaking or by a decision of the resolution authorities. French law also provides for a protective measure when certain resolution tools or decisions are implemented, such as the principle that equity holders and creditors of an institution in resolution may not incur greater losses than those they would have incurred if the institution had been liquidated in the context of a judicial liquidation procedure under the French Commercial Code (NCWOL principle referred to in Article L. 613-57-I of the French Monetary and Financial Code). Thus, investors are entitled to claim compensation if the treatment they receive in a resolution is less favourable than the treatment they would have received if the institution had been subject to normal insolvency proceedings.

In the event that the resolution authorities decide to put the Crédit Agricole Group in resolution, they will first write down the CET1 instruments (shares, mutual shares, CCI and CCA), additional Tier 1 instruments, and Tier 2 instruments, in order to absorb losses, and then possibly convert the additional Tier 1 instruments and Tier 2[1] instruments into equity securities. Then, if the resolution authorities decide to use the bail-in tool, the latter would be applied to debt instruments[2], resulting in the partial or total write-down of these instruments or their conversion into equity in order to absorb losses.

With respect to the corporate centre and all affiliated entities, the resolution authorities may decide to implement, in a coordinated manner, impairment or conversion measures and, where applicable, internal bailouts. In such an event, the impairment or conversion measures and, where applicable, internal bailout measures would apply to all entities within the Crédit Agricole network, regardless of the entity in question and regardless of the origin of the losses.

The creditor hierarchy in resolution is defined by the provisions of Article L. 613-55-5 of the MFC, effective as at the date of implementation of the resolution.

Equity holders and creditors of the same rank or with identical rights in liquidation will then be treated equally, regardless of the Crédit Agricole Group entity of which they are creditors.

The scope of this bail-in, which also aims to recapitalise the Crédit Agricole Group, is based on capital requirements at the consolidated level.

Investors must then be aware that there is therefore a significant risk that holders of shares, mutual shares, CCI and CCA non-voting certificates and holders of debt instruments of a member of the network will lose all or part of their investment if a resolution procedure is implemented on the Crédit Agricole Group, regardless of the entity of which they are a creditor.

The other resolution tools available to the resolution authorities are essentially the total or partial transfer of the activities of the institution to a third party or to a bridge institution and the separation of the assets of the institution.

This resolution framework does not affect the legal internal financial solidarity mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code, which applies to the Crédit Agricole network, as defined in Article R. 512-18 of the same Code. Crédit Agricole S.A. considers that, in practice, this mechanism should be implemented prior to any resolution procedure.

The implementation of a resolution procedure to the Crédit Agricole Group would thus mean that the legal internal solidarity mechanism had failed to remedy the failure of one or more network entities, and hence of the network as a whole.

b) The practical advantage of the 1988 Guarantee issued by the Regional Banks may be limited by the implementation of the resolution regime that would apply prior to liquidation

The resolution regime provided for by the DRRB (*Directive sur le redressement et la résolution des banques* – Directive on recovery and resolution of banks) granted jointly and severally by all Regional Banks up to the limit of their capital, reserves and retained earnings (the **"1988 Guarantee"**).

This resolution regime does not affect the legal internal financial solidarity mechanism provided for under Article L. 511-31 of the French Monetary and Financial Code, which applies to the Crédit Agricole Network (as defined in French law) and its affiliated members. This mechanism must be applied prior to any resolution action.

However, the application to Crédit Agricole Group of resolution procedures could limit the occurrence of the conditions for implementing the 1988 Guarantee, it being specified that the 1988 Guarantee can only be called if Crédit Agricole S.A. assets prove to be insufficient to cover its obligations at the end of its liquidation or dissolution. Due to this limitation, bondholders and creditors of Crédit Agricole S.A. may not be able to benefit from the protection afforded by the 1988 Guarantee.

(1) Articles L. 613-48 and L. 613-48-3 of the French Monetary and Financial Code.
(2) Articles L. 613-55 and L. 613-55-1 of the French Monetary and Financial Code.

2. RISK MANAGEMENT

This section of the management report presents the Group's risk appetite, the nature of the main risks to which the Group is exposed, their magnitude and the measures implemented to manage them.

The information presented under IFRS 7 on financial instrument disclosures covers the following main types of risks[(1)]:

- credit risks;
- market risks;
- structural balance sheet risks: global interest rate risk, foreign exchange risk and liquidity risk, including risks associated with the insurance industry.

In order to cover all risks inherent in the banking business, additional information is provided concerning:

- operational risks;
- legal risks;
- non-compliance risks.

In accordance with legislation and best business practices, risk management within Crédit Agricole S.A. Group is reflected by a form of governance in which the roles and responsibilities of each individual are clearly identified, as well as by effective and reliable risk management methodologies and procedures which make it possible to measure, monitor and manage all the risks to which the Group is exposed.

2.1 RISK APPETITE, GOVERNANCE AND ORGANISATION OF RISK MANAGEMENT

Concise statement on risks

(Statement prepared in compliance with Article 435-(1)-(f) of Regulation (EU) No. 575/2013) CRR

The Board of Directors of the Crédit Agricole Group makes a formal statement every year regarding its risk appetite. The Group's Risk Appetite Statement is prepared in line with the risk identification process. The statement is an integral and strategic part of the governance framework which covers strategy, business targets, risk management and global financial management for the Group. The strategic orientations of the Medium-Term Plan, the Risk Appetite Statement, the budgetary process and the allocation of resources to the business lines are mutually coherent.

The Risk Appetite of the Crédit Agricole Group is the type and aggregate amount of risk that the Group is ready to take on, in the framework of its strategic targets.

The Group's risk appetite is determined by particular reference to the financial policy and the risk management policy, which are based on:

- a policy of selective and responsible financing that takes account of a prudent lending policy framed by the risks strategy, the corporate social responsibility policy and the authorisation system;
- the objective of keeping market risk exposure low;
- the strict management of operational risk exposure with zero legal risk appetite and a sound IT and cyber risk management framework;
- limits on non-compliance risk to exposures, which are strictly managed;
- management of the growth of risk-weighted assets;
- management of risks related to asset and liability management.

The formal definition of risk appetite allows Executive Management and the Board of Directors to define the Group's development direction consistent with the Medium-Term Plan and translate it into operational strategies. This results in a consistent approach shared by the Strategy, Finance, Risk and Compliance departments.

The Risk Appetite Statement is coordinated with the Operational departments of the various entities and aims to:

- engage Directors and senior Management in reflection and dialogue on risk taking;
- formalise, standardise and make explicit the acceptable level of risk for a given strategy;
- fully integrate risk/return considerations into the strategic planning and decision-making processes;
- define advance indicators and alert thresholds to improve resilience by taking action as soon as alerts for risk appetite standards are triggered;
- improve external communications to third parties on financial strength and risk management.

The Group's risk appetite takes into account the main strategic indicators defined in the Medium-Term Plan and forms the risk management framework for the strategy. The MTP targets set by the Group are then reported annually in the budget. Risk appetite is therefore included every year in the risk statement and appetite matrix. These draw on a set of strategic indicators defined by appetite, tolerance and, for indicators with regulatory thresholds, capacity thresholds.

In addition to the annual statement, the Group also reports on its risk appetite throughout the year through risk strategies approved by the Board of Directors, based on recommendations from the Board's Risk Committee. The Risk Committee bases its reviews on agreements given by the Group Risk Committee chaired by the Chief Executive Officer or Deputy Chief Executive Officer of Crédit Agricole S.A.

In addition to the summary statement and matrix, the Group produces a dashboard of its risks and internal and regulatory limits, which is used to monitor more operational indicators that represent major risks and consists of a selection of limits or alert thresholds set in these risk strategies. This dashboard is presented to the Group's Risk Committee, the Board's Risk Committee and Crédit Agricole S.A.'s Board of Directors on a quarterly basis.

(1) These disclosures are an integral part of the consolidated financial statements as at 31 December 2018 and, as such, are covered by the Statutory Auditor's report.

Refer to the glossary on page 715 for the definition of technical terms.

The Group's risk appetite is defined through:

- **key indicators covering:**
  - **Crédit Agricole S.A.'s external rating**, which has a direct impact on refinancing terms and the Group's image in the market,
  - **solvency** which guarantees the Group's sustainability by ensuring it has sufficient capital to back the risks it is taking on,
  - **liquidity**, the management of which aims to prevent the Group's sources of finances drying up with the consequent threat of default on payments, or even resolution,
  - **business risk**, which provides a measure of progress towards the strategy laid down by the Group, thereby guaranteeing its long-term sustainability,
  - **profit**, because it is a direct source of future solvency and shareholder dividends and therefore constitutes a key part of the Group's financial communications,
  - **credit risk** of the Crédit Agricole Group, which constitutes its main risk due to its commercial positioning and its growth strategy. Particular diligence is paid to this risk due to the context relating to the health crisis.
  - and key risks which include interest risk and inflation risks, market risk and more specifically at Crédit Agricole CIB, Group operational risk, non-compliance risk and insurance risk;
- **limits and alert thresholds on risks** defined in line with these indicators;
- **qualitative priorities,** inherent to the Group's strategy and businesses. The qualitative criteria are largely based on the Corporate Social Responsibility (CSR) policy of the Company, which embodies the Group's concern with supporting sustainable development and controlling all risks including extra-financial risks.

The key indicators reflect three levels of risk:

- **appetite** is used for managing normal everyday risk and indicators which breach tolerance thresholds;
- **tolerance** corresponds to a level of steering that is closer to that of the Board of Directors. Any breach of tolerance thresholds in key indicators or limits triggers a report to the Risk Committee or the Board of Directors. Suitable corrective measures must then be presented;
- **capacity**, which is only defined for indicators for which there is a regulatory threshold, begins once this regulatory threshold is crossed. Entry into the capacity range leads to close dialogue with supervisors.

The Group's risk appetite system is based on the risk identification process which aims to list as exhaustively as possible the Group's major risks and to apply a uniform classification to placing them in categories and sub-categories.

Overall risk profile

The Group's business is built around the customer-focused universal banking model in Europe with a low level of defaults and prudent provisioning. The market risk profile has also considerably reduced, as a result of a change in the Group's strategy more than a decade ago.

The Group's risk profile is monitored and presented at least every quarter to the Group Risk Committee and to the Board of Directors. Breach of tolerance levels for central indicators or limits on the system are reported and corrective actions proposed to the Board of Directors. The executive Directors and the supervisory body are thus kept regularly informed of how the risk profile corresponds to the risk appetite.

The main components of the Group's risk profile at 31 December 2021 are broken down in the "Risk Management" and "Pillar 3" sections, respectively, of this Registration Document:

- Credit risk: Part 2.4 (Risk management) and Part 3.4.2 (Pillar 3);
- Market risk: Part 2.5 (Risk management) and Part 3.4.4 (Pillar 3);
- Financial risks (interest rate, exchange rate, liquidity and financing): Part II (Risk factors) and Parts 3.6 and 3.7 (Pillar 3);
- Operational risk: Part 2.8 (Risk management) and Part 3.4.6 (Pillar 3).

A selection of key indicators from the Risk Appetite Statement is presented in the table below:

Crédit Agricole S.A. and its subsidiaries	Phased-in CET1 ratio	Cost of risk	Net income Group share
31/12/2021	11.9%	€1.57 billion reported/€1.2 billion underlying	€5.8 billion reported/€5.4 billion underlying

At 31 December 2021, the indicators of the Group's risk appetite in terms of solvency, earnings, cost of risk and impairment of receivables were within the risk appetite levels defined by the Group. They have not reached the tolerance thresholds.

Adequacy of the institution's risk management arrangements pursuant to Article 435.1-(e) of Regulation (EU) No. 575/2013 (CRR)

Organisation of risk management

Risk management, which is inherent in banking activities, lies at the heart of the Group's internal control system. All staff involved, from the initiation of transactions to final maturity, play a part in this system.

Measuring and monitoring risk is the responsibility of the dedicated Risk Management Business line (headed by the Group Risk department (*Direction des risques Groupe* – DRG)), which is independent from Group functions and reports directly to the Deputy Chief Executive Officer.

Although risk management is primarily the responsibility of the business lines which oversee their own business development, DRG's task is to ensure that the risks to which the Group is exposed are consistent with the risk strategies defined by the business lines (in terms of global and individual limits and selection criteria) and compatible with the Group's growth and profitability targets.

The DRG performs consolidated Group-wide monitoring of risks using a network of risk managers (*responsables de la fonction Gestion des risques* - RFGR) who report hierarchically to the Head of Risk Management and Permanent Controls and functionally to the executive body of their entity or business line.

To ensure a consistent view of risks within the Group, the DRG has the following duties:

- it coordinates the risk identification process and the implementation of the Group's risk appetite framework in cooperation with the Finance, Strategy and Compliance functions and the business lines;
- it defines and/or validates methods and procedures for analysing, measuring and monitoring all of the Group's risks that are considered to be major, as defined in the annual risk identification process.
- it takes part in the critical analysis of the business lines' commercial development strategies, focusing on the risk impact of these strategies;

- it provides independent opinions to Executive Management on risk exposure arising from business lines' positions (credit transactions, setting of market risk limits) or anticipated by their risk strategy;
- it lists and analyses Group entities' risks, on which data is collected in risk information systems.

The Financial Steering unit of the Group Finance department (*Direction des finances Groupe* – FIG) is responsible for the management of structural asset/liability risk (interest rate, exchange rate and liquidity) as well as for the refinancing policy and for the management of capital requirements.

Supervision of these risks by Executive Management is carried out through Liquidity and ALM (Asset Liability Management) Committee meetings, in which the DRG takes part.

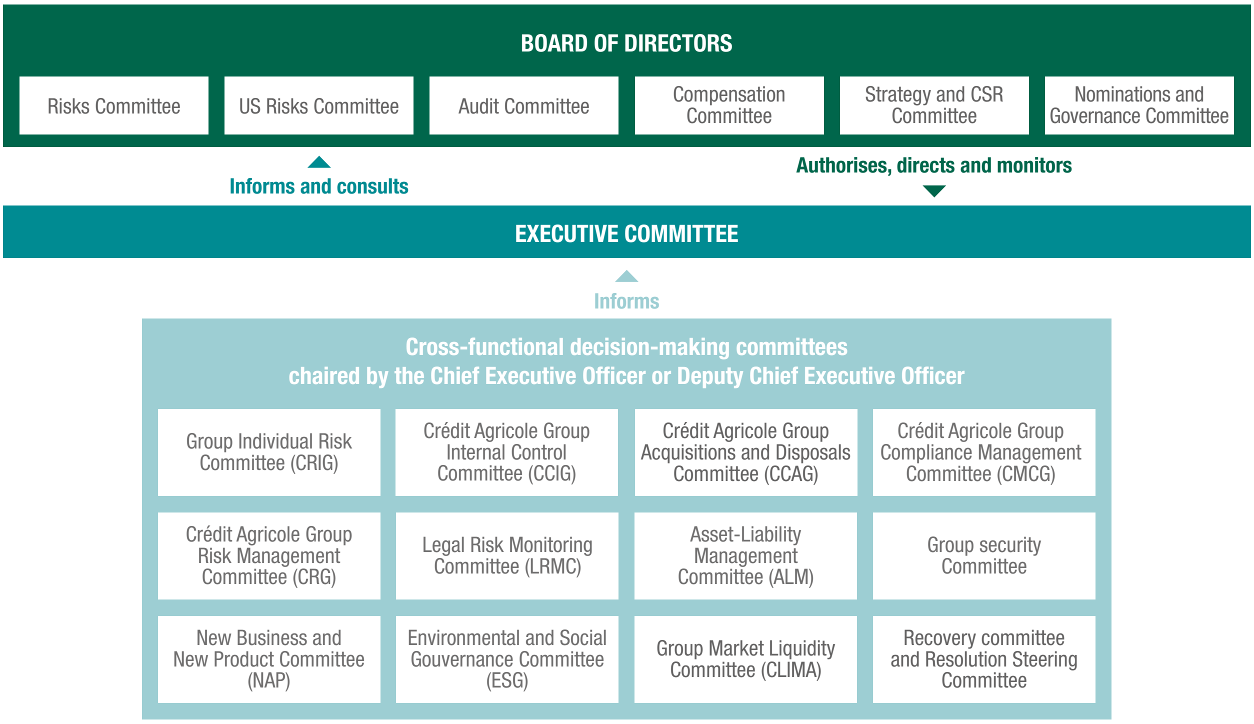
The DRG keeps the executive Directors and the supervisory body informed of the degree of risk control in Crédit Agricole S.A., presents various risk strategies of the major business lines of the Group for validation, and warns them of any risk of deviation from risk strategies or policies approved by executive bodies. It informs them of the outcomes and performance of prevention measures, whose organisational principles are approved by them. It makes suggestions for any improvement of such measures that may be required as a result of changes to business lines and their environment.

At consolidated level, this action falls within the remit of governance bodies, in particular:

- the Risk Committee (a Board of Directors sub-committee, nine meetings per year): it analyses key factors in the Group's risk appetite statement defined by Executive Management, regularly examines the Group's risk management and internal control issues, reviews the half-yearly information and annual report on internal control and risk measurement and monitoring;
- the Group Risk Committee (*Comité des risques Groupe* – CRG, 12 meetings per year and when necessary) chaired by the Chief Executive Officer of Crédit Agricole S.A.: defines Group policy in terms of risks, sets the Group's overall limits, validates the risk strategies of the entities and business lines, monitors the Group's major risks in a cross-divisional manner;
- the Group Individual Risk Committee (*Comité des risques Individuels de niveau Groupe* – CRIG, one meeting per week) chaired by the Chief Executive Officer of Crédit Agricole S.A., decides on all individual cases requiring approval from Executive Management excluding exceptions, examines all cases at the request of Executive Management, presents at the request of the Group Chief Risk Officer any sensitive cases relating to an entity or any cases covered by the procedure;
- the Group Internal Control Committee (*Comité de contrôle interne Groupe* – CCIG, chaired by the Deputy Chief Executive Officer of Crédit Agricole S.A., four meetings per year): examines internal control issues common across the Group, looks at cross-functional actions within the Group, approves the annual report and half-yearly information on internal control, and coordinates the three control functions;
- the Asset-Liability Management Committee (ALM Committee, chaired by the Deputy General Manager in charge of the Steering division, six meetings per year): analyses the financial risks facing the Crédit Agricole Group, including Crédit Agricole S.A. (interest rate, exchange rate and liquidity risks) and validates the guidelines for their management; validates certain methodologies specific to interest rate risk, decisions relating to the management of solvency and resolution ratios, and various other financial elements including notably the dividend policy of subsidiaries and the guidelines for the management of liquidity portfolios in terms of limits validated by the Group Risk Committee;
- the Group Compliance Management Committee (*Comité de management de la conformité Groupe* – CCMG, chaired by the Deputy Chief Executive Officer of Crédit Agricole S.A., 12 meetings per year): defines and validates the Group's Compliance policy, examines all draft compliance-related standards and procedures, prior to their implementation, examines all significant irregularities and approves corrective measures, makes all decisions related to remedial action for deficiencies, takes note of the main compliance-related conclusions of audits conducted, conducts arbitrations within its remit, is informed of any new businesses and partnerships developed by Group entities that have received a favourable opinion from the New Business and New Product Committee (NAP Committee), approves the annual compliance report;
- the Group Security Committee (*Comité sécurité Groupe* – CSG, four meetings per year) chaired by the Deputy General Manager in charge of the Technologies and Digital division is a decision-making committee that defines the Crédit Agricole Group's security strategy in terms of information systems security, physical safety and security, data protection, business continuity and insurable corporate risk management, supervises the execution of the strategy and assesses the Group's level of control in the following four areas: security of people and property, security of Information Systems, business continuity plans, data protection.

Refer to the glossary on page 715 for the definition of technical terms.

Main Group-level committees dealing with risk



In addition, each Group operating entity defines its own risk appetite framework and sets up a Risk Management and Permanent Controls function. Accordingly, within each business line and legal entity:

- a risk manager (responsable de la fonction Gestion des risques – RFGR) is appointed;
- the RFGR supervises all the last-line control units within their areas of responsibility, covering oversight and permanent control of risks falling within the remit of the relevant business line; and
- has access to appropriate human, technical and financial resources. RCPRs must be provided with the information required by their role and have systematic and permanent access to any information, document, body (Committees, etc.), tools or even IT systems across their entire area of responsibility. They are associated with entity projects far enough in advance to be able to play their role effectively.

This principle of decentralising the Risk management function to operating entities aims to ensure that the business lines' risk management and permanent controls systems operate efficiently.

Group risk management is also reliant on a certain number of tools which enable the DRG and the Group's executive bodies to fully comprehend the risks that present themselves:

- a robust IT and global risk consolidation system, within the trajectory defined by the Basel Committee on Banking Supervision for global systemically important banks (BCBS 239);
- generalised use of stress testing methodologies in Group credit, financial or operational risk procedures;
- formalised and up-to-date control standards and procedures, which define lending systems, based on an analysis of profitability and risks, monitoring of geographical, individual and sectoral concentrations, as well as limits on interest rate, foreign exchange and liquidity risks;
- a Group recovery plan updated on an annual basis, in accordance with the provisions of EU Directive 2014/59 of 15 May 2014, which establishes a framework for the recovery and resolution of credit institutions.

Risk culture

The risk culture is disseminated across the Group via diverse and effective channels:

- career and talent committees within the Risk Management business line, which plan the succession to key posts, facilitate the mobility of both men and women with the relevant expertise and thus enhance their future career paths by diversifying their skill sets;
- highly valued careers and experience sought after by other business sectors as a result of time spent within the Risk Management business line;
- a range of training on risk comprising modules tailored to the needs of employees within and outside the Risk Management business line. This includes awareness training for all Group employees with, in particular, an e-learning component, to better understand the risks inherent in the bank's business lines;
- communication efforts to foster the spreading of the risk culture, under way since 2015. They are designed to increase the knowledge and involvement of all employees, in order to turn risk into a day-to-day advantage.

Consolidated risk monitoring

Each quarter, the Board of Directors' Risk Committee and the Group Risk Committee examine the *main changes in the risk position, the risk and limits dashboard* produced by the Group Risk Management and Permanent Controls department. The dashboard provides a detailed review of the Group's risk position across all business lines and on a consolidated basis.

The Group's consolidated alert procedures are coordinated by the Alert Monitoring Committee (*Comité de suivi des alertes* – CSA, chaired by the Chief Risk Officer, eight meetings per year or more if necessary) by reviewing all the risk alerts centralised by the Group Risk Management department.

2.2 STRESS TESTING

Stress tests, crisis simulations and resistance tests, form an integral part of the Crédit Agricole Group's risk management system. Stress tests play a role in proactive risk management, the assessment of capital adequacy under an adverse scenario and meeting regulatory requirements. In this regard, by measuring the economic, accounting or regulatory impact of severe but plausible economic scenarios, stress testing provides a measure of the resilience of a portfolio, business, entity or of the Group used as inputs for the ICAAP and the Risk Appetite. Stress testing covers credit, market and operational risks as well as liquidity risk and risks related to interest rates and exchange rates. Stress testing used to manage the Crédit Agricole Group risks involves a range of different exercises.

Different types of stress tests

- **Using stress testing for proactive risk management:** specific exercises that are recurring or carried out upon request are performed centrally and with the contribution of Group entities to supplement and enhance the various analyses performed to properly monitor risks. This work is presented to Executive Management at Group Risk Committee Meetings. In this respect, stress testing focused on market risk or liquidity risk is periodically undertaken.

  In the case of credit risk, stress tests were performed to measure the risk stemming from economic trends in certain major Group risks. The exercises underpin the decisions taken by the Group Risk Committee on aggregate exposure limits.
- Budget stress tests or ICAAP (Internal Capital Adequacy and Assessment Process) stress testing: the Crédit Agricole Group undertakes an annual exercise as part of the budgetary process, with the results of this stress testing being used in the ICAAP. It plays a part in capital requirements planning and makes it possible to estimate the Group's profitability over a three-year period, under various economic scenarios. The goal of this stress testing in the budgetary process and the ICAAP is to measure the effects of the economic scenarios (baseline and adverse) on the businesses, entities and the Group as a whole and the sensitivity of their results. It is necessarily based on an economic scenario (change in a series of economic variables) from which the impact on the various risks and geographic regions are determined. This scenario is supplemented to reflect operational risks and the risk of improper conduct.

  The aim of this exercise is to estimate a solvency ratio by measuring the impact on the income statement (cost of risk, interest margin, fee and commission income, etc.), risk-weighted assets and own funds and to compare these indices to the Group's tolerance thresholds.
- **Regulatory stress testing:** this stress testing encompasses all requests from the ECB, the ABE or other supervisor. In 2021, the Group was particularly successful in managing the global stress test organised by the ABE. In this regard, the Crédit Agricole Group was among the leading European systemic banks in terms of the CET1 solvency ratio level in the stress scenario at the end of 2023.

Governance

In line with the guidelines of the EBA (European Banking Authority), the stress test programme for the Group and major entities clearly details the governance and responsibilities of each party involved in the stress testing encompassing credit, market, operational and liquidity risks and structural risks related to interest rates and exchange rates.

The scenarios used in the ICAAP processes, Risk Appetite/strategies or for regulatory purposes are prepared by the Economic Department (ECD) and are presented to the Board of Directors. These economic scenarios show central and stressed fluctuations in macroeconomic and financial variables (GDP, unemployment, inflation, interest rates and exchange rates, etc.) for all countries to which the Group is exposed.

2.3 INTERNAL CONTROL AND RISK MANAGEMENT PROCEDURES

Crédit Agricole Group's internal control organisation reflects an architecture in line with legal and regulatory requirements, as well as the recommendations of the Basel Committee.

The internal control system and procedures are defined within the Crédit Agricole Group as all systems designed to control activities and risks of all kinds and to ensure regularity (in the sense of compliance with laws, regulations and internal standards), safety and efficiency of operations, in accordance with the references presented in Section 1 below.

The internal control system and procedures are characterised by the objectives assigned to them:

- application of Executive Management instructions and guidelines;
- financial performance, through the efficient and appropriate use of the Group's assets and resources, as well as protection against the risk of loss;
- comprehensive, accurate and regular knowledge of the data needed for decision making and risk management;
- compliance with legal and regulatory requirements and internal standards;
- prevention and detection of fraud and errors;
- accuracy, completeness of accounting records and the timely preparation of reliable accounting and financial information.

These procedures have, nonetheless, the inherent limitations of any internal control system, due in particular to technical or human failures.

In accordance with the principles in force within the Group, the internal control system applies over a broad scope aimed at supervising and controlling activities, as well as measuring and monitoring risks on a consolidated basis. This principle, applied by each entity of Crédit Agricole S.A. and its subsidiaries to its own subsidiaries, makes it possible to apply the internal control system according to a pyramidal logic and to all entities. The system implemented by Crédit Agricole S.A., which is in line with the standards and principles set out below, is thus deployed in a manner adapted to the different business lines and risks at each of the Crédit Agricole Group's levels in order to best meet the regulatory obligations specific to banking activities.

The resources, tools and reports implemented in this normative environment provide regular information, in particular to the Board of Directors, the Risk Committee, to Executive Management and to management, on the functioning of internal control systems and their adequacy (permanent and periodic control system, reports on risk measurement and monitoring, corrective action plans, etc.).

Refer to the glossary on page 715 for the definition of technical terms.

I. References in terms of internal control

References to internal control are based on the provisions of the French Monetary and Financial Code[1], the Decree of 3 November 2014 as amended on internal control of companies in the banking, payment services and investment services sector subject to control by the French Regulatory and Resolution Supervisory Authority (ACPR), the General Regulation of the AMF and the recommendations on internal control, risk management and solvency issued by the Basel Committee and their European transposition (CRR2/CRD 5).

These national and international standards are supplemented by Crédit Agricole's own internal standards:

- a corpus of communications of a permanent, regulatory nature (external regulations and internal Group rules) and of mandatory application, relating in particular to accounting (Crédit Agricole's accounting plan), financial management, risks and permanent controls, applicable to the entire Crédit Agricole Group;
- Code of Conduct of the Crédit Agricole Group;
- the aggregate of "procedural notes", applicable to Crédit Agricole S.A. relating to organisation, operation or risks. In this context, Crédit Agricole S.A. adopted a set of procedural notes in 2004 to monitor compliance with laws and regulations. This procedural system has since been adapted to regulatory changes and deployed in the Group's entities, particularly in the areas of financial security (prevention of money laundering, fight against terrorist financing, freezing of assets, compliance with embargoes, etc.) or detection of malfunctions in the application of laws, regulations, professional standards and standards of conduct, for example. The procedural notes are updated regularly, as necessary, in particular in light of the regulatory changes and in the scope of supervision on a consolidated basis.

II. Principles for the organisation of the internal control system

In order to ensure that internal control systems are effective and consistent between the Group's various organisational levels, the Crédit Agricole Group has adopted a set of common rules and recommendations based on the implementation of and compliance with fundamental principles.

Thus, each entity of the Crédit Agricole Group (Regional Banks, Crédit Agricole S.A., subsidiaries of credit institutions or investment firms, insurance companies, other, etc.) must apply these principles at its own level.

Fundamental principles

The organisational principles and components of the internal control systems of Crédit Agricole S.A., which are common to all Crédit Agricole Group entities, include obligations in terms of:

- informing the supervisory body (risk strategies, limits set on risk taking, internal control activity and results, significant incidents);
- direct involvement of the management body in the organisation and operation of the internal control system;
- exhaustive coverage of activities and risks, liability of all actors;
- a clear definition of tasks, effective separation of engagement and control functions, formalised and up-to-date delegations;
- formalised and updated standards and procedures.

These principles are complemented by:

- risk measurement, monitoring and control systems: credit, market, liquidity, financial, operational (operational processing, quality of financial and accounting information, IT processes), non-compliance and legal risks;
- a control system, as part of a dynamic and corrective process, including permanent controls carried out by the operational units or by dedicated employees, and periodic controls (carried out by the units of the Group Control and Audit department or by the Audit units);
- the adoption of the Group's remuneration policies (following the deliberations of the Board of Directors of 9 December 2009 and 23 February 2011) and internal control procedures – in accordance with applicable national, European or international regulations, in particular those relating to Capital Requirements Directive (CRD 5), the AIFMD, UCITS V and Solvency 2, the provisions relating to the Volcker Rule, the French banking separation act (*Loi de séparation bancaire*) and MiFID, as well as the professional banking recommendations relating to, on the one hand, the adequacy between the remuneration policy and the risk control objectives, the adequacy between the remuneration policy and the risk control objectives, and on the other hand the remuneration of the members of the executive bodies and that of the risk takers (see Part I of this report).

System monitoring

In application of the decree of 3 November 2014, amended in 2021, an obligation has been imposed on each entity or business line manager, each manager, each employee and each Group body to be able to report and justify, at any time, the proper control of its activities and the risks involved, in accordance with the standards for the exercise of banking and financial professions, in order to ensure the long-term security of each activity and each development project and to adapt the control measures to be implemented to the intensity of the risks incurred.

This requirement is based on organisational principles and an architecture of responsibilities, operating and decision-making procedures, controls and reporting to be implemented in a formal and effective manner at each level of the Group: central functions, business lines, subsidiaries, operational units and support functions.

Group Internal Control Committee

The Internal Control Committee of the Group and of Crédit Agricole S.A., the umbrella body for steering the systems, met regularly under the chairmanship of the Chief Executive Officer of Crédit Agricole S.A.

By its nature, the purpose of this Committee is to examine internal control issues common to the entire Group (Crédit Agricole S.A., subsidiaries of Crédit Agricole S.A., Regional Banks, common resource structures) and to ensure the consistency and effectiveness of internal control on a consolidated basis. The Internal Control Committee, a decision-making body with binding decisions, is composed of Crédit Agricole S.A. employee executives. As such, it is distinguished from the Risk Committee, which is a division of the Board of Directors, and is responsible for coordinating the three control functions: Internal audit, Risk management, Compliance monitoring.

Three functions operating throughout the Group

The Group Chief Risk Officer, the Head of the Group Control and Audit department and the Group Head of Compliance report directly to the Chief Executive Officer of Crédit Agricole S.A. and have access to the Risk Committee and the Board of Directors of Crédit Agricole S.A.

In addition, under the decree of 3 November 2014, as amended, on the internal control of companies in the banking, payment services and investment services sector that are subject to the supervision of the French Regulatory and Resolution Supervisory Authority, the Group Chief Risk Officer has been designated as the person in charge of risk management for Crédit Agricole S.A. as well as for the Crédit Agricole Group.

(1) Article L. 511-41.

The audit functions are responsible for supporting the business lines and operational units to ensure the regularity, safety and efficiency of operations. In this capacity they carry out:

- the management and control of credit, market, liquidity, financial and operational risks by the Group Risk Management department, which is also responsible for the ultimate control of accounting and financial information and for monitoring deployment by the Group IT Security Officer of information systems security and business continuity plans;
- the prevention and control of non-compliance risks by the Group Compliance department, which ensures in particular the prevention of money laundering, the fight against terrorist financing, the prevention of fraud, compliance with embargoes and asset freezing obligations;
- independent and periodic control of the proper functioning of all entities of the Crédit Agricole Group by the Group Control and Audit department.

In addition to the involvement of the various control functions, the other central functions of Crédit Agricole S.A. and its departments and business lines contribute to the implementation of internal control systems on a consolidated basis, whether within specialised committees or through actions to standardise procedures and centralise data.

Organised as a business line, the Legal Affairs department has two main objectives: to control legal risk, which can give rise to disputes and liabilities, whether civil, disciplinary or criminal, and to provide the legal support needed by entities to enable them to carry out their activities, while controlling legal risks and minimising associated costs.

With regard to Crédit Agricole S.A. and its subsidiaries

The functions, departments and business lines are themselves supported by decentralised mechanisms within each of the legal entities, which are first-tier subsidiaries and are part of the consolidated supervisory scope of Crédit Agricole S.A., and include:

- quarterly Internal Control Committee meetings, which are decision-making and binding in nature, consisting of an executive director of the entity and representatives of the control functions of the entity and of Crédit Agricole S.A., responsible in particular for steering the internal control system implemented in the entity, examining the main risks to which the entity is exposed, critically evaluating the internal control systems and the audit action, monitoring missions and taking any necessary corrective measures;
- special Committees that are specific to each entity;
- a network of correspondents and authorities dedicated to each business line.

With regard to the Crédit Agricole Regional Banks

For the Regional Banks, the application of all the Group's rules is made possible by the dissemination of national recommendations on internal control by the plenary Internal Control Committee of the Regional Banks and by the activity of the central control functions of Crédit Agricole S.A. The Plenary Committee is responsible for strengthening the management of the Regional Banks' internal control systems and is composed of Chief Executive Officers, senior managers and heads of the Regional Banks' audit functions, as well as representatives of Crédit Agricole S.A. Its activities are extended through regular regional meetings and working and information meetings between the heads of the audit functions of Crédit Agricole S.A. and their counterparts in the Regional Banks.

The role of Crédit Agricole S.A. as a corporate centre requires it to be very active and vigilant in terms of internal control. In particular, specific monitoring of the risks and controls of the Regional Banks is carried out at Crédit Agricole S.A. by dedicated units of the Group Risk Management department and by the Group Compliance department.

Role of the Board of Directors

The Board of Directors of Crédit Agricole S.A. is aware of the Company's general organisation. It approves the Group's general organisation and internal control system and defines the Group's risk appetite in an annual statement. It is informed of the organisation, activity and results of internal controls. Other than the information it regularly receives, it has access to the Annual Report and the half-yearly presentation on internal controls, such in accordance with banking regulations and standards defined by Crédit Agricole S.A. The Chairman of the Board of Directors of Crédit Agricole S.A. receives detailed summary notes presenting the conclusions of the Group Control and Audit department's missions.

The Board is informed, through the Risk Committee, of the main risks incurred by the Company and the significant incidents revealed by the internal control and risk management systems.

The Chairman of the Risk Committee of Crédit Agricole S.A. reports to the Board on the work of the Committee, and in particular on the annual report on internal controls and on risk measurement and monitoring. By the date of the General Meeting, the Annual Report will have been presented to the Risk Committee, forwarded in due course to the French Regulatory and Resolution Supervisory Authority (Autorité de contrôle prudentiel et de résolution – ACPR), and to the Statutory Auditors. It will also have been presented to the Board of Directors.

Role of the Chief Executive Officer in internal control

The Chief Executive Officer (CEO) defines the general organisation of the Company and ensures its efficient implementation by qualified and competent persons. He is directly and personally involved in the organisation and operation of the internal control system. In particular, the CEO sets out the roles and responsibilities for internal control and allocates appropriate resources to it.

The CEO ensures that the risk strategies and limits are compatible with the financial position (equity levels, results) and the strategies adopted by the Board of Directors, as part of the Group's Risk Appetite Statement.

The CEO ensures that risk identification and measurement systems, adapted to the Company's activities and organisation, are adopted. The CEO also ensures that the main information from these systems is regularly reported to him.

The CEO personally assures that the internal control system is constantly monitored to ensure its adequacy and effectiveness. The CEO is informed of any malfunctions that the internal control system would identify and of the corrective measures proposed. In this respect, the Chief Executive Officer receives detailed summary notes presenting the conclusions of the Group Control and Audit department's missions.

III. Specific internal control systems and risk control and monitoring systems of Crédit Agricole S.A.

Crédit Agricole S.A. implements processes and mechanisms for measuring, monitoring and controlling its risks (counterparty, market, operational, financial and other risks) adapted to its activities and organisation, which are an integral part of the internal control system and are periodically reported to the management body, the supervisory body and the Risk Committee, in particular via reports on internal control and risk measurement and monitoring.

Detailed information on risk management is presented in the chapter "Risk Management" and in the notes to the consolidated financial statements dedicated to these (Note 3).

Refer to the glossary on page 715 for the definition of technical terms.

Risk Management and Permanent Controls function

The Risk Management business line was created in 2006 pursuant to amendments to Regulation 97-02 (repealed and replaced by the decree of 3 November 2014, as amended, on the internal control of companies in the banking, payment services and investment services sector subject to the supervision of the French Regulatory and Resolution Supervisory Authority).

The Risk Management business line is responsible for both the overall management and the permanent control of the Group's risks: credit, financial and operational risks, in particular those related to the quality of financial and accounting information, physical security and information systems, business continuity and the supervision of outsourced essential services.

Risk management is based on a Group system whereby the strategies of the business lines, including in the event of the launch of new activities or new products, are the subject of a risk notice, and risk limits are formalised in the risk strategies for each sensitive entity and activity. These limits are reviewed at least once a year or in the event of a change in an activity or risks and are validated by the Group Risk Committee. They are accompanied by cross-Group limits, particularly on major counterparties. The mapping of potential risks, the measurement and monitoring of proven risks are regularly adjusted with regard to the activity.

Audit plans are adapted to changes in the activity and the risks, to which they are proportionate.

The business line is placed under the responsibility of the Group Chief Risk Officer, who is independent of any operational function and reports to the Group Chief Executive Officer. It consists of the cross functions of Crédit Agricole S.A. (Group Risk department) and the decentralised Risk Management and Permanent Controls functions, working closely with the business lines at the level of each Group entity in France and around the world. The Risk Management business line employed around 2,995 people at end-2020 (in full-time equivalent) within the scope of the Crédit Agricole Group.

The business line operates through structured governance bodies, including the Internal Control Committees, the Group Risk Committee, under which executive management approves the Group's strategies and is informed of the level of its risks, the Regional Banks' Risk Monitoring Committee, the Group Security Committee, the Standards and Models Committee, the Basel Recommendations Steering Committee, the Business Line Monitoring Committees, which include the Group Risk department and subsidiaries at predefined intervals, and various committees in charge of rating systems and information systems. The Group Risk Monitoring Committee, chaired by the Group Chief Executive Officer, meets twice a month and is responsible for monitoring the emergence of risks in order to identify appropriate guidelines.

Central Risk Management and Permanent Control functions of Crédit Agricole S.A.

Within Crédit Agricole S.A., the Group Risk department is responsible for the overall management of the Group's risks and permanent control systems.

Global Group risk management

The consolidated measurement and management of all Group risks is carried out centrally by the Group Risk department, with units specialised by risk type that define and implement consolidation and risk management measures (standards, methodologies, information systems).

The Group Risk department also has a "business line risk management" function in charge of the global and individualised relationship with each of the subsidiaries of Crédit Agricole S.A. and the Regional banks.

Group risks are monitored by the business line risk management units, in particular through the Group Risk Committee and the Regional Banks' Risk Monitoring Committee.

It is also carried out through an alert procedure applied to all entities and which allows the most significant risks to be presented to a Specific Committee on a bi-monthly basis (Alert Monitoring Committee).

Crédit Agricole S.A. measures its risks in an exhaustive and precise manner, namely by integrating all categories of commitments (on- and off-balance sheet) and positions, consolidating commitments on companies belonging to the same group, aggregating all portfolios and distinguishing risk levels.

This is supplemented by ad hoc measurements of risk profile distortion under stress scenarios and a regular assessment based on various scenario types.

In addition to regulatory exercises, from an internal management viewpoint, stress tests are carried out at least once a year by all entities. This work is performed in particular as part of the annual budgetary process to strengthen the practice of measuring the sensitivity of the Group's risks and income statement and its various components to a significant downturn in the economy. This global stress testing is supplemented by sensitivity tests on the main portfolios.

Risk monitoring by Crédit Agricole S.A., its subsidiaries and the Regional Banks on an individual or collective basis requires a system to monitor the overruns and their regularisation, the operation of accounts, the correct classification of receivables in accordance with current regulations (in particular impaired loans), the adequacy of the level of provisioning for risks under the supervision of the Risk Committees, and the periodic review of the main risks and portfolios, in particular for sensitive business.

In a context of contrasting and uncertain risk, Crédit Agricole S.A. pursues a policy of actively reviewing the risk policies and strategies applied by its subsidiaries. Moreover, the Group's main cross-functional portfolios (housing, energy, professionals and farmers, consumer finance, private equity, etc.) have been analysed by the Group Risk Committee (CRG). The scope of risks covered in the risk strategies reviewed by the CRG also includes model risks, operational risks and conglomerate risks and environmental risk.

Alert and escalation procedures are in place in the event of a prolonged anomaly, depending on its materiality.

Permanent control of operational risks

The Group Risk department coordinates the Permanent Controls system (definition of key control indicators by type of risk, deployment of a single software platform integrating the assessment of operational risks and the results of permanent controls, organisation of reporting of control results to the various consolidation levels concerned within the Group).

Decentralised Risk Management and Permanent Control functions, at the level of each of the Group's business lines

Within Crédit Agricole S.A.

The function operates using a hierarchical organisation, with a risk manager (RFGR) appointed at each subsidiary or business line. The business line RFGR reports hierarchically to the Group Chief Risk Officer and functionally to the management body of the relevant entity. This positioning ensures the independence of the local Risk Management and Permanent Controls departments.

Each subsidiary or business line, under the responsibility of its RFGR, obtains the necessary resources to ensure the management of its risks and the compliance of its permanent control system, in order to implement a full-fledged function (exhaustive and consolidated vision of risks, likely to guarantee the sustainability of the entity over its entire scope of supervision on a consolidated basis).

The relationship between each subsidiary or business line and Group Risk department is organised around the following main elements:

- implementation by each subsidiary or business line of the Group's cross-functional standards and procedures, developed by the Group Risk department;
- determination for each subsidiary or business line of a risk strategy, validated by the Group Risk Committee on the advice of the Group Risk department, specifying in particular the entity's overall commitment limits;
- principle of delegation of powers from the Group RFGR to the business RFGRs that are hierarchically linked to it in the performance of their duties, subject to transparency and alerting the latter to the Group Risk department.

Within the scope of the Regional Banks

Banking regulations relating to risks apply to each of the Regional Banks individually. Each is responsible for its own permanent risk and control system and has a risk manager (RFGR) – who reports to its Chief Executive Officer – in charge of risk management and permanent controls. The RCPR may also be responsible for the duties of the Compliance Officer. If this is not the case, the Compliance Officer reports directly to an executive director.

Moreover, as the corporate centre, Crédit Agricole S.A., via the Group Risk department, consolidates the risks carried by the Regional Banks and has the role of standardising, monitoring, coordinating and managing the Risk Management business line in the Regional Banks, in particular by disseminating the necessary standards to them, in particular for the implementation of a permanent control system at Group level.

In addition, the significant credit risks taken by the Regional Banks are presented for partial guarantee to Foncaris, a credit institution and wholly owned subsidiary of Crédit Agricole S.A. The obligation imposed on the Regional Banks to request a counter-guarantee from Foncaris on their main operations (above a threshold defined between the Regional Banks and Foncaris) thus provides the corporate centre with an effective tool enabling it to assess the associated risk before accepting it.

Internal control system for business continuity and information system security plans

The internal control system implemented makes it possible to provide the Group's security governance bodies with periodic reporting on the position of the main entities with regard to risk monitoring relating to business continuity plans and information system security.

Business continuity plans

With regard to IT backup plans, the IT productions of most of the subsidiaries of Crédit Agricole S.A. and of the 39 Regional Banks hosted on the Greenfield secure bi-site structurally benefit from backup solutions from one site to another.

These solutions are tested on a recurring basis for Crédit Agricole S.A. and its subsidiaries. The Regional Banks follow the same process in terms of testing.

The subsidiaries of Crédit Agricole S.A. for which IT is not managed by Greenfield have IT backup solutions that are regularly tested with reasonable assurance of restart in the event of a disaster.

With regard to user back-up plans, the Group has partially dismantled the physical bi-site back-up system and replaced it with a massive teleworking system that was broadly tested during the Covid-19 crisis. However, certain activities (trading room) still have a physical back-up site and the Group has developed cross-functional use of its entities' premises.

In addition, and in accordance with Group policy, most entities are able to cope with a massive viral attack on workstations through the use of adapted solutions (physical back-up site, workstation matrixing bench and crisis PCs in stock).

Information Systems Security

The Crédit Agricole Group continued to reinforce its resilience to the scale of IT risks, particularly cyber threats, in terms of organisation and projects.

Group security governance has been implemented with a Group Security Committee (CSG) which is the decision-making and executive body that defines the Group's security strategy by domain, integrating the orientations of Group security policies into it, determines Group security projects, supervises the execution of the strategy on the basis of indicators for managing Group projects and applying policies, and finally assesses the Group's level of control in the four areas falling within its competence: business continuity plan, data protection, personal and property security and information system security.

The Information Systems Risk Manager (*Manager des risques systèmes d'information* – MRSI) and Chief Information Security Officer (CISO) functions are now deployed in most of the Group's entities: the MRSI, who reports to the risk manager (RFGR - *responsable de la fonction Gestion des risques*), consolidates the information to act as a second set of eyes.

Internal control system for accounting and financial information

In keeping with the applicable rules within the Group, the organisational principles and responsibilities of the Group Finance department functions are set out in an operational note.

The Finance function is organised as a Business line within Crédit Agricole S.A. The chief financial officers of the Group's subsidiaries report hierarchically to the head of the business line or subsidiary and functionally to the Deputy General Manager, Chief Monitoring Officer. The central Finance function defines the financial strategy, in conjunction with other departments within Crédit Agricole S.A. where necessary, and determines and/or validates the standards and methods applicable in the Group in terms of accounting and regulatory information, taxation, solvency and the management of liquidity, interest rate and foreign exchange risks. It also ensures that these standards and methods are disseminated to and implemented by all the Groups entities.

At subsidiary level, the Finance department acts as a relay among subsidiaries, circulating the Group's standards and principles in these areas, in line with each business line's specific attributes. In some cases, it also constitutes an intermediate level for preparation of the business line's accounting and business management information. Each Risk Management and Permanent Controls department in a subsidiary within the Group is also responsible for producing the risk data used to prepare financial information and for implementing controls to ensure that this information is accurately reconciled to accounting data.

Each entity is equipped with the means to ensure the quality of the accounting, management and risk data transmitted to the Group in line with consolidation requirements, in particular with regard to the following aspects: compliance with the standards applicable to the Group, consistency with the parent company financial statements approved by its supervisory body, reconciliation of accounting and management reporting figures.

Within the Group Finance department, the reported accounting and financial information is prepared by three main functions: Accounting, Management Control and Financial Communication.

Refer to the glossary on page 715 for the definition of technical terms.

Accounting

The main purpose of the Accounting function is to draw up the parent company financial statements of Crédit Agricole S.A., the consolidated financial statements of Crédit Agricole S.A., its subsidiaries and Crédit Agricole Group, including segment information for Crédit Agricole S.A. based on the definition of the business lines for financial reporting purposes and in compliance with IFRS 8. To fulfil this purpose, the Accounting function, in accordance with applicable regulations, defines and circulates the accounting standards and principles that apply to the Group. It oversees the accounting framework, lays down the rules governing the architecture of the accounting information and regulatory reporting system, and manages the accounting processes for consolidation of the financial statements and regulatory reporting.

Management Control

For the preparation of financial information, the Group Management Control function, within the Financial Steering department, defines the rules for allocating economic capital (definition, allocation policy), consolidates, prepares and quantifies the budget and the Medium-Term Plan for Crédit Agricole S.A., and monitors the budget. To meet this objective, Group Management Control defines the management control procedures and methods and the structure and management regulations for the Group management control system.

Financial Communication

Crédit Agricole S.A.'s Financial Communication function ensures message consistency across all investor categories. It is responsible for information published in press releases and presentations to shareholders, financial analysts, institutional investors, rating agencies, as well as information contained in documents subject to approval by the French financial market authority (AMF). In this respect, working under the responsibility of the Chief Executive Officer and Crédit Agricole S.A.'s Deputy General Manager in charge of the Steering division, the Financial Communication function provides the materials used as the basis for presentations of Crédit Agricole S.A. results, financial structure and changes in business lines, as needed to enable third parties to formulate an opinion, particularly on the Group's financial strength, profitability and outlook.

Procedures for the preparation and processing of accounting and financial information

Each Group entity has responsibility, vis-à-vis the Group and the regulatory authorities to which it reports, for its parent company financial statements, which are approved by its supervisory body. Depending on the entity's size, these financial statements are subject to prior review by the entity's Audit Committee, if it has one.

As for the Crédit Agricole Regional Banks, once their financial statements are drawn up, they are approved by the Accounting and Regulatory Information department of Crédit Agricole S.A.; this is one of its responsibilities as corporate centre. The Crédit Agricole S.A. Group's consolidated financial statements are submitted to the Audit Committee and approved by the Board of Directors of Crédit Agricole S.A.

Most published financial information is based on accounting data and on management and risk data.

Accounting data

Figures for each individual entity are drawn up in accordance with the accounting standards applicable in the country in which the entity operates. For the purposes of preparing the Group's consolidated financial statements, local financial statements are restated to be conforming with IFRS policies and principles, as adopted by Crédit Agricole S.A.

Management data

Management data is produced by the Group Finance department or the Group Risk Management department. The data are reported in anticipation of definitive accounting data in accordance with the same definition and granularity standards and are used as inputs to the Group's internal management reporting.

Furthermore, external sources of information (such as the European Central Bank and Banque de France) may be used for management data, particularly for calculating market shares.

In accordance with AMF and ESMA (the European Securities and Markets Authority) recommendations, the use of management data for preparing published financial information must comply with the following guidelines:

- classification of the types of financial information published: historical information, pro forma data, projections or trends;
- a clear description of the sources from which the financial information was drawn. When published data are not extracted directly from accounting information, the sources and definition of calculation methods are mentioned;
- comparability of figures and indicators over time, which implies ongoing use of the same sources, calculation methods and methodologies.

Description of the Permanent Accounting Control system

The purpose of the Permanent Accounting Control system is to ensure that coverage of accounting risks likely to affect the quality of accounting information and regulatory reporting is satisfactory and effective.

Reporting hierarchically to the Group Financial Risk Department, the function's duties are carried out by the Accounting Control department, which is responsible for:

- the permanent control of the Operational departments of the Group Finance department, excluding the Financial steering department of Crédit Agricole S.A. corporate entity;
- the management of the permanent accounting control systems of all Crédit Agricole Group entities, in close collaboration with the network of accounting controllers in the Regional Banks and subsidiaries.

The following duties are carried out:

- performing the permanent controls applicable to the departments within Crédit Agricole S.A. corporate entity under its responsibility;
- coordinating governance of the permanent control for the departments within Crédit Agricole S.A. under its responsibility;
- outlining the accounting control methodologies, within the Crédit Agricole Group;
- ensuring oversight and supervision of the permanent accounting control systems implemented within the Group's subsidiaries and Regional Banks;
- issuing opinions on accounting risk in connection with Risk strategies presented by the entities based on in-depth analyses of the permanent accounting control systems. Work conducted by the Permanent Accounting Control team, which is responsible for second-level accounting controls in the Accounting and Regulatory Information department of Crédit Agricole S.A., showed a generally satisfactory level of maturity in the processes. Ad hoc studies were carried out and did not reveal any major irregularities. Action plans aimed at better managing the risks of the controlled processes were recommended. Follow-up of these plans has been set up.

Work on the Updated Accounting Control Guide (*Guide du contrôle comptable*), which began in 2020, was finalised in 2021. This document, which was drawn up in 2010 and first updated in 2015, was disseminated by means of a Procedural Note and Yellow Newsletter ("*Lettre jaune*")

Refer to the glossary on page 715 for the definition of technical terms.

to all Crédit Agricole Group entities: NP 2022-01/LJ 2022-001 "Guide to Accounting Control and Regulatory Reporting". This reference document for all the 2.1 and 2.2 accounting controllers of Crédit Agricole Group incorporates controls on new reporting in addition to requests issued by the French anti-corruption authority (AFA – *Agence française anticorruption*) on preventing corruption risk as defined in the 2016 Sapin 2 law.

Relations with the Statutory Auditors

The Universal Registration Document, its updates, the securities notes and the prospectuses prepared for new debt or share issues, which contain comprehensive financial information, are subject to approval by or registration with the AMF.

In accordance with applicable professional standards, the Statutory Auditors perform those procedures they deem appropriate on published accounting and financial information:

- audit of the parent company and consolidated financial statements;
- review of interim consolidated financial statements;
- read through of quarterly financial information and materials used as a basis for presenting financial information to financial analysts.

As part of the duties assigned to them by law, the Statutory Auditors submit to Crédit Agricole S.A.'s Audit Committee their overall work programme, the various spot checks they have carried out, the conclusions of their work on the accounting and financial information they have reviewed in carrying out their assignment, as well as any significant weaknesses of the internal controls cited, with regards to the procedures used for the preparation and processing of accounting and financial information.

Non-compliance risk prevention and controls

See Part 2.10 "Non-compliance risks" below.

Periodic control

The Group Control and Audit department, which reports directly to the Chief Executive Officer of Crédit Agricole S.A., is the highest level of control within the Crédit Agricole Group. Its sole responsibility is to ensure the Crédit Agricole Group's periodic control through the missions it carries out, the management of Crédit Agricole S.A.'s Audit-Control business line, which is hierarchically attached to it, and the management of the internal audit units of the Regional Banks.

Based on an updated risk mapping approach resulting in an audit cycle generally lasting between two and five years, it conducts on-site and documentary audits in the Regional Banks, units of Crédit Agricole S.A. and its subsidiaries, including when they have their own internal audit and control units, as part of a coordinated approach to audit plans.

These periodic audits include a critical review of the internal control system put in place by the audited entities. These procedures are designed to provide reasonable assurance on the effectiveness of the system in terms of operational safety, risk control and compliance with external and internal rules.

Within the audited entities, they consist in particular in ensuring compliance with external and internal regulations, assessing the safety and effectiveness of operating procedures, ensuring the adequacy of systems for measuring and monitoring risks of all kinds and verifying the reliability of accounting information.

Thanks to its specialised audit teams, the Group Control and Audit department conducts several IT assignments each year on the information systems of the Group's entities as well as current issues, largely related to IT security, or in the field of models in the context of calculating the entities' or the Group's capital requirements. Finally, as required by regulations, the Group Control and Audit department carries out audits of outsourced essential services of interest to the Group or to the financial community.

The Group Control and Audit department also provides centralised monitoring of the Audit-Control business line for all subsidiaries and leads the periodic control of the Regional Banks, thereby enhancing the effectiveness of controls by harmonising audit practices at their best level, to ensure the security and regularity of operations in the various Group entities and to develop common areas of expertise. At end-2020, the business line had 1,210 full-time equivalent employees within Crédit Agricole S.A. (including the Group Control and Audit department) and the Regional Banks.

Joint audit engagements of the Group Control and Audit department and the audit departments of subsidiaries are regularly carried out, which contributes to exchanges on best audit practices. Particular importance is given to thematic and transversal investigations.

In addition, the Group Control and Audit department ensures, within the framework of the Internal Control Committees of the relevant Group subsidiaries – in which the Executive Management, the Head of Internal Audit, the Head of Risk Management and Permanent Controls and the Compliance Officer of each entity participate – that audit plans are properly carried out, that risks are properly controlled and, more generally, that each entity's internal control systems are adequate.

The assignments carried out by the Control and Audit department of Crédit Agricole S.A., the audit-control units or any external audit (regulatory authorities, external firms where applicable) are subject to a formal monitoring system for regulatory controlled monitoring assignments, which are included in the audit plan on a minimum half-yearly basis. For each of the recommendations made at the end of these assignments, the system makes it possible to ensure the progress of the planned corrective actions, implemented according to a precise timetable, according to their priority level, and for the Head of the Group Control and Audit department to exercise, if necessary, the duty to alert the supervisory body and the Risk Committee pursuant to Article 26 b) of the decree of 3 November 2014, as amended, on the internal control of companies in the banking, payment services and investment services sector subject to the supervision of the French Regulatory and Resolution Supervisory Authority.

In accordance with Article 23 of this Order, the Head of the Group Control and Audit department reports to the Board of Directors of Crédit Agricole S.A. regarding the performance of the engagements.

The Audit-Control business line consisted of 1,196 full-time equivalent employees, at end-2021:

- 752 at Crédit Agricole S.A and its subsidiaries;
- 444 within the scope of the Regional Banks.

Refer to the glossary on page 715 for the definition of technical terms.

2.4 CREDIT RISK

A credit risk is realised when a counterparty is unable to honour its obligations and when the carrying amount of these obligations in the bank's books is positive. The counterparty may be a bank, an industrial or commercial enterprise, a government and its various controlled entities, an investment fund, or an individual person.

Definition of default

The definition of default used in management, which is the same as the one used for regulatory calculations, changed in 2020 in line with the regulatory requirements relating to the new default in the various Group entities.

A debtor is, therefore, considered to be in default when at least one of the following conditions has been met:

- a payment arrear of more than 90 days past due and above the regulatory materiality thresholds, unless specific circumstances demonstrate that the delay is due to reasons independent of the debtor's financial situation;
- the entity believes that the debtor is unlikely to settle its credit obligations unless it avails itself of certain measures such as enforcement of collateral security right.

The exposure may be a loan, debt security, deed of property, performance exchange contract, performance bond or unutilised confirmed commitment. The risk also includes the settlement risk inherent in any transaction entailing an exchange of cash or physical goods outside a secure settlement system.

Restructured loans

Restructuring as defined by the EBA (forbearance) consists of all changes made to one or more credit agreements, as well as to refinancings, agreed to by virtue of a customer's financial difficulties.

Once the restructuring as defined by the EBA has been carried out, the exposure continues to be classified as "restructured" for at least two years, if the exposure was performing when restructured, and three years if the exposure was in default when restructured. These periods are extended when certain events covered by the Group standards occur (further incidents for example).

In this respect, Group entities have put in place solutions to identify and manage these exposures, tailored to their specificities and to their business lines, depending on the circumstances: based on expert judgement, algorithmic solutions or a combination of these two approaches. These solutions have been maintained and tailored as necessary to the public health crisis situation, in compliance with EBA guidelines. These mechanisms also make it possible to satisfy the requirement to produce quarterly regulatory statements on this matter.

The volume of loans in forbearance under the ITS 2013-03 definition are given in the accompanying Note 3.1. The accounting policies and principles applicable to receivables are specified in Note 1.2 to the Group's consolidated financial statements.

I. Objectives and policy

Credit risk-taking by Crédit Agricole S.A. and its subsidiaries is subject to the risk appetite of the Group and entities and risk strategies confirmed by the Board of Directors and approved by the Group Risk Committee, a sub-committee of Crédit Agricole S.A. Executive Committee chaired by the Chief Executive Officer. Risk strategies are adjusted to each business line and its development plan. They set out overall limits, intervention criteria (types of eligible counterparties, nature and maturity of eligible products, collateral required) and arrangements for delegating decision-making authority. These risk strategies are adjusted as required for each business line, entity, business sector or country. Business lines are responsible for complying with these risk strategies, and compliance is controlled by the Risk Management and Permanent Controls Officers.

Crédit Agricole Corporate and Investment Bank also carries out active portfolio management, in order to reduce the main concentration risks borne by the Crédit Agricole S.A. Group. The Group uses market instruments, such as credit derivatives or securitisation mechanisms, to reduce and diversify counterparty risk and enable it to optimise its use of capital. Similarly, potential risk concentration is mitigated by syndication of loans with external banks and use of risk hedging instruments (credit insurance, derivatives).

Crédit Agricole S.A. and its subsidiaries seek to diversify their risks in order to limit their exposure to credit and counterparty risks, particularly in the event of a crisis affecting a particular industry or country. To this end, Crédit Agricole S.A. and its subsidiaries regularly monitor their total exposures by counterparty, by trading portfolio, by business sector and by country, using different internal calculation methods depending on the type of exposure (see in particular Section II.2.2 "Credit risk measurement").

To reduce the risk associated with the deterioration of the quality of its exposure to credit and counterparty risks, the Group may apply a hedging strategy consisting notably of the purchase of credit derivatives (see Credit risks under paragraph 2.4.II.4.3 "Use of credit derivatives", Market risks under Section 2.5.III.2. "Use of credit derivatives" and Asset and liability management Part 2.6.V "Hedging policy").

When the risk is proven, an individual or portfolio-based impairment policy is implemented.

In particular, with respect to counterparty risk on market transactions, the Group's policy on credit reserves constitution on this type of risk is similar to credit risk, with a credit valuation adjustment (CVA) for sound customers that is economically comparable to a collective provision, and for defaulted counterparties, an individual provision sized in accordance with the derivative instrument position, taking into account the CVA amount already provisioned prior to the default.

In case of default, the impairment is assessed in accordance with the same principles as those governing the credit risk provisioning policy: expected loss amount depending on the derivative instrument rank in the waterfall. But it takes into account the CVA process, with two possible outcomes: either derivatives are left in place (CVA or individual impairment), or they are unwound (individual impairment).

II. Credit risk management

1. General principles of risk-taking

All credit transactions require in-depth analysis of the customer's ability to repay the debt and the most efficient way of structuring the transaction, particularly in terms of security and maturity. This analysis must comply with the risk strategy of the business line or entity concerned and with all limits in force, both individual and aggregate. The final commitment decision is based on an internal rating and is taken by the commitment units or by the Credit Committees, on the basis of an independent opinion given by a representative of the Risk Management and Permanent Controls business line as part of the authorisation system in place. The Group Risk Committee and its Chair constitute the Group's ultimate decision-making authority.

Each lending decision requires a risk-return analysis. For the Corporate and Investment bank this means an ex ante calculation of the profitability of the transaction.

In addition, the principle of an individual risk limit applies to all types of counterparty, whether corporates, banks, financial institutions, public sector or semi-public sector entities.

2. Risk measurement methods and systems

2.1 Internal rating systems and credit risk consolidation systems

The internal rating systems cover all of the methods, procedures and controls used for assessment of credit risk, rating of borrowers and estimation of losses given default by the borrower. Governance of the internal rating system relies on the Standards and Methodology Committee (Comité des normes et méthodologies – CNM), chaired by the Head of Group Risk Management and Permanent Controls, who is responsible for the validation and circulation of risk measurement and control standards and methodologies within the Crédit Agricole Group. In particular, the CNM reviews:

- the rules for identifying and measuring risks, in particular, counterparty rating methods, credit scoring and Basel risk parameter estimates (probability of default, credit conversion factor, loss given default) and related organisational procedures;
- the segmentation between retail customers and large customers, with related procedures such as risk consolidation information system data entry;
- the performance of rating and risk assessment methods by reviewing back-testing results at least once a year;
- the use of ratings (validation of common syntaxes, glossaries and benchmarks).

For retail customers, including loans to individuals (in particular, home loans and consumer finance) and small businesses, each entity is responsible for defining, implementing and substantiating its rating system, in accordance with the Group standards established by Crédit Agricole S.A.

LCL and the consumer finance subsidiaries (Crédit Agricole Consumer Finance) have their own rating systems. Crédit Agricole Regional Banks have shared risk assessment models which are managed at Crédit Agricole S.A. level. Procedures for back-testing the parameters used in calculating the regulatory capital requirements have been defined and are operational in all entities. The internal models used by the Group are based on statistical models established on explanatory behavioural variables (e.g. average current account balance) and identifying variables (e.g. business sector). The approach taken can be either customer-centred (Individual Customers, Farmers, Small Businesses and Very Small Enterprises), or product-centred. The estimated one-year probability of default, to which the rating relates, is updated on a yearly basis.

For the large customer category, a single fifteen-grade rating scale has been established on the basis of a segmentation of risk so as to provide a uniform view of default risk “over a full business cycle”. It has 13 ratings (A+ to E-) categorising counterparties not in default and two ratings (F and Z) categorising counterparties in default.

Comparison between the Group ratings and the rating agencies

Crédit Agricole Group	A+	A	B+	B	C+	C	C-	D+	D	D-	E+	E	E-
S&P/Fitch	AAA	AA+	AA/AA-	A+/A/A-	BBB+	BBB+	BBB-	BB+/BB	BB-	B+/B	B-	CCC+	CCC/ CCC-/ CC/C
Moody’s	Aaa	Aa1	Aa2	Aa3/A1/ A2/A3	Baa1	Baa2	Baa3	Ba1/Ba2	Ba3	B1/B2/B3	Caa1	Caa2	Caa3/Ca/C
Benchmark PD	(0% - 0.01%)	(0.01% - 0.02%)	(0.02% - 0.04%)	(0.04% - 0.10%)	(0.10% - 0.20%)	(0.20% - 0.30%)	(0.30% - 0.60%)	(0.60% - 1.00%)	(1.00% - 1.90%)	(1.90% - 4.90%)	(4.90% - 11.80%)	(11.80% - 19.80%)	(19.80% - 100%)

Within Crédit Agricole Group, the large customer category comprises primarily sovereigns and central banks, corporates, local authorities, specialised financings as well as banks, insurance companies, asset management companies and other financial companies. An internal rating method tailored to each specific risk profile, based on financial and qualitative criteria, is applied to each type of large customer. For large customers, Crédit Agricole Group entities have common internal rating methodologies. Counterparties are rated, at the latest, when they apply for support and the rating is updated with each renewal or upon any event that could affect risk quality. The rating assigned must be approved by a unit independent of the Front Office. The rating is reviewed at least annually. To ensure that each counterparty has a unique Crédit Agricole Group rating, a single Group entity is responsible for rating said counterparty on behalf of all the entities providing it with support.

Whether relating to large customers or retail customers, the rating oversight system implemented by Crédit Agricole S.A., its subsidiaries and the Regional Banks across the entire rating process concerns:

- the rules for identifying and measuring risks, in particular, the methods used;
- the uniformity in the handling of default events on a consolidated basis;
- the proper utilisation of the internal rating methodologies;
- the reliability of data substantiating the internal rating.

The Standards and Methodology Committee, amongst others, ensures that these principles are respected, in particular, when rating methodologies are approved and during annual back-testing.

Furthermore, Crédit Agricole S.A. and its subsidiaries continue to focus on improving the risk-tracking system for:

- the risk management of third parties and groups which is designed to ensure accurate identification of third parties and groups presenting a risk within the entities and to improve cross-functional risk information management on third parties and groups, which is crucial to ensuring rating uniqueness and consistent allocation of exposures to Basel portfolios;
- the closing process, which aims to guarantee the quality of the process of production of the solvency ratio.

The French Regulatory and Resolution Supervisory Authority (ACPR) has authorised the Crédit Agricole Group to use internal rating systems to calculate regulatory capital requirements for credit risk of its retail and large customer portfolios on the greater part of its scope. During 2021, the European Central Bank authorised the Group to use probability of default models dedicated to property professionals and extend the use of probability of default models relating to leverage buy-outs (LBO) at CRCA and LCL.

Refer to the glossary on page 715 for the definition of technical terms.

Having internal rating systems deployed throughout the Group enables it to implement counterparty risk management based on risk indicators compliant with current regulatory rules. For large customers, the single rating system (identical tools and methods, shared data) which has been implemented for several years now, has helped to improve counterparty monitoring, in particular, for counterparties common to several Group entities. The system has also made it possible to have a common reference framework on which to base standards and procedures, monitoring tools, alert procedures and risk provisioning policies.

Finally, in the Corporate and Investment Banking businesses, expected loss, economic capital and risk-adjusted return measurements are used in the processes for making loan approval decisions, defining risk strategies and setting risk limits.

2.2 Credit risk measurement

The measurement of credit risk exposures includes both drawn facilities and confirmed unutilised facilities.

To measure counterparty risk on market transactions, Crédit Agricole S.A. and its subsidiaries use different types of approaches to estimate the current and potential risk of derivative instruments (such as swaps and structured products).

Crédit Agricole CIB uses an internal methodology to estimate the risk in relation to such instruments, using a net portfolio approach for each customer:

- current risk corresponds to the sum the counterparty would owe in the event of instantaneous default;
- the potential future risk corresponds to the estimated maximum Crédit Agricole CIB's exposure for a given confidence interval.

The methodology used is based on "Monte-Carlo"-type simulations making it possible to assess the risk related to the changes in the market value of a portfolio of derivatives over the derivatives' residual maturity on the basis of a statistical modelling of the change in underlying market parameters.

This model considers the different risk reduction factors, such as the use of offsetting and collateralisation in agreements negotiated with counterparties prior to transactions taking place. It includes also exchanges of collaterals on initial margin for derivative instruments which are not cleared under regulatory thresholds.

Situations of specific risk of unfavourable correlations (risk that an exposure to a derivative is positively correlated with the counterparty's probability of default as a result of a legal tie between this counterparty and the underlying of the derivative) are monitored regularly to identify and integrate such risks in the exposure measurement as recommended by regulations. Situations of general risk of unfavourable correlations (risk that market conditions have a correlated effect on a counterparty's credit quality and derivative exposures with this counterparty) were monitored by means of ad hoc exercises in 2021.

The internal model is used to manage internal limits on transactions with each counterparty and to measure Basel 3 Pillar 2 economic capital by determining the average risk exposure (Expected Positive Exposure) across the portfolio.

As allowed by this regulatory framework, the French Regulatory and Resolution Supervisory Authority (ACPR) authorised Crédit Agricole CIB as of 31 March 2014 to use the internal model method to calculate its capital requirements in respect of counterparty risk. The model uses the Effective Expected Positive Exposure (EEPE) and is applied to all derivatives. The same method is used to calculate credit exposure at default for capital requirement purposes to address the risk of credit value adjustment (CVA).

For the calculation of capital requirements for counterparty risk for repo transactions and derivative transactions at its subsidiaries, Crédit Agricole CIB uses the standardised approach, as does the rest of the Group.

During the year the Group deployed the SA-CCR method of measuring introduced by CRR2 on the standardised scope.

Credit risk on these market transactions is managed in accordance with rules set by the Group. The policy on setting counterparty risk limits is as described above in Section II.1 "Credit risk management – General principles of risk-taking". The techniques used to reduce counterparty risk on market transactions by Crédit Agricole CIB are described in "Credit risk mitigation mechanisms".

The Group includes a Credit Valuation Adjustment (CVA) in its calculation of the fair value of derivative assets. This valuation adjustment is described in the accompanying consolidated Note 1.2 on accounting policies and principles and Note 11.2 on information about financial instruments measured at fair value of the consolidated financial statements.

The positive gross fair value of the contracts, as well as the gains from the offsetting and the guarantees held, and the net exposure on derivative instruments after the impact of offsetting and guarantees are discussed in the accompanying consolidated Note 6.9 on Offsetting – Financial Assets of the consolidated financial statements.

At other Group entities, the base for counterparty risk on market transactions is either calculated by the Crédit Agricole CIB tool under an internal provision of services agreement or based on the regulatory approach.

3. Supervision system of commitments

Rules for dividing and limiting risk exposures, along with specific processes relating to commitments and grant criteria, are used to prevent any excessive concentration of the portfolio and to limit the impact of any underperformance.

3.1 Process for monitoring concentrations by counterparty or group of related counterparties

The consolidated commitments of all Crédit Agricole Group entities are monitored by counterparty and by group of related counterparties. A group of counterparties is a group of French or international legal entities that are connected, regardless of their status and economic activity, enabling the total exposure to the risk of default of this group to be measured on the basis of the exposure of one or more of these entities. Commitments to a counterparty or group of related counterparties include all loans granted by the Group as well as corporate finance transactions, bond portfolios, financing commitments and counterparty risks relating to capital market transactions. Exposure limits for counterparties and groups of related counterparties are recorded in the internal information systems of each subsidiary or business line. When several subsidiaries have a counterparty in common, a Group-level aggregate limit is set on the basis of commitment authorisation limits that depend on the internal rating.

Each operating entity reports the amount of its commitments by risk category on a monthly or quarterly basis to the Group Risk Management and Permanent Controls department. Exposures to major non-bank counterparties, i.e. those on which the aggregate commitments of Crédit Agricole Group exceed €300 million after offsetting, are reported separately to the Group Risk Committee.

At end-2021, the commercial lending commitments of Crédit Agricole S.A. and its subsidiaries, to their ten largest non-sovereign, non-bank customers, amounted to 7.09% of the total non-bank commercial lending portfolio (compared with 6.30% at 31 December 2020). The diversification of the portfolio on an individual basis is satisfactory.

Refer to the glossary on page 715 for the definition of technical terms.

3.2 Portfolio review and sector monitoring process

Periodic portfolio reviews conducted by entity or business line strengthen the monitoring process, thus serving to identify counterparties that are underperforming, update counterparty ratings, monitor risk strategies and check on changes in concentration ratios, for instance, by business sector.

Moreover, the Corporate and Investment Bank has a portfolio modelling tool that it uses to test how well portfolios hold up under stress scenarios.

3.3 Process for monitoring counterparties in default and on credit watch

Counterparties in default and on credit watch are monitored closely by the business lines, in collaboration with the Risk Management and Permanent Controls Officers. They are also the object of formal monitoring by the entities' Sensitive Exposure Committees and of quarterly monitoring by the Group Risk Committee and the Risk Committee on a consolidated basis.

3.4 Consolidated credit risk monitoring process

The Group's credit risk profile is monitored and presented at least every quarter at the Group Risk Committee and the Board of Directors' Meetings using the main changes in the risk position, its supplement and the Group risk appetite dashboard.

In addition, detailed periodic reviews of banking risks, country risks and the main non-banking risks are conducted during Group Risk Committee Meetings.

3.5 Country risk monitoring and management system

Country risk is the risk that economic, financial, political, judicial or social conditions in a country will affect the Bank's financial interests. This risk does not differ in nature from "elementary" risk (credit, market and operational risks), but is an aggregate of risks resulting from vulnerability to a specific political, social, macroeconomic and financial environment. Country risk covers the assessment of the overall risk environment in a country as opposed to sovereign risk, which refers to a government's counterparty risk.

The system for assessing and monitoring country risk within Crédit Agricole Group is based on its own rating methodology. Internal country ratings are based on criteria relating to the financial strength of the government, the banking system and the economy, criteria relating to ability and willingness to pay, governance and political stability.

Annually reviewed limits and risk strategies are applied to each country whose business volume justifies it, with a few exceptions.

This approach is supplemented by scenario analyses aimed at testing the impact of adverse macroeconomic and financial assumptions. These tests provide the Group with an integrated view of the risks to which it may be exposed in situations of extreme tension.

The Group manages and controls its country risks according to the following principles:

- acceptable country risk exposure limits are determined through reviews of country strategies, depending on the portfolio's vulnerability to country risk. The degree of vulnerability is determined by the type and structure of transactions, the quality of counterparties and the term of commitments. The exposure limits may be reviewed more frequently if developments in a particular country make it necessary. These strategies and limits are validated according to the issues in terms of risks by the Crédit Agricole CIB's Strategy and Portfolio Committees (CSP) and Crédit Agricole S.A.'s Group Risk Committee (CRG);
- the Corporate and Investment bank maintains a system for regular assessment of country risk and for updating the country risk rating quarterly for each country in which the Group operates. This rating is produced using an internal country rating model based on various criteria (structural solidity, governance, political stability, ability and willingness to pay). Specific events may cause ratings to be adjusted before the next quarterly review;
- Crédit Agricole CIB's Country and Portfolio Risk department validates transactions whose size, maturity and degree of country risk could affect the quality of the portfolio.

Country risk exposure is monitored and controlled in both quantitative (amount and term of exposure) and qualitative (portfolio vulnerability) terms through regular specific reporting on all exposures to countries.

Western European countries with an internal rating (below B) qualifying them for close country risk monitoring undergo a separate ad hoc monitoring procedure.

Segment information by geographic area is provided in note 5.2 of the notes to the consolidated financial statements.

Moreover, exposures to other countries rated below B are detailed in Chapter III paragraph 2.4 "Country risk" below.

3.6 Credit risk stress testing

Credit risk stress testing is primarily based on satellite models that link changes in credit risk parameters (PD and LGD) to macroeconomic and financial variables. These models are independently reviewed and approved by the Standards and Methodology Committee in the same way as the Basel models. In addition, the quantitative stress testing system is back-tested each year. These satellite models are used for the regulatory stress testing (2021 stress tests done by the EBA, for example) for budgetary stress (or ICAAP stress) and for certain specific portfolio stresses. Moreover, since 1 January 2018 these models also contribute to the calculation of ECLs according to IFRS 9 (see Part IV 1. below).

In line with EBA methodology, the credit risk stress tests employ IFRS 9 Basel parameters (PD, LGD, EAD) conditioned on economic scenarios to estimate the cost of risk including provisions for assets not in default and on Basel parameters to estimate the impact in terms of risk-weighted assets.

The Group Risk department, in collaboration with the relevant business lines and entities, is conducting specific recurring or on-demand exercises to supplement and enhance the various analyses ensuring proper risk monitoring. This work is presented to Executive Management at Group Risk Committee Meetings.

A global credit risk stress test is carried out at least once a year as part of the budgetary process. The works, coordinated by the DRG, involve all Crédit Agricole Group entities and all Basel portfolios, whether they are treated for regulatory purposes using the IRB or Standardised method. The period examined is set at three years (or four years for the 2021 budgetary process). The stress process is part of corporate governance and aims to improve dialogue between risk and finance on the sensitivity of the cost of risk and capital requirements to a downturn in the economic climate. In addition to being used for budgetary purposes and to manage capital requirements, the results of the global credit risk stress tests are a key component of the ICAAP. They are reviewed by the Executive Committee and are also reported to Crédit Agricole S.A. Board of Directors.

Refer to the glossary on page 715 for the definition of technical terms.

4. Credit risk mitigation mechanism

4.1 Collateral and guarantees received

Guarantees or collateral are intended to provide partial or full protection against credit risk.

The principles governing the eligibility, utilisation and management of collateral and guarantees received as security are defined by Crédit Agricole Group's Standards and Methodology Committee (CNM), (in accordance with the CRR/CRD 4 system for the calculation of the solvency ratio).

This common framework, defined in Group standards, ensures a consistent approach across the various Group entities. It notably documents the conditions for prudential recognition, and the valuation and revaluation methods of all the credit risk mitigation techniques that are used: collateral (notably for the financing of assets: property, aircraft, ships, etc.), personal guarantees, public export credit insurers, private credit insurance policies, financial guarantee insurance, credit derivatives, and cash collateral.

The entities are in charge of implementing this framework at the operational level (management, monitoring of valuations, implementation).

Details of collateral commitments received are provided in Notes 3.1 and 9 to the consolidated financial statements.

Regarding financial assets obtained by enforcement of guarantees or credit enhancement measures, the Group's policy is to sell them as soon as possible.

4.2 Use of netting agreements

If a "master" agreement has been signed with a counterparty and said counterparty defaults or enters bankruptcy proceedings, Crédit Agricole S.A. and its subsidiaries apply close out netting, enabling them to terminate current contracts early and to calculate a net balance on the debts and debt obligations in respect of this counterparty. They also use collateralisation techniques to enable securities or cash to be transferred in the form of collateral or transfer of full ownership during the lifetime of the hedged transactions, which can be offset, in the event of default by one of the parties, in order to calculate the net balance of reciprocal debt and debt obligations resulting from the master agreement signed with the counterparty.

4.3 Use of credit derivatives

In managing its corporate financing portfolio Crédit Agricole CIB uses credit derivatives together with a range of risk-transfer instruments, including, in particular, securitisation (see Information under Pillar 3 of Basel 3). The aim is to reduce concentration of corporate credit exposure, diversify the portfolio and reduce loss levels.

At 31 December 2021, the notional amount of protection bought in the form of credit derivatives was €7.2 billion (€6.8 billion at 31 December 2020), the notional amount of short positions was zero (the same at 31 December 2020).

Crédit Agricole CIB processes its derivatives through ten leading, competent and regulated bank counterparties, all investment grade. Furthermore, 64% of these derivatives are processed through clearing houses (60% at 31 December 2020).

These credit derivative transactions carried out as part of credit risk mitigation transactions are subject to adjustment calculation under Prudent Valuation, to cover market risk concentrations.

The outstanding amounts of credit derivatives are shown in the accompanying consolidated Note 3.2 "Derivative instruments: total commitments".

III. Exposures

1. Maximum exposure

Crédit Agricole S.A.'s maximum exposure to credit risk corresponds to the net carrying amount of financial assets (loans and receivables, debt instruments and derivative instruments) before the effect of non-recognised netting contracts and collateral. It is shown in Note 3.1 to the consolidated financial statements.

At 31 December 2021, Crédit Agricole S.A.'s maximum exposure to credit and counterparty risk amounted to €1,497 billion (€1,445 billion at 31 December 2020), an increase of 3.6% compared to 2020.

2. Concentration

An analysis of credit risk on commercial lending commitments excluding Crédit Agricole Group internal transactions and collateral given by Crédit Agricole S.A. as part of repurchase agreements (loans and receivables to credit institutions, loans and receivables to customers, financing commitments given, and guarantee commitments given for €1,067.2 billion) is presented below. This scope excludes in particular derivative instruments, which are mainly monitored in VaR (see market risks) and financial assets held by insurance companies (€232 billion excluding unit-linked policies and UCITS – see Insurance sector risks).

2.1 Portfolio diversification by geographic area

On the commercial lending portfolio (including bank counterparties), the breakdown by geographic area covers a total portfolio of €1,053.6 billion at 31 December 2021, compared with €937.2 billion at 31 December 2020. The breakdown reflects the country in which the commercial lending risk is based.

— Breakdown by geographic area of commercial lending of Crédit Agricole S.A.

Geographic area of exposure	2021	2020
Africa and Middle East	3%	3%
Central and South America	1%	1%
North America	6%	6%
Asia and Oceania excluding Japan	5%	5%
Eastern Europe	2%	2%
Western Europe excluding Italy	12%	12%
France (retail banking)	15%	16%
France (excluding retail banking)	43%	41%
Italy	11%	11%
Japan	2%	3%
TOTAL	**100%**	**100%**

The breakdown of commercial lending by geographic area was overall unchanged. At end-2021, lending in France accounted for 58% of the total, versus 56% at end-2020. Commercial lending in Italy, the Group's second largest market, stood at 11%, the same as end-2020.

Note 3.1 to the financial statements presents the breakdown of loans and receivables and commitments given to customers and credit institutions and by geographic area on the basis of accounting data.

2.2 Portfolio diversification by business sector

On the commercial lending portfolio (including bank counterparties outside the Group) the scope broken down by business sector stood at €1056.7 billion at 31 December 2021, versus €950.3 billion at 31 December 2020. These breakdowns reflect the business sector in which the commercial lending risk to customers is based.

— Breakdown by business sector of commercial lending of Crédit Agricole S.A.

Business sector	2021	2020
Air/Space	1.6%	1.9%
Agriculture and food processing	1.9%	2.0%
Insurance	1.1%	1.2%
Automotive	2.5%	2.9%
Other non-banking financial activities	8.1%	8.5%
Other industries	1.4%	1.5%
Other transport	1.2%	1.4%
Institutions	2.8%	2.7%
Wood/Paper/Packaging	0.3%	0.3%
Building and public works	1.5%	1.7%
Retail/Consumer goods industries	1.8%	1.9%
Other	3.2%	3.2%
Energy	6.7%	6.4%
o/w Oil and Gas	*4.3%*	*4.2%*
o/w Electricity	*2.4%*	*2.2%*
Real estate and Tourism	2.9%	3.0%
Heavy industry	2.0%	2.1%
IT/Technology	1.2%	1.0%
Shipping	1.4%	1.5%
Media/Publishing	0.3%	0.3%
Healthcare/Pharmaceuticals	1.0%	1.1%
Non-trading services/Public sector/Local authorities	29.7%	28.3%
Telecom	1.4%	1.4%
Tourism/Hotels/Restaurants	0.8%	0.9%
Utilities	1.2%	0.3%
Retail banking customers	24.0%	24.5%
TOTAL	**100%**	**100%**

The commercial lending portfolio by business sector is well diversified and remained overall unchanged in 2021. Only two sectors accounted for more than 15% of business, as in 2020: the “Non-trading services/ Public sector/Local authorities”, which was the largest at 29.7% (28.3% in 2020) and saw its relative share increase, due in particular to an increase in Central Bank deposits and State-guaranteed loans; and the “Retail banking customers” business, the second largest, for which the share was down to 24.0% from 24.5% of the total in 2020.

Among the other sectors:

- the “Oil and gas” sector is the main component of the “Energy” exposure. This sector comprises a wide diversity of underlyings, players and types of financing, including a number such as Reserve-Based Lending (RBL, managed laddered maturities in the United States), are usually secured by assets. Most of the exposure in the oil sector relates to players that are structurally less sensitive to the drop in oil prices (public sector companies, large international companies, transportation/storage/refinery companies). Conversely, clients focused on exploration/production and those dependent on industry investment levels (oil services) are the most sensitive to market conditions. After a severe crisis that affected the oil sector in 2016, and in light of the volatility in barrel prices since the first half of 2020, Crédit Agricole CIB recorded no significant difficulties in its portfolio, which showed good resilience. Already under vigilance for several years, the “Oil and Gas” sector continues to be more tightly regulated and is subject to a very selective approach to projects and any significant new transactions are subject to an in-depth analysis of credit and CSR risk where necessary;
- the “Electricity” sector is another component of the exposure to “Energy” but with its own characteristics not directly related to the oil and gas segments. Half of the exposure focuses on large integrated or diversified groups;
- The “Real Estate and Tourism” portfolio consists mainly of specialised financing of quality assets to real estate investment professionals; other financing on a corporate basis is mainly granted to large real estate companies and is often accompanied by interest rate hedges. The context of the health crisis has significantly slowed investments and leases, shops have been hit hard due to the consequences of the lockdowns, and the tourism industry has been strongly impacted on an international scale;
- the “Automotive” portfolio has been the focus of particular attention since the end of 2018. It is still deliberately focusing on the major car manufacturers, with limited development in terms of the main equipment manufacturers;
- the “heavy industry” sector mainly comprises large global steel, metal and chemical groups. Within the sector, commitments in the Coal segment have continued along a reduction trajectory, in line with the Crédit Agricole Group’s CSR policy;
- the “Consumer goods production and distribution” sector primarily involves major French distributors operating worldwide. They continue to enjoy a high quality rating despite the competitive environment they operate in;
- the “Aviation” sector financing involves either financing of very high-quality assets, or financing of some of the world’s leading aircraft or equipment manufacturers;
- exposure in the “Telecom” sector is stable compared with 2020. The sector involves lending to operators and equipment manufacturers. It consists primarily of corporate financing. Despite the Covid-19 pandemic, the Telecommunication sector has shown strong resilience;
- the current position of the “Shipping” sector is the result of the expertise and background of Crédit Agricole CIB in mortgage financing for ships, which it provides to its international ship-owning customers. After 10 difficult years, maritime transport has showed signs of recovery since 2018 and, bolstered by a far more stable tonnage supply, recorded a net rebound in 2021, albeit still uneven and fragile depending on the sector. However, this portfolio remains relatively protected by its diversification (financing of oil and gas tankers, offshore vessels, bulk carriers, container ships, cruise ships, etc.), as well as by the quality of ship financing structures, secured by mortgages and coverage from credit insurers;
- The “Other” sector includes Professional services to businesses & Administrative services to businesses.

2.3 Breakdown of loans and receivables outstanding by customer type

Concentration by customer type of loans and receivables and commitments given to credit institutions and customers are presented in Note 3.3 to the consolidated financial statements.

The gross amount of loans and receivables outstanding, including accrued interest, was €568.9 billion at 31 December 2021, compared with €508.7 billion at 31 December 2020, an increase from 2020. It is split mainly between corporates and retail customers (respectively, 46.4% and 34.3%).

Refer to the glossary on page 715 for the definition of technical terms.

2.4 Exposure to country risk

At 31 December 2021, commercial lending (including to bank counterparties) to Crédit Agricole S.A. customers in countries with ratings below B according to the Group's internal ratings, excluding countries in Western Europe (Italy, Spain, Portugal, Greece, Cyprus and Iceland), totalled €73.6 billion versus €63.3 billion at 31 December 2020. Most of these commitments come from Crédit Agricole CIB, UBAF (47%-owned by Crédit Agricole CIB) and International retail banking. They include guarantees received which are deducted (export credit insurance, cash deposits, securities pledged, etc.).

The concentration of total exposures in these countries was generally stable in 2021: the top twenty countries accounted for 94% of the lending portfolio at end-2021, the same as end-2020.

Three geographic areas are dominant: Middle East/North Africa (36%), Asia (27%) and Central and Eastern Europe (25%).

— Changes in commercial lending for countries with a credit rating lower than B *(in millions of euros)*

Date	Northern Africa/ Middle East	Sub-Saharan Africa	Americas	Asia	Central and Eastern Europe	Total
2021	26,785	1,513	6,938	20,190	18,129	73,555
2020	22,975	1,643	6,231	16,027	16,456	63,332

The Middle East and North Africa

Cumulative commitments in countries in the Middle East and North Africa totalled €26.8 billion at 31 December 2021, up 17% on end-2020. Morocco, Saudi Arabia, United Arab Emirates, Egypt and Qatar accounted for 89% of commitments in the Middle East and Northern Africa area.

Central and Eastern Europe

Cumulative commitments in central and Eastern Europe were up 10% from the previous year. The Group's commitments remain concentrated in four countries: Poland, Russia, Ukraine and Serbia, which together represented 94% of the total in this region.

Asia

Commitments in Asia were up 26% to €20.2 billion from 31 December 2020. China remains the largest regional exposure (at €14.5 billion) ahead of India (€3.7 billion).

Latin America

At end-December 2021, exposure to this region represented 9% of all exposure to countries rated lower than "B". The increase in commitments recorded was 11% compared to end-2020, mainly due to an increase in commitments to Brazil, Panama and Mexico. Exposure to Brazil and Mexico made up 87% of the Latin America total.

Sub-Saharan Africa

The Group's commitments in Sub-Saharan Africa totalled €1.5 billion at 31 December 2021, i.e. 2% of the total for countries with a rating below B, versus 3% at end-2020. Exposure to South Africa accounted for 24% of commitments in this region.

3. Credit quality

3.1 Analysis of loans and receivables by category

The breakdown of loans and receivables to credit institutions and customers is presented as follows:

Loans and receivables *(in millions of euros)*	31/12/2021	31/12/2020
Neither past due nor impaired	545,773	487,677
Past due but not impaired	10,801	7,197
Impaired	12,342	13,814
TOTAL	**568,916**	**508,688**

The portfolio of loans and receivables at 31 December 2021 was 95.9% made up of amounts that were neither past due nor impaired, as was the case at 31 December 2020.

According to IFRS 7, a financial asset is past due when a counterparty has not made a payment by its contractual maturity date. The Group considers that there is no proven risk on assets fewer than 90 days past due, i.e. 99.9% of non-impaired past-due receivables (99.8% at end-2020).

Details of financial assets that were past due or impaired are presented in Note 3.1 to the consolidated financial statements.

3.2 Analysis of outstanding amounts by internal rating

The internal rating policy used by Crédit Agricole S.A. aims to cover the entire Group customer portfolio, i.e. retail customers, corporates, banks and financial institutions, government agencies and local authorities.

On the performing commercial lending portfolio excluding retail customers (€807.6 billion at 31 December 2021, compared with €723.3 billion at 31 December 2020), internally-rated borrowers accounted for 91.5% of the total, compared with 90.2% at end-2020 (€738.6 billion at 31 December 2021, compared with €652.4 billion at 31 December 2020). The breakdown of this portfolio is presented according to the Standard & Poor's equivalents of the Group's internal ratings:

— Change in the performing non-retail commercial lending portfolio of Crédit Agricole S.A. by indicative S&P equivalent of the internal rating

	31/12/2021	31/12/2020
AAA	42.9%	42.0%
AA	12.3%	12.7%
A	9.8%	9.9%
BBB+	22.9%	22.8%
BB	9.7%	10.3%
B	1.5%	1.2%
On credit watch	0.9%	1.1%
TOTAL	**100.0%**	**100.0%**

This breakdown reflects a high-quality loan book, with a risk profile showing an increase of nearly 1 point in AAA ratings. At 31 December 2021, 88% of lending was to borrowers with investment-grade ratings (ratings equal to or greater than BBB, 87% at 31 December 2020), and only 0.9% pertained to borrowers on credit watch.

3.3 Impairment and risk coverage

3.3.1 Impairment and risk hedging policy

The policy for hedging loan loss risks is based on two kinds of value adjustments for credit losses:

- impairment allowances on an individual basis intended to cover probable losses on impaired loans;
- impairment allowances for credit losses, pursuant to IFRS 9, following a significant decline in the loan quality for a transaction or loan book. These impairments are designed to cover the risk profile of commitments in certain countries, business sectors or counterparties, not because they are in default but because their ratings have been downgraded. Loan book-based impairments are also performed in retail banking. These impairments are for the most part calculated on a statistical basis, based on the expected loss amount up to the transaction's maturity, using Basel criteria to estimate the probability of default (PD) and the loss given default (LGD).

3.3.2 Impaired loans and receivables

At 31 December 2021, total individually impaired commitments amounted to €12.3 billion, compared with €13.8 billion at 31 December 2020. These consist of commitments for which the Group sees potential non-recovery. Individually impaired outstandings represent 2.2% of the Group's gross book value, versus 2.7% at 31 December 2020.

Restructured loans[1] totalled €9.75 billion at 31 December 2021.

4. Cost of risk

The main factors that had an impact on the level of impairment observed during the year:

4.1 Main economic and industry-specific factors of 2021

A description of the overall environment and macroeconomic outlook is detailed in Chapter 4 "Management report", section "Economic and financial environment" above.

2021 continues to be shaped by the consequences of the health crisis that had very variable effects depending on the portfolios. Following the crisis observed in 2020 (GDP: - 6.4%), the economy rebounded sharply in 2021 but remains fragile with renewed uncertainty at the close of the year related to the health and geopolitical situation, associated with higher inflation.

The main sectors to watch remain: tourism and transport, aerospace, automotive, distribution and retail, shipping and commercial real estate.

4.2 Figures and facts

After the health and economic crisis peaked in 2020, the Crédit Agricole S.A.`s cost of risk declined sharply in 2021 to €1.23 billion excluding one-off items (i.e. 28 bps), meaning it was less than half that recorded in 2020 (62 bps), which was marked by €0.6 billion in allocations to IFRS 9 provisions related to Covid-19.

The proven risk accounts for €1.1 billion (i.e. 24 bps) for the year, low in terms of absolute value and with limited defaults given the various economic assistance programmes instituted in 2020 and continued in 2021. The cost of default is down -39% vs. 2020 and -27% vs. the pre-crisis period (2019).

Prudential provisions contribute some €155 million (i.e. 4 bps) for the year, integrating an update of the macro-scenarios used in the IFRS calculation parameters in Q4, supplemented by an exceptional provision of €88 million in the Crédit Agricole S.A. scope intended to cover various types of broad uncertainties that intensified nearing the end of the year (health situation, inflation expectations, pace of interest rate adjustments, especially in the eurozone, and geopolitical tensions). Entities have also maintained a prudent level of coverage through additional local stress of €0.3 billion in 2021.

The non-default rate fell sharply compared with 2020, which had integrated €0.8 billion in additions to provisions, €0.3 billion of which from adverse effects of updated macro-scenarios and +€0.3 billion to increased local stress.

In 2021, the cost of risk decreased across all the Group's business lines compared to the year of public health crisis in 2020: on average -81% for non-default risk and -39% for the default risk. LCL fell (-43%) to €222 million compared to €390 million, driven essentially by a drop in the cost of non-default risk (-74%). The cost of risk for Italy also decreased overall by -19% in 2021 (€347 million versus €428 million) mainly due to actual risk (98% of the 2021 total). Corporate banking saw its largest decline (-94%) with only €52 million in 2021 compared to €856 million in 2020, with a marked reduction in individual defaults (€21 million versus €445 million) and a cost of non-default risk that was also very contained (€31 million versus €411 million). Within the Specialised Financial Services division, the change primarily concerns the consumer finance business (the Crédit Agricole Consumer Finance group) where the cost of credit risk decreased by -30% (€445 million versus €637 million) with a major impact on *Stages 1 and 2* (-270%) in addition to a sharply lower default cost (-40%).

Details of the movements that affected the cost of risk are presented in Note 4.9 to the consolidated financial statements. This is broken down by business line in Note 5.1 to the consolidated financial statements.

5. Counterparty risk on derivative instruments

The counterparty risk on derivative instruments is established according to market value and potential credit risk calculated and weighted in accordance with regulatory standards. The measure relating to this credit risk is presented below in Part 2.2 "Credit risk measurement" of Section II "Credit risk management".

IV. Application of IFRS 9

1. Credit risk rating measurement

In the context of the health and economic crisis surrounding Covid-19, the Group continues to regularly revise its forward-looking macro-economic outlook to determine the credit risk estimate. Note that the health crisis and its macro-economic impact were first taken into account from the second quarter of 2020.

The Group used four scenarios for calculating IFRS 9 provisioning parameters in production as at 31 December 2021, with projections for 2024. These four scenarios were prepared in October 2021 on the basis of information and data available at that date.

- The **first scenario,** which is the central scenario, weighted 50%, includes a growth profile that continues to depend heavily on changing health assumptions but incorporates a consumption-driven rebound

(1) The definition of restructured loans is detailed in Note 1.2 "Accounting policies and principles" to the consolidated financial statements.

 Refer to the glossary on page 715 for the definition of technical terms.

in growth. High, albeit seemingly temporary, inflation observed in the United States, with a brief acceleration, but no runaway trend, in the eurozone.

Growth assumptions (GDP): a continuous growth profile that depends heavily on changing health assumptions and the following assumptions for the eurozone and France:

Even in the event of new waves of infections, the decision to lift restrictive health measures last spring would not be reversed as a result of the ramp-up of the vaccination rollouts. Integration of a strong growth rebound driven by consumption in H2 2021 and ongoing recovery into 2022:

- GDP growth forecasts in the eurozone of 5.4% in 2021, 4.4% in 2022 and 2.5% in 2023 after -6.5% in 2020;
- GDP growth in France: average annual growth in 2021 would reach 6.4% and GDP would achieve its pre-crisis level at the end of the year. It would increase 3.9% in 2022. Certain sectors would continue to be weakened, however (aerospace, automotive, tourism, etc.), with lacklustre demand and supply affected by shortages of certain intermediary goods. In addition, failures of businesses and the unemployment rate, which was very low in 2020, would see a slight uptick, but without the wave of closures feared at the start of the crisis. In 2023, growth would remain dynamic at 2.0% and then slow to around 1.5% in 2024, returning to its long-term trend (estimated at 1.35% by the Ministry of the Economy).

Inflation assumptions for the eurozone:

Less sustained pressure albeit from the same upstream sources and specific factors (new weightings, German VAT, base effects, etc.), which might temporarily accelerate and lead to overall inflation exceeding the 2% target in the second half of 2021 and the first quarter of 2022. Inflation rates of 3% in August 2021 temporarily hitting an anticipated high in November 2021 when total inflation could approach 4%, with core inflation (i.e. excluding the price of food and energy) at around 2.4%. %. Scenario 1 predicts inflation of 2.4% in 2022 and 1.6% in 2023. Based on available data in October 2021, there is no risk of it spiralling out of control. Unemployment assumptions are 8.6% in 2022 and 8.5% in 2023, a slight increase from 2021.

Financial assumptions in this central scenario:

- in the United States: cautious and very gradual monetary tightening by the Fed a alongside steady recovery of the labour market. Decision by the Fed to gradually reduce asset purchases while moderating long-term interest rates against the backdrop of ample liquidity and strong demand for government securities. The 10-year US Treasury rate would be around 1.50% at end-2021, around 1.25% at end-2022 and around 1.4% at end-2023;
- in the eurozone: a still accommodative ECB (European Central Bank) policy:
  - key interest rates would remain unchanged over the 2021-2024 period, inferring necessary support for the fiscal stimulus plans, the absorption of net issues of securities, the maintaining of favourable financial conditions, the cap on risk premiums. As a result, the amounts of ECB purchases would be extended beyond March 2022: high until the end of 2022 and extended (but lower) to 2023,
  - the PEPP (Pandemic Emergency Purchase Programme) of €1,850 billion extended until March 2022. The PEPP would be extended through to December 2022 with a new envelope of approximately €180 billion. The APP (Asset Purchase Programme) would remain in place in 2022-2023 (at least) with a monthly amount of €30 billion. In 2026: first interest rate hike by the ECB,
  - long-term interest rates: these would remain very low given the ECB's activism; relative moderation of inflationary pressure; no strong bond pressure in the US. As a result, the Bund would remain low,
  - temporary pressure on the OAT/Bund spread (Q4 2021/Q1 2022 in anticipation of presidential elections); in 2022, France's spread would narrow after the (supposedly reassuring) election outcome thanks to the return of investors having neglected French securities; beyond this, return to a "normal" spread (30 bps).

- The **second scenario,** ("moderate adverse") differs from the central scenario by a longer lasting and more marked rise in inflation (2.7% in 2022, 2.0% in 2023 versus 2.4% and 1.6%, respectively, in scenario 1). In the eurozone and France it includes a sharp slowdown on consumption and investment beginning in mid-2022 and higher unemployment as a result of more widespread business failures. The long-term interest rate projection could lead to a downturn in the stock market and a correction of residential and commercial real estate.
- The **third scenario** is slightly more favourable than the first scenario and assumes that the pressure on the price of commodities and intermediary goods in 2021 would shrink significantly from 2022.

  Growth in the eurozone is stronger than in the central scenario (4.8% in 2022, 2.8% in 2023 versus 4.4% and 2.5%, respectively in scenario 1). Long-term interest rates in Europe are very low, close to their central scenario levels.
- The **fourth scenario, the least likely and most adverse,** is the one used in the budget stress test (July 2021), characterised by an overheated economy, high inflation and a rise in long-term interest rates in the United States combined with multiple crises in various countries. In France, a sharp economic slowdown is projected in 2022 and 2023 associated with a strong correction of residential real estate.

  In France, assumptions involving a specific crisis with tensions on the financial markets caused by uncertainties in the upcoming presidential election, prompting social and economic tension (increased unemployment and business closures in 2022 linked to the discontinuation of the "at all costs" policy, severe social conflicts like the yellow vest movement and country-wide blockades). No new emergency plan to confront this social crisis. The OAT/Bund spread widens significantly. A downgrade in the sovereign debt rating is expected.

In addition:

- the governmental support measures were included in IFRS 9 projections: the process of forecasting central risk parameters was revised in 2020 to better reflect the impact of government programmes in IFRS 9 forecasts. The effect of this revision was to mitigate the sudden intensity of the crisis and the strength of the recovery, and to spread these over a longer period (three years). The variables relating to the interest rates level, and more generally all the variables linked to the capital markets, have not been modified, because their forecasts already structurally include the effects of the support policies;
- in an effort to take specific local circumstances into account (related to geographical area and/or certain activities/business lines), sector supplements are established at the local level ("forward looking local") by some Group entities, which can round out the centrally defined macroeconomic scenarios;
- for the Q4 period end, Crédit Agricole S.A. and its subsidiaries carried out an exceptional ECL supplement on performing and downgraded loans by €88 million booked in cost of risk;
- this one-time adjustment reduces the effect of reversals of provisions prompted by the update of the macroeconomic scenarios used in the central calculation parameters of the central ECLs. It is intended to cover various types of broad uncertainties, which intensified nearing the end of the year, as evaluated by an expert and which cannot be modelled: health situation, inflation expectations, pace of interest rate adjustments, specifically in the eurozone, and geopolitical tensions. This level of uncertainty was not included in the October 2021 macro-scenarios used to calculate the IFRS 9 forecasts for Q4 2021.

Therefore, the Q4 provisions models only reflect the improved macro-scenarios of October compared with the prior scenarios used in Q3 without including this new uncertainty;

- to illustrate, the January 2022 inflation forecasts anticipate inflation that would reach 3.9% in 2022 for the eurozone versus 2.4% in scenario 1.

Breakdown of *Stage 1-Stage 2* versus *Stage 3*:

- At the end of December 2021, including local forward looking scenarios, the Stage 1/Stage 2 provisions on the one hand (provisioning for performing and downgraded loans) and Stage 3 provisions on the other hand (provisioning for proven risks) represented 39% and 61%, respectively, of the stock of hedges for the Crédit Agricole Group scope; 34% and 66% of the stock of hedges for the scope of Crédit Agricole S.A. and its subsidiaries.
- At the end of December 2021, net appropriations from reversals of provisions in Stage 1/Stage 2 represented 33% of the Crédit Agricole Group's annual cost of risk versus 67% for the share of actual risk for Stage 3 and other provisions (13% for Stages 1 and 2 versus 87% for Stage 3 and other provisions related to the cost of risk for the scope of Crédit Agricole S.A. and its subsidiaries).

Sensitivity analysis of ECL amounts for IFRS 9 provisions (Stages 1 and 2)

The first scenario (called central) was weighted at 50% for the calculation of IFRS ECL amounts for Q4-2021. By way of example, based on data from 31 August 2021, a 10-point reduction in the weighting of the central scenario in the calculations at Q4-2021 in favour of the more unfavourable scenario 2, leads to a rise in the ECL stock under "forward looking central" of around 0.5% for the Crédit Agricole Group (and 7% for Crédit Agricole S.A. and its subsidiaries).

This low sensitivity, which was anticipated in the central scenario, may be reduced by adjustments under "forward looking local".

Criteria used to assess the disappearance of a significant deterioration in credit risk

They are symmetrical to those determining entry into Stage 2. In the event that this has been triggered by restructuring due to financial difficulty, the disappearance of the significant deterioration implies the application of a probationary period according to the methods described in the appendices of the financial statements (see CA financial statements at the end of 2021 § 1.2 Financial instruments) describing the conditions for exiting a restructuring situation due to financial difficulties.

2. ECL trends

Changes in the structure of outstanding amounts and ECL during the period are detailed in section 3.1 of the financial statements as at 31 December 2021.

The comments below pertain to the scope of financial assets at amortised cost (loans and receivables from customers), which represent ~9/10 of the value adjustments for losses.

Loan structure on customer balance sheet

2021 was still atypical with very dynamic credit activity: loans increase by €53 billion versus €11 billion in 2020. The main business lines contributing to this included French Retail Banking (€8.0 billion), International Retail Banking (€14.8 billion including the impact of the Creval acquisition in Italy), Corporate Banking (€23.2 billion).

In 2021, the loan structure by IFRS 9 stage changed significantly in the last quarter: methodological effects (SICR) impacting the various business lines with the exception of Corporate Banking and specific operations in Italy.

Indeed, the weighting of performing loans with lowest risk (Stage 1) decreased to 86.3% versus 87.3% at the end of 2020, i.e. -1.0% of which -0.4% in Q4 2021. For the period, Stage 1 customer loans increased despite everything by €42 billion (versus €2 billion in 2020). In the last quarter, a transfer of €6.5 billion in loans from Stage 1 to Stage 2 was observed in connection with a change of methodology in the significant deterioration threshold calculated by some of the Group's business lines.

The share of performing loans showing signs of significant deterioration in credit risk (Stage 2) increased significantly to 11.0% versus 9.4% in 2020, i.e. + 1.6%, 0.8% of which was in the last quarter alone. For the period, Stage 2 customer loans increased by €12 billion, €6.5 billion of which in Q4 from transfers related to the change of methodology cited above. The remaining increase (~€5.5 billion) is concentrated in French Retail Banking (+€4 billion) primarily linked to increased local stress, notably downgrading State-guaranteed loans benefiting from additional deferral.

Defaulting loans (Stage 3) were down by €1.5 billion for the year with a default rate of only 2.5% at the end of 2021 versus 3.2% at the end of 2020. The decrease was concentrated in Q4 2021 (-€1.8 billion), impacted essentially by the disposal of a portfolio of defaulting Italian debts (-€1.6 billion).

ECL trends

Value adjustments on the best-rated counterparties (Stage 1) increased reasonably in 2021 (12% versus 23% in 2020) essentially in line with the growth in outstandings. Overall this year, the level of hedging of loans in Stage 1 remained stable at 0.25% on average at Crédit Agricole S.A. and its subsidiaries.

Stage 2 ECLs rose more sharply (+14% in 2021), in line with the increase in loans (methodological effect noted in Q4 2021) and with additional stress by business line. Despite this, the sharp rise in the base created a diluting effect, which explains most of the decline in the level of coverage: 3.8 % at the end of 2021 compared with 4.4 % at the end of 2020 on average at Crédit Agricole S.A. and its subsidiaries.

The coverage ratio for impaired loans (Stage 3) decreased for Crédit Agricole S.A. and its subsidiaries (49.5% versus 51.8% at the end of 2020). This decrease can be explained primarily by the disposal in Q4 2021 of a portfolio of Italian debt which was better covered than the stock on average and by a slight declining trend observed (with the effect of implementing new active default/default under observation) in various business lines).

Refer to the glossary on page 715 for the definition of technical terms.

2.5 MARKET RISK

Market risk is the risk of a negative impact on the income statement or balance sheet of adverse fluctuations in the value of financial instruments following changes in market parameters, the principle ones being:

- interest rates: interest rate risk is the risk of a change in the fair value of a financial instrument or the future cash flows from a financial instrument due to a change in interest rates;
- exchange rates: foreign exchange risk is the risk of a change in the fair value of a financial instrument due to a change in exchange rates;
- prices: price risk is the risk of a change or volatility in the price of equities, commodities, baskets of equities or stock market indexes. The instruments most exposed to this risk are, in particular, variable-income securities, equity derivatives and commodity derivatives;
- credit spreads: credit risk is the risk of a change in the fair value of a financial instrument resulting from movement in the credit spreads on indexes or issuers. For more complex credit products there is also the risk of a change in fair value arising from a change in correlation between issuer defaults.

I. Objectives and policy

Crédit Agricole S.A. and its subsidiaries have a specific market risk management system with their own organisation independent of operational hierarchies, risk identification and measurement methods, monitoring and consolidation procedures. In terms of scope, this system hedges all market risk.

Given the uncertainty in the market and the health crisis, the Crédit Agricole Group continued its prudent market risk management policy, in line with its risk appetite.

II. Risk management

1. Local and central organisation

Crédit Agricole S.A. and its subsidiaries have two distinct and complementary levels of market risk management:

- at the central level, the Group Risk department ensures coordination on all subjects related to the management and control of cross-functional market risks. It standardises data and data processing to ensure consistency of both consolidated risk measurement and controls. It keeps the executive bodies (Executive Management of Crédit Agricole S.A.) and decision-making bodies (Board of Directors and Risk Committee) up-to-date on the market risk exposure;
- at the local level, for each entity of Crédit Agricole S.A. and its subsidiaries, a Risk Management and Permanent Controls department steers the monitoring and control of the market risks of the entity. Within the Crédit Agricole Corporate and Investment Bank subsidiary, the Risk Management and Permanent Controls department includes the Market and Counterparty Risks (MCR) department, which is responsible for identifying, measuring and monitoring market risks. This department provides assistance in monitoring the market risks of international retail banks in addition to the local risk teams, as well as for the trading book of the Financial Steering department of Crédit Agricole S.A., whose transactions are managed in the IT system of Crédit Agricole Corporate and Investment bank.

Within the MCR department, these various activities break down as follows:

a) *Risk Management,* the mission of which is to monitor and control market risk for all product lines, namely:
   - implementing a series of limits and monitoring overruns, their regularisation and significant variations in results which are brought to the attention of the Market Risk Committee,
   - analysing risks flagged by the product line,
   - second-level validation of monthly risks and reserves;

b) monitoring of activity: in charge of producing daily management income and risk indicators for all activities held to market risk limits and of monitoring and validating the market parameters used to produce profit and loss account and risk indicators. This ensures an autonomous production process based on a market database updated daily, which is independent of the Front Office.

   Lastly, the process is used in conjunction with the Finance department during monthly procedures to align net management income and net accounting income;

c) cross-functional teams, responsible for coordinating the methods and processes between product lines and units. These teams are responsible for reporting regulatory indicators produced independently by the MCR department. This includes the following:
   - the IPV (Independent Price Valuation) team, in charge of checking valuation parameters and observability mapping,
   - the MRA (Market Risks Analytics) team, responsible for validating pricers,
   - the team in charge of the internal model (VaR, stressed VaR, stress scenarios, IRC, etc.),
   - the Regulatory oversight team,
   - the International consolidation team, primarily tasked with producing the department's consolidated information;

d) the COO (Chief Operating Officer) and his/her team, responsible for coordinating Group-wide issues: projects, new activities, budgets, reports and committees.

The IT architecture put in place within Crédit Agricole Corporate and Investment bank for market risk management is based on sharing the platforms used in the Front Office, on which risk indicators are calculated. The independence of the process is based on the selection of market data and the validation of valuation models by the Risk department.

Group procedures define the level of information, the format and frequency of reporting that the entities must send to Crédit Agricole S.A. (Risk Management and Permanent Controls department).

2. Decision-making and Risk Monitoring Committees

Four governance bodies are involved in managing market risk at the level of Crédit Agricole S.A. and its subsidiaries:

- the Group Risk Committee, chaired by the Chief Executive Officer of Crédit Agricole S.A., approves the aggregate limits (VaR and Stress) on each entity's market risks when it presents its risk strategy and makes the main decisions in the matter of risk containment. It examines the market situation and risks incurred on a quarterly basis, in particular through the main indicators for monitoring market risk, the utilisation of limits and any significant breaches of limits and incidents;
- alerts in connection with market risk are reported to Executive Management during Executive Committee meetings, potentially every two weeks;
- the Alert Monitoring Committee, chaired by the Chief Risk Officer, reviews all reported alerts on a monthly basis;
- the Standards Committee of Crédit Agricole Corporate and Investment Bank is in charge of validating the prudential standards and models implemented within the scope of market activities.

Refer to the glossary on page 715 for the definition of technical terms.

In addition, each entity has its own Risk Committee. The most important of these is Crédit Agricole Corporate and Investment Bank's Market Risk Committee (CRM), which meets once monthly and is chaired by the Management Committee member in charge of risks. It is made up of Crédit Agricole Corporate and Investment Bank's head of capital market activities and the market risk managers. This Committee reviews Crédit Agricole Corporate and Investment Bank's positions and the profit and loss account of its capital market activities and verifies compliance with the limits assigned to each activity. It has the authority to make decisions on requests for increases in operational limits.

III. Market risk measurement and supervision methodology

1. Indicators

The market risk measurement and supervision system is based on a combination of several indicators, most of which are subject to global or specific limits. It relies principally on Value at Risk (VaR), stressed VaR, stress scenarios and complementary indicators (risk factor sensitivity, combined qualitative and quantitative indicators) and a process that values all positions in each entity giving rise to market risks. The permanent control process includes procedures to validate and back-test models.

1.1 VaR (Value at Risk)

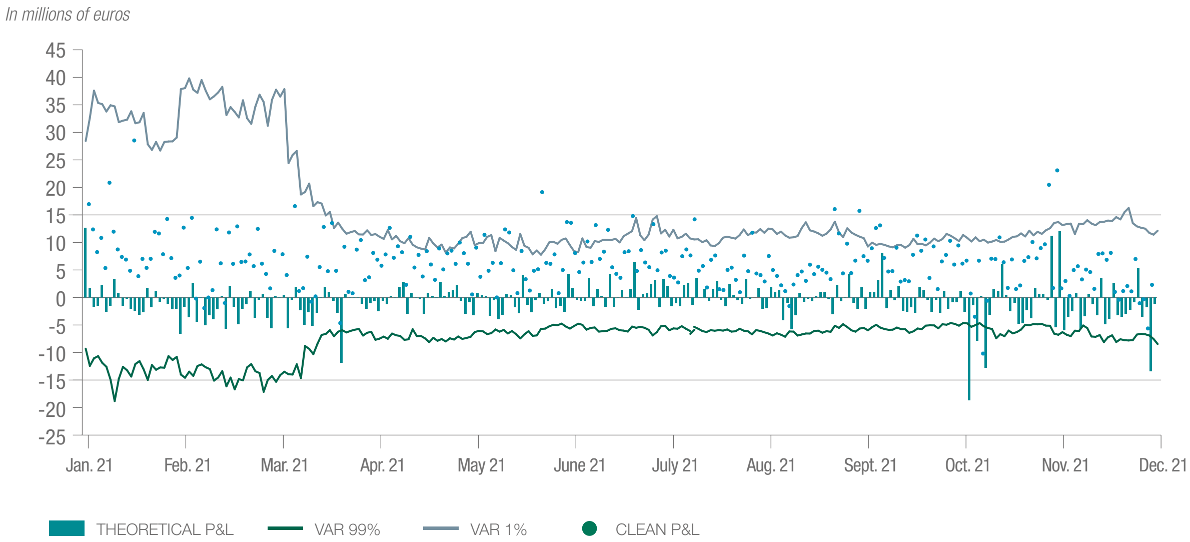
The central element of the market risk measurement system is the historical Value at Risk (VaR). VaR can be defined as the maximum theoretical loss on a portfolio in the event of adverse movements in market parameters (interest rates, exchange rates, asset prices, etc.) over a given time frame and for a given confidence interval. Crédit Agricole S.A. and its subsidiaries use a confidence interval of 99% and a time frame of one day using one year of historical data. In this way, market risks incurred by Crédit Agricole S.A. in its trading activities can be monitored on a daily basis by quantifying the estimated maximum level of loss in 99 out of 100 cases, after inclusion of a number of risk factors.

Back-testing

A back-testing process is applied to check the relevance of the VaR model for each of entity of Crédit Agricole S.A. and its subsidiaries that has capital market activities. This process verifies a posteriori whether the number of exceptions (days when actual losses exceeded estimated VaR) was within the 99% confidence interval (a daily loss should statistically exceed the calculated VaR only two or three times a year).

At 31 December 2021, within the regulatory scope of Crédit Agricole Corporate and Investment bank (see chart below) was subject to six 12-month rolling VaR exceptions. Consequently, the multiplier, used to calculate capital requirements, is stable compared to the end of 2020 at 4.5.

Back-testing of the regulatory VaR of Crédit Agricole Corporate and Investment Bank for 2021 *(in millions of euros)*



1.2 Stress scenarios

Stress scenarios complement the VaR measure, which does not capture the impact of extreme market conditions. Stress scenarios are calculated following Group principles to simulate extreme market conditions and are the result of different complementary approaches:

- historical scenarios, which consist in replicating the impact on the current portfolio of major crises observed in the past. The past crises used in historical stress scenarios are the 1987 stock market crash, the 1994 bond market crisis, the 1998 credit market crisis, coupled with falling equity markets, sharply rising interest rates and declining emerging-country currencies; the 2008 crisis following the failure of Lehman Brothers (two stress scenarios measuring the impact of market movements after the failure);
- hypothetical scenarios anticipating plausible shocks, which are developed in conjunction with economists. The hypothetical scenarios used are **economic recovery** with rising equity and commodity markets, flattening yield curves, appreciation of the USD and narrowing credit spreads; **liquidity crunch**, with flattening yield curves, widening spreads, falling equity markets; and international tensions (scenario representing economic conditions in a context of **international tensions** between China and the United States: rising volatility and falling prices on the equity markets, falling futures prices and rising volatility on the commodities market, flattening yield curves, fall of the USD against other currencies, widening credit spreads).

Refer to the glossary on page 715 for the definition of technical terms.

In addition, other types of stress tests are performed:

- at the level of the entities, adverse stress tests enabling evaluation of the impact of major and unfavourable market movements on the different business lines;
- at the level of Crédit Agricole Corporate and Investment bank, extreme adverse stress tests are used to measure the impact of even more severe market shocks.

The stress scenarios are calculated weekly.

1.3 Complementary indicators

Other complementary indicators are also produced by the entities and can, as part of the risk containment system, be subject to limits. These include indicators of sensitivity to various risk factors, loss alerts, stop-loss indicators, outstandings, maturities, etc.. These indicators provide fine-grained measurements of exposure to different market risk factors, serve to identify atypical transactions and fill out the summary picture of risks supplied by VaR and global stress scenarios.

1.4 Indicators related to the CRD 4 Directive

Stressed VaR

The so-called “stressed” VaR is intended to correct the pro-cyclical nature of historical VaR. This is calculated over the one-year period preceding the measurement date, and where the associated market parameters reflect calm market conditions with low volatility, it can display a low level.

Stressed VaR is calculated using a 99% confidence interval of one day and over a period of tension corresponding to the worst period observed for the most significant risk factors and is remeasured every year.

At end-2021, for Crédit Agricole Corporate and Investment Bank it corresponds to the period 13 November 2007 to 12 November 2008. In addition to the VaR capital requirement, there is now a stressed VaR capital requirement.

Incremental Risk Charge

The IRC (Incremental Risk Charge) is an additional equity requirement related to the risk of default and migration on so-called linear credit positions (i.e. not including credit correlation positions), required by the CRD 4 Directive.

Its purpose is to quantify any unexpected losses caused by credit events on the issuers, i.e. default and migration of rating (the case of either a fall or a rise in credit rating).

The IRC is calculated with a confidence interval of 99.9% over a risk period of one year, by Monte Carlo simulations of migration scenarios based on three sets of data:

1. a one-year transition matrix provided by S&P and adapted to the internal rating system of Crédit Agricole Corporate and Investment Bank. This matrix gives the transition probabilities for an issuer based on its initial credit rating to higher or lower credit ratings, as well as its probability of default;
2. the correlation of issuers with systemic factors;
3. average spread curves by rating from which the shocks resulting from migrations are deducted.

These simulated credit default and migration scenarios then make it possible to value positions using the Crédit Agricole Corporate and Investment Bank models.

Credit Value Adjustment (CVA)

CRD 4 brought in a new capital charge to cover volatility in the CVA. Under this Directive, banks authorised to calculate their capital requirements using their internal models for both counterparty risk and specific rate risk must calculate their CVA risk capital charge using the advanced approach (“CVA VaR”). The size of these capital requirements is calculated using the same methodology and tools as for market VaR in respect of specific interest rate risk.

The ACPR has validated the CVA VaR model used by Crédit Agricole Corporate and Investment Bank and the additional capital required to cover CVA risk (VaR and stressed VaR) has been measured since 2014.

IV. Exposures

VaR (Value at Risk)

The total VaR of Crédit Agricole S.A. and its subsidiaries is representative of the VaR of Crédit Agricole S.A. and its subsidiaries on the capital markets activities.

The VaR of Crédit Agricole S.A. and its subsidiaries is calculated by incorporating the impacts of diversification between the different entities.

The scope considered for capital market activities of Crédit Agricole Corporate and Investment Bank is the regulatory VaR (measured through an internal model approved by the ACPR).

The change in VaR on the capital markets activities of Crédit Agricole S.A. and its subsidiaries between 31 December 2020 and 31 December 2021, broken down by major risk factor, is shown in the table below:

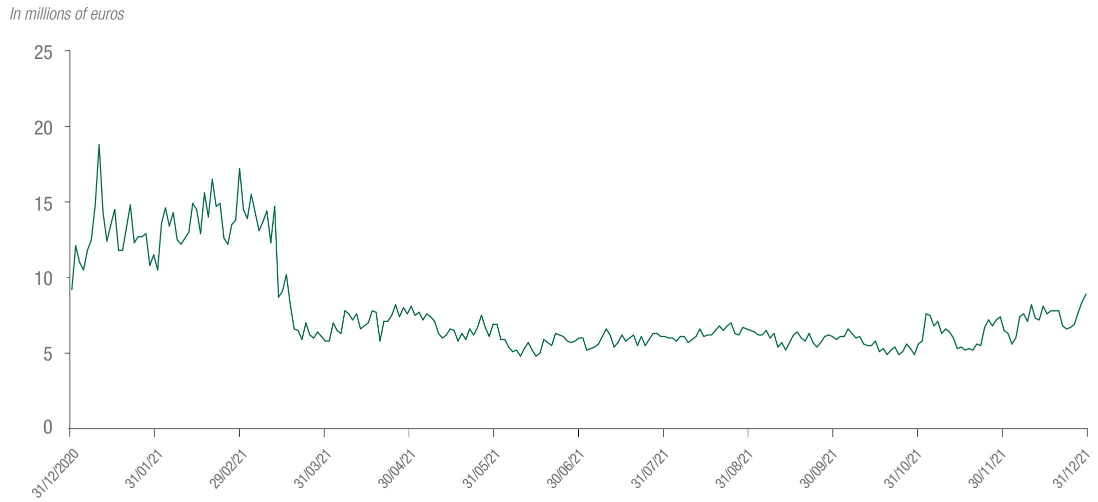
— Breakdown of VaR (99%, 1 day)

(in millions of euros)	31/12/2021	Minimum	Maximum	Average	31/12/2020
Rate	6	3	15	6	8
Credit	3	2	8	4	4
Foreign exchange	4	2	7	3	5
Equity securities	2	1	4	2	2
Commodities	0	0	0	0	0
Offsetting	(6)	-	-	(7)	(9)
VAR OF CRÉDIT AGRICOLE S.A.	**9**	**5**	**19**	**8**	**9**

Averaged over the full year, VaR for 2021 was €8 million, versus €14 million for 2020. This decrease is explained by the fact that shocks during the peak of the health crisis in the spring of 2020 were not in the history used in the calculation model.

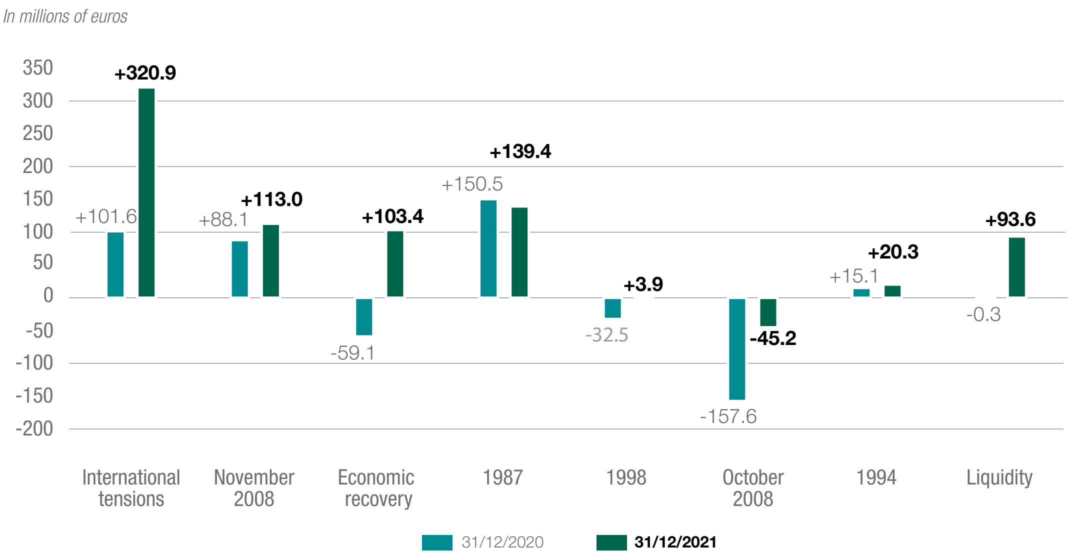
The following graph shows VaR over the course of 2021:

VaR for Crédit Agricole S.A. and its subsidiaries between 31 December 2020 and 31 December 2021



Impacts associated with stress scenarios

The risk levels of Crédit Agricole S.A. and its subsidiaries assessed through historical and hypothetical stress scenarios at end-2021 are presented below. As an illustration, the "Economic Recovery" scenario, which had a negative impact at end-2020 (loss of €59 million), had a positive impact at end-2021 (gain of €103 million).



Stressed VaR (Crédit Agricole Corporate and Investment bank)

The stressed VaR is calculated on the scope of Crédit Agricole Corporate and Investment bank.

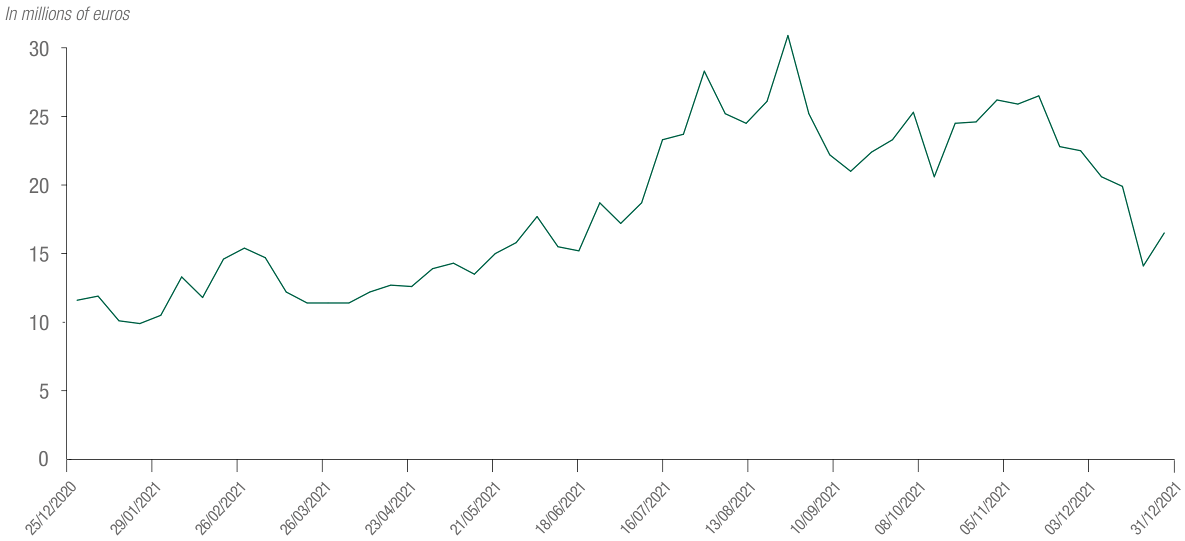
The table below shows the change in regulatory stressed VaR on the capital market activities of Crédit Agricole CIB, between 25 December 2020 and 31 December 2021:

(in millions of euros)	31/12/2021	Minimum	Maximum	Average	25/12/2020
Crédit Agricole CIB stressed VaR	17	10	31	18	12

Change in stressed VaR (99%, 1 day)

Refer to the glossary on page 715 for the definition of technical terms.

The graph below shows the change in regulatory stressed VaR of Crédit Agricole Corporate and Investment bank over the course of 2021.



At end-December 2021, stressed regulatory VaR of Crédit Agricole Corporate and Investment bank was €17 million, an increase of €5 million compared to end-2020. On average over the year, stressed VaR (€18 million) was stable compared to the 2020 average.

Capital requirement related to IRC (Crédit Agricole Corporate and Investment Bank)

IRC is calculated on the so-called linear credit positions (i.e. excluding correlation positions) scope of Crédit Agricole Corporate and Investment Bank.

The table below shows the change in regulatory stressed VaR on the capital market activities of Crédit Agricole Corporate and Investment Bank, between 31 December 2020 and 31 December 2021:

(in millions of euros)	31/12/2021	Minimum	Maximum	Average	31/12/2020
IRC capital	188	119	239	153	116

V. Equity risk

1. Trading portfolios and banking book

The different types of business are exposed to equity risk. The equity risk incurred by the market activities of Crédit Agricole CIB is hedged by the overall management through VaR (see section IV above). The other outstandings exposed to equity risk correspond to portfolios that are invested partly in equities and structured products whose market value depends on prices of underlying equities and equity indexes.

2. Equity risk from other activities

A number of Crédit Agricole S.A. entities hold portfolios that are invested partly in equities and structured products whose market value depends on prices of underlying equities and equity indexes.

Note 1.2 “Accounting policies and principles” to the financial statements presents the various valuation methods for equity instruments measured at fair value. At 31 December 2020, outstanding amounts exposed to equity risk amounted to €36.4 billion, including portfolios of insurance companies for €31.2 billion.

Note 6.4 to the financial statements shows in particular the outstanding amounts and the unrealised gains and losses on shares recorded at fair value non-recyclable through equity. Information on market risk (including equity risk) on the portfolios held by the insurance companies is presented below in the section on “insurance sector risks”.

3. Treasury shares

In accordance with the provisions of Articles L. 225-209 et seq. of the French Commercial Code and European Commission Regulation 2273/2003 of 22 December 2003, the Combined General Meeting of Shareholders of Crédit Agricole S.A. may grant authority to the Board of Directors of Crédit Agricole S.A. to trade in its own shares. Crédit Agricole S.A. uses such an authorisation mainly to cover its commitments to employees under stock options or to stimulate the market in a market-making agreement.

Details of 2021 transactions carried out under the share buyback programme are provided in Chapter 1 of this Document, in the section “Purchase by the Company of treasury shares in 2021”.

At 31 December 2021, the outstanding amounts of treasury shares amounted to 2.84% of the share capital, versus 0.04% at 31 December 2020 (see Note 6.20 to the consolidated financial statements).

Details of the share buyback programme are provided in Chapter 1 of this document, in the section “Description of Crédit Agricole S.A.’s share buyback programme”.

2.6 ASSET AND LIABILITY MANAGEMENT

I. Asset and liability management – Structural financial risks

Crédit Agricole S.A.'s Financial Management department defines the principles of financial management and ensures their consistent application within Crédit Agricole S.A. The department is responsible for organising financial flows, defining and implementing refinancing rules, performing asset and liability management and managing regulatory prudential ratios.

Optimising financial flows within Crédit Agricole S.A. is an ongoing objective. Pooling of surplus resources and making it systematically possible to hedge the associated risks contribute to this objective.

Thus, the principles of the Crédit Agricole S.A. ALM approach ensure that any surpluses and shortfalls in terms of customer resources, in particular resources collected by the Regional Banks, are centralised in the books of Crédit Agricole S.A. This resource pooling helps in refinancing other Group entities as needed (including Crédit Agricole Leasing & Factoring and Crédit Agricole Consumer Finance).

The system for centralising the management of liquidity at Crédit Agricole S.A. serves to control and optimise cash management, especially since it is accompanied by partial interest rate matching.

Consequently, Crédit Agricole S.A. has a high level of financial cohesion, with limited spreading of financial risks, particularly liquidity risk. Nevertheless, the various entities are responsible for managing the risk that remains at their level, within the limits assigned to them.

The limits are determined by the Chief Executive Officer of Crédit Agricole S.A. within the Group Risk Committee, approved by Crédit Agricole S.A.'s Board of Directors and concern the Crédit Agricole S.A. scope:

- subsidiaries taking asset and liability risks must adhere to limits set by the Crédit Agricole S.A. Risk Committee.;
- methods of measuring, analysing and managing Crédit Agricole S.A. assets and liabilities are defined by Crédit Agricole S.A. Regarding the retail banks' balance sheets in particular, a consistent system of run-off conventions and models has been adopted for the Regional Banks, LCL and the international subsidiaries;
- Crédit Agricole S.A. consolidates the subsidiaries' measurements of their asset and liability risks. The results of these measures are monitored by the Crédit Agricole S.A. Liquidity and ALM (Asset Liability Management) Committee.;
- Crédit Agricole S.A.'s Financial Management department and Risk Management and Permanent Controls department take part in meetings of the ALM Committees of the main subsidiaries.

II. Global interest rate risk

Regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 ("CRR2"), amending Regulation (EU) 575/2013 (CRR), introduced new publication requirements under Pillar 3 with regard to global interest rate risk. The anticipated qualitative information, set forth in Article 448, covers certain topics that until now have been covered in the section entitled "Risk management".

For greater readability, all information related to measuring and managing the global interest rate risk is included in the section "Information under Pillar 3" of chapter 5 "Risks and Pillar 3".

III. Foreign exchange risk

Foreign exchange risk is treated differently depending on whether it relates to structural foreign exchange positions (revalued through OCI) or to operational foreign exchange positions (revalued through P&L).

1. Structural foreign exchange risk

Crédit Agricole S.A.'s structural foreign exchange risk arises from long-term investments by the Group in assets denominated in foreign currencies (equity of the international operating entities, whether resulting from acquisitions, transfers of funds from the head office, or capitalisation of local earnings), with the Group's reference currency being the euro.

At 31 December 2020, Crédit Agricole S.A.'s main structural foreign exchange positions, on a gross basis before hedging, were in US dollars and currencies pegged to the dollar (in particular the Hong-Kong dollar), in Swiss francs, pounds sterling, Chinese yuan, Polish zloty, Moroccan dirham, Japanese yen and Egyptian pounds.

The main principles of the management of structural foreign exchange positions are:

- over the next year, the coverage of the portion of structural positions that are expected to become operational positions (results in the process of being formed that are expected to be distributed, shares that are expected to be sold in the near future);
- over a more medium/long term horizon, an adjustment to the level of hedging of structural foreign exchange positions in order to immunise the Group's CET1 ratio against exchange rate fluctuations. This should include the implementation of new coverage in the event of over-immunisation or the termination of existing coverage in the event of under-immunisation. An entity may, however, choose not to hedge a position denominated in a currency that is over-immunised if the cost of the hedge is considered too high in relation to the profit earned or the amount of the position in question is not material.

Five times a year, the Crédit Agricole S.A. structural foreign exchange positions are presented to Crédit Agricole S.A. ALM Committee, which is chaired by the Chief Executive Officer. General decisions on how to manage positions are taken during these meetings.

2. Operational foreign exchange risk

Operational foreign exchange risk arises from income and expenses of all kinds that are denominated in currencies other than the euro (provisions, net income generated by international subsidiaries and branches, dividends in foreign currencies, etc.), and from balance sheet imbalances.

Crédit Agricole S.A. manages the positions affected by foreign currency income and expenses that appear on its books, as does each entity within the Group that bears significant risk. The Treasury departments of international subsidiaries' manage their operational foreign exchange risk in their local currency.

The Group's general policy is to limit its operational foreign exchange positions and not to hedge revenues that have not yet materialised, unless there is a strong probability that losses will materialise and unless the impairment risk is high.

In accordance with the foreign exchange risk monitoring and management procedures, operational foreign exchange positions are updated monthly or daily for foreign exchange trading operations.

IV. Liquidity and financing risk

Like all credit institutions, the Group is exposed to liquidity risk, i.e. the risk of not having sufficient funds to honour its commitments. This risk could materialise if, for instance, there were a general crisis of confidence among investors in the money and bond markets or massive withdrawals of customer deposits.

Refer to the glossary on page 715 for the definition of technical terms.

1. Objectives and policy

The Group's primary objective in managing liquidity is to ensure that it has sufficient resources to meet its requirements in the event of any type of severe, prolonged liquidity crisis.

To manage this, Crédit Agricole S.A.uses an internal liquidity risk management and control system whose objectives are:

- to maintain liquidity reserves;
- to match these reserves with future liabilities coming due;
- to organise its refinancing (to achieve an appropriate short and long-term refinancing time frame and diversify sources of refinancing);
- to ensure a balanced development between customer loans and deposits.

The system includes indicators, limits and alert thresholds. These are calculated and monitored for all Group entities and consolidated to allow monitoring of liquidity risk across the whole Crédit Agricole Group scope.

It also incorporates compliance with regulatory liquidity constraints. The LCR, the NSFR and the Additional Liquidity Monitoring Metrics (ALMM), calculated on a company or sub-consolidated basis for the Group entities in question and on a consolidated basis for the Group, are disclosed in monthly (LCR/ALMM) or quarterly (NSFR) reports to the ECB.

2. Methodology and governance of the internal liquidity risk management and control system

Crédit Agricole Group's liquidity risk management and control system is built around indicators defined in a standard and divided into four separate groups:

- short-term indicators derived largely from simulations of crisis scenarios. The purpose of these is to schedule maturities and volumes of short-term refinancings as a function of liquidity reserves, cash flow from commercial activity and repayment of long-term debt;
- long-term indicators used to assess and schedule long-term debt maturities: limits on maturity concentrations, allowing the Group to anticipate its refinancing needs and avoid any risk of difficulties with refinancing on the markets;
- diversification indicators, which allow the Group to monitor and manage concentrations of sources of market refinancing (by refinancing channel, type of debt, currency, geographic area, investor);
- cost indicators used to measure the short-term and long-term trends in the Group's issue spreads and their impact on the cost of liquidity.

The Standards and Methodology Committee is responsible for validating the definition of these indicators and any changes in them proposed by Crédit Agricole S.A.'s Group Finance department, on the advice of the Group Risk Management and Permanent Controls department.

The Crédit Agricole S.A. Board of Directors approves the general policy for Group liquidity risk management and sets limits for key indicators in light of the Group's liquidity risk tolerance. The Group Risk Committee, which proposes these limits to the Board of Directors, determines how they are translated to each of the Group's constituent entities.

Accordingly, each subsidiary of Crédit Agricole S.A. and each Regional bank is notified of the limits for the indicators controlled at Group level. In addition to this translation of the Group system, the ALM Committees of these entities define a specific set of limits for the risks relating to their own business. They are also free to decide locally to apply a stricter control than that required by the Group.

3. Liquidity management

Crédit Agricole S.A. controls the management of liquidity risk. The Finance department is responsible, in respect of short-term refinancing, for:

- setting spreads on short-term funds raised under the various programmes (mainly negotiable certificates of deposit – NCDs);
- centralising assets eligible for refinancing by the central banks of Group entities and specifying the terms and conditions of use in the framework of tenders;
- monitoring and forecasting cash positions.

And in respect of long-term refinancing, for:

- assessing needs for long-term funds;
- planning refinancing programmes to meet these needs;
- executing and monitoring these programmes over the course of the year;
- reallocating the funds raised to Group entities;
- setting prices for liquidity in intragroup flows.

Long-term refinancing programmes comprise various instruments (see below). The body in charge of these tasks at an operational level is the Group's Treasury and Liquidity Committee, which reviews all matters relating to liquidity issues ranging from intraday to medium/long-term. It proposes policy directions for the Group's Asset-Liability Management and Capital Liquidity Committee.

The Asset-Liability Management and Capital Liquidity Committee, chaired by the Deputy General Manager and Chief Financial Officer of Crédit Agricole S.A. (who is also informed of the Group's liquidity position) is responsible for all key decisions concerning the management of funding programmes, the launch of new programmes, the validation of funding budgets and management of the balance between loans and deposits.

If funding markets tighten, a Committee is set up by the Executive Management, the Group Risk Management and Permanent Controls department and the Group Finance department in order to keep a close watch on the Group's liquidity situation.

4. Quantitative information

4.1 Cash balance sheet at 31 December 2021

In order to provide simple, pertinent and auditable information on the Group's liquidity position, the cash balance sheet long-term sources surplus is calculated quarterly.

The cash balance sheet is derived from Crédit Agricole Group's IFRS financial statements. It is based on the definition of a comparison table between the Group's IFRS financial statements and the sections of the cash balance sheet, the definition of which corresponds to that commonly accepted in the market.

It relates to the banking scope, with insurance activities being managed in accordance with their own specific regulatory constraints.

Further to the breakdown of the IFRS financial statements in sections of the cash balance sheet, netting calculations are carried out. They relate to certain assets and liabilities that have a symmetrical impact in terms of liquidity risk. Deferred taxes, fair value impacts, collective impairments, short-selling transactions and other assets and liabilities were netted for a total of €67 billion at end-December 2021. Similarly, €93 billion in repos/reverse repos were eliminated insofar as these outstandings reflect the activity of the securities desk carrying out securities borrowing and lending transactions that offset each other. Other nettings calculated in order to build the cash balance sheet – for an amount totalling €138 billion at end-December 2021 – relate to derivatives, margin calls, adjustment/settlement/delivery accounts and to non-liquid securities held by the corporate and investment banking division (CIB) and are included in the "Customer-related trading assets" section.

Note that deposits centralised with Caisse des Dépôts et Consignations are not netted in order to build the cash balance sheet; the amount of centralised deposits (€71 billion at end-December 2021) is booked to assets under "Customer-related trading assets" and to liabilities under "Customer-related funds".

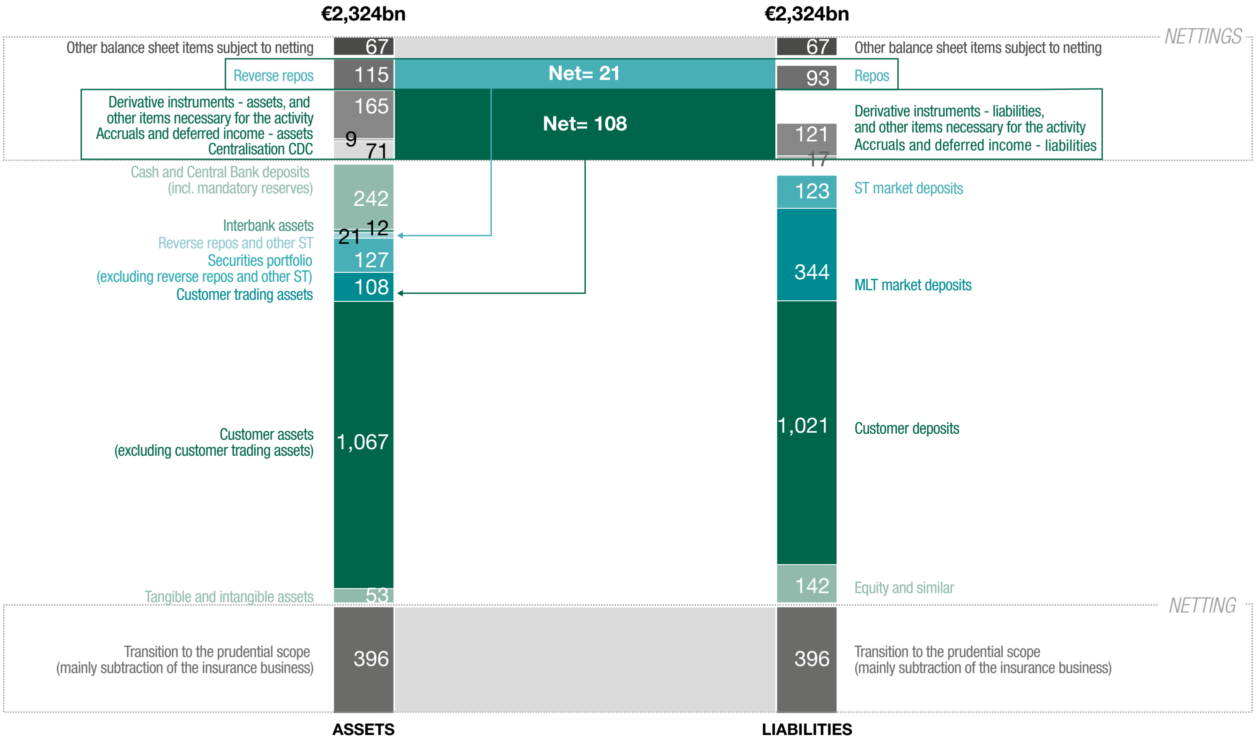
In a final stage, other restatements reassign outstandings that accounting standards allocate to one section, when they are economically related to another. As such, senior issues placed through the banking networks as well as financing by the European Investment Bank, the Caisse des Dépôts et Consignations and other refinancing transactions of the same type backed by customer loans, which accounting standards would classify as "Long-term market funds", are reclassified as "Customer-related funds".

Note that for Central Bank refinancing transactions, outstandings related to the TLTRO (Targeted Longer-Term Refinancing Operations) are included in "Long-term market funds". The TLTRO III operations do not allow for early redemption by the ECB and, given their three-year contractual maturity, are equivalent to long-term secured refinancing, identical in liquidity risk terms to a secured issue.

Medium-to-long-term repurchase agreements are also included in "Long-term market funds".

Finally, the CIB's counterparties that are banks with which we have a commercial relationship are considered as customers in the construction of the cash balance sheet.

Crédit Agricole Group cash balance sheet before netting at 31 December 2021



Standing at €1,630 billion at 31 December 2021, the Group's cash balance sheet shows a surplus of stable funding resources over stable application of funds of €279 billion.

The Group continues to benefit from its active participation in the European Central Bank's TLTRO III medium-to-long-term refinancing operations, carried out in the context of the Covid-19 crisis, helping to increase its level of stable resources. Total TLTRO III outstandings for the Crédit Agricole Group amounted to €162 billion[(1)] at 31 December 2021. (Note that the bonus applicable to the refinancing rate for these operations is spread over the drawdown period). The additional bonus applicable to the refinancing rate for these operations for the second period (June 2021 to June 2022) was taken into account.

In addition, the Group recorded strong commercial activity in 2021, with a €84 billion increase in customer deposits and a €101 billion increase in loans.

This surplus of €279 billion, called the stable resources position, allows the Group to cover the LCR deficit generated by long-term assets and stable liabilities (customer, tangible and intangible assets, long-term funds and own funds). Internal steering does not factor in the temporary surplus of stable resources resulting from the increase in TLTRO 3 financing, in order to secure the Medium-Term Plan target of more than €100 billion independently of the future repayment strategy.

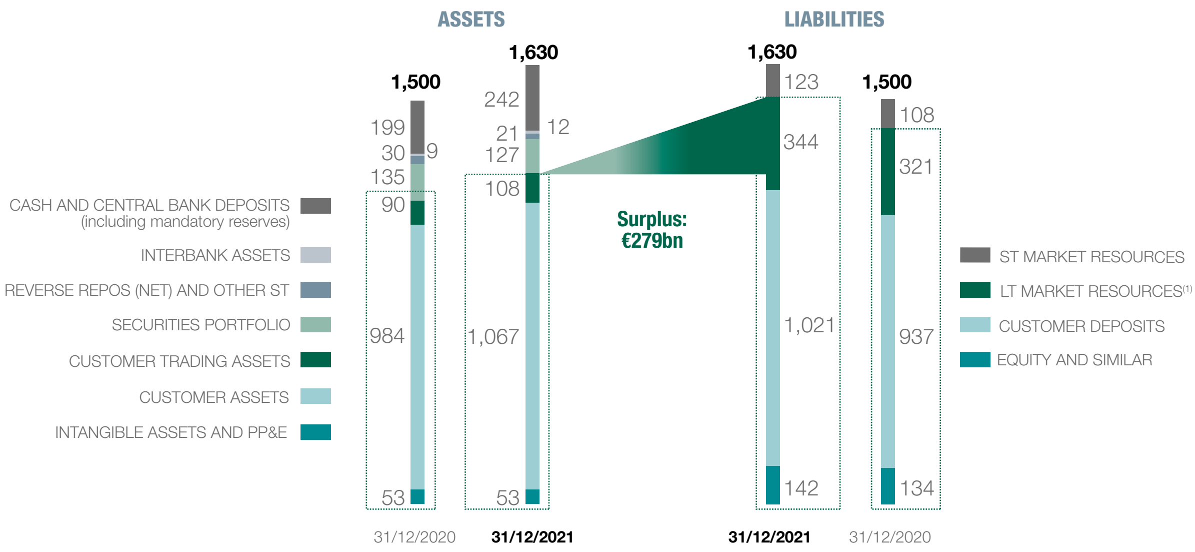
The NSFR ratios of the Crédit Agricole Group and Crédit Agricole S.A. were above 100%, in accordance with the regulatory requirement introduced on 28 June 2021.

Furthermore, given the excess liquidity, the Group posted a short-term lending position at 31 December 2021 (central bank deposits and short-term replacements exceeding the amount of short-term debt).

(1) Excluding FCA Bank.

Refer to the glossary on page 715 for the definition of technical terms.

Crédit Agricole Group cash balance sheet at 31 December 2021

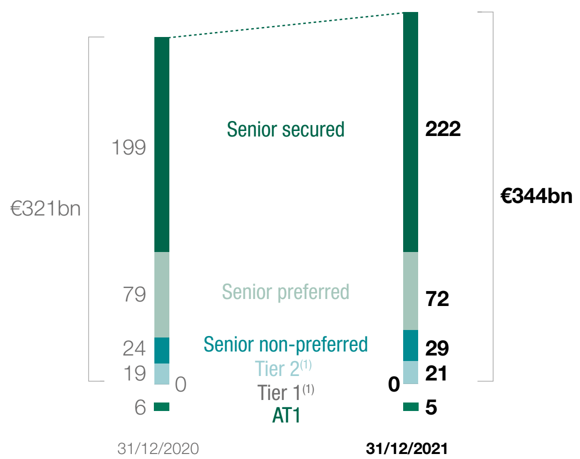


(1) LT market resources include T-LTRO drawings.

Medium-to-long-term market resources were €344 billion at 31 December 2021, up by €23 by billion over the financial year.

The increase in senior secured debt is explained by the Group taking part in the TLTRO III operations of the European Central Bank. Moreover, the increase in senior non-preferred debt (+€5 billion) is aimed at meeting future resolution requirements.

Changes in long term market resources of the Crédit Agricole Group



(1) Notional amount.
Accounting view (excluding solvency prudential adjustement).

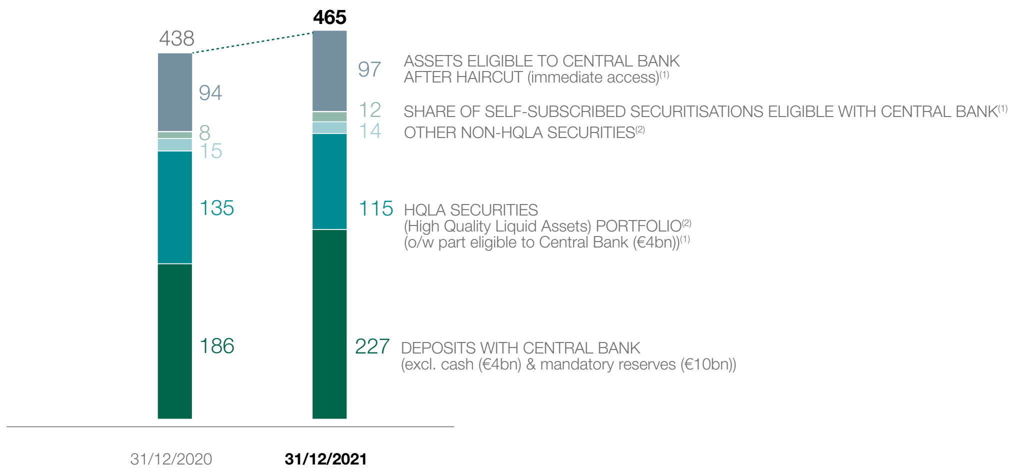
4.2 Change in the Crédit Agricole Group's liquidity reserves

Liquidity reserves after haircuts totalled €465 billion at 31 December 2021. They covered short-term debt more than four times over (excluding the replacements with Central Banks).

The high level of central bank deposits was the result of the replacement of significant excess liquidity.

The Crédit Agricole Group also continued its efforts to maintain immediately available reserves (after recourse to the ECB financing). Assets eligible for central bank refinancing after haircuts totalled €113 billion.

Liquidity reserves of the Crédit Agricole Group at 31 December 2021



(1) Eligible for central bank refinancing for potential LCR coverage.
(2) Available securities at market value after haircut.

Available liquidity reserves at end-2021 comprised:

- €97 billion in loans and receivables eligible for central bank refinancing operations after the ECB haircut;
- €12 billion in treasury shares held by the bank and eligible for central bank refinancing operations, after haircut;
- €227 billion in central bank deposits (excluding cash and mandatory reserves);
- a securities portfolio amounting to €129 billion after haircut, consisting of HQLA securities liquid in markets of €115 billion and other securities liquid in markets of €14 billion after haircut (including €4 billion eligible for central bank refinancing).

Liquidity reserves in 2021 averaged €459 billion.

The allocation of limits arising from Crédit Agricole Group's liquidity risk management and control system to each Crédit Agricole S.A. subsidiary and Regional bank ensures that local liquidity risks are matched by adequate coverage from reserves.

4.3 Regulatory ratios

Since March 2014, Eurozone credit institutions have been obliged to report to their supervisory authorities their Liquidity Coverage Ratio (LCR), as defined by the EBA (European Banking Authority). The aim of the LCR is to boost the short-term resilience of banks' liquidity risk profile by ensuring that they have sufficient unencumbered High Quality Liquid Assets (HQLA) that can be converted into cash easily and immediately, on private markets, assuming a liquidity crisis lasting 30 calendar days.

Credit institutions are subject to a threshold for this ratio, set at 100% since 1 January 2018.

12-month average at 31/12/2021 *(in billions of euros)*	**Crédit Agricole Group**	**Crédit Agricole S.A.**
Liquidity buffer	401.9	371.2
Total net cash outflows	235.1	242.5
Liquidity Coverage Ratio (LCR)	170.9%	153.0%

The average LCR ratios over 12 months for Crédit Agricole Group and Crédit Agricole S.A. were respectively 170.9% and 153.0% at end-December 2021. They exceeded the Medium-Term Plan target of around 110%.

In the context of the Covid-19 health crisis, the increase in the LCR ratios of the Crédit Agricole Group and Crédit Agricole S.A. is in line with the Group's recourse to TLTRO III drawdowns through the ECB.

In addition, since 28 June 2021, eurozone credit institutions have been obliged to report to their supervisory authorities their Net Stable Funding Ratio (NSFR), as defined by the EBA (European Banking Authority). The NSFR is intended to ensure that the institution has sufficient "stable" resources (i.e. with an initial maturity greater than one year) to finance its medium-to-long-term assets.

Credit institutions are subject to a threshold for this ratio, set at 100% since 28 June 2021.

Figures at 31/12/2021 *(in billions of euros)*	**Crédit Agricole Group**	**Crédit Agricole S.A.**
Stable financing requirement	1,009.4	793.5
Available stable financing	1,268.0	971.9
Net Stable Funding Ratio (NSFR)	125.6%	122.5%

Refer to the glossary on page 715 for the definition of technical terms.

5. Refinancing strategy and conditions in 2020

Inflation, the Covid-19 pandemic and its attendant issues (social distancing measures, vaccines, variants), geopolitical tensions and expectations of interest rate rises sustained a climate of uncertainty throughout 2021. In an economy supported by accommodative monetary policies on the part of central banks and by the presence of liquidity in the market, refinancing conditions remained favourable over the first nine months of the year before deteriorating slightly against the backdrop of the energy crisis and anticipation of an acceleration of inflation.

The offer of new issues in 2021 was slightly higher than that seen in 2020, despite a slower start to the year. Banks benefited from ample liquidity and issued relatively few securities in January and February in a context of rapidly rising long rates.

The actions of the central banks, including the purchases made by the ECB under the PEPP, supported the markets despite the economic recovery in the spring following the resurgence of the epidemic and the resulting disruptions to production chains and rise in inflation.

The stabilisation of the epidemic in Europe, coupled with better than expected corporate results, buoyed the equity and debt markets in the second quarter.

After a traditionally sluggish summer period, the volume of new issues increased in August and especially September, with sustained demand from investors.

From September onwards, the markets saw renewed volatility linked to the energy crisis, high inflation indicators prompting fears of more lasting inflation, and expectations of a tightening of policies by the central banks, particularly the Fed. The ECB, for its part, announced that it would be reducing its bond purchases under the PEPP. In this environment, issuers were obliged to offer higher new issue premiums, and spreads increased slightly.

At the end of the year, the jitters of the markets, refuelled by a resurgence of the pandemic in Europe and then the appearance of the Omicron variant, as well as the markets' anticipation of less accommodative central bank policies, made execution conditions less favourable for issuers, which had to offer higher premiums in a less deep market. The Fed decided to accelerate its tapering policy, and the ECB announced the ending of the PEPP in March 2022 as well as of the special refinancing conditions for the TLTRO III (with the interest rate returning from the bonus level of -1% to the deposit facility rate of -0.5%). Against this background, with still ample liquidity and spreads at historically low levels in December, eurozone issuers increased their covered bond and senior preferred debt issues.

V. Hedging policy

Within Crédit Agricole S.A., derivative instruments are used for three main purposes:

- to meet demand from Group customers;
- to manage the Group's financial risks;
- to take positions for the Group's own account (as part of specific trading activities).

Derivatives not held for hedging purposes (as defined by IAS 39[(1)]) are classified as derivative instruments held for trading and are monitored for market risk as well as counterparty risk, where applicable. Certain derivative instruments may be held for the economic hedging of financial risks, without however meeting the IAS 39 criteria. They are also classified as derivative instruments held for trading.

In all cases, the intent of the hedge is documented at the outset and verified quarterly by appropriate tests (forward-looking and backward-looking).

Each Group entity manages its financial risks within limits set by the Group Risk Committee chaired by the Chief Executive Officer of Crédit Agricole S.A.

The charts in Note 3.4 to the consolidated financial statements give the market values and notional amounts of hedging derivatives.

1. Fair value hedges and cash flow hedges

All information relating to the policy for hedging global interest rate risk is grouped together in the "Pillar 3 Disclosures" section of Chapter 5 "Risks and Pillar 3".

2. Net investment hedges in foreign currencies

A third hedging category relates to the hedging of investments made in the entities (mostly international subsidiaries and branches) whose functional currency is different than that of the Group. The level of hedging is adjusted by currency, primarily in order to immunise the Group's CET1 ratio against exchange rate fluctuations. These hedging derivatives used for international investments (mainly currency bonds and exchange rate swaps) are subject to net investment hedge documentation. The changes in hedge value associated with the hedged risk (i.e. foreign exchange risk) are recorded, for the effective portion, through other comprehensive income that can be reclassified, where the amount of the hedged foreign currency asset is greater than or equal to the nominal (or notional) amount of the hedging instrument. Any ineffectiveness is recognised directly through profit or loss.

(1) In accordance with a decision made by the Group, Crédit Agricole S.A. chooses not to apply the IFRS 9 "hedge accounting" option, as allowed by the standard. All hedging relationships continue to be documented in accordance with the rules of IAS 39, until, at the latest, the date of application of the regulations on fair value macro hedges when adopted by the European Union. However, hedge accounting under IAS 39 uses the classification and measurement principles of IFRS 9 to decide which financial instruments qualify.

2.7 INSURANCE SECTOR RISKS

The information in this section supplements Note 4 to the consolidated financial statements in the Universal Registration Document of Crédit Agricole Assurances and is covered by the Statutory Auditor's Report on the consolidated financial statements.

In view of the predominance of its savings and retirement activities, the Crédit Agricole Assurances Group is more particularly exposed to market risks (equity risk, spread risk) and asset/liability risks (liquidity and interest rate risk). The Crédit Agricole Assurances Group also faces insurance risks. Lastly, it is exposed to operational risk linked to non-compliance risk and to legal risk particularly in process execution.

I. Governance and organisation of risk management in the Crédit Agricole Assurances Group

The risk governance system of the Crédit Agricole Assurances Group is based on the following principles:

- it is within the remit of the control function mechanism at Crédit Agricole S.A. level that includes the Group Risk Management and Permanent Controls business line, which is responsible for steering (supervision and prevention) and second-degree control, the Internal Audit business line, which is responsible for periodic control, and the Compliance business line. In addition to these functions is the Actuarial function at the Crédit Agricole Assurances level, as required by insurance company regulations;
- it is overseen by the Risk Management function of the Crédit Agricole Assurances Group, which heads the "Risk Management" business line, supervises procedures and ensures that subsidiary risk management systems are compliant with Group standards and principles. It is supported by experts for each major risk category;
- it is based on the principle of subsidiarity. Each Crédit Agricole Assurances Group entity is responsible for defining and implementing its solo risk management policy, in accordance with Crédit Agricole S.A. principles and rules, the principles and rules for the management of Crédit Agricole Assurances Group, and local regulations for international subsidiaries.

Risk governance falls on:

- Executive Management (the CEO and second Executive Directors as defined by Solvency 2) and the Board of Directors, ultimately responsible for the Crédit Agricole Assurances Group's compliance with all applicable regulations and legislation;
- the Crédit Agricole Assurances Executive Committee, which is the primary strategic body of the Group's Executive Management and the Group committees (in particular the Finance Committee, the Risks and Internal Control Committee, the ALM and Investment Committee and the Reinsurance Strategy Committee);
- the four key functions (Risks, Compliance, Actuarial function, Internal Audit), whose representatives have been appointed by the Chief Executive Officer. Their appointment is validated by the Board of Directors and notified to the competent national supervisory authority. The four key functions are coordinated by the Risk and Internal Control Committee of the Crédit Agricole Assurances Group. The heads of the key functions have direct access to the Board of Directors, to whom they present the results of their work at least once a year;
- an internal control system, defined as the framework designed to manage and control all types of operations and risks and to ensure that all transactions are carried out in a manner that is proper (in compliance with regulations), secure and effective. Crédit Agricole Assurances asks its Board of Directors to validate its risk policies;
- the internal process for evaluating Crédit Agricole Assurances Group's solvency and risks (Organisational Readiness Self-Assessment – ORSA), synchronised with the other MTP/Budget strategic processes, capital planning and the updating of the Risk strategy and function policies. Prospective assessments completed within this framework make it possible to analyse the consequences of adverse situations on the Group's management indicators and to take the necessary action, where appropriate.

1. Organisation of risk management

The risk management system of the Crédit Agricole Assurances Group is managed by the Head of the Risk Management function, who reports operationally to the Crédit Agricole Assurances Chief Executive Officer and hierarchically to the Group Chief Risk Officer of Crédit Agricole S.A. The Head of the function relies on the Chief Risk Officers of the entities who report to him/her. The Insurance Risk business line operates like a matrix, combining entity-level organisations with Group approaches by type of risk.

The hierarchical reporting by business line guarantees independence, with a "second pair of eyes" role (to issue a recommendation) to back the operating functions, which manage risks day-to-day, make decisions and exercise first-level controls to ensure their processes are performed properly.

2. Risk management system

At Crédit Agricole Assurances Group level

In order to achieve its strategic orientations while managing and mitigating its risks appropriately, the Crédit Agricole Assurances Group established a risk appetite framework. This consists of key indicators for each risk category that constitute the core of its Risk management strategy.

The Risk management strategy implemented by the Crédit Agricole Assurances Group is based on the overall risk management framework and the limits and alert thresholds for the range of different risks it is exposed to through the implementation of its strategy.

It is reviewed and validated at least annually, along with the Risk Appetite Statement, by the Crédit Agricole Assurances Board of Directors, following a review by the Crédit Agricole S.A. Risk Committee (a sub-committee of Crédit Agricole S.A. Executive Committee, chaired by its Chief Executive Officer) of the indicators and major limits. Crédit Agricole Assurances' Executive Management and Board of Directors or even the Risk Committee of the Crédit Agricole S.A. Group, depending on the scope of its authority, are notified of any breaches of alert thresholds or limits and any resulting corrective measures.

The quarterly risk dashboard of Crédit Agricole Assurances, supplemented by a monthly report, is used to monitor the Group's risk profile and identify potential deviations.

The Board of Directors receives regular updates on compliance with the risk appetite framework.

Dedicated bodies have been established to manage risk consistently at Group level: the Risk Monitoring Committee, which meets bi-monthly, and the Financial Risk Committee, which meets monthly; portfolios are reviewed by asset type and current risks are reported monthly to the Executive Committee.

Moreover, a Committee on Insurance Models at the level of the Crédit Agricole Assurances Group, steered by the Risk Management business line, approves the methodologies underpinning the models and indicators used to address major risks for Crédit Agricole Assurances Group or presenting cross-sector challenges for the Crédit Agricole Assurances Group.

Refer to the glossary on page 715 for the definition of technical terms.

At entity level

In accordance with the Group framework, companies define their own processes and systems to measure, supervise and manage risks: process and risk mapping resulting in a Risk strategy that defines, according to their risk appetite, the Crédit Agricole Assurances Group global limits in accordance with a process coordinated by the holding company, accompanied if necessary by limits to manage their specific risks.

The entities also draw up formal policies and procedures providing a strict framework for risk management (including the rules for accepting risk when insurance policies are taken out, provisioning and hedging of technical risks by reinsurance, claims management, etc.).

For its international subsidiaries, Crédit Agricole Assurances has drawn up a set of standards to be implemented by each entity, which sets out the scope and rules for decentralised decision-making and specifies the rules to follow during the decision-making process.

Operational risk management is supervised in each entity by committees that meet periodically (investment, ALM, technical, reinsurance and others) in order to monitor developments in the risk position, based on reporting by business lines, present analyses to support the risk management process, and, if necessary, draw up proposals for action. Significant incidents and limit breaches lead to alerts being triggered and notified either to the Crédit Agricole S.A. Risk Management department (for Crédit Agricole Assurances group-level limits), or to Crédit Agricole Assurances Executive Management or the entity's management. Corrective measures are implemented accordingly.

The risk management system is examined during meetings of the Risk Management and Internal Control Committees of each subsidiary, in light of the permanent control reports, the analysis of their Risk dashboard and the conclusions of periodic controls.

II. Market risk

In view of the predominance of savings activities in the French and international (Italy mainly) life insurance subsidiaries, and therefore the very large volume of financial assets held to cover policyholder liabilities, the Crédit Agricole Assurances Group is particularly concerned by market risks.

Market risk is the risk of loss that can result from fluctuations in the price of financial instruments in a portfolio.

The Crédit Agricole Assurances Group is exposed to several types of market risk:

- interest rate risk;
- equity risk;
- foreign exchange risk;
- spread risk. This risk is fully described in a specific section.

In particular, these risks have an impact on the valuation of portfolio assets and their long-term yield, and must be managed closely with matching liabilities and, particularly for life insurance, with guarantees granted to policyholders (minimum guaranteed rate, floor guarantee, etc.).

Liquidity risk is monitored specifically.

Thus, the Crédit Agricole Assurances Group's financial policy provides for an asset/liability framework aimed at reconciling objectives of seeking yield for policyholders, conserving ALM balances and delivering shareholder value. This framework is based on "risk/yield" analyses and "stress scenarios", to identify the characteristics of the amounts to invest, the limitations and objectives over short/medium and long-term horizons, with market analysis, supported by economic scenarios, to identify opportunities and limitations in terms of the environment and the market.

The Investment department of Crédit Agricole Assurances is involved in developing and monitoring implementation of the investment policies of Crédit Agricole Assurances Group and of the subsidiaries (taking into account individual ALM limitations and financial targets), which are submitted to their respective Board of Directors for approval. It is responsible for oversight of the investment management services provided by Amundi (management mandates granted by the companies). Moreover, it makes investments directly (without a mandate) on behalf of the Crédit Agricole Assurances Group companies (in real estate in particular), as part of the policy of diversification.

1. Interest rate risk

Type of exposure and risk management

Interest rate risk refers to the risk of a change in the value of the bond portfolio due to upward or downward movements in interest rates.

The Crédit Agricole Assurances Group's bond portfolio, excluding unit-linked policies and excluding UCITS, amounted to €232 billion at 31 December 2021, down from €245 billion at end-2020.

Interest rate risk for the life insurance companies is linked to interactions between assets (financial management) and liabilities (policyholder behaviour). Management of this risk requires a global approach combining financial strategy, the constitution of reserves and sales and income policies. Crédit Agricole Assurances' framework for managing interest rate risk sets out the limits on risks and the related (ALM Committee, presentation of stress scenarios to the Board of Directors, etc.).

A low interest rate environment puts pressure on the profitability of the life insurance activities of Crédit Agricole Assurances: it creates a situation in which returns from securities in the portfolio are lower than the rates paid out on life insurance contracts. Risks related to the minimum guaranteed returns in France are handled at regulatory level by means of prudential provisions.

Crédit Agricole Assurances has a range of levers to tackle the risk of falling rates:

- no longer issuing policies with a guaranteed minimum rate above zero (since 2000 for the main French life insurance company), so that the overall average guaranteed minimum rate has steadily fallen;
- moderation of the profit-sharing paid;
- hedging using bond assets and swaps/swaptions to manage reinvestment risk;
- adaptation of ALM and investment policies to the very low interest rate environment;
- prudent diversification of investment assets;
- adaptation of the sales policy in favour of deposits to unit-linked contracts.

A risk arising from an increase in interest rates could occur if there is a gap between the rate of return delivered by the insurer (related to bond yields) and the rate expected by policyholders in a high-rate environment, or the rate achieved by other savings vehicles. This could result in a wave of early redemptions by policyholders, forcing the insurer to dispose of assets, notably bonds, with unrealised losses (which would generate losses). In turn, the yield on the portfolio would be reduced, with the risk of triggering new waves of policy redemptions.

Refer to the glossary on page 715 for the definition of technical terms.

Crédit Agricole Assurances thus implements measures to manage the risk of a rise in rates:

- adjustment of duration according to projected outflows of liabilities;
- retention of liquidities or liquid investments with a low risk of loss;
- dynamic management of the investment portfolio and setting aside reserves to provide the capacity to increase the return (capitalisation reserve, and profit-sharing reserves);
- upward interest rate hedging through derivatives;
- building customer loyalty to limit early redemptions.

The Crédit Agricole Assurances Group's dashboard, presented to the Executive Committee, includes indicators to monitor the nature of this risk: average guaranteed minimum rate, bond portfolio coverage ratio, allocation to reserves, etc.

Analysis of sensitivity to interest rate risk

Technical liabilities

The Crédit Agricole Assurances Group's technical liabilities are largely insensitive to rate risks for the following reasons:

- savings provisions (over 90% of technical reserves, excluding unit-linked policies): these technical reserves are based on the pricing rate which is constant over time for a particular policy. As a result, a change in interest rates will have no impact on the value of these commitments;
- property and casualty reserves: these technical reserves are not discounted to present value and changes in interest rates therefore have no impact on the value of these commitments;
- mathematical reserves for benefits (personal injury, disability): the discount rate used in calculating these reserves is based on the interest rate in force at the calculation date. Therefore, the size of these commitments varies with interest rates. However, given the limited amount of these technical commitments, they pose no material risk for the Crédit Agricole Assurances Group.

Financial investments

The sensitivity to rate risk of the Crédit Agricole Assurances Group's bond portfolio is used to assess the impact of a rate movement. It is calculated by assuming a 100-basis point rise or fall in interest rates (net of policyholders' deferred profit-sharing and tax):

	31/12/2021		31/12/2020	
(in millions of euros)	Impact on net income	Impact on equity	Impact on net income	Impact on equity
100 bps rise in risk-free rates	(63)	(2,035)	(53)	(2,193)
100 bps decline in risk-free rates	85	2,039	89	2,197

The impacts presented above take the following elements into account:

- the profit-sharing rate for the entity holding the financial investments;
- the tax rate in force.

Where securities are recognised as assets at fair value through equity, the impacts are presented in the "Impact on equity" column. Where they are recognised as assets at fair value through profit or loss, the impacts are presented in the "Impact on net income" column.

To reiterate, Crédit Agricole S.A. uses the overlay approach for financial assets held for the purpose of an activity involving insurance contracts, which are designated in accordance with the option provided by the amendments to IFRS 4 (this approach is explained in Note 1 to the Crédit Agricole Assurances consolidated financial statements). The sensitivity of designated assets is recorded in shareholders' equity.

Financing debt

Borrowings arranged by the Crédit Agricole Assurances Group mainly pay fixed rates; interest is therefore not very sensitive to changes in interest rates.

2. Equity and other diversification assets risk

Type of exposure and risk management

Exposure to the equity markets and other so-called diversification assets (private equity and listed or unlisted infrastructures, real estate and alternative management) is intended to capture yield in these markets (notably with a low correlation between real estate and other asset classes). Market risk on equities and other diversification assets is defined as a risk of volatility in terms of valuation and therefore, an accounting provisioning risk that could have an impact on policyholder benefits (provision for permanent impairment, provision for liquidity risk). To limit this effect, particularly for the life insurance portfolios, allocations are analysed to determine a ceiling for the share of these diversification assets and a maximum volatility level.

Equities and other diversification assets are held directly or via dedicated Crédit Agricole Assurances Group UCITS to provide regional diversification, in accordance with the relevant risk policies. Exposure to these assets is managed by a series of limits (by asset class and overall for the diversification) and concentration rules.

Compliance with these limits is monitored on a monthly basis.

The main asset classes in the global portfolio are presented in Note 6.4 to the consolidated financial statements. The fair value of financial assets and liabilities recognised at acquisition cost in the balance sheet is disclosed in Note 6.5.1 to the consolidated financial statements. Both items can be found in the Crédit Agricole Assurances Universal Registration Document.

Refer to the glossary on page 715 for the definition of technical terms.

Analysis of sensitivity to equity risk

A quantified measurement of equity risk can be expressed by the sensitivity calculated by assuming a 10% rise or fall in equity markets (impacts are shown net of policyholders' deferred profit-sharing and tax):

	31/12/2021		31/12/2020	
(in millions of euros)	Impact on net income	Impact on equity	Impact on net income	Impact on equity
10% rise in equity markets	154	179	123	152
10% decline in equity markets	(156)	(179)	(126)	(152)

The impacts presented above take the following elements into account:

- the profit-sharing rate for the entity holding the financial investments;
- the tax rate in force.

These sensitivity measurements include the impact of changes in the benchmark equity index on assets measured at fair value, reserves for guaranteed minimum return and reserves for the right to withdraw from unit-linked contracts as well as any additional impairment provisions required by a decline in equity markets.

Changes in the fair value of equity instruments at fair value through profit or loss impact net income; changes in the fair value of equity instruments classified as non-recyclable under the fair value option impact unrealised gains and/or losses.

Moreover, Crédit Agricole Assurances uses the overlay approach for financial assets held for the purpose of an activity involving insurance contracts, which are designated in accordance with the option provided by the amendments to IFRS 4 (this approach is presented in Note 1 to the consolidated financial statements). The sensitivity of designated assets is recorded in shareholders' equity.

3. Foreign exchange risk

Foreign exchange risk is defined as the risk of loss due to movements in foreign exchange rates against the euro. For Crédit Agricole Assurances, this risk is marginal, as shown by the sensitivity to foreign exchange risk, calculated by assuming a 10% rise or fall in each currency relative to the euro (impacts are shown net of policyholders' deferred profit-sharing and tax):

	31/12/2021		31/12/2020	
(in millions of euros)	Impact on net income	Impact on equity	Impact on net income	Impact on equity
10% rise of each currency relative to the euro	0.0	2.0	(0.1)	0.1
10% fall of each foreign currency relative to the euro	(0.0)	(1.7)	0.1	(0.1)

Crédit Agricole Assurances's exposure to foreign exchange risk falls into two categories:

- limited structural exposure: in yen for the CA Life Japan subsidiary, with a hedging ratio of 83% (low net exposure of €18.6 million at end-2021) and in PLN for the CA Zycie subsidiary, with a hedge ratio of 89% (net exposure of €2.5 million at end-2021);
- operational foreign exchange exposure arising from a mismatch between the asset's currency and that of its liabilities: the Crédit Agricole Assurances Group's global portfolio, representing commitments in euros, is primarily invested in euro-denominated financial instruments. However, to achieve the aim of optimising risk/return and diversification, the Group seeks to profit from projected growth and interest rate differentials between major geographic areas, in dedicated funds and fixed-income mandates. The general foreign exchange risk hedging strategy is not to hedge exposure to the currencies of emerging economies, regardless of the asset class, and, in contrast, to hedge exposure to the currencies of mature countries, with the option of limited tactical exposure to the US dollar. Crédit Agricole Assurances Group's overall foreign exchange exposure is bound by a maximum market value limit relative to the total portfolio, and two sub-limits for emerging currencies and the US dollar.

4. Liquidity risk

Type of exposure and risk management

For Crédit Agricole Assurances, liquidity risk essentially corresponds to its ability to meet its current liabilities.

From this perspective, the companies combine several approaches.

On the one hand, liquidity is an investment selection criterion (majority of securities listed on regulated markets, limits on assets in markets that lack depth, such as private equity, unrated bonds, and alternative management, etc.).

On the other hand, systems for managing liquidity are consistent across the Crédit Agricole Assurances Group, and are defined by the companies as part of their ALM policy:

- for life insurance companies, these systems have the goal to ensure a match between the maturities of assets and those of liabilities under normal and stressed conditions (wave of buybacks/deaths, see below the liquidity monitoring indicator). The objective is to ensure liquidity in the long-term (monitoring and limiting of annual cash run-off gaps), medium term (so-called "reactivity" ratio described below), and, in case of uncertainty regarding net inflows, short-term (one-week and one-month liquidity, with daily monitoring of redemptions). Temporary liquidity management mechanisms also exist for exceptional circumstances where markets are unavailable (repurchase agreements with collateral in cash or ECB-eligible assets);

- for non-life insurance companies, liquidities or assets with low reactivity are retained, and the share is calculated to respond to a shock to liabilities.

The "reactivity" ratio measures the ability to mobilise current assets of less than two years or variable-rate assets by limiting the impacts in terms of capital loss; it is measured and compared against a threshold set by each life insurance company.

The liquidity monitoring indicator, introduced in 2018, measures the ratio between stressed liquid assets (appreciation of a discount) and a liquidity requirement generated by a 40% buyback rate over a one-year period.

Profile of financial investment portfolio maturities

Note 6.6 to the consolidated financial statements of Crédit Agricole Assurances, which can be found in Part 6 of the Universal Registration Document, contains the bond portfolio maturity schedule (excluding unit-linked contracts).

Breakdown of financial liabilities by contractual maturity

Note 6.23 to the consolidated financial statements of Crédit Agricole Assurances, which can be found in Part 6 of the Universal Registration Document, provides information on the estimated schedule for Crédit Agricole Assurances insurance liabilities (excluding unit-linked contracts for which the risk is borne by policyholders).

Financing

As a holding company, Crédit Agricole Assurances is responsible for subsidiary refinancing enabling them to meet their solvency requirements and operational cash needs. It is refinanced through its shareholder Crédit Agricole S.A. and, since 2014, through issuing subordinated debt directly in the market.

The structure of the financing debt and its breakdown by maturity is shown in Note 6.21 to the consolidated financial statements of Crédit Agricole Assurances (Part 6 of the Universal Registration Document).

III. CCR

Credit risk is the risk of loss due to default by an issuer. For debt securities, this risk translates as a decrease in value.

This section deals only with counterparty risk on financial instruments. Exposure to counterparty risk on reinsurers' receivables is covered in the section on "insurance risk".

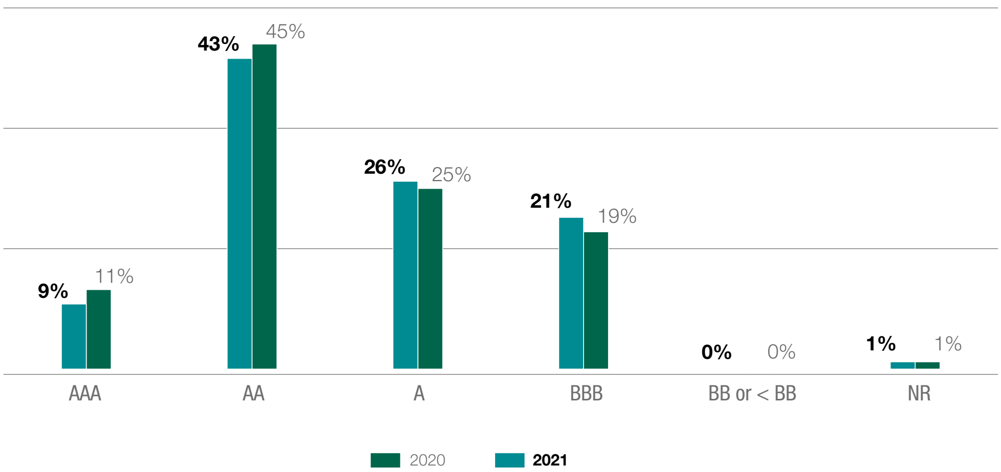
Amundi's risk management teams perform the analysis of counterparty risk for issuers and for OTC market transactions (derivatives) under the management mandates granted to them by the insurance companies.

Counterparty risk is contained overall for Crédit Agricole Assurances Group and at portfolio level for each entity on the basis of limits in terms of ratings, issuer and sector concentration.

Hence, aggregate limits are defined to manage the breakdown of issues between rating classes. The rating used is the "Solvency 2" rating corresponding to the second best of the three Standard & Poor's, Moody's and Fitch ratings. The share of "high-yield" issues held directly or indirectly via funds, is subject to strict limits. Only issues with a minimum BB rating are authorised for purchase in mandates. Issuers that have not been rated by an external agency but have an internal Crédit Agricole S.A. rating are selected according to a rigorous process and accounted for approximately 4.0% of the portfolio at end-October 2021.

The breakdown of the bond portfolio by financial rating makes it possible to assess its credit quality.

The bond portfolio (excluding unit-linked policies and UCITS) by credit rating breaks down as follows:



Concentration in a single issuer (equities and interest rate instruments) may not exceed a given percentage of the global portfolio, which is determined according to issuer type and quality. Furthermore, limiting the relative weighting of the top ten issuers ensures diversification within rating levels A and BBB. Exposure is reviewed quarterly with the Amundi Risk teams and the Risk Management department of Crédit Agricole S.A.

Concentration in sovereign debt and similar is subject to individual limits according to debt-to-GDP ratio and the country's internal credit rating.

The exposure to sovereign debt in Italy, Spain, Portugal and Ireland is subject to authorisations by the Crédit Agricole S.A. Group Risk Committee. Such exposure is concentrated in Italian sovereign debt held by the Italian subsidiary of Crédit Agricole Assurances. The purchase of Greek issuers' debt remains prohibited.

Cash collateral contracts are used to manage counterparty risk for over-the-counter derivatives used by companies to hedge exposure to rate risk on their balance sheets.

Refer to the glossary on page 715 for the definition of technical terms.

IV. Insurance risk

The Crédit Agricole Assurances Group is exposed to insurance risk through the insurance business. Such risk primarily relates to the underwriting, valuation of provisions and reinsurance processes.

Each entity implements an approach in collaboration with all the operating departments concerned, as well as Risk, Compliance, Actuarial functions and Legal Affairs, to manage risks when new insurance products are created or substantial changes are made to the features of an existing product. Products are approved by an ad hoc committee (New Business and New Product Committee).

1. Insurance underwriting risk

Insurance underwriting risk takes different forms depending on the whether the insurance is life or non-life:

Life insurance underwriting risk

Through its Savings, Retirement and Death & Disability activities and life insurance guarantees in respect of its creditor insurance, Crédit Agricole Assurances is exposed to biometric risks (longevity, mortality, incapacity, long-term care and disability risks), loading risk (insufficient loading to cover operating expenses and fees paid to distributors), but most of all to behavioural risk for redemptions (for example, due to an increase in interest rates that reduces the competitiveness of certain investments, a deterioration in trust in Crédit Agricole Group, or a legal development, such as the Bourquin amendment to the Sapin II law).

Life insurance technical reserves, recognised in the main by French companies, are chiefly constituted from savings denominated in euro or unit-linked (UL) policies. For the majority of UL policies, the risk of fluctuation in the value of the underlying is borne directly by the policyholder. Some policies may include a floor guarantee in the event of the death of the insured, which exposes the insurer to a financial risk determined by the value of the policies' UL and the probability of death of the insured. A specific technical reserve is recognised for this floor guarantee.

In savings, redemption rates are monitored for each life insurance company and compared with the structural redemption rates established on the basis of historic and market data.

In death and disability, creditor insurance and yields, the underwriting policy, which specifies the risks covered, the underwriting conditions (target customers, exclusions) and pricing standards (notably the statistical tables established either from national or international statistics or from experience tables) helps to control risk in this area.

"Catastrophe" risk, related to a mortality shock, is likely to impact the results for individual or group death & disability insurance. The adequacy of the reinsurance programme helps to limit this risk.

Non-life insurance underwriting risk

For property and casualty insurance and non-life benefits included in creditor insurance policies, the underwriting risk can be defined as the risk that the premiums collected are insufficient compared to the claims to be settled. Crédit Agricole Assurances is specifically exposed to frequency risk and exceptional risk, whether originating from a catastrophe risk (particularly climatic) or the occurrence of individual incidents for significant amounts.

For distribution partners, underwriting policy defines the framework for accepting risk (to ensure appropriate selection of risks and the spread within the policy portfolio to optimise technical margins). Formal rules and procedures for pricing are also drawn up.

The ratio of claims paid to premiums earned is compared to targets that are reviewed annually. This claims ratio is the key indicator for monitoring risk and is used to identify priorities for improving the technical result, where necessary.

Concentration risk in non-life insurance relates to an aggregation of liabilities in respect of a single claim, arising from:

- underwriting concentration in which insurance policies are written by one or more Group entities on the same risk;
- claim concentration, where policies are written by one or more Crédit Agricole Assurances Group entities on risks that are different, but liable to be triggered by a single covered event or the same primary cause.

This type of risk is hedged, first, by a policy of diversifying the risks written in a single region and, second, by reinsurance to limit the financial impact of a major event (storms, natural disasters, etc.), under a reinsurance policy (see reinsurance risk below) that incorporates this dimension.

2. Provisioning risk

Provisioning risk is the risk of a gap between the provisions set aside and those required to meet liabilities. It may be related to risk valuation (volatility introduced by discount rates, regulatory changes, or new risks for which statistical depth is inadequate, etc.) or a change in risk factors (population ageing, for example, leading to increased long-term care risks or health issues, stricter laws governing professional liability insurance, personal injury compensation, and others).

The objective of the provisioning policy established in each of the companies is to guarantee a prudent assessment of loadings for past and projected claims to ensure a high probability that the accounting provisions set aside will be sufficient to cover the ultimate load.

The methods used to constitute provisions (on a case-by-case basis) for property and casualty insurance, according to the products and benefits affected, are documented and the management rules applied by claims managers are set out in the manuals.

The choice of statistical methodology to calculate accounting provisions (including provisions for late payment) is justified at each reporting date.

The local permanent control plan encompasses control of provisioning policy.

The Statutory Auditors perform an actuarial review of provisions as part of the review of the annual financial statements.

The breakdown of technical reserves relating to life and non-life insurance contracts is presented in Note 6.23 to the consolidated financial statements.

3. Reinsurance risk

Reinsurance risks are of three types:

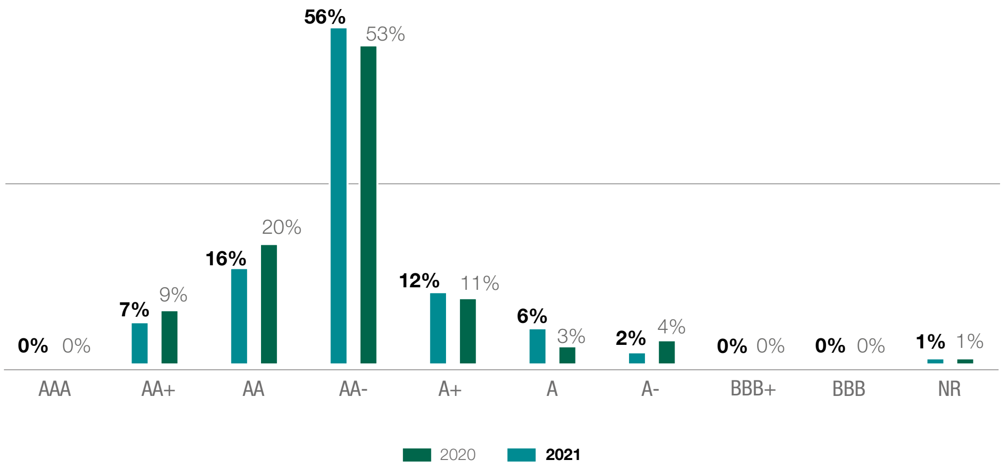
- inappropriate reinsurance (insufficient cover or, on the other hand, payment of too high a premium, which erodes technical margins and competitiveness);
- risk of a reinsurer defaulting and not being able to pay its share of the claims;
- no or virtually no reinsurance on a given activity or guarantee given (reinsurance offer, amounts that can be covered and the cost of cover, depending on market conditions that are liable to vary significantly).

Each company draws up its own reinsurance plan aimed at protecting equity in case of systemic or exceptional events and at limiting volatility in the Company's results, based on the principles of Crédit Agricole Assurances Group's strategy for common and uniform risks limitation, namely:

- selecting reinsurers that meet minimum financial strength criteria, with reinsurers' ratings monitored at the Crédit Agricole Assurances Group level;
- ensuring adequate dispersion of premiums across reinsurers;
- monitoring the adequacy of reinsurance cover relative to the commitments to policyholders and of results on each reinsurance agreement.

The reinsurance plans are reviewed annually by the Board of Directors in each subsidiary.

Their breakdown by reinsurer rating is as follows:



4. Emerging risks

The Risk department is responsible for the ongoing monitoring of insurance risk, in cooperation with other business line departments and the Legal department.

The Risk Monitoring Committee, which meets twice monthly and is attended by all Risk Management and Permanent Controls Officers, is also tasked with anticipating developments in the regulatory and legal environment and identifying emerging risks.

This monitoring comes from many sources (economic research, internal and external analysis, in particular by consulting firms and research published by the French Regulatory and Resolution Supervisory Authority (ACPR), the European regulator – EIOPA, etc.).

V. Operational risk

Operational risk is the risk of loss resulting from shortcomings or failure in internal procedures, human error, information systems or external events. It includes non-compliance risk, legal risk and the risks generated by key outsourced services.

The Crédit Agricole Assurances entities apply Crédit Agricole S.A. directives on operational and compliance risk management.

The operational risk management system in each entity, including the holding company, is thus comprised of the following components:

- a mapping of risk events, periodically updated to incorporate organisational changes, new activities and even changes in the cost of risk. It is based on a breakdown of activities into processes and the seven risk categories of the Basel 2 classification. The financial and non-financial (regulatory, image) impacts of these identified risk events, whether actual or potential, are assessed as well as their probability of occurrence, based on business expertise. Internal control is assessed on the basis of the results of controls at the different levels defined in the local control plans and standardised controls defined by Crédit Agricole S.A.'s Risk department and the findings of periodic controls to highlight the most critical net risks and prioritise actions plans to reduce them;
- a process of collecting data on risk-related incidents and operating losses, backed by an early-warning system, is used to monitor identified risks and use them to introduce remedial measures and ensure consistency with mapping. The amount of collected losses is compared each quarter to an annually defined alert threshold.

Crédit Agricole Assurances and its subsidiaries have prepared a Business Continuity Plan (BCP) focusing on essential activities in order to cover a failure of information systems, operational sites and staff. This meets the standards of Crédit Agricole S.A., with the adoption of the Crédit Agricole S.A. solution for the user backup site, and an IT Back-up Plan (PSI) that relies on the pooled operating and IT production environment of Crédit Agricole S.A. it is tested regularly. IT system security is an inherent component of the Group's security policies. A three-year programme of security projects (including accreditation, intrusion tests, and IT system failure scenarios) is being implemented.

Refer to the glossary on page 715 for the definition of technical terms.

A Crédit Agricole Assurances Group-wide general subcontracting policy, describing amongst others the monitoring and control system associated with outsourcing, has been rolled out by Group entities. The system for managing outsourced services was reinforced in 2021, following the publication of the EBA guidelines on outsourced services and the publication of the EIOPA guidelines on the outsourcing of cloud-based services.

VI. Non-compliance risks

Non-compliance risks refer to a potential lack of adherence to rules governing financial activities. These rules may be laws, regulations (Solvency 2, securities regulations, data protection, customer protection, or anti-money laundering and combating the financing of terrorism requirements, fighting of corruption, etc.), professional or ethics standards, and instructions from the executive body. These risks are identified in the operational risk mapping of each Crédit Agricole Assurances Group entity.

In each entity, the Compliance Officer is responsible for the implementation of the Group procedures issued by the Compliance department of Crédit Agricole S.A. (FIDES Corpus) and for the development of procedures specific to the activities of his/her entity. The Compliance Officer is also responsible for training and for the dedicated control system aimed at controlling these risks, with the ongoing goal of limiting the potential impacts (financial losses, legal, administrative or disciplinary sanctions), while protecting the reputation of the Crédit Agricole Assurances Group. In this respect, the launch of new business activities and the creation of new products, are subject to enhanced security by referral to the New Activities and New Products Committees, established in each entity to review in particular the contractual and marketing documents for products, as well as the training materials and sales aids intended for distributors.

The supervision of the compliance systems of the subsidiaries of Crédit Agricole Assurances is carried out by the Compliance Officer of the Crédit Agricole Assurances group. Coordination for the Insurance business is carried out mainly through exchanges with the subsidiaries.

In all areas of compliance, from the prevention of money laundering and financing of terrorism to protecting customers, the Group has strengthened coordination with distributors (Regional Banks, LCL, other international networks) to ensure implementation of the controls to guarantee correct application of procedures by all parties.

VII. Legal risks

Responsibility for legal management, regulatory monitoring and consulting with the various Business line departments lies with the companies' Legal departments. There are currently no governmental, legal or arbitration proceedings (or any proceedings known by the Company, suspended or threatened) that could have or has had, in the previous 12 months, any material effect on the financial position or profitability of the Company and/or of the Crédit Agricole Assurances Group.

To Crédit Agricole Assurances' knowledge, there is no significant litigation to note.

2.8 OPERATIONAL RISK

Operational risk is the risk of loss resulting from shortcomings or failure in internal procedures, staff, information systems or external events.

It includes legal risk, non-compliance risk, internal and external fraud risk, the model risk and risks generated by the use of outsourced services, including those that are key (prestations de service essentielles externalisées – PSEE).

I. Organisation and supervision system

The operational risk system, adjusted to each Group entity, comprises the following components common to the entire Group.

Organisation and governance of the Operational Risk Management function

- Supervision of the system by Executive Management (via the Operational Risk Committee or the operational risk unit of the Group Risk Committee and the Internal Control Committee).
- Tasks of the Risk Management Officers (Crédit Agricole S.A. and its subsidiaries) and the Operational Risk Managers at local level in terms of management of the operational risk management system.
- Responsibility of the entities in managing their own risks.
- Set of standards and procedures.
- Circulation of Crédit Agricole's Group risk tolerance policy implemented in 2015 and incorporating operational risk.

Identification and qualitative assessment of risks through risk mapping

Risk mapping is done annually by the entities and is used by each entity with a validation of the results and associated action plans by the Operational Risk Committee (operational risk unit of the Internal Control Committee) and a presentation to the Risk Committee of the Board of Directors.

This mapping is supplemented by the establishment of risk indicators to monitor the most sensitive processes:

- collection of operational loss data and an early-warning system to report significant incidents, which are consolidated in a database used to measure and monitor the cost of risk. The reliability and quality of the data collected are submitted to systematic audits both at the local and central levels;
- the calculation and regulatory reporting of capital for operational risk at the consolidated and entity levels;
- the quarterly production of an operational risk dashboard at entity level, accompanied by a Crédit Agricole Group summary, taking into account the main sources of risks affecting the business lines and associated action plans for major incidents.

Tools

The RCP (Risk Management and Permanent Controls) platform contains the four essential elements of the system (collection of loss data, operational risk mapping, permanent controls and action plans) sharing the same framework and thus making it possible to establish a connection between the risk mapping systems and risk management system (permanent controls, action plans, etc.).

Regarding the IT system component used for the calculation and allocation of regulatory capital, the upgrade plan was continued along with a rationalisation of the databases, enhanced information granularity and the automation of the controls on data taken from COREP's regulatory statements to bring IT into line with best management principles defined by the Basel Committee.

These components are subjected to consolidated verifications at the central level.

The risks associated with key outsourced services are incorporated into each component of the Operational Risk system and are the subject of a specific report, as are the consolidated controls that are centrally communicated. The system of Crédit Agricole S.A. and its subsidiaries was adapted in accordance with the ABE guidelines on outsourcing arrangements, published in February 2019. The latter were transposed into a standard, published in December 2021, dedicated to risk management of activities outsourced within the Group.

II. Methodology

The main entities of Crédit Agricole S.A. use the advanced measurement approach (AMA): Crédit Agricole Corporate and Investment bank, Amundi, LCL, Crédit Agricole Consumer Finance and Agos. The use of the AMA for these entities was approved by the French Regulatory and Resolution Supervisory Authority (ACPR) in 2007. These entities currently represent 66% of the capital requirement for operational risks.

For the entities that use the standardised approach (TSA), the regulatory weighting coefficients used in calculating the capital requirement are those recommended by the Basel Committee (percentage of revenues according to business line).

AMA regulatory capital requirement calculation

The AMA method for calculating capital requirements for operational risk has the following main objectives:

- increase control over the cost of operational risk, and prevent exceptional risks across the various Group entities;
- determine the level of capital needed for the measured risks;
- promote improvements in risk management through the monitoring of action plans.

The systems implemented within the Group aim for compliance with all qualitative criteria (integration of risk measurement into day-to-day management, independence of the Risk function, periodic disclosure of operational risk exposures, etc.) and Basel 3 quantitative criteria (99.9% confidence interval over a one-year period; incorporation of internal data, external data, scenario analyses and factors reflecting the operating environment; incorporation of risk factors that influence the statistical distribution, etc.).

The AMA model for calculating capital requirements is based on a unique actuarial model called the ***Loss Distribution Approach.***

Internal factors (change in the entity's risk profile) are considered according to:

- changes within the entity (organisational, new business activities, etc.);
- changes in risk mapping;
- an analysis of the history of internal losses and the quality of the risk management system, in particular via the permanent controls system.

For external factors, the Group uses:

- the ORX Insight external consortium database to monitor incidents recorded in other institutions;
- the SAS OpRisk and ORX News external public databases for:
  - raising awareness among the entities of the main risks that have impacted other institutions,
  - assisting experts in the valuation of the main Group vulnerabilities (key scenarios).

The model was designed and developed according to the following principles:

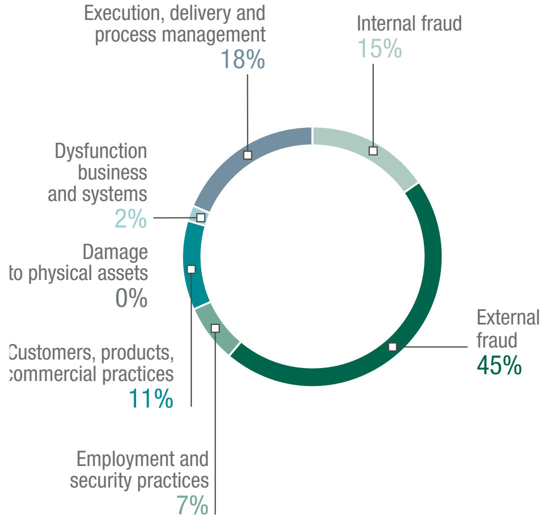
- it must form an integral part of the risk policy;
- it must be pragmatic, i.e. the methodology must be applicable to real operating conditions;
- it must have educational value, in order to be endorsed by Executive Management and the business lines;
- it must be robust, i.e. it must be able to provide estimates that are realistic and stable from one financial year to the next.

An annual committee for back-testing the Advanced Measurement Approach (AMA) model analyses the model's sensitivity to changes in the risk profile of the entities. Every year, this committee identifies areas where improvements are possible, and draws up corresponding action plans.

The operational risk system and methodology have been subject to external audits by the ECB in 2015, 2016 and 2017. These missions made it possible to note the Group's progress, but also to complete the prudential approach relating to emerging risks (cyber risk, compliance/conduct risk).

III. Exposure

Breakdown of operational losses by Basel risk category (2019 to 2021)



Generally, the exposure profile in terms of operating risks detected in the last three years reflects the principal activities of Crédit Agricole S.A.:

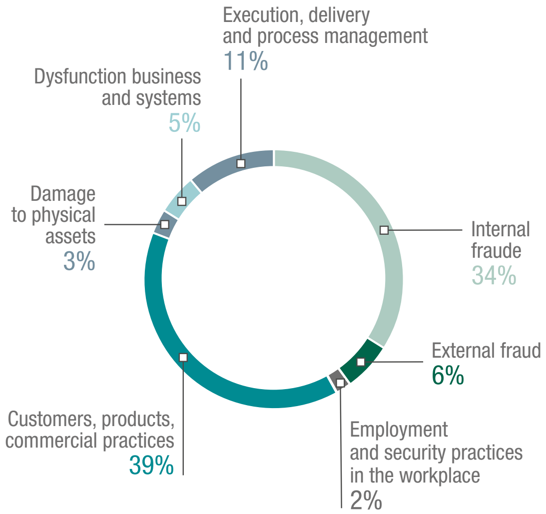
- an exposure to external fraud that remains significant, mainly in connection with credit boundary operational risk (document fraud, fraudulent invoices, etc., as well as one-off defaults in 2020 associated with suspected fraudulent bankruptcies) and payment instruments fraud (bank cards, fraudulent transfers);

Refer to the glossary on page 715 for the definition of technical terms.

- execution and delivery risks, process management risks due to processing errors (absent or incomplete legal documentation, collateral management, litigation with suppliers, input errors, etc.);
- exposure to the Customers category, marked in particular by the decision of the Dutch ombudsman concerning the conditions for the review of the interest rates of revolving loans marketed by Crédit Agricole Consumer Finance Nederland B.V.;
- notable in 2020 was the rise in the share of the Internal Fraud category due to one-off incidents, and in the Employment and Safety Practices category due to additional costs connected to the Covid-19 health crisis (health protection kits, cancellation of travelling and events).

Remedial and preventive action plans at local or Group level were introduced to reduce the exposure of Crédit Agricole S.A. to Operational Risk. Periodic monitoring of action plans for incidents with an impact higher than €5 million has been implemented since 2014 within the Group Operational Risk Committee and since 2016 in the Group Risk Committee.

Breakdown of risk-weighted assets by Basel risk category (2021)



IV. Insurance and coverage of operational risks

Crédit Agricole S.A. has obtained insurance coverage for its operational risks to protect its assets and profits. For high-intensity risks, Crédit Agricole S.A. has taken out insurance policies to cover itself and its subsidiaries with major insurance companies. These policies harmonise the transfer of personal and property risks and the setting up of specific professional liability and fraud insurance programmes for each business line. Lower intensity risks are managed directly by the relevant entities.

In France, third-party civil liability risks are covered by operating civil liability policies. It should be noted that property and casualty insurance for operating assets (property and IT equipment) also includes third-party liability coverage for all property exposed to this risk.

The MRB (*Multirisques Bureaux* – Comprehensive Office), PAB (*Perte d'Activité Bancaire* – Loss of banking business), CYBER and RCJ (*Responsabilité Civile Juristes* – Lawyers' Liability) policies were renewed on 1 January 2022. The RCP (*Responsabilité Civile Professionnelle* – Professional liability) and GDB (*Globale de Banque* – Global Bank = All Securities Risks + Fraud) policies expire on 1 May 2022 and will be renewed on that date.

"Basel 2 eligible" policies contribute to reducing the capital requirement for operational risks (within the 20% authorised limit).

High-frequency and low-intensity risks that cannot be insured on satisfactory financial terms are retained in the form of deductibles or are pooled within Crédit Agricole S.A., ultimately through PACIFICA, and represent around 7% of all Group insurance programmes.

2.9 DEVELOPMENTS IN LEGAL RISKS

The main legal and tax proceedings outstanding at Crédit Agricole S.A. and its fully consolidated subsidiaries are described in the 2020 management report.

With respect to the litigation and exceptional events reported in this document and updated in the third quarter of 2021 in document A04, the only changes are as follows:

- to the last paragraph of the "Strauss/Wolf/Faudem" section;
- to the last paragraph of the "CIE case (Cheque Image Exchange)" section;
- to the penultimate paragraph of the "Euribor/Libor and other indexes" section;
- to the third paragraph of the "SSA Bonds" section;
- to the last paragraph of the "Italian Competition Authority" section;
- to the last paragraph of the "Intercontinental Exchange, Inc." ("ICE") section;
- to the last paragraph of the "Crédit Agricole Consumer Finance Nederland B.V." section;
- to the "Amundi-Procédure AMF" section.

Litigation and exceptional events

Strauss/Wolf/Faudem

US citizens and members of their families who were victims of terrorist attacks attributed to Hamas and committed in Israel between 2001 and 2004 have brought proceedings against Crédit Lyonnais and another bank before a New York court.

They claim that these banks gave support to terrorists as they each kept an account opened (in 1990 in the case of Crédit Lyonnais) by a charity providing aid to Palestinians. The plaintiffs allege that the account was used to transfer funds to Palestinian entities accused of financing Hamas. The plaintiffs, who have not put a figure on the damages they have suffered, are claiming compensation for "injury, anguish and emotional pain".

As the matter and the proceedings currently stand, the plaintiffs have not provided proof that the charity was actually linked to terrorists, nor that Crédit Lyonnais was aware that its customer could have been involved (if it were to be proven) in financing terrorism. The court nonetheless demanded that this be demonstrated by the plaintiffs if they are to win their case. Crédit Lyonnais vigorously denies the plaintiffs' allegations.

Under a ruling made on 28 February 2013, the judge issued a summary judgment referring Crédit Lyonnais and the plaintiffs to a jury trial on the merits.

In February 2018, Crédit Lyonnais filed a new motion for summary judgment based on recent case law so that the plaintiffs' claims can be dismissed without such a jury trial.

In January 2019 the plaintiffs tried to modify their briefs in order to add new plaintiffs before their action was time-barred. The judge refused the request and two new actions (Fisher and Miller) were filed in the same court as the one in charge of the Strauss/Wolf proceedings. They are similar to the pending actions, their legal analysis is identical and their result will depend on the outcome of the motion for summary judgement filed by Crédit Lyonnais in February 2018. From a procedural standpoint, they will remain suspended until then.

On 31 March 2019 the court upheld in its entirety the motion for summary judgment filed by Crédit Lyonnais in February 2018. It considered that no reasonable jury could find in favour of the plaintiffs and dismissed all their claims. The plaintiffs appealed against this decision.

On 7 April 2021, the Second Circuit Court of Appeals dismissed the plaintiffs' appeal.

On 3 September 2021, the plaintiffs filed an appeal with the US Supreme Court. On 7 January 2022, the Supreme Court requested the Solicitor General's opinion on the appropriateness of hearing this appeal. It will make its decision once it has obtained this opinion.

CIE case (Cheque Image Exchange)

In March 2008, LCL and Crédit Agricole S.A. and ten other banks were served notice of grievances on behalf of France's Competition Council (*Conseil de la concurrence*) (now the French Competition Authority – *Autorité de la concurrence*).

They were accused of colluding to implement and apply interchange fees for cashing cheques, since the switch to the Cheque Image Exchange system, i.e. between 2002 and 2007. In the opinion of the French Competition Authority, these fees constitute anti-competitive price agreements within the meaning of Articles 81 paragraph 1 of the treaty establishing the European Community and Article L. 420-1 of the French Commercial Code, and allegedly caused damage to the economy.

In their defences, the banks categorically refuted the anticompetitiveness of the fees and contested the legality of the proceedings.

In a decision published on 20 September 2010, the French Competition Authority stated that the Cheque Image Exchange fee (CEIC) was anti-competitive by its very aim and that it artificially increased the costs borne by remitting banks, which resulted in an unfavourable impact on the prices of banking services. Concerning one of the fees for related services, the fee for cancellation of wrongly cleared transactions (AOCT), the French Competition Authority called on the banks to revise their amount within six months of the decision notification.

The accused banks were sanctioned for a total amount of €384.92 million.

LCL and Crédit Agricole were respectively sentenced to pay €20.7 million and €82.1 million for the CEIC and €0.2 million and €0.8 million for the AOCT.

All of the banks appealed the decision to the Paris Court of Appeal. By a decree of 23 February 2012, the Court overruled the decision, stating that the French Competition Authority had not proven the existence of competition restrictions establishing the agreement as having an anti-competitive purpose.

The French Competition Authority filed an appeal with the Supreme Court on 23 March 2012.

On 14 April 2015, the French Supreme Court (*Cour de cassation*) overruled the Paris Court of Appeal's decision dated 23 February 2012 and remanded the case to the Paris Court of Appeal with a change in the composition of the Court on the sole ground that the Paris Court of Appeal declared the UFC-Que Choisir and ADUMPE's interventions in the proceedings devoid of purpose without having considered their arguments.

The Supreme Court did not rule on the merits of the case and Crédit Agricole has brought the case before the Paris Court of Appeal.

The Paris Court of Appeal issued a decree on on 21 December 2017. It confirmed the decision of the French Competition Authority dated 20 September 2010 but reduced from €82,940,000 to €76,560,000 the sanction on Crédit Agricole. LCL's sanction remained unchanged, at an amount of €20,930,000.

As well as the other banks parties to this procedure, LCL and Crédit Agricole filed an appeal with the Supreme Court.

On 29 January 2020, the French Supreme Court (Cour de cassation) overruled the Paris Court of Appeal's decision dated 21 December 2017 and referred the case to the same Court with a different composition on the ground that the Paris Court of Appeal had not characterized the existence of restrictions of competition by object.

On 2 December 2021, the Paris Court of Appeal overturned the Competition Authority's decision and found it unproven that the establishment of the CEIC and the AOCT constituted anti-competition practices either by their aim or by their effects.

The French Competition Authority filed an appeal with the Supreme Court against this judgment on 31 December 2021.

Office of Foreign Assets Control (OFAC)

In October 2015, Crédit Agricole S.A. and its subsidiary Crédit Agricole Corporate and Investment Bank (Crédit Agricole CIB) reached agreements with the US and New York authorities that had been conducting investigations regarding US dollar transactions with countries subject to US economic sanctions. The events covered by this agreement took place between 2003 and 2008.

Crédit Agricole CIB and Crédit Agricole S.A., which cooperated with the US and New York authorities in connection with their investigations, have agreed to pay a total penalty amount of US$787.3 million (i.e. €692.7 million). The payment of this penalty has been allocated to the pre-existing reserve that had already been taken and, therefore, has not affected the accounts for the second half of 2015.

The agreements with the Board of Governors of the US Federal Reserve (Fed) and the New York State Department of Financial Services (NYDFS) are with Crédit Agricole S.A. and Crédit Agricole CIB. The agreement with the Office of Foreign Assets Control (OFAC) of the US Department of the Treasury is with Crédit Agricole CIB. Crédit Agricole CIB also entered into separate deferred prosecution agreements (DPAs) with the United States Attorney's Office for the District of Columbia (USAO) and the District Attorney of the County of New York (DANY), the terms of which are three years. On 19 October 2018, the two deferred prosecution agreements with USAO and DANY ended at the end of the three year period, Crédit Agricole CIB having complied with all its obligations under the DPAs.

Crédit Agricole continues to strengthen its internal procedures and its compliance programs regarding laws on international sanctions and will continue to cooperate fully with the US and New York authorities, with its home regulators, the European Central bank and the French Regulatory and Resolution Supervisory Authority (ACPR), and with the other regulators across its worldwide network.

In accordance with the agreements reached with the NYDFS and the US Federal Reserve, Crédit Agricole's compliance programme is regularly reviewed to assess its effectiveness. These reviews include a review by an independent consultant appointed by the NYDFS for a term of one year and annual reviews by an independent board approved by the US Federal Reserve.

Refer to the glossary on page 715 for the definition of technical terms.

Euribor/Libor and other indexes

Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB, in their capacity as contributors to a number of interbank rates, have received requests for information from a number of authorities as part of investigations into: (i) the calculation of the Libor (London Interbank Offered Rates) in a number of currencies, the Euribor (Euro Interbank Offered Rate) and certain other market indexes; and (ii) transactions connected with these rates and indexes. These demands covered several periods from 2005 to 2012.

As part of its cooperation with the authorities, Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB carried out investigations in order to gather the information requested by the various authorities and in particular the American authorities – the DOJ (Department of Justice) and CFTC (Commodity Future Trading Commission) – with which they are in discussions. It is currently not possible to know the outcome of these discussions, nor the date when they will be concluded.

Furthermore, Crédit Agricole CIB is currently under investigation opened by the Attorney General of the State of Florida on both the Libor and the Euribor.

Following its investigation and an unsuccessful settlement procedure, on 21 May 2014, the European Commission sent a statement of objection to Crédit Agricole S.A. and to Crédit Agricole CIB pertaining to agreements or concerted practices for the purpose and/or effect of preventing, restricting or distorting competition in derivatives related to the Euribor.

In a decision dated 7 December 2016, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €114,654,000 for participating in a cartel in euro interest rate derivatives. Crédit Agricole S.A. and Crédit Agricole CIB are challenging the decision and have asked the European Court of Justice to overturn it.

The Swiss competition authority, COMCO, has conducted an investigation into the market for interest rate derivatives, including the Euribor, with regard to Crédit Agricole S.A. and several Swiss and international banks. This investigation was closed following a settlement under which Crédit Agricole S.A. agreed to pay a penalty of CHF 4,465,701 and proceedings costs amounting to CHF 187,012, without any admission of guilt.

Moreover, in June 2016 the Korea Fair Trade Commission (KFTC) decided to close the investigation launched in September 2015 into Crédit Agricole CIB and the Libor index on various currencies, Euribor and Tibor indices. The investigation into certain foreign exchange derivatives (ABS-NDF) was closed by the KFTC according to a decision notified to Crédit Agricole CIB on 20 December 2018.

Concerning the two class actions in the United States of America in which Crédit Agricole S.A. and Crédit Agricole CIB have been named since 2012 and 2013 along with other financial institutions, both as defendants in one ("Sullivan" for the Euribor) and only Crédit Agricole S.A. as defendant for the other ("Lieberman" for Libor), the "Lieberman" class action is at the preliminary stage that consists in the examination of its admissibility; proceedings are still suspended before the US District Court of New York State. Concerning the "Sullivan" class action, Crédit Agricole S.A. and Crédit Agricole CIB introduced a motion to dismiss the applicants' claim. The US District Court of New York State upheld the motion to dismiss regarding Crédit Agricole S.A. and Crédit Agricole CIB in first instance. On 14 June 2019, the plaintiffs appealed the decision.

Since 1 July 2016, Crédit Agricole S.A. and Crédit Agricole CIB, together with other banks, are also party to a new class action suit in the United States ("Frontpoint") relating to the SIBOR (Singapore Interbank Offered Rate) and SOR (Singapore Swap Offer Rate) indexes. After having granted a first motion to dismiss filed by Crédit Agricole S.A. and Crédit Agricole CIB, the New York Federal District Court, ruling on a new motion by the plaintiffs, excluded Crédit Agricole S.A. from the Frontpoint case on the grounds that it had not contributed to the relevant indexes. The Court considered, however, taking into account recent developments in case law, that its jurisdiction could apply to Crédit Agricole CIB, as well as to all the banks that are members of the SIBOR index panel. The allegations contained in the complaint regarding the SIBOR/USD and SOR indexes were also rejected by the Court, therefore the SIBOR/Singapore dollar index alone is still taken into account. On 26 December 2018, the plaintiffs filed a new complaint aimed at reintroducing into the scope of the Frontpoint case the alleged manipulations of the SIBOR and SOR indexes that affected the transactions in US dollars. Crédit Agricole CIB, alongside the other defendants, objected to this new complaint at the hearing held on 2 May 2019 before the New York Federal District Court. On 26 July 2019, the Federal Court granted the defendants' motion to dismiss. The plaintiffs filed a notice of appeal on 26 August 2019.

On 17 March 2021, a panel of three judges of the Federal Second Circuit Court of Appeal allowed the plaintiffs' appeal, consequently considering the new complaint admissible and referring the case to the New York Federal District Court for continuation of the proceedings. The defendants, including Crédit Agricole CIB, asked the Federal Court of Appeal, sitting in plenary session, to reconsider this decision. This request was rejected by the Court of Appeal on 6 May 2021. Another appeal was filed on 12 May 2021 by the defendants with a view to obtaining the suspension of this return of the case before the first instance court, but this was dismissed on 24 May 2021. On 1 October 2021, the defendants filed an appeal before the US Supreme Court, which decided on 10 January 2022 not to hear the case. A new motion, currently under consideration, was filed by the defendants before the Federal Court with the aim of putting an end to this action.

These class actions are civil actions in which the plaintiffs claim that they are victims of the methods used to set the Euribor, Libor, Sibor and SOR rates, and seek repayment of the sums they allege were unlawfully received, as well as damages and reimbursement of costs and fees paid.

Bonds SSA

Several regulators requested information to Crédit Agricole S.A. and to Crédit Agricole CIB for investigations relating to the activities of different banks involved in the secondary trading of Bonds SSA (Supranational, Sub-Sovereign and Agencies) denominated in American dollars. Through the cooperation with these regulators, Crédit Agricole CIB proceeded to internal inquiries to gather the required information available. On 20 December 2018, the European Commission issued a Statement of Objections to a number of banks including Crédit Agricole S.A. and Crédit Agricole CIB within its inquiry on a possible infringement of rules of European Competition law in the secondary trading of Bonds SSA denominated in American dollars. Crédit Agricole S.A. and Crédit Agricole CIB became aware of these objections and issued a response on 29 March 2019, followed by an oral hearing on 10-11 July 2019.

In a decision dated 28 April 2021, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €3,993,000 for participating in a cartel on the secondary market for SSA bonds denominated in US dollars. On 7 July 2021, Crédit Agricole S.A. and Crédit Agricole CIB appealed against this decision before the European Court of Justice.

Crédit Agricole CIB was included with other banks in a putative consolidated class action before the United States District Court for the Southern District of New York. That action was dismissed on 29 August 2018 on the basis that the plaintiffs failed to allege an injury sufficient to give them standing. However, the plaintiffs were given an opportunity to attempt to remedy that defect. The plaintiffs filed an amended complaint on 7 November 2018. Crédit Agricole CIB as well as the other defendants filed motions to dismiss the amended complaint. An order issued on 30 September 2019 dismissed the class action against Crédit Agricole CIB for lack of jurisdiction and, in a subsequent ruling, the Court held that the plaintiffs had in any event failed to establish a violation of US antitrust law. In June 2020, the plaintiffs appealed against these two decisions. On 19 July 2021, the Second Circuit Court of Appeal confirmed the court's position that the plaintiffs had not succeeded in establishing a violation of US antitrust law. As the time limit given to the plaintiffs for contesting this decision before the US Supreme Court expired on 2 December 2021 without the plaintiffs having taken any action in this regard, the appeal has now lapsed.

On 7 February 2019, a second class action was filed against Crédit Agricole CIB and the other defendants named in the class action already pending before the United States District Court for the Southern District of New York. In July 2020, the plaintiffs voluntarily discontinued the action but the claim could be revived.

On 11 July 2018, Crédit Agricole S.A. and Crédit Agricole CIB were notified with other banks of a class action filed in Canada before the Ontario Superior Court of Justice. Another action has been filed before the Federal Court of Canada. The action in the Ontario Superior Court of Justice was dismissed on 19 February 2020.

O'Sullivan and Tavera

On 9 November 2017, a group of individuals (or their families or estates), who claimed to have been injured or killed in attacks in Iraq, filed a complaint ("O'Sullivan I") against several banks, including Crédit Agricole S.A., and its subsidiary Crédit Agricole Corporate Investment Bank (Crédit Agricole CIB), in US District Court for the District of New York.

On 29 December 2018, the same group of individuals, together with 57 new plaintiffs, filed a separate action ("O'Sullivan II") against the same defendants.

On 21 December 2018, a different group of individuals filed a complaint ("Tavera") against the same defendants.

All three complaints allege that Crédit Agricole S.A., Crédit Agricole CIB, and other defendants conspired with Iran and its agents to violate US sanctions and engage in transactions with Iranian entities in violation of the US Anti-Terrorism Act and the Justice Against Sponsors of Terrorism Act. Specifically, the complaints allege that Crédit Agricole S.A., Crédit Agricole CIB, and other defendants processed US dollar transactions on behalf of Iran and Iranian entities in violation of sanctions administered by the US Treasury Department's Office of Foreign Assets Control, which allegedly enabled Iran to fund terrorist organisations that, as is alleged, attacked plaintiffs. The plaintiffs are seeking an unspecified amount of compensatory damages.

On 2 March 2018, Crédit Agricole CIB and other defendants filed a motion to dismiss the O'Sullivan I complaint. On 28 March 2019, the Court granted defendants' motion to dismiss. On 22 April 2019, plaintiffs filed a motion to amend their complaint. On 20 May 2019, defendants filed an opposition to plaintiffs' motion, and plaintiffs filed a reply brief on 10 June 2019. On 25 February 2020 the plaintiffs' motion to amend their complaint was denied and their original complaint dismissed with prejudice.

On 28 May 2020, plaintiffs filed a motion requesting that the court enter a final judgment against defendants to allow an appeal. On 11 June 2020, the defendants filed an opposition to plaintiffs' motion, and plaintiffs filed a reply brief on 18 June 2020. On 29 June 2021, the Court dismissed the plaintiffs' motion.

On 28 July 2021, the Court ordered a stay of proceedings in the "O'Sullivan I" case pending a decision in the appeal in progress in a case Freeman vs. HSBC Holdings, PLC, no. 19-3970 *(2d. Cir.)*. (The "O'Sullivan II" and "Tavera" cases had previously been suspended pending the outcome of this appeal).

Italian Competition Authority

On 5 October 2018, CA Consumer Finance S.A. (CACF) and its subsidiary FCA Bank S.p.A. received – together with several other banks and certain car manufacturers – a statement of objections from the *Autorità Garante della Concorrenza e del Mercato* (Italian Competition Authority). It was alleged in this statement of objections that several banks offering financing solutions for vehicles commercialised by certain car manufacturers have restricted competition as a result of information, in particular within two professional associations.

In a decision notified on 9 January 2019, the *Autorità Garante della Concorrenza e del Mercato* considered that FCA Bank S.p.A. had participated in this alleged infringement and that this infringement was also attributable to CACF.

FCA Bank S.p.A. was fined €178.9 million. FCA Bank S.p.A. and CACF appealed against this decision before the Administrative Regional Court (TAR) of Lazio. On 4 April 2019, the TAR of Lazio issued an interim relief order staying the execution of the obligation to pay the fine imposed on FCA Bank S.p.A. subject to the provision by FCA Bank S.p.A. of a guarantee covering the amount of the fine.

On 24 November 2020 the TAR of Lazio annuled the decision of the Autorità Garante della Concorrenza e del Mercato. On 23 December 2020 the *Autorità Garante della Concorrenza e del Mercato* appealed against this decision before the Italian Counsil of State. On 3 February 2022, the Italian Council of State dismissed this appeal, thereby definitively confirming the annulment of the decision of the *Autorità Garante della Concorrenza e del Mercato*.

Intercontinental Exchange, Inc. ("ICE")

On 15 January 2019 a class action ("Putnam bank") was filed in a federal court in New York (US District Court for the Southern District of New York) against the Intercontinental Exchange, Inc. ("ICE") and a number of banks, including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Securities-USA. The action was filed by plaintiffs who claimed to have invested in financial instruments indexed to the USD ICE LIBOR. They accused the banks of having collusively set this index at artificially low levels since February 2014 and thus made illegal profits.

On 31 January 2019 a similar action ("Livonia") has been filed before the US District Court Southern District of New York, against a number of banks including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Securities-USA. On 1 February 2019, the two class actions were consolidated for pre-trial purposes.

On 4 March 2019, a third class action (Hawaii Sheet Metal Workers Retirement Funds) was filed against the same banks before the same court and consolidated with the two previous actions on 26 April 2019. On 1 July 2019, the plaintiffs filed a "Consolidated Class Action Complaint".

On 30 August 2019, the defendants filed a motion to dismiss against this consolidated complaint.

On 26 March 2020, a judgment granted the Defendants Motion to Dismiss. On 24 April 2020, the plaintiffs filed a notice of appeal.

On 30 November 2020, during briefing of the appeal, Plaintiffs' lawyers informed Defendants that all of the named Plaintiffs wished to withdraw from the case and, on December 1, 2020, Plaintiffs' counsel filed the motion to stay the appeal, which Defendants opposed.

The court denied the motion on 7 December, 2020 and Plaintiffs filed their reply brief on 15 December 2020.

Refer to the glossary on page 715 for the definition of technical terms.

On 28 December 2020, DYJ Holdings Inc. filed a motion for leave to intervene to replace the currents named plaintiffs.

On 7 January 2021, Defendants filed a brief in opposition to DYJ Holdings' motion and also filed a motion to dismiss the appeal.

On 6 April 2021, the Court granted DYJ Holdings Inc.'s motion for leave to intervene and rejected the defendants' motion.

On 10 June 2021, the defendants filed a supplementary brief concerning questions of merit relating to the investments of DYJ Holdings Inc.

The pleadings were heard on 29 November 2021.

Crédit Agricole Consumer Finance Nederland B.V.

The conditions for the review of the interest rates of revolving loans marketed by Crédit Agricole Consumer Finance Nederland BV, a wholly owned subsidiary of Crédit Agricole Consumer Finance SA, and its subsidiaries are the subject of borrowers' claims relating to the criteria for revising these rates and possible overpayments of interests.

On 21 January 2019, in two individual cases concerning two subsidiaries of Crédit Agricole Consumer Finance Nederland B.V., the Appeals Committee of the KIFID (the Financial Services Complaints Authority) in the Netherlands decided that in case the consumers had no or insufficient information on the specific factors that determine the interest rate, the individual interest rate needed to follow the movement of market interest rates on consumer loans.

Crédit Agricole Consumer Finance Nederland BV implemented a compensation plan for the benefit of the borrowers in May 2020 which takes into account the aforementioned decisions of KIFID. Other institutions in the Netherlands implemented compensation plans. The Supervisory Board of Crédit Agricole Consumer Finance Nederland B.V. decided to close this compensation plan on 1 March 2021.

CACEIS Germany

CACEIS Germany has received from the Bavarian tax authorities a claim for the repayment of the dividend tax refunded to a number of its customers in 2010.

This claim amounts to €312 million. It is accompanied by a demand for the payment of €148 million of interest (calculated at the rate of 6% per annum).

CACEIS Germany strongly contests the challenge this claim that it finds to be totally unfounded. CACEIS Germany filed an appeal against it and requested a stay of enforcement of the payment obligation pending a final decision on the substance. The stay of enforcement was granted for the payment of €148 million of interests and rejected for the repayment of the amount of €312 million. CACEIS appealed against the decision to reject. The rejection being enforceable, the sum of €312 million was paid by CACEIS which, given the ongoing appeal proceedings, recorded a claim for an equivalent amount in its accounts.

Amundi – AMF procedure

Following a special enquiry conducted between 2017 and 2019, the French Financial Market Authority (AMF) notified Amundi (Amundi AM and Amundi Intermédiation) of various complaints on 12 June 2020. The complaints concerned a limited number of transactions carried out between 2014 and 2015 by two former employees (an ex-manager and an ex-trader).

Amundi fully cooperated with the regulatory authority in this procedure.

This case was the subject of a hearing before the AMF's Sanctions Committee held on 7 July 2021. On 4 August 2021, the AMF's Sanctions Committee imposed fines of €25 million on Amundi AM and €7 million on Amundi Intermédiation. These fines were paid, thus putting an end to these proceedings.

Possible dependencies

Crédit Agricole S.A. does not depend on any industrial, commercial or financial patent, license or contract.

2.10 NON-COMPLIANCE RISKS

The Compliance department bears responsibility for disseminating within the Group a culture of impeccable ethics, transparency and fairness that resonates with our historical values of usefulness, proximity, responsibility and solidarity, as well as with our Raison d'Être, deployed to the Customer, Societal and Human pillars.

In addition to meeting regulatory requirements and the expectations of all its stakeholders (customers, members, shareholders, employees), the Crédit Agricole Group thus has the objective of making Compliance a differentiating asset in the service of customer satisfaction, development and sustainable performance.

To this end, the Compliance department has launched its Smart Compliance strategic road map, aimed at giving the Compliance function, which is now organised and structured, a more operational mandate in terms of serving the departments and entities, while maintaining its key control role. The vision of Smart Compliance has two thrusts, a defensive thrust aimed at protecting the Group from regulatory and image risk, and an offensive thrust whereby all internal stakeholders, from back office to front office, commit to providing customers with quality and loyalty. Three vectors contribute to the success of this approach: an organisation and governance vector, in the broadest sense, including communication, a "Human" vector, which includes making employees accountable and providing them with training opportunities and, lastly, a vector that leverages innovation, technology and data use for the benefit of Compliance.

Organisation and governance

The non-compliance risk management system is organised around a governance structure that is fully integrated into the Group's internal control framework. The Group Compliance Management Committee, chaired by Executive Management, holds a meeting every month. It makes the decisions required to prevent non-compliance risks and to implement and monitor corrective measures following the reporting of irregularities to the Committee. Non-compliance risks and the decisions taken to control them are regularly presented to the Risk Committee of the Board of Directors and the Board of Directors of Crédit Agricole S.A.

The Crédit Agricole Group has defined and implemented an updated, adequate and proportionate non-compliance risk management system that involves all Group stakeholders (employees, management, control functions including Compliance). This system is based in particular on organisations, procedures, information systems or tools used to identify, assess, monitor and control these risks and to determine the necessary action plans. A dedicated monitoring plan that enables to ensure that these risks are controlled and that their impact in terms of financial losses, or legal, administrative or disciplinary sanctions, is minimised, with the ongoing goal to preserve the Group's reputation. The control of non-compliance risks is in particular based on permanent indicators and controls deployed within the entities, supervised at Group level by the

Group Compliance department (DDC) (including analyses of compliance failures). Regular reports on the system are provided to the governance bodies of the entities and the Group.

The system is structured and deployed by the Crédit Agricole Group's Compliance business line. It is placed under the authority of the Group Head of Compliance, who reports directly to the Deputy Chief Executive Officer of Crédit Agricole S.A., responsible for ensuring the coherence and effectiveness of the internal controls. To develop the integration of the business line and ensure the independence of its roles, the Compliance Officers of Crédit Agricole S.A. subsidiaries report hierarchically to the Group Head of Compliance, unless prevented by local law. The Compliance Officers of the Regional Banks have a functional link with the Compliance department. The workforce of the Group Compliance business line has almost doubled in seven years, reaching more than 1,800 positions at end-2021. 50% of these positions are dedicated to financial security, 20% to customer protection and the remaining 30% to activities such as training, market integrity, management and personal data protection. Retail Banking in France and abroad accounts for 42% of this workforce, while 25% are involved in Large Customer and Private Banking activities. In 2022, the Group Compliance department will strengthen the Human Resources management in order to facilitate career development and increase the attractiveness of the Compliance business line within the Group.

The Group Compliance department of Crédit Agricole S.A. (DDC) establishes Group policies relating to compliance with regulations and legislation and ensures that these are properly disseminated and applied. To this end, it has teams specialised by area of expertise: financial market compliance and integrity, customer protection, financial security, fraud and corruption. A project team is also dedicated to managing the deployment of all commitments made by the Crédit Agricole Group under the OFAC remediation plan (see below). In the context of the entry into force of the European General Data Protection Regulation (GDPR), the Group Data Protection Officer (DPO) reports directly to the Head of Group Compliance and is in charge of managing the DPO division of Crédit Agricole.

The Group Compliance department also leads and supervises the Compliance business line. Launched in 2021, the Smart Supervision system is intended to strengthen the supervision of the entities through a uniform, structured and consolidated methodology. The methodology aims, via a risk-based approach, to prioritise supervision issues by entity and ensure tighter management of the entities according to the identified shortcomings. This method relies on automated dashboards and optimised and rationalised risk sensors.

Culture of ethics

The system for controlling non-compliance risks is based primarily on the dissemination of a solid culture of ethics and compliance among all Group employees and managers. The culture of ethics and compliance is based on the deployment of the Code of Ethics published in 2017. This Code, which is common to all Group entities, promotes the values of proximity, responsibility and solidarity held up by the Group. The spreading of this culture of ethics also relies on awareness-raising and training activities with regard to the challenges and risks of non-compliance that strongly mobilise all Group stakeholders: employees, managers and directors. In 2021, the ethics awareness-raising programme was intensified with, among other things, the circulation of communications (newsletters, comic strips, videos of members of the Crédit Agricole S.A. Executive Committee) and a renewal of the "Ethics and you" quiz. In addition, training modules and materials – general or intended for employees who are at a higher risk of exposure – cover all areas of day-to-day compliance, fraud prevention and detection, personal data protection, anti-money laundering and combating terrorist financing, as well as compliance with international sanctions.

The entities have a Code of Conduct, which disseminates the principles of the Code of Ethics at an operational level. The Code of Conduct applies to everybody – Board members, executive officers and employees of the entity, regardless of their situation and function. The Code of Conduct is designed to guide actions, decisions and behaviour on a daily basis by incorporating behavioural rules to deal with ethical issues that anyone might encounter during their professional and non-professional assignments. As part of the approach to controlling the risks of non-compliance, it also includes a specific "anti-corruption" component in application of the obligations arising from the Sapin II law relating to the prevention of corruption and influence peddling.

Fight against corruption

In accordance with national and international anti-corruption directives, and in an extension of the measures taken by Crédit Agricole for many years, since 2018 (implementation of the Sapin II law) the Group has strengthened its anti-corruption system. This system is now deployed in all Group entities in France and abroad, regardless of the nature of their activities (retail banking, investment banking, consumer finance, insurance, real estate, etc.).

Thus, the Group has procedures and operating methods based on committed governance, a dedicated Anti-Corruption Code, a whistleblowing system, accounting controls and training programmes for all employees. Taking the most recent recommendations of the French anti-corruption authority (*Agence française anticorruption*) into account, the corruption risk mapping processes have been updated. After the effective implementation of a supplier assessment system, work is currently being done to optimise the assessment of customers and intermediaries with regard to corruption risks.

Crédit Agricole is thus one of the first French banks to have obtained ISO 37001 certification for its anti-corruption management system.

Whistleblowing system

In the context of its anti-corruption system, in 2019 Crédit Agricole set up an online whistleblowing platform that allows any employee or any person from outside the company (service providers or suppliers in particular) to securely report any situation that they deem irregular (corruption, fraud, harassment, discrimination, etc.).

Administered by qualified experts, the platform guarantees the strict confidentiality of the whistleblower, the facts reported, the persons involved and the exchanges between the whistleblower and the person in charge of processing the alert. The deployment of this online platform was completed in 2020 across the entire Crédit Agricole Group, covering more than 300 entities and almost 150,000 people. To date, more than 200 alerts have been reported and processed through this new system.

Financial security

Customer knowledge and anti-money laundering and terrorist financing prevention systems are the subject of ongoing action plans to take into account changes in risks, regulatory requirements and supervisory authorities.

Know Your Customer

In accordance with the roadmap, 2021 saw the overhaul, at Group level (all entities and all customer segments), of KYC standards and the implementation of a programme to provide assistance to the entities and to monitor the deployment through the establishment of monitoring and management indicators. It should be noted that the procedure aimed at updating KYC information when business opportunities arise (upstream review) contributed strongly to the 2021 review campaign. In addition,

Refer to the glossary on page 715 for the definition of technical terms.

work continues on making customer databases more reliable in order to improve the quality of the data and the screening of these databases. This project must also improve the level of customer knowledge over the long term to make it a loyalty factor and prevent and detect risks, especially money-laundering and terrorist financing. Finally, 2021 was marked by a strengthening of procedures for sharing KYC information between Group entities in order to facilitate KYC procedures for multi-entity customers and avoid a "customer irritant" (several requests). The roadmap for 2022 aims to build on the initiatives conducted in previous years: achieving the target of 100% of the 2022 review scope, strengthening controls on the quality, coherence and reliability of KYC information (data/documents), continuing and enhancing the upstream review process in order to reduce the volumes to be handled in subsequent years, managing and monitoring periodic KYC reviews, deploying exchanges of KYC information more widely among Group entities, and finally, improving and strengthening the KYC process for customers doing international business.

Anti-money laundering and combating the financing of terrorism

Anti-money laundering and combating the financing of terrorism is a major preoccupation for the Group. The Group's system is based on (i) classification of AML/CFT risks, (ii) KYC with assessment of the risk profile, (iii) detection of unusual transactions and, where applicable, reporting them to financial information units, and (iv) intragroup exchanges of AML/CFT information.

The regulatory and supervisory framework for the prevention of money laundering and terrorism financing is the subject of important discussions at European level in the context of the establishment of a European supervisory authority. In 2021, the French national AML/CFT system was assessed by the Financial Action Task Force (FATF). Against this background, and in the light of the changing risks of financial delinquency, the standards and expectations of the authorities are evolving rapidly in this regard.

Thus, the Group pays particular attention to refining its system in order to meet these new challenges and constantly adapting to the new risks. In 2021, this was particularly reflected in the work done at Group level on the organisation of the internal AML/CFT control system in the light of the requirements imposed by the decree of 6 January 2021. Work was done to optimise the financial security tools, particularly in order to facilitate intragroup cooperation and exchange of information.

International sanctions

Controlling risks related to financial security requirements, and in particular international sanctions, is a high priority for the Group. They are part of a major project to strengthen the international sanctions management system, the OFAC remediation plan, as a result of agreements signed with the American authorities on 19 October 2015 following breaches of the "OFAC Sanctions" regime for USD transactions between 2003 and 2008. This remediation plan was approved by the US Federal Reserve on 24 April 2017 and is subject to close monitoring and regular reporting to the Group's governance and the US authorities.

The criminal proceedings against Crédit Agricole CIB were lifted on 19 October 2018, and on 23 April 2021 the Crédit Agricole Group completed the 118 milestones of the OFAC remediation plan, at the end of five years of far-reaching transformation work aimed at strengthening the management of risks related to international sanctions. Thus, for example, all Group entities reviewed and, where necessary, updated their customer data required to identify any potential risk related to international sanctions. The projects for the centralisation of the platforms managed by the Group, the screening of payment flows and the names of customers, suppliers and other third parties were completed. Over 63 million third parties are now screened on these Group platforms. Lastly, the control system for international trade finance activities was strengthened and automated. The 2015 agreements with the US authorities remain in place: each entity must now ensure that the actions implemented under the USLCP plan are effective, fully integrated into the Bank's operating processes and sustainable.

Fraud prevention

To protect customers and the Bank's interests, a structured fraud prevention system has been deployed in all Crédit Agricole Group entities since 2018. A dedicated unit for coordinating the fight against fraud has been created at Group level, within the Group Compliance department, as well as equivalent units in each Group entity, thus constituting the Compliance/Prevention of Fraud and Corruption business line. A head of coordination of Fraud Prevention has been appointed in all the Regional Banks and all French and international subsidiaries, and an umbrella Fraud Prevention Committee, coordinated by the Group Compliance department, meets regularly, representing the other support functions concerned by fraud issues (IT, payments service, etc.) and the main Group entities.

Governance is a very active concern in the entities, with a high degree of management involvement and the creation, in many entities, of units specialising in handling fraud alerts (experts, specific tools). In each entity, a dedicated committee (Internal Control Committee or Fraud Prevention Coordination Committee) is set up to manage action plans appropriate to each entity.

IT tools have been deployed at Group level to detect cases of fraud in payment instruments and in fraudulent transfers, as well as in the area of loans and credit facilities. Work has also been carried out on optimising the detection of forged documents, and a partnership is currently being finalised with the services of the Ministry of the Interior (*Agence Nationale des Titres Sécurisés* – National Agency for Secure Documents).

Training and awareness-raising modules, aimed at Group employees and also customers, are available to the entities and are regularly updated according to changes in the threats and in the operating methods of the fraudsters.

Since 2020, the Covid-19 health crisis has represented an opportunity immediately seized upon by many fraudsters and by organised criminal groups, particularly online (phishing) and through social engineering scams (CEO frauds, breach of trust, fraudulent investments, etc.). The Crédit Agricole Group has taken measures on all fronts and across all sectors. Actions have been taken to raise employee and customer awareness and to strengthen the detection tools, and work is currently under way to provide improved support to business customers who are victims of cyber-attacks, with or without ransom demands.

Customer protection

Customer protection is a firm priority for the Crédit Agricole Group. It is completely central to the "Relationship excellence" and "Societal commitment" components of the 2022 Group Project. In 2021 the Crédit Agricole Group furthered its actions within a continuous improvement approach with regard to the transparency and loyalty of customer journeys. Thus, several systems were strengthened in relation to the duty of advice. In particular, the system for assisting financially vulnerable customers was significantly enhanced to provide our customers with increased protection, based on a three-step approach:

- prevention: further deployment of the Overdraft Alert service in the Regional Banks. This service allows any customer whose account becomes overdrawn, or whose agreed overdraft limit is exceeded, to be notified accordingly. If the account is topped up within one day, no fee will be charged;
- detection of and assistance with situations of demonstrated vulnerability: adoption of a per-customer approach with regard both to detection and the capping of certain fees for payment incidents and account irregularities;
- recovery: support for customers who have recovered a stable and healthy financial position.

Personal data protection

In 2021 the Group continued the consolidation of its programme related to the European General Data Protection Regulation (GDPR). The system deployed in 2018 was scaled up and adjusted appropriately, while Privacy by Design was incorporated as part of the Group's data and project governance. Particular attention was paid to the duty of information, with an enrichment of the Regional Banks' personal data protection policy, which is accessible to everyone. Among other things, 2022 will be devoted to updating the Group's system of rules to incorporate the most recent case law and to disseminating a new mandatory training course for the most exposed employees.

Sustainable finance

Sustainable finance is a pillar of the Crédit Agricole 2022 Group Project, particularly in the context of the "Societal engagement" component. In this regard, the Compliance function has been contributing to the Group's Sustainable Finance transformation programme in close liaison with all the affected functions and business lines (Finance, Risk, Societal Project) since 2021. In particular, the Compliance department is responsible for the implementation of European regulations intended to ensure transparency and customer protection with regard to sustainability issues. It supports the business lines in the evolution of advisory procedures and the product range in order to provide a sustainable offer consistent with the expectations of customers and society. Beyond these regulatory issues, the Compliance department actively supports the Group's proactive employment-related commitments commitments and contributes to the "Sustainable finance" acculturation of the business line teams.

Market integrity

Market transparency

Market transparency relies on investors having equal access to the same information on listed companies. In this regard, Crédit Agricole S.A. has a global system for centralising all Group entity holdings that allows any threshold breach by Group entities to be declared within the statutory time limits. Thus, 27 threshold breaches were made public in 2021 via the competent national supervisory authority.

In addition, following an audit by the US Federal Reserve (Fed) in 2019 concerning the statutory reporting in relation to the BHCA (Bank Holding Company Act), an action plan had been implemented with a view to intensifying the exchange of information between Group entities and Crédit Agricole S.A., which is responsible for carrying out this reporting. The action plan was completed in 2021, and the Fed noted its satisfactory outcome.

Market integrity

Through the systems implemented, the Group contributes to ensuring the fairness, efficiency and integrity of the financial markets by combating market abuses or attempted market abuses. The Group also ensures respect for the primacy of customers' interests through its system for the prevention, detection and management of conflicts of interest. These systems, made obligatory by the MAR, MIF and DDA regulations, are based on regularly updated policies, procedures, tools and training programmes.

Over the last financial year, the tools for detecting market abuse and potential conflicts of interest underwent major changes that considerably improved their efficiency. The procedures are regularly reviewed, and the last important project concerned a review of systems for the ongoing management of insider information, an essential tool in the fight against market abuse.

Fight against tax evasion

The fight against tax evasion involves a number of regulations, including FATCA (Foreign Account Tax Compliance Act), AEOE (Automatic Exchange of Information) and DAC6 (European Directive on the reporting of cross-border arrangements). The Crédit Agricole Group has implemented procedures to disseminate these regulations and the reporting obligations that arise from them.

In 2021, a simplification of the Group FATCA/AEOE rules was undertaken. The aim of this action was to make these regulations easier to understand for all Group entities by removing system rules that had become obsolete.

In addition, several actions were taken in 2021 to improve the information provided to customers about the FATCA/AEOE regulations. In this context, a FATCA/AEOE portal was created for the Regional Banks. Finally, actions aimed at collecting tax information (NIF (French tax ID number) – for FATCA and AEOE) were carried out in 2021.

Refer to the glossary on page 715 for the definition of technical terms.

Regulatory training

In 2021 the Group continued its work to update and enhance its offer of training on the management of non-compliance risks. The new features include the creation of training courses dedicated to the fight against market abuse and the fight against corruption, as well as the creation of a mandatory training course for obtaining a professional qualification in real estate business. Further enhancements in 2022 will include advanced training on personal data protection.

Innovation and technology

The Compliance department directly manages IT systems that make it possible to comply with current regulations. Since its inception, it has therefore had a project management, administration and operational production role for managing and pooling the IT-based compliance systems where necessary.

Thus, the central Compliance and Systems team is in charge of the following: management of the filtering of centralised payments on the two platforms in Paris and Lausanne (109 entities Payments Services Provider covered, 160 million payments filtered); filtering of trade finance transactions (68 entities covered); screening of third parties (around 100 entities covered, more than 70 million third parties); configuration and administration of the anti-money laundering tool in Retail Banking (51 entities covered); responsibility for the negative information sharing tool (130 entities covered); optimisation of the market abuse detection tool for Retail Banking in France (more than 40 entities covered); management of the tool for the reporting of indicators and controls carried out by the entities, the tool for monitoring compliance declarations and derogations, and the tool for mapping "International sanctions" risks (EWRA). Finally, the Group Compliance department includes a team of data scientists that has created several artificial intelligence (AI) models in the areas of payment filtering and anti-money laundering.

At the same time, work continued on reducing the number of non-relevant alerts while improving detection at a constant level of risk hedging (operational effectiveness). To this end, the use of traditional deterministic techniques, but also of AI-based constructions, was reinforced. The Compliance department continues to invest in AI innovation, with the signing of a sponsoring and joint work agreement with the Mines-Telecom Paris department specialising in this field (AI and Compliance).

Native Compliance and Compliance Valley

In 2021, the Native Compliance team continued to provide support for innovation in customer journeys and back/front office processes, for all customer segments, in order to make them more natively compliant. Fintech solutions were incorporated, such as identity checks via the video function of the person's mobile phone.

Compliance also relies on technological solutions to streamline, automate and simplify processes, such as the use of blockchain technology to track the sending of customer information documents, the provision of a dedicated compliance chatbot to answer questions on all aspects of compliance, or the use of data visualisation interfaces to facilitate the management of compliance indicators.

In the second half of the year, the "Compliance Valley" innovation lab launched the second edition of the Startup Compliance competition, which will lead to the implementation of innovations in 2022, such as an automatic customer address verification solution or an intelligent regulatory monitoring tool. Compliance Valley relies on a community of more than 100 employees, originating from all Group entities, driven by the desire to transform compliance through innovation. In 2021, among other things, these employees took part in advanced training courses on new technologies and new compliance areas such as digital identity and the blockchain.

3. PILLAR 3 DISCLOSURES

— Key phased-in metrics at Crédit Agricole S.A. level (EU KM1)

The key metrics table below provides information required by Articles 447 (a to g) and 438-(b) of CRR2. It presents an overview of the institution's solvency, leverage and liquidity prudential ratios as well as their related input components and minimum requirements.

Note that the amounts composing the solvency and leverage regulatory prudential ratios shown below take into account the transitional provisions related to the application of IFRS 9 and the transitional provisions concerning hybrid debt instruments. They also include retained earnings for the period. Lastly, the leverage ratio exposure and minimum leverage ratio requirement at 31 December 2021, 30 September 2021 and at 30 June 2021 take into account the effect of the temporary neutralisation of Central Bank exposures.

EU KM1 – Phased-in Key metrics *(in millions of euros)*		31/12/2021	30/09/2021	30/06/2021
	Available own funds *(amounts)*			
1	Common Equity Tier 1 (CET1) capital	44,859	45,657	45,128
2	Tier 1 capital	49,779	50,713	50,111
3	Total capital	66,971	66,839	66,326
	Risk-weighted exposure amounts			
4	Total risk-weighted exposure amount	377,432	358,497	356,785
	Capital ratios *(as a percentage of risk-weighted exposure amount)*			
5	Common Equity Tier 1 ratio *(%)*	11.89%	12.74%	12.65%
6	Tier 1 ratio *(%)*	13.19%	14.15%	14.05%
7	Total capital ratio *(%)*	17.74%	18.64%	18.59%
	Additional own funds requirements to address risks other than the risk of excessive leverage *(as a percentage of risk-weighted exposure amount)*			
EU 7a	Additional own funds requirements to address risks other than the risk of excessive leverage *(%)*	1.50%	1.50%	1.50%
EU 7b	of which: to be made up to CET1 capital *(percentage points)*	0.84	0.84	0.84
EU 7c	of which: to be made up to Tier 1 capital *(percentage points)*	1.13	1.13	1.13
EU 7d	Total SREP own funds requirements *(%)*	9.50%	9.50%	9.50%
	Combined buffer and overall capital requirement *(as a percentage of risk-weighted exposure amount)*			
8	Capital conservation buffer *(%)*	2.50%	2.50%	2.50%
EU 8a	Conservation buffer due to macro-prudential or systemic risk identified at the level of a Member State *(%)*	0.00%	0.00%	0.00%
9	Institution specific countercyclical capital buffer *(%)*	0.02%	0.02%	0.02%
EU 9a	Systemic risk buffer *(%)*	0.00%	0.00%	0.00%
10	Global Systemically Important Institution buffer *(%)*			
EU 10a	Other Systemically Important Institution buffer *(%)*	0.00%	0.00%	0.00%
11	Combined buffer requirement *(%)*	2.52%	2.52%	2.52%
EU 11a	Overall capital requirements *(%)*	12.02%	12.02%	12.02%
12	CET1 available after meeting the total SREP own funds requirements *(%)*	6.06%	7.02%	6.92%
	Leverage ratio			
13	Total exposure measure	1,075,244	1,098,024	1,100,245
14	Leverage ratio *(%)*	4.63%	4.62%	4.55%
	Additional own funds requirements to address the risk of excessive leverage *(as a percentage of total exposure amount)*			
EU 14a	Additional own funds requirements to address the risk of excessive leverage *(%)*	0.00%	0.00%	0.00%
EU 14b	of which: to be made up of CET1 capital *(percentage points)*	0.00%	0.00%	0.00%
EU 14c	Total SREP leverage ratio requirements *(%)*	3.18%	3.18%	3.18%
	Leverage ratio buffer and overall leverage ratio requirement *(as a percentage of total exposure measure)*			
EU 14d	Leverage ratio buffer requirements *(%)*	0.00%	0.00%	0.00%
EU 14e	Overall leverage ratio requirements *(%)*	3.18%	3.18%	3.18%
	Liquidity Coverage Ratio			
15	Total high-quality liquid assets (HQLA) *(weighted value -average)*	371,154	352,301	330,779
EU 16a	Cash outflows – Total weighted value	320,025	301,425	286,486
EU 16b	Cash inflows – Total weighted value	77,487	75,963	74,975
16	Total net cash outflows *(adjusted value)*	242,539	225,461	211,511
17	Liquidity coverage ratio *(%)*	153.03%	156.26%	156.39%
	Net Stable Funding Ratio			
18	Total available stable funding	971,856	980,122	979,815
19	Total required stable funding	793,500	799,182	806,388
20	NSFR ratio *(%)*	122.48%	122.64%	121.51%

At 31 December 2021, the Crédit Agricole S.A. ratios were above the minimum requirements.

Refer to the glossary on page 715 for the definition of technical terms.

3.1 COMPOSITION AND MANAGEMENT OF CAPITAL

Within the framework of Basel 3 agreements, (EU) regulation No. 575/2013 of the European Parliament and of the Council of 26 June 2013 (the Capital Requirements Regulation, or "CRR") modified by CRR No. 2019/876 ("CRR2") requires relevant financial institutions (notably credit institutions and investment firms) to disclose quantitative and qualitative information on their risk management activities. The risk management system and exposure levels of Crédit Agricole S.A. are presented in this section and in the section entitled "Risk management".

The Basel 3 agreements are categorised into three pillars:

- **Pillar 1** sets the minimum capital adequacy requirements and level of ratios in accordance with the current regulatory framework;
- **Pillar 2** completes the regulatory approach with the quantification of a capital requirement covering the major risks to which the bank is exposed, on the basis of internal approaches (see section on "Economic Capital Adequacy");
- **Pillar 3** introduces standards for financial disclosure to the market, with the requirement to give details of the regulatory capital components and risk assessments, both for the regulations applied and the business during the period.

Crédit Agricole S.A. has chosen to disclose its Pillar 3 information in a separate section from its Risk Factors and Risk Management in order to isolate the items that meet the regulatory prudential publication requirements.

The main purpose of solvency management is to assess Crédit Agricole S.A.'s own funds and to verify that they are sufficient to cover the risks to which Crédit Agricole S.A. is or could be exposed, given its activities. The objective is to secure its customers' deposits and allow the Group access to the financial markets under the desired conditions.

To achieve this objective, the Group measures regulatory capital requirements (Pillar 1) and conducts regulatory capital management, by relying on both short- and medium-term prospective measures that are consistent with the budgetary projections, based on a central economic scenario.

Moreover, the Group relies on an internal process, named ICAAP (Internal Capital Adequacy and Assessment Process), which has been developed in accordance with the interpretation of the regulatory texts specified below. More specifically, the ICAAP includes:

- the governance of capital management, adapted to the specificities of the Group's subsidiaries, which enables centralised and coordinated monitoring at Group level;
- a measurement of economic capital requirements based on the risk identification process and quantification of capital requirements using an internal approach (Pillar 2);
- conducting ICAAP stress test exercises that aim to simulate the destruction of capital after a three-year adverse economic scenario;
- the management of economic capital (see section on "Economic Capital Adequacy");
- a qualitative ICAAP mechanism that formalises, amongst other items, the major areas for risk management improvement.

The ICAAP is highly integrated within the Group's other strategic processes, such as the ILAAP (Internal Liquidity Adequacy and Assessment Process), the risk appetite framework, the budgetary process, the recovery plan and the risk identification process.

In addition to solvency, Crédit Agricole S.A. also manages resolution ratios (MREL & TLAC) on behalf of Crédit Agricole Group.

Lastly, the solvency and resolution ratios are an integral part of the risk appetite framework applied within Crédit Agricole Group (described in the chapter on "Risk Factors and Risk management").

3.1.1 Applicable regulatory framework

Tightening up the regulatory framework, Basel 3 agreements enhanced the quality and level of regulatory capital required and added new risk categories to the regulatory framework.

In addition, a specific regulatory framework, allowing an alternative to bank default, has entered into force following the 2008 financial crisis.

The legislation concerning the regulatory prudential requirements applicable to credit institutions and investment firms was published in the Official Journal of the European Union on 26 June 2013. It includes Directive 2013/36/EU (Capital Requirements Directive, known as "CRD 4") and regulation 575/2013 (Capital Requirements Regulation, known as "CRR") and entered into force on 1 January 2014, in accordance with the transitional provisions specified in the legislation.

Directive 2014/59/EU, the Bank Recovery and Resolution Directive (known as "BRRD"), was published in the Official Journal of the European Union on 12 June 2014 and has been in effect in France since 1 January 2016. The European Single Resolution Mechanism Regulation (known as "SRMR", regulation 806/2014) was published on 15 July 2014 and came into effect on 19 August 2016, in accordance with the transitional provisions specified in the legislation.

On 7 June 2019, four pieces of legislation constituting the banking package were published in the Official Journal of the European Union:

- **CRR2:** regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 amending regulation (EU) No. 575/2013;
- **SRMR2:** regulation (EU) 2019/877 of the European Parliament and of the Council of 20 May 2019 amending regulation (EU) No. 806/2014;
- **CRD 5:** Directive (EU) 2019/878 of the European Parliament and of the Council of 20 May 2019 amending Directive 2013/36/EU;
- **BRRD2:** Directive (EU) 2019/879 of the European Parliament and of the Council of 20 May 2019 amending Directive 2014/59/EU.

Regulations SRMR2 and CRR2 came into force 20 days after their publication, i.e. on 27 June 2019 (although not all the provisions are immediately applicable). The CRD 5 and BRRD2 Directives were both transposed into French law on 21 December 2020 by Decrees 2020-1635 and 2020-1636 and came into force seven days after their publication, i.e., on 28 December 2020.

Regulation 2020/873, known as "Quick-Fix", was published on 26 June 2020 and came into force on 27 June 2020, amending regulations 575/2013 ("CRR") and 2019/876 ("CRR2").

Under the CRR2/CRD 5 regime, four levels of capital requirements are calculated:

- the Common Equity Tier 1 (CET1) ratio;
- the Tier 1 ratio;
- the total capital ratio;
- the leverage ratio, which has been a Pillar 1 regulatory requirement since 28 June 2021.

A phasing-in period of calculation for these ratios shall permit to take into account:

- the transition from Basel 2 calculation rules to Basel 3 rules (the transitional provisions applied to own funds until 1 January 2018 and continue to apply to hybrid debt instruments until 1 January 2022);
- the eligibility criteria defined by CRR2 (until 28 June 2025 as capital instruments are concerned);
- the impacts related to the application of the IFRS 9 accounting standard.

In addition, two ratios are used to assess the adequacy of loss absorption and recapitalisation capacities in the context of bank resolution. These two requirements are applicable at Crédit Agricole Group level:

- the TLAC (Total Loss Absorbing Capacity) ratio, defined for Global Systemically Important Institutions (G-SII) and applicable in the European Union through its integration into the CRR2;
- the MREL (Minimum Requirement for Own Funds and Eligible Liabilities) ratio, applicable to all banking institutions in the European Union and defined in the BRRD.

3.1.2 Supervision and regulatory scope

Credit institutions and certain investment activities referred to in Annex 1 of Directive 2004/39/EC are subject to solvency ratios, resolution ratios and large exposure ratios on an individual, and where applicable, sub-consolidated basis.

The French Regulatory and Resolution Supervisory Authority (ACPR) has accepted that certain subsidiaries of the Group may benefit from individual exemption or, as necessary, on a sub-consolidated basis under the conditions specified by Article 7 of the CRR. Accordingly, Crédit Agricole S.A. has been exempted by the ACPR from application on an individual basis.

The transition to single supervision on 4 November 2014 by the European Central Bank did not call into question the individual exemptions previously granted by the ACPR.

The detailed list of entities concerned by a difference between the accounting and prudential scopes is detailed in the part on "Appendix to the regulatory capital".

3.1.3 Capital policy

The Capital Management Committee meets quarterly, chaired by the Deputy General Manager, Chief Financial Officer; it includes in particular the Group Chief Risk Officer, the Head of Group Financial Management, the Director of Financial Communication and the Group Head of Treasury and Funding.

This Committee has the following main tasks:

- to review the short- and medium-term solvency, leverage ratio and resolution projections for Crédit Agricole Group and for Crédit Agricole S.A. as well as the ratios monitored by rating agencies;
- to approve the structuring assumptions with an effect on solvency in line with the Medium-Term Plan;
- to set the rules for capital management and distribution within the Group;
- to decide on liability management transactions (subordinated debt management);
- to keep up to date with the latest supervision and regulatory news;
- to examine the relevant problems relating to the subsidiaries and to the Regional Banks;
- to prepare the decisions to be submitted if necessary to the Asset-Liability Management Committee and the Board of Directors;
- to study any other subject affecting solvency and resolution ratios at Group level.

The management of regulatory capital is performed using a process called capital planning.

Capital planning is designed to provide projections for capital and rare resource consumption (risk-weighted assets and size of the balance sheet) over the current Medium-Term Plan, covering both scopes of consolidation (the listed entity Crédit Agricole S.A. and Crédit Agricole Group, a global systemically important institution), with a view to determining the trajectories for solvency ratios (CET1, Tier 1, total ratio and leverage ratio) and resolution ratios (MREL and TLAC, if applicable).

It covers the budgetary components of the financial trajectory, including organisational transaction projects, regulatory accounting and prudential changes, as well as model effects against risk bases. It also reflects the issuance policy (subordinated debts and eligible TLAC and MREL debts) and distribution with regard to the capital structure targets defined in line with the Group's strategy.

It determines the leeway available to the Group for development. It is also used to set various risk thresholds used for risk appetite. It thus ensures compliance with the various regulatory prudential requirements and is used to calculate the Maximum Distributable Amount (MDA), as defined by regulations.

Capital planning is submitted to various governance bodies and is communicated to the competent authorities, either in the context of regular discussions or for specific transactions (such as authorisation requests).

The subsidiaries subject to regulatory prudential requirement compliance and the Regional Banks also perform this forecast exercise at a sub-consolidated level.

At the Investors' Day on 6 June 2019, the Group unveiled its financial trajectory for the Group Project and the 2022 Medium-Term Plan and specified the targets in terms of resulting outcomes and scarce resources:

- Crédit Agricole Group aims to remain among the most capitalised global systemically important institutions (G-SII) in Europe by reaching and maintaining a CET1 ratio of more than 16% by 2022. This target will be achieved by retaining more than 80% of its results, bringing its Common Equity Tier 1 (CET1) capital to €100 billion by the end of 2022;
- Crédit Agricole Group aims to achieve a subordinated MREL ratio (excluding senior preferred debt) of 24% to 25% of risk-weighted assets by the end of 2022 and to maintain a subordinated MREL ratio (excluding senior preferred debt) of at least 8% of TLOF (Total Liabilities and Own Funds);
- Crédit Agricole S.A. has set itself the target of a CET1 ratio of 11% over the plan period. It is committed to a payout ratio of 50%. In an uncertain economic and regulatory context, this capital policy makes it possible to achieve a balance between an attractive distribution policy for the shareholder and an agile allocation of capital.

Through their financial structure, the Regional Banks have a strong ability to generate capital by retaining most of their earnings. Capital is also strengthened by the issuance of mutual shares by the Local Banks.

Subsidiaries under Crédit Agricole S.A.'s exclusive control and subject to compliance with capital requirements are capitalised at a consistent level, taking into account among other things the local regulatory requirements and the capital requirements necessary to finance their development.

Refer to the glossary on page 715 for the definition of technical terms.

3.1.4 Financial conglomerate

3.1.4.1 Overall system

The European Directive of 16 December 2002 imposes supplementary consolidated supervision on "financial conglomerates", in particular for those carrying out both banking and insurance activities.

This Directive notably requires the financial conglomerates to have appropriate risk management procedures and internal control systems for overall risk monitoring.

The conglomerate approach is appropriate to the Crédit Agricole Group and Crédit Agricole S.A., as it corresponds to the Group's natural scope, which combines banking and insurance activities, as well as to its internal governance (reflected in particular through the Risk Appetite framework). The ICAAP approach of Crédit Agricole Group is also based on a conglomerate approach to define both the economic capital requirement and the internal capital available at Group level to cover this requirement (see section on "Economic capital adequacy").

For the financial conglomerate supervision, Crédit Agricole Group thus relies on three regulatory scopes:

- the banking scope (Basel 3) – banking ratios;
- the insurance scope (Solvency 2[(1)]) – insurance solvency ratio;
- the conglomerate scope – financial conglomerate ratio.

$$\textbf{Financial conglomerate ratio} = \frac{\text{Total Conglomerate Own Funds}}{\text{Banking requirements} + \text{Insurance requirements}} > 100\%$$

The conglomerate ratio is defined as the ratio of the phased-in total conglomerate own funds to the sum of banking and insurance capital requirements:

- a restatement is made in both the numerator and the denominator for the intragroups related to equity investments;
- the financial conglomerate's own funds include the insurance subsidiary's own funds raised outside of the consolidation scope;
- the denominator includes the banking and insurance activities according to their respective regulatory solvency requirements, thus taking into account the actual specific risks related to each of these two business sectors.

The conglomerate ratio must at all times be greater than 100%. The 100% threshold remains a binding requirement, the non-compliance with which would be detrimental: in the event of non-compliance or risk of non-compliance with the financial position of a conglomerate, the necessary measures must be taken to address the situation as soon as possible (as defined in the European FICOD Directive 2002/87).

— Financial conglomerates – information on own funds and the adequacy ratio of own funds (EU INS2)

The table below provides information required by Article 438-(g) of CRR2.

	31/12/2021
Supplementary own fund requirements of the financial conglomerate *(amount in millions of euros)*	35,402
CAPITAL ADEQUACY RATIO OF THE FINANCIAL CONGLOMERATE *(%)*	**166%**

At 31 December 2021, the phased-in financial conglomerate ratio of Crédit Agricole S.A., which includes the Solvency 2 requirement for the equity investment in Crédit Agricole Assurances, was 166%, far above the minimum regulatory requirement of 100%. The level of Crédit Agricole S.A.'s phased-in financial conglomerate ratio as at 31 December 2021 corresponds to a surplus of own funds of the financial conglomerate of Crédit Agricole S.A. of €35.4 billion.

This situation follows logically from compliance with the solvency requirements of each of the two sectors, banking and insurance.

3.1.4.2 Regulatory prudential requirements with respect to insurance in banking ratios

Financial conglomerates may, with the authorisation of the competent authority, use the option not to deduct their equity holdings in insurance companies from their prudential own funds but to treat them as risk-weighted assets. This provision, known as the "Danish compromise" (or Article 49-(1) of the CRR) has not been amended by CRR2 (regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 amending regulation (EU) No. 575/2013 (CRR)).

On 18 October 2013, Crédit Agricole Group and Crédit Agricole S.A. received the authorisation from the ACPR to apply this treatment to Crédit Agricole Assurances Group entities.

Risk-weighted assets include the equity-accounted value of insurance investments for the validated conglomerate scope, pursuant to Article 49-(1) of the CRR. Due to the unlisted status of Crédit Agricole Assurances (CAA), the weighting given to this value is 370%.

The table below shows the amount of holdings covered under Article 49-(1) of the CRR.

— Insurance participations (EU INS1)

The table below provides information required by Article 438-(f) of CRR2.

(in millions of euros)	Exposure value	Risk exposure amount
Own fund instruments held in insurance or re-insurance undertakings or insurance holding company not deducted from own funds	12,615	46,674

Since 16 November 2021 and the full unwinding of the Switch guarantee, the regulatory prudential requirements for this investment are no longer subject to transfer of risk to the Regional Banks.

When the guarantee was established on 2 January 2014, the guaranteed amount totalled €9.2 billion, or €33.9 billion in risk-weighted assets.

When announcing the results at 31 December 2020, Crédit Agricole S.A. had undertaken to increase the dismantling of the Switch guarantee to 100% by the end of the Medium-Term Plan at end-2022, compared to the 50% initially announced. More precisely, 50% of the guarantee had been unwound in the first quarter of 2021 through an additional unwinding of 15% on 1 March 2021 following a partial unwinding of 35% in March 2020. On 16 November 2021, Crédit Agricole S.A. unwound the remaining 50%.

(1) Solvency 2 is a European regulatory reform of the insurance industry.

3.1.5 Regulatory capital

3.1.5.1 Regulatory capital

Basel 3 defines three levels of capital:

- Common Equity Tier 1 (CET1);
- Tier 1 capital, which consists of Common Equity Tier 1 and Additional Tier 1 (AT1) capital;
- total capital, consisting of Tier 1 capital and Tier 2 capital.

All the tables and remarks below include the retained earnings of the period.

3.1.5.1.1 Common Equity Tier 1 (CET1);

This includes:

- share capital;
- reserves, including share premiums, retained earnings, income net of tax after dividend payments as well as accumulated other comprehensive income, including unrealised capital gains and losses on financial assets held for collection and sale purposes and translation adjustments;
- non-controlling interests, which are partially derecognised, or even excluded, depending on whether or not the subsidiary is an eligible credit institution; this partial derecognition corresponds to the excess capital compared to the amount required to cover the subsidiary's capital requirements and applies to each tier of capital;
- deductions, which mainly include the following items:
  - CET1 instruments held under market-making agreements and share buyback programmes,
  - intangible assets, including start-up costs and goodwill,
  - prudent valuation, which consists of adjusting the amount of the institution's assets and liabilities if, in accounting terms, it does not reflect a valuation that is deemed to be prudent by the regulations (see details in the EU PV1 table in the next section),
  - deferred tax assets (DTA) that rely on future profitability arising from tax losses carryforwards,
  - expected losses shortfall in relation to the credit exposures monitored using the internal ratings-based (IRB) approach, as well as anticipated losses related to equity exposures,
  - capital instruments held in financial sector equity investments of less than or equal to 10% (non-significant investments), for the amount exceeding a ceiling of 10% of the CET1 capital of the subscribing institution, up to the proportion of CET1 instruments in the total capital instruments held; items not deducted are included in risk-weighted assets (variable weighting depending on the nature of instruments and the Basel methodology),
  - deferred tax assets (DTAs) that rely on future profitability arising from temporary differences for the amount exceeding an individual ceiling of 10% of the institution's CET1 capital; items not deducted are included in risk-weighted assets (weighting at 250%),
  - CET1 instruments held in financial sector equity investments of more than 10% (significant investments) for the amount exceeding an individual ceiling of 10% of the institution's CET1 capital; items not deducted are included in risk-weighted assets (weighting at 250%),
  - the total of deferred tax assets (DTAs) dependent on future profitability related to temporary differences and CET1 instruments held in financial sector equity investments greater than 10% ("significant investments") for the amount exceeding an individual ceiling of 17.65% of the institution's CET1 capital; components not deducted are included in risk-weighted assets (weighting at 250%).

Refer to the glossary on page 715 for the definition of technical terms.

3.1.5.1.2 Additional Tier 1 (AT1) capital

This includes:

- eligible AT1 capital, which consists of perpetual debt instruments without any requirements or incentives to redeem (in particular step-up clauses);
- direct deductions of AT1 instruments (including market making);
- deductions of capital instruments held in financial sector equity investments of less than or equal to 10% (non-significant investments), for the amount exceeding a ceiling of 10% of the CET1 capital of the subscribing institution, up to the proportion of AT1 instruments in the total capital instruments held; items not deducted are included in risk-weighted assets (variable weighting depending on the nature of instruments and the Basel methodology);
- deductions of AT1 instruments held in equity investments in the financial sector of more than 10% (significant investments);
- other AT1 capital components or other deductions (including AT1 eligible non-controlling interests).

AT1 instruments eligible under CRR No. 575/2013 as amended by the regulation No. 2019/876 (CRR2) include a bail-in mechanism that is triggered when the CET1 ratio is below a threshold that must be set at no lower than 5.125% for Crédit Agricole S.A. and 7% for the CET1 ratio of the Crédit Agricole Group. Instruments may be converted into equity or suffer a reduction in their par value. Payments must be totally flexible: no automatic compensation mechanisms and/or suspension of coupon payments at the issuer's discretion are permitted.

The amount of AT1 instruments used in fully loaded ratios corresponds to AT1 capital instruments eligible under CRR No. 575/2013, as amended by the regulation No. 2019/876 (CRR2).

The AT1 instruments issued by Crédit Agricole S.A. have two loss absorption mechanisms that are triggered when at least one of these two following conditions is met:

- Crédit Agricole S.A.'s CET1 ratio drops below 5.125%;
- Crédit Agricole Group's CET1 ratio drops below 7%.

At 31 December 2021, the phased-in CET1 ratios of Crédit Agricole S.A. and of Crédit Agricole Group were 11.9% and 17.5%, respectively. These ratios represent capital buffers of €25.5 billion for Crédit Agricole S.A. and €61.7 billion for the Crédit Agricole Group relative to the loss absorption thresholds of 5.125% and 7%, respectively.

At 31 December 2021, there were no applicable restrictions on the payment of coupons.

At the same date, the distributable items of Crédit Agricole S.A. totalled €41.6 billion, including €27.5 billion in distributable reserves and €14.1 billion in share premiums.

The CRR2 regulation adds eligibility criteria. For example, instruments issued by an institution established in the European Union that are subject to the law of a third country must include a bail-in clause in order to be eligible. These provisions apply to each category of AT1 and Tier 2 capital instruments.

These instruments are published at https://www.credit-agricole.com/en/finance/finance/financial-publications in the Appendix "Main features of regulatory own funds instruments and eligible liabilities instruments (EU CCA)" and correspond to deeply subordinated notes (TSS).

3.1.5.1.3 Tier 2 capital

This includes:

- subordinated debt instruments, which must have a minimum maturity of five years and for which:
  - early redemption incentives are prohibited,
  - a haircut applies during the five-year period prior to their maturity date;
- deductions of directly held Tier 2 instruments (including market making);
- the surplus provisions relative to expected eligible losses determined in accordance with the internal ratings-based (IRB) approach, limited to 0.6% of risk-weighted assets under IRB;
- deductions of capital instruments held in financial sector equity investments of less than or equal to 10% (non-significant investments), for the amount exceeding a ceiling of 10% of the CET1 capital of the subscribing institution, up to the proportion of Tier 2 instruments in the total capital instruments held; items not deducted are included in risk-weighted assets (variable weighting depending on the nature of instruments and the Basel methodology);
- deductions of Tier 2 instruments held in financial sector equity investments of more than 10% (significant investments), predominantly in the insurance sector;
- Tier 2 capital components or other deductions (including Tier 2 eligible non-controlling interests).

The amount of Tier 2 instruments used in fully loaded ratios corresponds to Tier 2 capital instruments eligible under CRR No. 575/2013, as amended by the regulation No. 2019/876 (CRR2).

These instruments are published at https://www.credit-agricole.com/en/finance/finance/financial-publications in the Appendix "Main features of regulatory own funds instruments and eligible liabilities instruments (EU CCA)". They correspond to undated subordinated notes (*titres subordonnés à durée indéterminée* – TSDI), equity investments (*titres participatifs* – TP) and dated subordinated notes (*titres subordonnés remboursables* – TSR).

3.1.5.1.4 Transitional implementation

To facilitate compliance by credit institutions with CRR2/CRD 5, less stringent transitional provisions have been provided for, notably with the gradual introduction of new prudential treatment of capital components.

All these transitional provisions ended on 1 January 2018, with the exception of those concerning hybrid debt instruments, which will end on 1 January 2022.

Hybrid debt instruments that were eligible as capital under CRD 3 and are no longer eligible as capital following the entry into force of CRD 4 may be eligible, in certain circumstances, under the grandfather clause:

- any instrument issued after 31 December 2011, which does not comply with the CRR regulation has been excluded since 1 January 2014;
- instruments issued prior to that date may, under certain conditions, be eligible for the grandfather clause and are then gradually excluded over an eight-year period, decreasing by 10% per annum. In 2014, 80% of the total stock declared on 31 December 2012 was recognised, then 70% in 2015, and so on;
- the unrecognised part can be included in the lower level capital components (from AT1 to Tier 2, for example) if it meets the corresponding criteria.

CRR2 complements these provisions by introducing a new grandfather clause: ineligible instruments issued before 27 June 2019 will remain eligible under transitional provisions until 28 June 2025.

During the transitional phase, the amount of Tier 1 included in the ratios corresponds to the sum of:

- Additional Tier 1 capital eligible under CRR2 (AT1);
- Additional Tier 1 capital instruments eligible for CRR issued before 27 June 2019;
- a fraction of the CRR ineligible Tier 1 issued before 1 January 2014, equal to the lower of:
  - the regulatory amount of ineligible Tier 1 instruments at the end of the reporting period (after amortisation, any calls, redemptions, etc.),
  - 10% (regulatory threshold for 2021) of the Tier 1 stock at 31 December 2012, which stood at €9,329 million, i.e. a maximum recognisable amount of €933 million,
  - the amount of Tier 1 capital exceeding this regulatory threshold is included in phased-in Tier 2, up to the regulatory threshold applicable to Tier 2.

During the transitional phase, the amount of Tier 2 included in the ratios corresponds to the sum of:

- CRR2 eligible Tier 2;
- CRR eligible Tier 2 capital instruments issued before 27 June 2019;
- a fraction of the CRR ineligible Tier 2 issued before 1 January 2014, equal to the lower of:
  - the regulatory amount of ineligible Tier 2 securities at the reporting period-end and, as applicable, the remainder of Tier 1 securities exceeding the 10% threshold (threshold for 2021) of ineligible Tier 1 securities,
  - 10% (threshold for 2021) of the CRR ineligible Tier 2 stock at 31 December 2012; the CRR ineligible Tier 2 stock at 31 December 2012 stood at €4,121 million, or a maximum recognisable amount of €412 million.

Finally, the "Quick Fix" regulation of 26 June 2020 extended until 2024 the transitional provisions set out in the CRR, by allowing inclusion of the impacts associated with the application of the IFRS 9 accounting standard in the solvency ratios. Crédit Agricole S.A. and the Crédit Agricole Group had not opted for this provision when IFRS 9 was first applied in 2018. Following the publication of the "Quick Fix" regulation, it was decided to opt for this provision as from 30 June 2020.

During the transitional phase (until 2024), the impacts related to the application of the IFRS 9 accounting standard can be included in the CET1 equity, according to a calculation composed of several components:

- a static component making it possible to neutralise, in shareholders' equity, part of the impact of the first-time application of IFRS 9. In 2021, neutralisation is achieved on the basis of a rate of 50%;
- a dynamic component, making it possible to neutralise part of the net increase in provisions recorded between 1 January 2018 and 1 January 2020 on performing outstandings (Stages 1 and 2 of IFRS 9). In 2021, neutralisation is achieved on the basis of a rate of 50%;
- a second dynamic component, making it possible to neutralise part of the net increase in provisions recorded between 1 January 2020 and the balance sheet date on performing loans (compartments 1 and 2 of IFRS 9). In 2021, neutralisation is achieved on the basis of a rate of 100%.

Refer to the glossary on page 715 for the definition of technical terms.

3.1.5.1.5 Position at 31 December 2021

— Simplified regulatory capital

Simplified regulatory capital *(in millions of euros)*	31/12/2021 phased-in	31/12/2021 fully-loaded	31/12/2020 phased-in	31/12/2020 fully-loaded
EQUITY – GROUP SHARE	**68,217**	**68,217**	**65,217**	**65,217**
(-) Expected dividend	(3,176)	(3,176)	(914)	(914)
(-) AT1 instruments accounted as equity	(4,888)	(4,888)	(5,888)	(5,888)
Eligible minority interests	4,464	4,464	4,009	4,009
(-) Prudential filters	(1,206)	(1,206)	(1,477)	(1,477)
o/w: Prudent valuation	(991)	(991)	(648)	(648)
(-) Deduction of goodwills and intangible assets	(18,478)	(18,478)	(17,528)	(17,528)
Deferred tax assets that rely on future profitability excluding those arising from temporary differences	(493)	(493)	(129)	(129)
Shortfall in adjustments for credit risk relative to expected losses under the internal ratings-based approach	(367)	(367)	(237)	(237)
Amount exceeding thresholds	-	-	-	-
Insufficient coverage for non-performing exposures	(12)	(12)	-	-
Other CET1 components	799	(378)	1,127	277
COMMON EQUITY TIER 1 (CET1)	**44,859**	**43,683**	**44,180**	**43,330**
Additional Tier 1 (AT1) instruments	5,107	3,435	6,005	4,335
Other AT1 components	(187)	(187)	(158)	(158)
TOTAL TIER 1	**49,779**	**46,931**	**50,027**	**47,506**
Tier 2 instruments	18,168	15,768	17,146	17,093
Other Tier 2 components	(976)	(976)	(2,683)	(2,683)
TOTAL CAPITAL	**66,971**	**61,723**	**64,489**	**61,917**

For clarity, the full tables of the composition of capital (EU CC1 and EU CC2) are available directly at https://www.credit-agricole.com/en/finance/finance/ financial-publications.

— Value adjustments for the purpose of prudent valuation, PVA (EU PV1)

The table below provides information required by Article 436-(e) of CRR2.

	Risk category					Valuation uncertainty				
(in millions of euros)	Equity	Interest Rates	Foreign exchange	Credit	Commodities	Unearned credit spreads AVA	Investment and funding costs AVA	Total post-diversification	Of which: trading book	Of which: banking book
Market price uncertainty	46	156	14	34	0	11	7	122	110	12
Close-out cost	74	274	58	30	0	16	4	119	114	5
Concentrated positions	20	26	0	18	-	-	-	65	42	22
Early termination	-	-	-	-	-	-	-	-	-	-
Model risk	80	363	15	-	0	179	52	225	225	-
Operational risk	0	-	-	0	-	-	-	0	0	0
Future administrative costs	-	39	-	-	-	-	-	39	39	-
TOTAL ADDITIONAL VALUATION ADJUSTMENTS (AVAS)								**991**	**530**	**461**

Changes during the period

Phased-in Common Equity Tier 1 (CET1) capital stood at €44.9 billion at 31 December 2021, showing an increase of €0.7 billion compared to year-end 2020.

This change was attributable to, among other things, retained earnings of €2.7 billion over the year (taking into account a dividend provision of €0.85 per share, calculated based on a payout ratio of 50% of 2021 earnings, plus an additional dividend related to the catch-up of the 2019 dividend of €0.20 per share, bringing the total dividend provision to €1.05 per share), partially offset by the share buybacks carried out over the period in the amount of -€1.1 billion and the increase in the deductions for goodwill in the amount of -€1 billion, linked in particular to the consolidation of Lyxor and Olinn.

Phased-in Tier 1 capital was €49.8 billion, or a slight decrease of €0.2 billion compared to 31 December 2020, with a decrease in additional Tier 1 capital of €0.9 billion, mainly as a result of the redemption of a €1 billion additional capital instrument in June 2021.

Phased-in Tier 2 capital was €17.2 billion, up €2.7 billion compared to 31 December 2020. This change was attributable to, among other things, issuances net of redemptions over the period (+€1 billion) and a smaller deduction related to the redemption of €1 billion in subordinated debt securities issued by Crédit Agricole Assurances and held by Crédit Agricole S.A.

In all, phased-in total capital stood at €67.0 billion, up €2.5 billion compared to 31 December 2020. This regulatory capital does not take into account the senior non-preferred debt issuances, which are discussed in the "Resolution ratios" section below.

3.1.6 Capital adequacy

The regulatory perspective of capital adequacy is ensured through the monitoring of solvency, leverage and resolution ratios. Each of these ratios reports the amount of regulatory capital and/or, when applicable, eligible instruments, to the risk, leverage or size of the balance sheet exposures. These exposures are defined and calculated in section "Composition of and changes in risk-weighted assets". The regulatory perspective is supplemented by the economic internal perspective of capital adequacy, which is ensured by the monitoring of the economic capital requirements' coverage ratio.

3.1.6.1 Solvency ratios

Solvency ratios are intended to check the adequacy of the various categories of capital (CET1, Tier 1 and total capital) to cover risk-weighted assets arising as a result of credit risk, market risk and operational risk. These risk-weighted assets are computed using either a standardised approach or an internal approach (see section "Composition of and changes in risk-weighted assets").

3.1.6.1.1 Regulatory prudential requirements

The CRR regulation governs the requirements with regard to Pillar 1. The supervisor also sets, on a discretionary basis, the minimum requirements within the framework of Pillar 2.

The overall capital requirement is as follows:

SREP own funds requirement	31/12/2021	31/12/2020
Pillar 1 minimum CET1 requirement	4.50%	4.50%
CET1 additional Pillar 2 requirement (P2R)	0.84%	0.84%
Combined buffer requirement	2.52%	2.51%
CET1 REQUIREMENT	**7.86%**	**7.86%**
Pillar 1 minimum AT1 requirement	1.50%	1.50%
AT1 component of P2R	0.28%	0.28%
Pillar 1 minimum Tier 2 requirement	2.00%	2.00%
Tier 2 component of P2R	0.38%	0.38%
OVERALL CAPITAL REQUIREMENT	**12.02%**	**12.01%**

Refer to the glossary on page 715 for the definition of technical terms.

Minimum requirements with regard to Pillar 1

The capital requirements established under Pillar 1 include a minimum CET1 capital ratio of 4.5%, a minimum Tier 1 capital ratio of 6% and a minimum total capital ratio of 8%.

Minimum requirements with regard to Pillar 2

The European Central Bank (ECB) annually notifies Crédit Agricole Group and Crédit Agricole S.A. of their minimum capital requirements following the results of the Supervisory Review and Evaluation Process (SREP):

- a Pillar 2 Requirement (P2R) of 1.5%, which applies to each level of capital; failure to comply with this requirement automatically results in restrictions on distributions (additional Tier 1 capital instrument coupons, dividends, variable remuneration); accordingly, this requirement is public. The P2R can be met with 75% Tier 1 capital including as a minimum 75% CET1 capital;
- a Pillar 2 Guidance (P2G), which is not public and must be fully met with Common Equity Tier 1 (CET1) capital.

Combined capital buffer requirement and restriction on distributions threshold

Regulations provide for the establishment of capital buffers, fully covered with CET1 capital and for which the overall capital requirement works out as follows:

Combined buffer requirement	31/12/2021	31/12/2020
Phased-in capital conservation buffer	2.50%	2.50%
Phased-in systemic buffer	0.00%	0.00%
Countercyclical buffer	0.02%	0.01%
COMBINED BUFFER REQUIREMENT	**2.52%**	**2.51%**

More specifically:

- the capital conservation buffer (2.5% of risk-weighted assets since 1 January 2019) aims to absorb losses in a situation of intense economic stress;
- the countercyclical buffer (a rate set within a range of 0% to 2.5%) aims to prevent excessive credit growth. The rate is set by the competent authorities from each country (the *Haut Conseil de Stabilité Financière* or HCFS/High Council for Financial Stability in the case of France) and the buffer applying at the institution's level therefore results from the weighted average of the buffers defined for each country in which the institution operates applied to the relevant exposures at default (EAD); when the countercyclical buffer rate is calculated by one of the national authorities, the application date should be no later than 12 months from the publication date, except in exceptional circumstances;
- the systemic risk buffer (0% to 3% in general, up to 5% after agreement from the European Commission and more exceptionally above that figure) is designed to prevent or attenuate the non-cyclical risk dimension. It is set by the competent authorities from each country (the *Haut Conseil de Stabilité Financière* or HCFS/High Council for Financial Stability in the case of France) and depends on the structural characteristics of the banking industry, in particular its size, level of concentration and its share in financing the economy;
- the buffers for systemically important institutions (0% to 3% in general, up to 5% after agreement from the European Commission and more exceptionally above that figure); for global systemically important institutions (G-SII), between 0% and 3.5%, or for other systemically important institutions (O-SII), between 0% and 2%. These buffers are not cumulative, and in general, with some exceptions, the highest buffer rate applies. Only Crédit Agricole Group is a G-SII and has a buffer of 1% since 1 January 2019. Crédit Agricole S.A. is not subject to these requirements. When an institution is subject to a buffer for systemically important institutions (G-SII or O-SII) and a buffer for systemic risk, the two buffers are combined.

To date, countercyclical buffers have been activated in six countries by the relevant national authorities. With respect to Crédit Agricole S.A.'s exposures in these countries, Crédit Agricole S.A.'s countercyclical buffer rate was 0.02% at 31 December 2021.

Moreover, the HCFS has since 2019 recognised the reciprocal application of the systemic risk buffer activated by the Estonian authorities and, since July 2021, the reciprocal application of the systemic risk buffer activated by the Norwegian authorities. With respect to the methods for applying this buffer and the materiality of risk-weighted assets held by Crédit Agricole S.A. in these countries, the systemic risk buffer rate was 0% at 31 December 2021.

The tables below provide information required by Article 440 (a and b) of CRR2.

— Geographical distribution of credit exposures relevant for the calculation of the countercyclical buffer (EU CCYB1)

	31/12/2021 *(in millions of euros)* Breakdown by country:	General credit exposures		Relevant credit exposures – Market risk		
		Exposure value under the standardised approach	Exposure value under the IRB approach	Sum of long and short positions of trading book exposures for SA	Value of trading book exposures for internal models	Securitisation exposures Exposure value for non-trading book
1	Belgium	4,661	3,187	-	-	-
2	Bulgaria	1	10	-	-	-
3	Czech Republic	31	75	-	-	-
4	Danemark	172	1,038	-	-	74
5	France	37,521	239,955	186	2,350	19,586
6	Germany	3,558	16,058	-	-	2,751
7	Hong Kong	71	5,762	-	-	-
8	Iceland	1	-	-	-	-
9	Ireland	62	3,692	-	-	65
10	Lithuania	24	0	-	-	-
11	Luxembourg	2,631	14,780	-	-	3,263
12	Norway	11	1,825	-	-	101
13	Slovakia	3	3	-	-	-
14	Sweden	84	1,626	-	-	32
15	United-kingdom	1,098	16,058	-	-	2,693
16	Other countries *	64,104	180,422	214	-	30,582
17	**TOTAL**	**114,033**	**484,491**	**401**	**2,350**	**59,147**

(1) For which no countercyclical buffer has been defined by the competent authority.

— Institution-specific contercyclical capital buffer (EU CCYB2)

	Amount of institution-specific countercyclical capital buffer (EU CCYB2)	31/12/2021	31/12/2020
1	Total risk exposure amount	377,432	336,044
2	Institution specific countercyclical capital buffer rate	0.017%	0.013%
3	**INSTITUTION SPECIFIC COUNTERCYCLICAL CAPITAL BUFFER REQUIREMENT**	**63**	**44**

The transposition of Basel regulations into European law (CRD) has established a distribution restriction mechanism applicable to dividends, AT1 instruments and variable compensation. The principle of the Maximum Distributable Amount (MDA), the maximum amount that a bank can allocate to distributions, aims at restricting distributions where they would result in non-compliance with the combined capital buffer requirement.

The distance to the MDA trigger is the lowest of the respective distances to the SREP requirements in CET1 capital, Tier 1 capital and total capital.

	CET1 SREP requirement	Tier 1 SREP requirement	Overall capital SREP requirement
Pillar 1 minimum requirement	4.50%	6.00%	8.00%
Pillar 2 requirement (P2R)	0.84%	1.13%	1.50%
Conservation buffer	2.50%	2.50%	2.50%
Systemic risk buffer	0.00%	0.00%	0.00%
Countercyclical buffer	0.02%	0.02%	0.02%
SREP REQUIREMENT (A)	**7.86%**	**9.64%**	**12.02%**
31/12/2021 PHASED-IN SOLVENCY RATIOS (B)	**11.9%**	**13.2%**	**17.7%**
Distance to SREP requirement (b-a)	402 bp	355 bp	573 bp
DISTANCE TO MDA TRIGGER THRESHOLD		**355 bp (€13bn)**	

At 31 December 2021, Crédit Agricole S.A. had a buffer of 355 basis points above the MDA trigger, i.e. approximately €13 billion in CET1 capital.

Refer to the glossary on page 715 for the definition of technical terms.

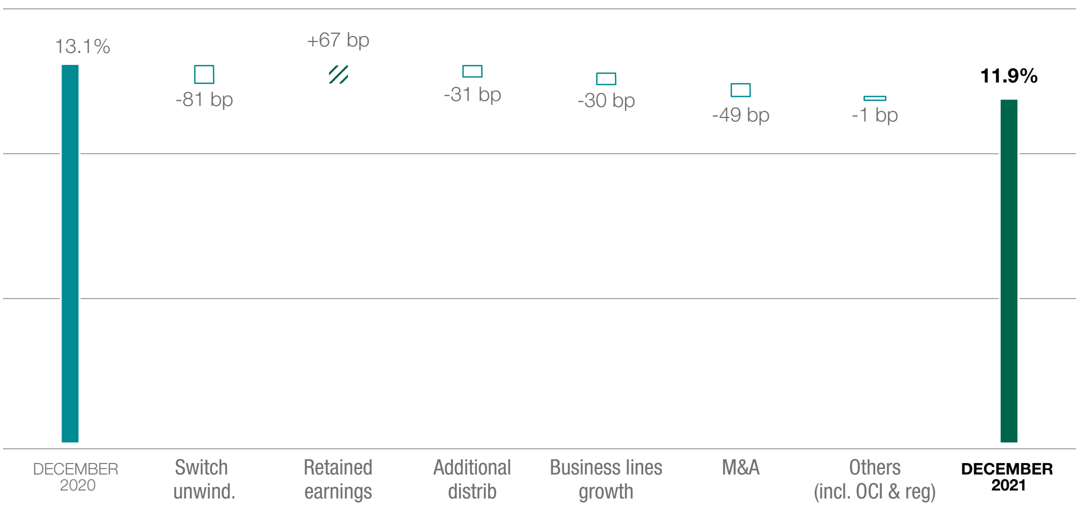
	Securitisation exposures Exposure value for non-trading book						
Total exposure value	Relevant credit risk exposures – Credit risk	Relevant credit exposures – Market risk	Relevant credit exposures – Securitisation positions in the non-trading book	**Total**	Risk-weighted exposure amounts	Own fund requirements weights *(%)*	Countercyclical buffer rate *(%)*
7,848	164	-	-	**164**	2,054	0.69%	0.00%
11	0	-	-	**0**	3	0.00%	0.50%
106	4	-	-	**4**	54	0.02%	0.50%
1,284	26	-	1	**26**	330	0.11%	0.00%
299,599	11,484	203	326	**12,013**	150,158	50.23%	0.00%
22,367	655	-	29	**684**	8,545	2.86%	0.00%
5,833	103	-	-	**103**	1,282	0.43%	1.00%
1	0	-	-	**0**	1	0.00%	0.00%
3,819	102	-	1	**103**	1,284	0.43%	0.00%
24	2	-	-	**2**	20	0.01%	0.00%
20,674	489	-	2	**491**	6,132	2.05%	0.50%
1,937	50	-	1	**51**	637	0.21%	1.00%
6	0	-	-	**0**	3	0.00%	1.00%
1,742	58	-	0	**59**	734	0.25%	0.00%
19,850	509	-	45	**555**	6,935	2.32%	0.00%
275,322	9,205	17	437	**9,660**	120,748	40.39%	0.00%
660,421	**22,851**	**220**	**843**	**23,914**	**298,920**	**100%**	**0.017%**

3.1.6.1.2 Position at 31 December 2021

	31/12/2021		31/12/2020	
	Phased-in ratios	Requirements	Phased-in ratios	Requirements
CET1 RATIO	**11.89%**	**7.86%**	**13.15%**	**7.86%**
TIER 1 RATIO	**13.19%**	**9.64%**	**14.89%**	**9.64%**
TOTAL CAPITAL RATIO	**17.74%**	**12.02%**	**19.19%**	**12.01%**

The applicable minimum requirements have been fully met.

Changes in CET1 over 2021



The CET1 ratio was down 1.2 percentage points over 2021, impacted notably by the completion of the unwinding of the Switch guarantee (-0.81 pp) and the various acquisitions (-0.49 pp including Creval by CA Italia (-0.26 pp), Lyxor by Amundi (-0.12 pp) and Olinn by CAL&F (-0.06 pp)).

The positive impact of retained earnings on the ratio (+0.67 pp, taking into account a provision calculated based on a payout ratio of 50% of 2021 earnings) was moreover able to absorb the growth of the businesses (-0,30 pp). Furthermore, the distribution at the usual payout ratio is supplemented by an additional dividend related to the catch-up of the 2019 dividend (-0,17 pp) and by the share buyback carried out in the fourth quarter (-0.14 pp).

Within the 'Other' line item, unrealised gains and losses had a downward impact on the CET1 ratio over the year, related among other things to the rise in long-term rates (-0.15 pp). This effect was offset by the capital increase reserved for employees (+0.06 pp) and by a positive foreign exchange impact over the year (+0.06 pp). The impact of regulation was therefore overall slightly negative over the year, related in particular to TRIM and the implementation of CRR2.

— Impact of the application of the IFRS 9 transitional provisions

IFRS 9 transitional provisions were applied for the first time from the Decree of 30 June 2020.

Comparison of institutions' own funds and capital and leverage ratios with and without the application of transitional arrangements for IFRS 9 or analogous ECLs

(in millions of euros)		31/12/2021	31/12/2020
	Available capital *(amounts)*		
1	Common Equity Tier 1 (CET1) capital	44,859	44,180
2	Common Equity Tier 1 (CET1) capital as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	43,683	43,330
3	Tier 1 capital	49,779	50,027
4	Tier 1 capital as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	48,602	49,177
5	Total capital	66,971	64,489
6	Total capital as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	65,794	63,639
	Risk-weighted assets *(amounts)*		
7	Total risk-weighted assets	377,432	336,044
8	Total risk-weighted assets as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	376,925	335,491
	Capital ratios		
9	Common Equity Tier 1 *(as a percentage of risk exposure amount)*	11.89%	13.15%
10	Common Equity Tier 1 *(as a percentage of risk exposure amount)* as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	11.59%	12.92%
11	Tier 1 *(as a percentage of risk exposure amount)*	13.19%	14.89%
12	Tier 1 *(as a percentage of risk exposure amount)* as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	12.89%	14.66%
13	Total capital *(as a percentage of risk exposure amount)*	17.74%	19.19%
14	Total capital *(as a percentage of risk exposure amount)* as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	17.46%	18.97%
	Leverage ratio		
15	Leverage ratio total exposure measure	1,075,244	1,018,588
16	Leverage ratio	4.63%	4.91%
17	Leverage ratio as if IFRS 9 or analogous ECLs transitional arrangements had not been applied	4.53%	4.83%

Crédit Agricole S.A. did not apply the temporary treatment described in Article 468 of regulation CRR No. 2019/876 and was not impacted by any change related to this provision during the period. Crédit Agricole S.A.'s capital and capital and leverage ratios already reflect the full impact of unrealised gains and losses measured at their fair value through other comprehensive income.

Refer to the glossary on page 715 for the definition of technical terms.

3.1.6.2 Leverage ratio

3.1.6.2.1 Regulatory framework

The objective of the leverage ratio is to help preserve financial stability by acting as a safety net to supplement risk-based capital requirements and by limiting the accumulation of excessive leverage in times of economic recovery. The Basel Committee, in the context of Basel 3 agreements, defined the leverage ratio rule, which was transposed into European law via Article 429 of the CRR, amended by Delegated Act 62/2015 of 10 October 2014 and published in the Official Journal of the European Union on 18 January 2015.

The leverage ratio is defined as the Tier 1 capital divided by the leverage exposure measure, i.e. balance sheet and off-balance-sheet assets after certain restatements of derivatives, transactions between Group affiliates, securities financing transactions, items deducted from the numerator, and off-balance-sheet items.

Since the publication of European regulation CRR2 in the Official Journal of the European Union on 7 June 2019, the leverage ratio has been subject to a minimum Pillar 1 requirement applicable as from 28 June 2021:

- the minimum leverage ratio requirement is 3%;
- from 1 January 2023, a leverage ratio buffer, defined as half of the entity's systemic buffer, will be added to this level for global systemically important institutions (G-SII), i.e. for Crédit Agricole Group;
- lastly, failure to comply with the leverage ratio buffer requirement will result in a distribution restriction and the calculation of a maximum distributable amount (L-MDA).

Regulation CRR2 stipulates that certain Central Bank exposures may be excluded from the overall leverage ratio exposure if macroeconomic circumstances so justify. If this exemption is applied, the institutions must satisfy an adjusted leverage ratio requirement of over 3%. On 18 June 2021, the European Central Bank declared that credit institutions under its supervision could apply this exclusion in light of the exceptional circumstances existing since 31 December 2019; this measure is applicable until 31 March 2022 inclusive. Crédit Agricole S.A. applies this provision and therefore must comply with a leverage ratio requirement of 3.18% during this period.

As of 1 January 2015 publication of the leverage ratio is mandatory at least once a year; institutions can choose to publish a fully loaded ratio or a phased-in ratio. If the institution decides to change its publication choice, at the time of first publication it must reconcile the data for all of the ratios previously published with the data for the new ratios selected for publication.

Crédit Agricole S.A. has opted to publish a phased-in leverage ratio.

3.1.6.2.2 Position at 31 December 2021

The items below provide information required by Article 451 of CRR2.

Publication of qualitative information on the leverage ratio (EU LRA)

The leverage ratio of Crédit Agricole S.A. was 4.6% on a phased-in Tier 1 basis following neutralisation of Central Bank exposures. The application of this measure makes it possible to neutralise Central Bank exposures of €207.5 billion at 31 December 2021.

The leverage ratio was down 0.3 percentage points over 2021, as the increase in Tier 1 only partially covered that of the exposures. The ratio remained at a high level, 1.5 percentage points above the requirement.

The leverage ratio is not sensitive to risk factors and, on this basis, is considered to be a measurement that supplements the solvency (solvency ratio/ resolution ratio) and liquidity risk management, which already limit the size of the balance sheet. Under the excessive leverage monitoring framework, the Group controls and sets limits on the size of the balance sheet for businesses with low consumption of risk-weighted assets

— LRCom: Leverage ratio – common disclosure (EU LR2)

(in millions of euros)		31/12/2021	30/06/2021
On-balance sheet exposures (excluding derivatives and SFTs)			
1	On-balance sheet items (excluding derivatives, SFTs, but including collateral)	1,412,797	1,392,561
2	Gross-up for derivatives collateral provided, where deducted from the balance sheet assets pursuant to the applicable accounting framework	5,397	8,550
3	(Deductions of receivables assets for cash variation margin provided in derivatives transactions)	(16,237)	(14,723)
4	(Adjustment for securities received under securities financing transactions that are recognised as an asset)	-	-
5	(General credit risk adjustments to on-balance sheet items)	-	-
6	(Asset amounts deducted in determining Tier 1 capital)	(20,832)	(19,181)
7	**TOTAL ON-BALANCE SHEET EXPOSURES (EXCLUDING DERIVATIVES AND SFTS)**	**1,381,125**	**1,367,207**
Derivative exposures			
8	Replacement cost associated with SA-CCR derivatives transactions (i.e. net of eligible cash variation margin)	24,350	23,587
EU-8a	Derogation for derivatives: replacement costs contribution under the simplified standardised approach	1	0
9	Add-on amounts for potential future exposure associated with SA-CCR derivatives transactions	49,796	46,226
EU-9a	Derogation for derivatives: Potential future exposure contribution under the simplified standardised approach	23	24
EU-9b	Exposure determined under Original Exposure Method	-	-
10	(Exempted CCP leg of client-cleared trade exposures) (SA-CCR)	(2,665)	(3,548)
EU-10a	(Exempted CCP leg of client-cleared trade exposures) (simplified standardised approach)	-	-
EU-10b	(Exempted CCP leg of client-cleared trade exposures) (Original Exposure Method)	-	-
11	Adjusted effective notional amount of written credit derivatives	15,249	13,731
12	(Adjusted effective notional offsets and add-on deductions for written credit derivatives)	(4,711)	(3,933)
13	**TOTAL DERIVATIVES EXPOSURES**	**82,044**	**76,086**
Securities financing transaction (SFT) exposures			
14	Gross SFT assets (with no recognition of netting), after adjustment for sales accounting transactions	322,037	362,883
15	(Netted amounts of cash payables and cash receivables of gross SFT assets)	(177,869)	(200,618)
16	Counterparty credit risk exposure for SFT assets	6,876	8,210
EU-16a	Derogation for SFTs: Counterparty credit risk exposure in accordance with Articles 429e-(5) and 222 CRR	-	-
17	Agent transaction exposures	-	-
EU-17a	(Exempted CCP leg of client-cleared SFT exposure)	-	-
18	**TOTAL SECURITIES FINANCING TRANSACTION EXPOSURES**	**151,043**	**170,475**
Other off-balance sheet exposures			
19	Off-balance sheet exposures at gross notional amount	318,680	333,119
20	(Adjustments for conversion to credit equivalent amounts)	(151,831)	(159,112)
21	(General provisions deducted in determining Tier 1 capital and specific provisions associated with off-balance sheet exposures)	-	-
22	**OFF-BALANCE SHEET EXPOSURES**	**166,849**	**174,006**
Excluded exposures			
EU-22a	(Exposures excluded from the total exposure measure in accordance with point (c) of Article 429a(1) CRR)	(414,023)	(408,420)
EU-22b	(Exposures exempted in accordance with point (j) of Article 429a(1) CRR (on and off balance sheet))	(70,925)	(69,869)
EU-22c	(Excluded exposures of public development banks (or units) - Public sector investments)	-	-
EU-22d	(Excluded exposures of public development banks (or units) - Promotional loans)	-	-
EU-22e	(Excluded passing-through promotional loan exposures by non-public development banks (or units))	-	-
EU-22f	(Excluded guaranteed parts of exposures arising from export credits)	(13,341)	(12,676)
EU-22g	(Excluded excess collateral deposited at triparty agents)	-	-
EU-22h	(Excluded CSD related services of CSD/institutions in accordance with point (o) of Article 429a(1) CRR)	-	-
EU-22i	(Excluded CSD related services of designated institutions in accordance with point (p) of Article 429a(1) CRR)	-	-
EU-22j	(Reduction of the exposure value of pre-financing or intermediate loans)	-	-
EU-22K	**(TOTAL EXEMPTED EXPOSURES)**	**(498,289)**	**(490,966)**

Refer to the glossary on page 715 for the definition of technical terms.

(in millions of euros)		31/12/2021	30/06/2021
Capital and total exposure measure			
23	TIER 1 CAPITAL	49,779	50,111
24	TOTAL EXPOSURE MEASURE	1,075,244	1,100,245
Leverage ratio			
25	LEVERAGE RATIO *(%)*	4.63%	4.55%
EU-25	Leverage ratio (excluding the impact of the exemption of public sector investments and promotional loans) *(%)*	4.63%	4.55%
25a	Leverage ratio (excluding the impact of any applicable temporary exemption of central bank reserves) *(%)*	3.88%	3.87%
26	Regulatory minimum leverage ratio requirement *(%)*	3.18%	3.18%
EU-26a	Additional own funds requirements to address the risk of excessive leverage *(%)*	0.00%	0.00%
EU-26b	of which: to be made up of CET1 capital	0.00%	0.00%
27	Leverage ratio buffer requirement *(%)*	0.00%	0.00%
EU-27a	Overall leverage ratio requirement *(%)*	3.18%	3.18%
Choice on transitional arrangements and relevant exposures			
EU-27b	Choice on transitional arrangements for the definition of the capital measure	Transitory	Transitory
Disclosure of mean values			
28	Mean of daily values of gross SFT assets, after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivable	165,401	N/A
29	Quarter-end value of gross SFT assets, after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivables	144,167	N/A
30	Total exposure measure (including the impact of any applicable temporary exemption of central bank reserves) incorporating mean values from row 28 of gross SFT assets (after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivables)	1,096,478	N/A
30a	Total exposure measure (excluding the impact of any applicable temporary exemption of central bank reserves) incorporating mean values from row 28 of gross SFT assets (after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivables)	1,303,973	N/A
31	Leverage ratio (including the impact of any applicable temporary exemption of central bank reserves) incorporating mean values from row 28 of gross SFT assets (after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivables)	4.54%	N/A
31a	Leverage ratio (excluding the impact of any applicable temporary exemption of central bank reserves) incorporating mean values from row 28 of gross SFT assets (after adjustment for sale accounting transactions and netted of amounts of associated cash payables and cash receivables)	3.82%	N/A

— LRSum: Summary reconciliation of accounting assets and leverage ratio exposures (EU LR1)

Applicable amount *(in millions of euros)*		31/12/2021
1	Total assets as per published financial statements	2,073,955
2	Adjustment for entities which are consolidated for accounting purposes but are outside the scope of prudential consolidation	(406,181)
3	(Adjustment for securitised exposures that meet the operational requirements for the recognition of risk transference)	(33)
4	(Adjustment for temporary exemption of exposures to central banks (if applicable))	(207,496)
5	(Adjustment for fiduciary assets recognised on the balance sheet pursuant to the applicable accounting framework but excluded from the total exposure measure in accordance with point (i) of Article 429a-(1) CRR)	-
6	Adjustment for regular-way purchases and sales of financial assets subject to trade date accounting	-
7	Adjustment for eligible cash pooling transactions	-
8	Adjustment for derivative financial instruments	(146,253)
9	Adjustment for securities financing transactions (SFTs)	(170,994)
10	Adjustment for off-balance sheet items (i.e. conversion to credit equivalent amounts of off-balance sheet exposures)	167,050
11	(Adjustment for prudent valuation adjustments and specific and general provisions which have reduced Tier 1 capital)	-
EU-11a	(Adjustment for exposures excluded from the total exposure measure in accordance with point (c) of Article 429a-(1) CRR)	(414,023)
EU-11b	(Adjustment for exposures excluded from the total exposure measure in accordance with point (j) of Article 429a-(1) CRR)	(70,925)
12	Other adjustments	250,142
13	TOTAL EXPOSURE MEASURE	1,075,244

Refer to the glossary on page 715 for the definition of technical terms.

— LRSpl: Split-up of on balance sheet exposures (excluding derivatives, SFTs and exempted exposures) (EU LR3)

CRR LEVERAGE RATIO EXPOSURES *(IN MILLIONS OF EUROS)*		31/12/2021
EU-1	**TOTAL ON-BALANCE SHEET EXPOSURES (EXCLUDING DERIVATIVES, SFTS, AND EXEMPTED EXPOSURES), OF WHICH:**	**723,665**
EU-2	Trading book exposures	36,336
EU-3	Banking book exposures, of which:	687,329
EU-4	Covered bonds	5,655
EU-5	Exposures treated as sovereigns	121,043
EU-6	Exposures to regional governments, MDB, international organisations and PSE, not treated as sovereigns	11,703
EU-7	Institutions	35,166
EU-8	Secured by mortgages of immovable properties	123,959
EU-9	Retail exposures	108,154
EU-10	Corporates	216,383
EU-11	Exposures in default	10,427
EU-12	Other exposures (e.g. equity, securitisations, and other non-credit obligation assets)	54,838

3.1.6.3 Resolution ratios

The TLAC and MREL requirements described below are applicable at the level of the Crédit Agricole Group.

3.1.6.3.1 TLAC ratio

The Financial Stability Board (FSB) has defined the calculation of a ratio aimed at estimating the adequacy of the loss absorbing and recapitalisation capacity of Globally Systemically Important Banks (G-SIB). The Total Loss Absorbing Capacity (TLAC) ratio provides resolution authorities with the means to assess whether G-SIBs have sufficient loss absorption and recapitalisation capacity before and during resolution. This ratio applies to global systemically important financial institutions, and therefore to the Crédit Agricole Group.

The components that could absorb losses consist of equity, subordinated notes and debt to which the resolution authority can apply the bail-in.

The TLAC ratio requirement has been transposed into European Union law via CRR2 and has been applicable since 27 June 2019. As from that date, Crédit Agricole Group must comply with the following requirements at all times:

- a TLAC ratio above 16% of risk-weighted assets (RWA), plus – in accordance with CRD 5 – a combined capital buffer requirement (including, for the Crédit Agricole Group, a capital conservation buffer of 2.5%, a G-SIB buffer of 1% and a countercyclical buffer set at 0.02% for the CA Group at 31 December 2021). Considering the combined capital buffer requirement, the Crédit Agricole Group must comply with a TLAC ratio of above 19.5%;
- a TLAC ratio of above 6% of the Leverage Ratio Exposure (LRE).

The minimum TLAC ratio requirements will increase as from 1 January 2022, to 18% of risk-weighted assets – plus the combined buffer requirement at that date – and 6.75% of the leverage ratio exposure.

At 31 December 2021, the Crédit Agricole Group TLAC ratio was 26.3% of RWA and 8.7% of leverage exposure, excluding eligible preferred senior debt, i.e. well above the requirements. The Group thus has a TLAC ratio excluding eligible preferred senior debt of 680 basis points, i.e. €40 billion, above the currently required 19.5% of RWA. Compared with the new requirements applicable from 1 January 2022, this same TLAC ratio is 480 basis points, i.e. €28 billion, higher than the TLAC requirement expressed in terms of RWA (i.e. at 21.5% RWA + countercyclical buffer at 31 December 2021).Without taking into account the neutralisation of Central Bank exposures, this same TLAC ratio expressed in terms of LRE would have stood at 7.8%.

Achieving the TLAC ratio is supported by an annual issuance programme on the market in 2021 of around €7 billion of TLAC debt. At 31 December 2021, €6.3 billion equivalent had been issued in the market (senior non-preferred and Tier 2 securities); the amount of the Crédit Agricole Group senior non-preferred debt taken into account in the computation of the TLAC ratio was €26.1 billion. Overall in 2021, the TLAC ratio increased by 90 basis points, also linked to the increase in CET1 (sharp increase in retained earnings), despite the increase in risk weighted assets over the period.

Refer to the glossary on page 715 for the definition of technical terms.

— Key metrics – Capital requirement and eligible liabilities requirement applicable to G-SIIs (EU KM2)

The table below provides information required by Article 447-(h) of CRR2 and Article 45i-3 (a and c) of BRRD2. It presents an overview of the ratios and components of the TLAC requirement applicable to global systemically important institutions, and therefore to the Crédit Agricole Group.

	EU KM2: Own funds and eligible liabilities, ratios and components *(in millions of euros)*	31/12/2021	30/09/2021	30/06/2021	31/03/2021	31/12/2020
1	Own funds and eligible liabilities[1]	154,060	151,419	148,640	146,240	143,073
2	Total risk exposure amount of the resolution group (TREA)[2]	585,441	582,610	579,718	568,097	562,059
3	**OWN FUNDS AND ELIGIBLE LIABILITIES AS A PERCENTAGE OF TREA**	**26.32%**	**25.99%**	**25.64%**	**25.74%**	**25.46%**
4	Total exposure measure of the resolution group[2]	1,765,793	1,780,718	1,777,738	1,754,094	1,684,937
5	**OWN FUNDS AND ELIGIBLE LIABILITIES AS PERCENTAGE OF THE TOTAL EXPOSURE MEASURE**	**8.72%**	**8.50%**	**8.36%**	**8.34%**	**8.49%**
6a	Does the subordination exemption in Article 72b-(4) of the CRR apply? (5% exemption)	No	No	No	No	No
6b	Pro-memo item – Aggregate amount of permitted non-subordinated eligible liabilities instruments if the subordination discretion as per Article 72b-(3) CRR is applied (max 3.5% exemption)[3]	0	0	0	0	0
6c	Pro-memo item: If a capped subordination exemption applies under Article 72b-(3) CRR, the amount of funding issued that ranks *pari passu* with excluded liabilities and that is recognised under row 1, divided by funding issued that ranks *pari passu* with excluded liabilities and that would be recognised under row 1 if no cap was applied *(%)*	N/A	N/A	N/A	N/A	N/A

(1) Total loss absorbing capacity.

(2) For the purpose of computing resolution ratios, the Total Exposure Risk Amount (TREA) of the resolution group is equivalent to the Risk Weighted Assets (RWA) at Crédit Agricole Group level; the Total Exposure Measure (TEM) of the resolution group is equivalent to the Leverage Ratio Exposure (LRE) at Crédit Agricole Group level.

(3) As part of its annual resolvability assessment, Crédit Agricole Group has chosen to waive the possibility offered by Article 72b-(3) of the Capital Requirements Regulation to use senior preferred debt for compliance with its TLAC requirements in 2021 and in 2022.

— Composition of the TLAC at the level of the resolution group (EU-TLAC1)

The table below provides information required by Article 437a (a, c and d) of CRR2 and Article 45i-3-(b) of BRRD2. It presents the composition of own funds and liabilities eligible for the TLAC requirement applicable to global systematically important institutions, and therefore to the Crédit Agricole Group.

	EU-TLAC1 – Composition – G-SII Requirement for own funds and eligible liabilities *(in millions of euros)*	31/12/2021
	Own funds and eligible liabilities and adjustments	
1	Common Equity Tier capital (CET1)	102,693
2	Additional Tier capital (AT1)	4,856
6	Tier 2 capital (T2)	17,791
11	**OWN FUNDS FOR THE PURPOSE OF ARTICLES 92A CRR**	**125,340**
	Own funds and eligible liabilities: Non-regulatory capital elements	
12	Eligible liabilities instruments issued directly by the resolution entity that are subordinated to excluded liabilities (not grandfathered)(1)	26,085
EU-12a	Eligible liabilities instruments issued by other entities within the resolution group that are subordinated to excluded liabilities (not grandfathered)	0
EU-12b	Eligible liabilities instruments that are subordinated to excluded liabilities, issued prior to 27 June 2019 (subordinated grandfathered)	0
EU-12c	Tier 2 instruments with a residual maturity of at least one year to the extent they do not qualify as Tier 2 items	2,635
13	Eligible liabilities that are not subordinated to excluded liabilities (not grandfathered pre cap)(2)	N/A
EU-13a	Eligible liabilities that are not subordinated to excluded liabilities issued prior to 27 June 2019 (pre-cap)(2)	N/A
14	Amount of non subordinated instruments eligible, where applicable after application of Article 72b-(3) CRR(2)	0
17	**ELIGIBLE LIABILITIES ITEMS BEFORE ADJUSTMENTS**	**28,720**
EU-17a	Of which subordinated	28,720
	Own funds and eligible liabilities: Adjustments to non-regulatory capital elements	
18	Own funds and eligible liabilities items before adjustments	154,060
19	(Deduction of exposures between MPE resolution groups)	N/A
20	(Deduction of investments in other eligible liabilities instruments)	0
22	**OWN FUNDS AND ELIGIBLE LIABILITIES AFTER ADJUSTMENTS**	**154,060**
EU-22a	Of which own funds and subordinated	154,060
	Risk-weighted exposure amount and leverage exposure measure of the resolution group	
22	**TOTAL RISK EXPOSURE AMOUNT (TREA)(3)**	**585,441**
23	**TOTAL EXPOSURE MEASURE (TEM)(3)**	**1,765,793**
	Ratio of own funds and eligible liabilities	
25	**OWN FUNDS AND ELIGIBLE LIABILITIES (AS A PERCENTAGE OF TREA)**	**26.32%**
EU-25a	Of which own funds and subordinated	26.32%
26	**OWN FUNDS AND ELIGIBLE LIABILITIES (AS A PERCENTAGE OF TEM)**	**8.72%**
EU-26a	Of which own funds and subordinated	8.72%
27	CET1 (as a percentage of TREA) available after meeting the resolution group's requirements(4)	9.42%
28	Institution-specific combined buffer requirement	3.52%
29	of which: capital conservation buffer requirement	2.50%
30	of which: countercyclical buffer requirement	0.02%
31	of which: systemic risk buffer requirement	0.00%
EU-31a	of which: Global Systemically Important Institution (G-SII) or Other Systemically Important Institution (O-SII) buffer	1.00%
	Memorandum items	
EU-32	Total amount of excluded liabilities referred to in Article 72a-(2) CRR	811,589

(1) Senior non preferred debt instruments.

(2) As part of its annual resolvability assessment, Crédit Agricole Group has chosen to waive the possibility offered by Article 72b-(3) of the Capital Requirements Regulation to use senior preferred debt for compliance with its TLAC requirements in 2021 and in 2022.

(3) For the purpose of computing resolution ratios, the Total Exposure Risk Amount (TREA) of the resolution group is equivalent to the Risk Weighted Assets (RWA) at Crédit Agricole Group level; the Total Exposure Measure (TEM) of the resolution group is equivalent to the Leverage Ratio Exposure (LRE) at Crédit Agricole Group level.

(4) CET1 available after meeting Pillar 1, Pillar 2 requirement and resolution requirements as of 31/12/2021.

Crédit Agricole Group's TLAC items, which rank from the most senior to the most junior, include senior non-preferred debt securities, subordinated securities not recognised as prudential capital (prudentially amortised portion), Tier 2 instruments, additional Tier 1 items and common equity Tier 1 capital items.

All these eligible liability items and their features can be consulted in Appendix II, "Main features of regulatory own funds instruments and eligible liabilities instruments (EU CCA)", available at https://www.credit-agricole.com/en/finance/finance/financial-information.

Refer to the glossary on page 715 for the definition of technical terms.

— Ranking in the creditor hierarchy at the level of the resolution entity Crédit Agricole S.A. (EU-TLAC3)

The table below provides information required by Article 437a (a and b) of CRR2 and Article 45i-3-(b) of BRRD2. It presents, at the level of the resolution entity Crédit Agricole S.A., the breakdown of own funds and liabilities based on their maturities and TLAC-eligibility, as well as their ranking in the creditor hierarchy in normal insolvency proceedings.

EU TLAC3: creditor ranking at the level of the resolution entity Crédit Agricole S.A.

31/12/2021 *(in millions of euros)*		Insolvency ranking 1 (most junior)	2	3	4 (most senior)	
1	Description of insolvency rank	Equity[(1)]	Deeply subordinated and subordinated notes[(2)]	Subordinated claims of higher rank[(3)]	Senior non-preferred unsecured claims[(4)]	Sum of 1 to 4
2	**LIABILITIES AND OWN FUNDS**	**55,073**	**26,109**	**0**	**28,971**	**110,153**
3	of which excluded liabilities	0	0	0	0	0
4	Liabilities and own funds less excluded liabilities	55,073	26,109	0	28,971	110,153
5	**SUBSET OF ROW 4 THAT ARE OWN FUNDS AND LIABILITIES POTENTIALLY ELIGIBLE FOR MEETING TLAC[(5)]**	**55,073**	**25,702**	**0**	**26,085**	**106,860**
6	of which residual maturity ≥ 1 year < 2 years	0	452	0	3,859	4,311
7	of which residual maturity ≥ 2 year < 5 years	0	9,371	0	10,543	19,914
8	of which residual maturity ≥ 5 years < 10 years	0	7,306	0	10,138	17,444
9	of which residual maturity ≥ 10 years, but excluding perpetual securities	0	3,464	0	1,545	5,009
10	of which perpetual securities	55,073	5,109	0	0	60,182

(1) Equity excluding Fund for General Banking Risk.

(2) Subordinated claims issued before 28 December 2020 which are or have been recognized as Additional Tier 1 and Tier 2 instruments, as well as subordinated claims issued since 28 December 2020 which are fully or partially recognized as Additional Tier 1 and Tier 2.

(3) Subordinated claims ranking above rank 2 as referred to in Article L. 613-30-3-I-5° of the Monetary and Financial Code, issued since 28 December 2020 and fully excluded from own funds. This rank was introduced following the transposition into French law of Article 48-(7) BRRD2 by way of Ordinance No. 2020-1636 of 21 December 2020.

(4) Senior non preferred claims in accordance with Article L. 613-30-3-I-4° of the Monetary and Financial Code.

(5) Instruments with a residual maturity below one year, as well as instruments issued towards entities within the resolution group are not included in eligible liabilities for meeting TLAC.

3.1.6.3.2 MREL ratio

The MREL (Minimum Requirement for Own Funds and Eligible Liabilities) ratio is defined in the European "Bank Recovery and Resolution Directive" (BRRD). This Directive establishes a framework for the resolution of banks throughout the European Union, with the aim to provide resolution authorities with instruments and common powers to prevent the occurrence of banking crises, preserve financial stability and reduce taxpayers' exposure to losses. Directive (EU) 2019/879 of 20 May 2019, known as "BRRD2", amended the BRRD and was transposed into French law by Decree 2020-1636 of 21 December 2020.

The MREL ratio corresponds to an own funds and eligible liabilities buffer required to absorb losses in the event of resolution. Under BRRD2, the MREL ratio is calculated as the amount of own funds and eligible liabilities expressed as a percentage of risk-weighted assets (RWA) and as a percentage of leverage exposure (LRE). The total regulatory capital of the Group, in addition to the eligible liabilities issued by the central body and its affiliated entities, i.e. the subordinated notes, senior non-preferred debt and some senior preferred debt with a residual maturity of more than one year, qualify for inclusion in the MREL ratio numerator.

The required minimum levels are determined in the decisions taken by the resolution authorities and communicated to each institution, then revised periodically. As from 1 January 2022, the Crédit Agricole Group must comply with a total minimum MREL requirement of:

- 21.04% of RWA, plus – in accordance with CRD 5 – a combined capital buffer requirement (including, for the Crédit Agricole Group, a capital conservation buffer of 2.5%, a G-SIB buffer of 1% and a countercyclical buffer set at 0.02% for the CA Group at 31 December 2021). Considering the combined capital buffer requirement, the Crédit Agricole Group must comply with a MREL ratio of above 24.6%;
- 6.02% of LRE.

At 31 December 2021, the Crédit Agricole Group had an estimated MREL ratio of 30.5% of RWA and 10.1% leverage exposure, well above the total MREL requirement.

An additional subordination requirement to TLAC ("subordinated MREL") is also defined by the resolution authorities and expressed as a percentage of RWA and of LRE, from which the senior debt instruments are excluded, similarly to the TLAC, whose ratio is equivalent to that of the subordinated MREL for the Crédit Agricole Group. At 1 January 2022, the subordinated MREL requirement did not exceed the TLAC requirement for the Crédit Agricole Group.

The distance to the maximum distributable amount trigger related to the MREL requirements (M-MDA) is, for the G-SIBs, the lower of the respective distances to the MREL, subordinated MREL and TLAC requirements expressed in terms of RWA.

At 31 December 2021, the Crédit Agricole Group thus had a buffer of 480 basis points above the M-MDA trigger, considering the TLAC requirement applicable as of 1 January 2022, i.e. €28 billion in CET1 capital.

The Crédit Agricole Group aims to reach a subordinated MREL ratio (excluding eligible senior preferred debt) of 24%-25% of RWA by the end of 2022 – a target that has been reached since September 2020 – and to maintain the subordinated MREL ratio above 8% of TLOF. This level would enable recourse to the Single Resolution Fund (subject to the decision of the resolution authority) before applying the bail-in to senior preferred debt, creating an additional layer of protection for investors in senior preferred debt. At 31 December 2021, the subordinated MREL ratio was at 8.6% of TLOF.

3.1.6.4 Economic Capital Adequacy

In order to assess and permanently maintain the adequate capital level to cover the risks to which it is (or may be) exposed, the Group supplements its framework for the regulatory perspective of capital adequacy with an economic internal perspective. Economic capital requirement (Pillar 2) therefore supplements regulatory capital requirement (Pillar 1). Economic capital requirement is based on the risks identification process and on an evaluation using internal approaches. The economic capital requirement must be covered by internal capital which is the Group's internal view of its available own funds.

The assessment of the economic capital requirement is one of the ICAAP components, which also covers the stress test programme – with the objective to introduce a forward-looking view of the impact of more unfavourable scenarios on the Group's risk level and solvency.

The monitoring and management of the economic perspective of capital adequacy has been developed in accordance with the interpretation of the main regulatory texts:

- Basel agreements;
- CRD 5 through its transposition into French regulations by the Decree of 21 December 2020;
- the guidelines of the European Banking Authority;
- the guide to the ICAAP and ILAAP and the harmonised collection of information on the subject.

ICAAP is first and foremost an internal process, and it is up to each institution to implement it in a proportionate way. The implementation as well as the update of ICAAP process are the responsibility of each subsidiary.

ICAAP information (EU OVC)

The items below provide information required by Article 438 (a and c) of CRR2.

The Group's approach for measuring economic capital requirement has been implemented at Crédit Agricole Group, Crédit Agricole S.A., and within the Group's main French and foreign entities.

The primary aim of the risk identification process is to accurately identify all major risks that are likely to impact the Group's balance sheet, income statement, regulatory prudential ratios, or the reputation of an entity or the Group and to apply a Group-wide, standard approach to placing them in categories and sub-categories. As a second stage, the risk identification aims to assess the importance of these risks in a systematic and exhaustive manner in order to establish the final list of major risks.

The risk identification process brings together several sources: an internal analysis based on the information gathered from the Risk department and other control functions, and an additional analysis based on information obtained from external sources. The process is formalised by each entity; for the Group it is coordinated by the Risk department and approved by the Board of Directors.

For each of the major risks, the economic capital requirement is quantified as follows:

- the risk measurements already covered by Pillar 1 are reviewed and, where necessary, completed by economic capital adjustments;
- the risks absent from Pillar 1 are subject to a specific calculation of economic capital needs, based on internal approaches;
- generally, the measures for economic capital needs are carried out with a calculation horizon of one year, and with a *quantile* (probability of default occurrence) for which the level is set on the basis of the Group's appetite in terms of external rating;
- lastly, the economic capital needs measurement takes into account, with caution, the impacts of diversification resulting from the broad spread of business activities within the same Group, including between banking and insurance.

A specific governance within the Group ensures the coherence of all risk quantification methodologies for the economic capital requirement.

The measurement of the economic capital requirement is supplemented by a projection over the current year, consistent with capital planning forecasts at that date, in order to integrate the impact of changes in activity on the risk profile.

At 31 December 2021, all the major risks identified during the risk identification process were taken into account for assessing economic capital requirement. The Group notably measures: interest rate risk on the banking portfolio, issuer risk, business and strategic risk, credit risk, and liquidity price risk.

The Group ensures that its internal capital covers the economic capital requirements (an internal view of own funds) defined in a conglomerate approach given the importance of the Group's insurance businesses and considering the going concern principle. At the Crédit Agricole Group level, internal capital covered approximately 180% of the economic capital requirement at 31 December 2021.

Crédit Agricole S.A. entities subject to the requirement to measure their economic capital requirement are responsible for doing so in accordance with standards and methodologies defined by the Group. In particular, they must ensure that their ICAAP approach is appropriately organised and governed. The economic capital requirement computed by the entities is reported in detail to Crédit Agricole S.A.

In addition to the quantitative aspect, the Group's approach relies on a qualitative component that supplements the calculation of the economic capital requirement with indicators of the business lines' exposure to risk and their permanent controls. The qualitative component meets three targets:

- evaluation of the risk management system and the control of entities within the scope of deployment along different axes, this assessment is a component of the risk identification system;
- if required, identification and formalising of points for improvement of the risk management and permanent control system, in the form of an action plan formalised by the entity;
- identification of any elements that are not adequately captured in quantitative ICAAP measures.

Refer to the glossary on page 715 for the definition of technical terms.

3.1.7 Appendix regarding regulatory capital

3.1.7.1 Differences in the treatment of equity exposures between the accounting and regulatory scopes

Exposure type	Accounting treatment	Fully loaded Basel 3 regulatory treatment
Subsidiaries with financial operations	Fully consolidated	Full consolidation generating capital requirements for the subsidiary's operations.
Jointly held subsidiaries with financial operations	Equity method	Proportional consolidation.
Subsidiaries with insurance operations	Fully consolidated	Regulatory treatment of these equity investments using equity accounting method, since the Group is identified as being a "financial conglomerate": • CET1 instruments weighted at 370% (for non-listed entities), with expected loss calculation at 2.4%, subject to approval by the banking supervisor; otherwise, deduction of the subsidiary's CET1 financial instruments from the Group's total CET1 instruments; • AT1 and Tier 2 instruments deducted from the total of corresponding financial instruments of the Group. In turn, as in previous years, Crédit Agricole S.A. and Crédit Agricole Group are subject to additional capital requirements and capital adequacy ratios applying to financial conglomerates.
Equity investments of >10% with operations that are financial in nature	• Equity method • Equity investments in credit institutions	• Deduction of CET1 instruments from CET1, beyond an exemption threshold of 17.65% of CET1. This exemption threshold, applied after calculation of a 10% threshold of CET1, is common to the non-deducted portion of deferred tax assets that rely on future profitability arising from temporary differences. • AT1 and Tier 2 instruments deducted from the corresponding class of instruments of the Group.
Equity investments of ≤ 10% with financial or insurance operations	Equity investments and securities held for collection and sale	Deduction of CET1, AT1 and Tier 2 instruments, beyond an exemption threshold of 10% of CET1.
Investments ≤10% in a global systemically important institution (G-SII)	Financial assets	Deduction of eligible elements, or where not available in a sufficient quantity, deduction of Tier 2 instruments, beyond an exemption threshold of 10% of CET1 (for global systemically important institutions).
ABCP (Asset-backed commercial paper) business securitisation vehicles	Fully consolidated	Risk weighting of the equity-accounted value and commitments on these structures (liquidity facilities and letters of credit).

3.1.7.2 Difference between the accounting and regulatory scopes of consolidation

Entities consolidated for accounting purposes, but excluded from the regulatory scope of consolidation of credit institutions on a consolidated basis predominantly comprise insurance companies and several ad hoc entities that are equity-accounted for regulatory purposes. In addition, entities consolidated on an accounting basis using proportional consolidation at 31 December 2013 and now equity-accounted in accordance with IFRS 11, are still consolidated proportionally for regulatory purposes. Information on these entities and their consolidation method for accounting purposes is provided in the notes to the consolidated financial statements, "Scope of consolidation at 31 December 2021".

— Differences between accounting and regulatory scopes of consolidation and correspondence between financial statements and regulatory risk categories (LI1)

	a	b	c	d	e	f	g
			Carrying values of items				
31/12/2021 *(in millions of euros)*	Carrying values as reported in published financial statements	Carrying values under scope of regulatory consolidation	Subject to credit risk framework	Subject to counterparty credit risk framework	Subject to the securitisation framework	Subject to the market risk framework	Not subject to capital requirements or subject to deduction from capital
ASSETS							
Cash, Central Banks	237,757	238,336	238,336	-	-	-	-
Available-for-sale financial assets	237,341	236,920	-	206,238	-	125,552	-
Other financial assets at fair value through profit or loss	192,054	6,254	6,254	-	-	-	(0)
Hedging derivative instruments	14,125	13,893	-	13,893	-	-	-
Accounted debt's instruments at fair value through recyclable own funds	253,842	40,529	33,523	4,712	2,292	-	1
Accounted own funds' instruments at fair value through non recyclable own funds	2,419	2,337	2,337	-	-	-	(0)
Loans and receivables due from credit institutions	501,347	500,741	494,439	6,302	-	-	0
Loans and receivables due from customers	459,905	471,209	467,053	4,155	-	-	(0)
Held-to-maturity financial assets	84,075	74,345	58,843	15,502	-	-	0
Revaluation adjustment on interest rate hedged portfolios	3,194	3,187	-	-	-	-	3,187
Deferred tax assets	5,864	5,987	5,987	-	-	-	-
Accruals, prepayments and sundry assets	38,448	34,531	32,235	2,141	-	407	155
Non-current assets held for sale	2,965	(0)	(0)	-	-	-	-
Investments in equity-accounted entities	8,317	15,198	13,754	-	-	-	1,444
Investment property	7,307	239	239	-	-	-	-
Property, plant and equipment	6,096	6,035	6,035	-	-	-	-
Intangible assets	3,263	3,108	-	-	-	-	3,108
Goodwill	15,632	14,925	-	-	-	-	14,925
TOTAL ASSETS	**2,073,955**	**1,667,773**	**1,359,036**	**252,943**	**2,292**	**125,959**	**22,820**
LIABILITIES							
Central Banks	1,276	1,295	-	-	-	-	1,295
Available-for-sale financial liabilities	207,725	208,402	-	78,749	-	-	129,653
Financial liabilities at fair value through options	38,663	36,163	-	-	-	-	36,163
Hedging derivative instruments	12,358	12,239	-	-	-	-	12,239
Due to credit institutions	314,783	300,157	-	2,448	-	-	297,709
Due to customers	781,177	803,179	-	2,124	-	-	801,055
Debt securities	171,393	152,668	-	-	-	-	152,668
Revaluation adjustment on interest rate hedged portfolios	5,105	4,984	-	-	-	-	4,984
Current and deferred tax liabilities	2,932	3,192	2,869	-	-	-	323
Accruals, deferred income and sundry liabilities	53,322	43,544	6,008	-	-	-	37,536
Liabilities associated with non-current assets held for sale	2,566	(0)	-	-	-	-	(0)
Insurance company technical reserves	375,091	-	-	-	-	-	-
Provisions	4,547	4,675	-	-	-	-	4,675
Subordinated debt	26,101	21,978	-	-	-	-	21,978
TOTAL LIABILITIES	**1,997,039**	**1,592,477**	**8,877**	**83,321**	**-**	**-**	**1,500,279**
EQUITY	**76,916**	**75,297**	**-**	**-**	**-**	**-**	**75,297**
Equity, Group share	**68,217**	**68,415**	**-**	**-**	**-**	**-**	**68,415**
Share capital and reserves	28,495	28,495	-	-	-	-	28,495
Consolidated reserves	32,227	32,433	-	-	-	-	32,433
Other comprehensive income	1,676	1,668	-	-	-	-	1,668
Other comprehensive income on non-current assets held for sale and discontinued operations	(26)	-	-	-	-	-	-
Net income/(loss) for the year	5,844	5,819	-	-	-	-	5,819
Non-controlling interests	**8,699**	**6,882**	**-**	**-**	**-**	**-**	**6,882**
TOTAL EQUITY AND LIABILITIES	**2,073,955**	**1,667,773**	**8,877**	**83,321**	**-**	**-**	**1,575,575**

The carrying amounts for the regulatory scope of consolidation (column b) are not equal to the sum of their breakdown by the risk (coloumns c to g) as an exposure may be subject to several types of risk.

Refer to the glossary on page 715 for the definition of technical terms.

3.2 MAIN SOURCES OF DIFFERENCES BETWEEN REGULATORY EXPOSURE AMOUNTS AND CARRYING AMOUNTS IN FINANCIAL STATEMENTS (LI2)

		a	b	c	d	e
			Items subject to:			
31/12/2021 *(in millions of euros)*		Total	Credit risk framework	Counterparty credit risk framework	Securitisation framework	Market risk framework[1]
1	ASSET CARRYING VALUE AMOUNT UNDER THE SCOPE OF REGULATORY CONSOLIDATION (AS PER TEMPLATE EU LI1)[2]	1,644,954	1,359,036	252,943	2,292	125,959
2	Liabilities carrying value amount under the regulatory scope of consolidation (as per template EU LI1)	92,198	8,877	83,321	-	-
3	TOTAL NET AMOUNT UNDER THE REGULATORY SCOPE OF CONSOLIDATION	1,552,756	1,350,159	169,622	2,292	125,959
4	Off-balance-sheet amounts[3]	731,322	136,117	23	52,190	
5	Differences in valuations	45,501	7,941	37,560	-	
6	Differences in netting rules	(99,968)	-	(99,968)	-	
7	Difference due to consideration of provisions	8,135	8,135	0	-	
8	Differences due to the use of credit risk mitigation techniques (CRMs)	(18,421)	(18,421)	-	-	
9	Differences due to credit conversion factors	(106,725)	-	-	-	
10	Differences due to Securitisation with risk transfer	-	-	-	-	
11	Other adjustments	(26,766)	(1,124)	(25,649)	7	
12	EXPOSURE AMOUNT CONSIDERED FOR REGULATORY PURPOSES	1,618,862	1,482,807	81,589	54,489	

(1) Exposures related to market risk include the exposures subject to the calculation of counterparty risk on the derivatives.

(2) The "Total" column includes the assets deductible from the prudential capital.

(3) In line item "Off-balance sheet amounts", the amounts shown in the Total column, which relates to exposures pre-CCF, do not equal the sum of the amounts shown in the remaining columns, as these are post-CCF

3.3 OUTLINE OF THE DIFFERENCES IN THE SCOPES OF CONSOLIDATION (LI3: ENTITY BY ENTITY)[1]

		Method of regulatory consolidation			
Name of the entity	Method of accounting	Full consolidation	Description of the entity Proportional consolidation	Equity method	Description of the entity
Crédit Agricole – Group Infrastructure Platform	MEE		X		Information and Communication
Crédit Agricole immobilier Corporate et Promotion	MEE		X		Real Estate Activities
Crédit Agricole Immobilier	MEE		X		Specialised, Scientific and Technology Activities
Crédit Agricole Immobilier Promotion	MEE		X		Construction activities
Crédit Agricole Services Immobiliers	MEE		X		Real Estate Activities
SO.GI.CO	MEE		X		Real Estate Activities
Crédit Agricole Immobilier Services	MEE		X		Real Estate Activities
BforBank S.A.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
L'IMMOBILIER D'À CÔTÉ	MEE		X		Real Estate Activities
NORMANDIE SEINE IMMOBILIER	MEE		X		Real Estate Activities
SQUARE HABITAT TOULOUSE 31	MEE		X		Real Estate Activities
SQUARE HABITAT FRANCHE-COMTÉ	MEE		X		Real Estate Activities
SCI D2 CAM	MEE		X		Real Estate Activities
Uni-medias	Global			X	Information and Communication
Crédit Agricole Assurances (CAA)	Global			X	Financial and Insurance Activities – Insurance
Crédit Agricole Life Insurance Company Japan Ltd.	Global			X	Financial and Insurance Activities – Insurance
CA ASSICURAZIONI	Global			X	Financial and Insurance Activities – Insurance
Crédit Agricole Créditor Insurance (CACI)	Global			X	Financial and Insurance Activities – Auxiliary activities of financial and insurance services
Spirica	Global			X	Financial and Insurance Activities – Insurance
Crédit Agricole Assurances Solutions	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
PREDICA	Global			X	Financial and Insurance Activities – Insurance
LA MÉDICALE (under IFRS5 in Q4 2021)	Global			X	Financial and Insurance Activities – Insurance
PACIFICA	Global			X	Financial and Insurance Activities – Insurance
IRIS HOLDING FRANCE	Global			X	Real Estate Activities
HOLDING EUROMARSEILLE	Global			X	Real Estate Activities
Crédit Agricole Life Insurance Europe	Global			X	Financial and Insurance Activities – Insurance
CDT AGRI ZYCIE TU	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
MUDUM SEGUROS	Global			X	Financial and Insurance Activities – Insurance
Crédit Agricole Life	Global			X	Financial and Insurance Activities – Insurance
Crédit Agricole Vita S.p.A.	Global			X	Financial and Insurance Activities – Insurance
VAUGIRARD INFRA S.L.	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
SAS ALTA VAI HOLDCO P	Global			X	Real Estate Activities
Predica Infrastructure S.A.	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
UBAF	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
CAIRS Assurance S.A.	Global			X	Financial and Insurance Activities – Insurance
Atlantic Asset Securitization LLC	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
LMA S.A.	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds

(1) The scope of consolidation is described in full in Note 12 to the consolidated financial statements.
UCITS, UL and SCI (non-trading real estate investment company) funds held by the insurance entities and detailed in Note 12 to the consolidated financial statements follow the same accounting in regulatory treatment as their holding entity.

 Refer to the glossary on page 715 for the definition of technical terms.

Name of the entity	Method of accounting	Method of regulatory consolidation			Description of the entity
		Full consolidation	Description of the entity Proportional consolidation	Equity method	
Héphaïstos Multidevises FCT	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Eucalyptus FCT	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Pacific USD FCT	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Pacific EUR FCC	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Pacific IT FCT	Globale			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Triple P FCC	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
ESNI (compartiment Crédit Agricole CIB)	Global			X	Financial and Insurance Activities – Auxiliary activities of Financial and Insurance services
La Fayette Asset Securitization LLC	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
La Route Avance	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
FCT CFN DIH	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Santander CACEIS Latam Holding 1,S.L.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Santander CACEIS Brasil Participações S.A.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Banco Santander CACEIS México, S.A., Institución de Banca Múltiple	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
SANTANDER CACEIS COLOMBIA S.A., SOCIEDAD FIDUCIARIA	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Santander CACEIS Latam Holding 2,S.L.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Santander CACEIS Brasil D.T.V.M., S.A.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Santander CACEIS Brasil D.T.V.M., S.A.	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
Crédit Agricole Securities (USA) Inc	Non consolidated	X			Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
FCA Bank S.P.A	MEE		X		Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
CACI Reinsurance Ltd.	Global			X	Financial and Insurance Activities – Auxiliary activities of Financial and Insurance services
SPACE HOLDING (IRELAND) LIMITED	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
SPACE LUX	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
CACI LIFE LIMITED	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
CACI NON LIFE LIMITED	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds
FCT compartiment LCL	Global			X	Financial and Insurance Activities – Activities of Financial services, excluding Insurance and Pension funds

3.4 COMPOSITION AND CHANGES IN RISK-WEIGHTED ASSETS

3.4.1 Summary of risk weighted assets

3.4.1.1 Overview of total risk exposure amounts (OV1)

The risk-weighted assets in respect of credit risk, market risk and operational risk were €377.4 billion at 31 December 2021 vs. €336.0 billion at 31 December 2020.

		Total risk exposure amounts (RWA)			Total own funds requirements
31/12/2021		31/12/2021	30/09/2021	31/12/2020	31/12/2021
1	**Credit risk (excluding CCR)**	**295,869**	**278,205**	**261,283**	**23,670**
2	Of which the Standardised Approach	97,203	97,825	94,862	7,776
3	Of which the Foundation IRB (F-IRB) approach	27,081	25,867	27,445	2,166
4	Of which slotting approach	-	-	-	-
EU 4a	Of which equities under the simple risk weighted approach	57,585	41,456	37,365	4,607
5	Of which the Advanced IRB (A-IRB) approach	109,144	108,333	97,528	8,731
6	**Counterparty credit risk – CCR**	**22,739**	**23,346**	**22,085**	**1,819**
7	Of which the Standardised Approach[1]	3,776	4,269	3,496	302
8	Of which Internal Model Method (IMM)	10,134	10,242	10,313	811
EU 8a	Of which exposures to a CCP	435	551	348	35
EU 8b	Of which credit valuation adjustment – CVA	4,602	4,583	4,328	368
9	Of which other CCR	3,792	3,701	3,600	303
15	**Settlement risk**	**15**	**41**	**1**	**1**
16	**Securitisation exposures in the non-trading book (after the cap)**	**10,473**	**9,665**	**8,755**	**838**
17	Of which SEC-IRBA approach	3,180	3,178	2,370	254
18	Of which SEC-ERBA (including IAA)	5,895	5,115	5,214	472
19	Of which SEC-SA approach	1,399	1,372	1,171	112
EU 19a	Of which 1250% / deduction	-	-	-	-
20	**Position, foreign exchange and commodities risks (Market risk)**	**12,609**	**11,824**	**9,753**	**1,009**
21	Of which the Standardised Approach	5,199	5,055	4,420	416
22	Of which IMA	7,409	6,769	5,333	593
EU 22a	**Large exposures**	**-**	**-**	**-**	**-**
23	**Operational risk**	**35,728**	**35,416**	**34,167**	**2,858**
EU 23a	Of which Basic Indicator Approach	-	-	-	-
EU 23b	Of which Standardised Approach	12,201	11,619	10,513	976
EU 23c	Of which Advanced Measurement Approach	23,527	23,797	23,654	1,882
24	Amounts below the thresholds for deduction (subject to 250% risk weight)	10,179	8,625	7,168	814
29	**TOTAL**	**377,432**	**358,497**	**336,044**	**30,195**

(1) Following the implementation of the regulation (UE) No. 2019/876 (CRR2) since 30 June 2021, exposure to derivatives previously modelled using the CEM method are now assessed using the SA-CCR standard approach.

Information on Crédit Agricole S.A.'s approach to risk management is discussed in Chapter 5, Part 2 "Risk management" (EU - OVA) of this document:

- for a concise statement on risks, see Section 2.1 "Risk appetite, Governance and organisation of risk management", paragraph titled "Concise statement on risks";
- for a risk governance structure for each type of risk, see Section 2.1 "Risk appetite, Governance and organisation of risk management", paragraph entitled "Organisation of risk management";
- for review and approval by the management body of the risk management and control systems and their consistency, see Chapter 3 "Corporate Governance", Section 1 "Report of the Board of Directors";
- for the scope and nature of risk reporting and/or assessment systems, see Section 2.4 "Credit risk";
- for the main features of the information and risk assessment systems, see, respectively, Sections 2.4.II.2 "Risk measurement methods and systems", 2.5.III "Market risk measurement and management methodology", 2.6 "Asset and liability management", 2.7 "Insurance sector risks" and 2.8 "Operational risks", 2.1 "Risk appetite, Governance and organisation of risk management" and the paragraphs that discuss the robustness of the information system and the overall consolidation of risks (BCBS 239) in the section "Organisation of risk management";

Refer to the glossary on page 715 for the definition of technical terms.

- for the risk management strategies and processes in place for each separate risk category, see, respectively Section 2.3.III "Specific internal control systems and risk control and monitoring systems of Crédit Agricole S.A." and the description of the main types of risk in Part 2. "Risk management";
- for risk management, hedging and mitigation strategies and processes, monitoring of the effectiveness of hedges and mitigation techniques, see, respectively, Section 2.3.II "Principles for the organisation of the internal control system", the description of the main types of risks in Part 2 "Risk management" and Section 3.4.2.4.1 "Credit risk mitigation techniques" in Part 3 "Pillar 3 disclosures".

Information on the Crédit Agricole S.A. approach to corporate governance (EU - OVB) is discussed in Chapter 3, "Corporate Governance" and in Chapter 5, Part 2, "Risk management" of this document:

- for the number of management positions held by members of the management body, see Chapter 3, Part 3 "Information on executives and management bodies" in Section 3.1 "Information on executives";
- for the recruitment policy for the selection of members of the management body and their knowledge, skills and expertise, see Chapter 3, Part 1 "Report of the Board of Directors" in Section 1.3.7 "Appointments and Governance Committee", in the "The Board's relations with management bodies and succession planning for key functions" section and in Section 1.2.1 "Board activity" in the paragraph "The Board's relations with management bodies and succession planning for key functions";
- for the diversity policy applicable to the selection of members of the management body, see Chapter 3, Part 1 "Report of the Board of Directors" in Section 1.1.3 "Governance and diversity policy";
- for the Risk Committee and frequency of its meetings, see Chapter 3, Part 1 "Report of the Board of Directors" in Section 1.3.1 "Operating principles of the Committees" in paragraph 1.3.2 "Risk Committee";
- for the flow to the management body of information on risks, see Chapter 5, Part 2 "Risk management" in Section 2.1 "Risk appetite, Governance and organisation of risk management in the paragraph "Organisation of risk management".

3.4.1.2 Operating segment information

31/12/2021 *(in millions of euros)*	Credit risk Standardised Approach	Credit risk Weighting approach IRB	Credit risk IRB Approach(1)	Credit risk Contributions to a CCP default fund	Credit risk	Credit valuation adjustment risk	Operational risk	Market risk	**Total risk-weighted assets**
French Retail Banking	8,735	1,962	36,718	-	47,414	9	2,837	3	**50,264**
International Retail Banking	36,653	935	8,650	-	46,238	114	4,713	299	**51,365**
Asset Gathering and Insurance	7,552	47,574	921	-	56,047	514	7,590	111	**64,261**
Specialised Financial Services	29,412	1,783	18,583	-	49,777	52	3,819	3	**53,652**
Large customers	14,895	1,649	86,561	245	103,350	3,913	15,701	9,193	**132,158**
Corporate Centre	5,665	8,539	7,462	-	21,666	-	1,068	2,999	**25,733**
TOTAL RISK-WEIGHTED ASSETS	**102,912**	**62,441**	**158,895**	**245**	**324,493**	**4,602**	**35,728**	**12,609**	**377,432**

(1) *Advanced IRB or Foundation IRB approach depending on business lines.*

31/12/2020 *(in millions of euros)*	Credit risk Standardised Approach	Credit risk Weighting approach IRB	Credit risk IRB Approach(1)	Credit risk Contributions to a CCP default fund	Credit risk	Credit valuation adjustment risk	Operational Risk	Market risk	**Total risk-weighted assets**
French Retail Banking	7,998	1,885	39,217	-	49,100	10	2,895	3	**52,008**
International Retail Banking	30,217	964	4,244	3	35,428	5	4,042	74	**39,549**
Asset Gathering and Insurance	6,571	28,003	768	-	35,342	343	7,212	60	**42,957**
Specialised Financial Services	29,372	1,189	17,815	-	48,376	21	3,391	3	**51,791**
Large customers	19,820	1,316	75,631	344	97,111	3,949	15,804	6,700	**123,564**
Corporate Centre	5,852	8,091	8,496	-	22,439	-	823	2,914	**26,176**
TOTAL RISK-WEIGHTED ASSETS	**99,830**	**41,448**	**146,171**	**347**	**287,796**	**4,328**	**34,167**	**9,754**	**336,044**

(1) *Advanced IRB or Foundation IRB approach depending on business lines.*

3.4.1.3 Changes in risk weighted assets

The table below shows the changes in Crédit Agricole S.A.'s risk weighted assets in 2021:

(in millions of euros)	31/12/2020	Foreign exchange	Organic change and optimisation	Equity-accounted value Insurance	Scope	Method and regulatory changes	Total variation 2021	31/12/2021
Credit risk	287,796	3,641	4,066	19,352	8,146	1,494	**36,698**	324,493
of which Equity risk	*41,448*	-	*1,416*	*19,352*	*225*	-	**20,993**	*62,441*
CVA	4,328	-	225	-	49	-	**274**	4,602
Market risk	9,754	-	2,831	-	24	-	**2,855**	12,609
Operational risk	34,167	-	473	-	1,088	-	**1,561**	35,728
TOTAL	**336,044**	**3,641**	**7,596**	**19,352**	**9,306**	**1,494**	**41,388**	**377,432**

Risk-weighted assets totalled €377.4 billion at 31 December 2021, an increase of €41.4 billion (+12.3%), mainly due to the impact of the full unwinding of the Switch guarantee (+€22.0 billion) and the acquisition of Creval (+€8.9 billion). In addition, the increase in the risk-weighted assets of the business lines amounted to €11.2 billion including foreign exchange over the whole year and the methodology and regulatory impacts were limited (+€1.5 billion):

- increase in the business lines including foreign exchange (+€11.2 billion), mainly in Corporate and investment banking (+€7.2 billion), Retail Banking (+€2.7 billion) and Specialised Financial Services (+€1.2 billion);
- methodological and regulatory effects (+€1.5 billion), mainly related to the implementation of CRR2 (+€2.0 billion);
- increase in the equity-accounted value of the investment in Insurance (+€19.4 billion) mainly due to the full unwinding of the Switch guarantee, partially in March (+€5.1 billion) and the remainder in December 2021 (+€17.0 billion);
- scope effect (+€9.3 million) mainly due to the acquisition of Creval by Crédit Agricole Italia.

3.4.2 Credit and counterparty risk

Definitions:

- **probability of default (PD):** the probability that a counterparty will default within a period of one year;
- **exposure at default (EAD):** the exposure amount in the event of default. The concept of exposure encompasses balance sheet assets plus a proportion of off-balance sheet commitments;
- **loss given default (LGD):** ratio between the loss experienced on an exposure on a counterparty at default and the size of the exposure at default;
- **gross exposure:** amount of the exposure (balance sheet + off-balance sheet), after the impacts of offsetting and before the application of any credit risk mitigation techniques (guarantees and collateral) and the credit conversion factor (CCF);
- **credit conversion factor (CCF):** ratio between the unused portion of a commitment that will be drawn and at risk at the time of default and the unused portion of the commitment calculated on the basis of the authorised limit or, where applicable, the unauthorised limit if higher;
- **expected losses (EL):** the amount of the average loss the bank expects to have to recognise in its loan book within one year;
- **risk-weighted assets (RWA):** risk-weighted assets are calculated by applying a weighting ratio to each exposure at default. The ratio is a function of the characteristics of the exposure and the calculation method used (IRB or standardised);
- **valuation adjustments:** impairment losses on a specific asset due to credit risk, recognised either through a partial write-down or a deduction from the carrying amount of the asset;
- **external credit ratings:** credit ratings provided by an external credit rating agency recognised by Regulation (EC) No. 1060/2009.

A general overview of the change in credit and counterparty risk can be found in part I, followed by a more detailed look at credit risk in part II, by regulatory approach: the standardised method and using the IRB approach. Counterparty risk is covered in part III followed by part IV which covers the credit and counterparty risk mitigation techniques.

General qualitative information on credit risk is discussed in Chapter 5, Part 2 "Risk management" of this document:

- for a concise statement on risks, see Section 2.1 "Risk appetite, Governance and organisation of risk management", paragraph entitled "Overall risk profile";
- for the credit risk management strategy and process and risk mitigation policy, see, respectively, Sections 2.4.II.1 "General principles of risk-taking" and 2.4.II.4 "Credit risk mitigation mechanism";
- for information on the structure and organisation of the risk management function, see Section 2.4.III, paragraph entitled "Risk management and Permanent Controls function";
- for other risk management provisions, see Section 2.4.II, paragraph entitled "Three functions operating throughout the Group".

3.4.2.1 General overview of credit and counterparty risk

3.4.2.1.1 Exposures by type of risk

The table below shows Crédit Agricole S.A.'s exposure to global risk (credit, counterparty, dilution and settlement and delivery) by exposure class for the standardised and Internal Ratings-Based approaches at 31 December 2021 and at 31 December 2020.

The 17 exposure classes under the Standardised Approach are grouped together to ensure the presentation aligns with the IRB exposures.

Refer to the glossary on page 715 for the definition of technical terms.

— Overall risk exposure (credit, counterparty, dilution, settlement and delivery) at 31 December 2021

	Standardised				IRB				Total				
31/12/2021 *(in billions of euros)*	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Capital requirement
Central governments or Central Banks	113.3	114.6	114.5	8.6	308.8	323.9	321.5	1.9	**422.1**	**438.5**	**436.0**	**10.5**	**0.8**
Institutions	37.8	62.5	58.9	8.4	464.6	478.9	469.0	9.2	**502.4**	**541.4**	**527.9**	**17.6**	**1.4**
Corporates	119.0	92.4	69.1	52.8	353.8	308.9	253.2	95.3	**472.9**	**401.2**	**322.2**	**148.1**	**11.9**
Retail customers	36.9	31.9	29.5	18.7	216.7	216.7	215.1	43.4	**253.6**	**248.7**	**244.6**	**62.2**	**5.0**
Loans to individuals	22.5	21.2	19.8	13.1	178.6	178.6	177.5	31.9	**201.1**	**199.7**	**197.2**	**45.1**	**3.6**
o/w secured by real estate assets	4.2	4.1	4.1	1.5	111.6	111.6	111.6	9.2	**115.8**	**115.7**	**115.6**	**10.8**	**0.9**
o/w revolving	2.5	2.3	1.1	0.9	12.0	12.0	10.9	3.6	**14.5**	**14.3**	**12.1**	**4.5**	**0.4**
o/w other	15.9	14.8	14.5	10.7	55.0	55.0	55.0	19.2	**70.8**	**69.7**	**69.5**	**29.9**	**2.4**
Loans to small and medium businesses	14.4	10.7	9.7	5.6	38.2	38.2	37.6	11.5	**52.5**	**48.9**	**47.3**	**17.1**	**1.4**
o/w secured by real estate assets	0.7	0.7	0.6	0.2	7.7	7.7	7.7	1.7	**8.5**	**8.4**	**8.3**	**1.9**	**0.2**
o/w other	13.6	10.1	9.1	5.4	30.4	30.4	29.9	9.8	**44.1**	**40.5**	**39.1**	**15.2**	**1.2**
Shares	1.2		1.2	1.4	16.3		16.2	57.6	**17.5**		**17.4**	**59.0**	**4.7**
Securitisations	6.3		5.0	1.4	49.5		49.5	9.1	**55.8**		**54.5**	**10.5**	**0.8**
Assets other than credit obligation	14.5		14.3	11.5	-		-	-	**14.5**		**14.3**	**11.5**	**0.9**
TOTAL	**329.0**		**292.5**	**102.9**	**1,409.8**		**1,324.4**	**216.5**	**1,738.8**		**1,616.9**	**319.4**	**25.6**

(1) Initial gross exposure.
(2) Gross exposure after credit risk mitigation (CRM).

— Overall risk exposure (credit, counterparty, dilution, settlement and delivery) at 31 December 2020

	Standardised				IRB				Total				
31/12/2020 *(in billions of euros)*	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Gross exposure[1]	Gross exposure after CRM[2]	EAD	RWA	Capital requirement
Central governments or Central Banks	93.5	94.8	94.7	5.8	265.1	279.7	277.4	1.8	**358.6**	**374.5**	**372.1**	**7.6**	**0.6**
Institutions	40.1	58.6	54.8	7.9	441.3	447.7	444.6	9.9	**481.4**	**506.3**	**499.4**	**17.8**	**1.4**
Corporates	121.0	97.2	70.8	53.6	326.7	297.2	237.8	84.0	**447.7**	**394.4**	**308.6**	**137.6**	**11.0**
Retail customers	35.2	30.5	27.9	17.9	197.5	197.5	196.0	42.8	**232.7**	**228.0**	**223.8**	**60.7**	**4.9**
Loans to individuals	22.2	20.8	19.1	12.9	163.5	163.5	162.2	31.8	**185.7**	**184.3**	**181.3**	**44.7**	**3.6**
o/w secured by real estate assets	4.4	4.3	4.2	1.6	100.8	100.8	100.8	9.4	**105.2**	**105.1**	**105.1**	**11.0**	**0.9**
o/w revolving	3.0	2.9	1.4	1.1	11.9	11.9	10.5	3.4	**14.9**	**14.8**	**11.9**	**4.4**	**0.4**
o/w other	14.8	13.7	13.5	10.2	50.7	50.7	50.9	19.0	**65.6**	**64.5**	**64.4**	**29.3**	**2.3**
Loans to small and medium businesses	12.9	9.6	8.7	5.0	34.0	34.0	33.8	11.0	**47.0**	**43.7**	**42.5**	**16.1**	**1.3**
o/w secured by real estate assets	0.4	0.4	0.4	0.1	6.4	6.4	6.4	1.5	**6.8**	**6.7**	**6.7**	**1.7**	**0.1**
o/w other	12.6	9.3	8.4	4.9	27.6	27.6	27.4	9.5	**40.2**	**36.9**	**35.8**	**14.4**	**1.1**
Shares	0.9		0.9	1.1	16.6		10.7	37.4	**17.6**		**11.6**	**38.5**	**3.1**
Securitisations	5.6		4.4	1.2	40.6		40.6	7.6	**46.2**		**45.0**	**8.8**	**0.7**
Assets other than credit obligation	15.3		15.3	12.3	-		-	-	**15.3**		**15.3**	**12.3**	**1.0**
TOTAL	**311.6**		**268.8**	**99.8**	**1,287.9**		**1,207.0**	**183.5**	**1,599.5**		**1,475.8**	**283.4**	**22.7**

(1) Initial gross exposure.
(2) Gross exposure after credit risk mitigation (CRM).

Measured in terms of gross exposure, the Group's total outstanding amounts were up 8.7%, reflecting the favourable business climate in the main business lines.

The main portfolio remains the "Institutions" category with total gross exposure of €502.4 billion. This included €402.2 billion in exposures linked to Crédit Agricole Group internal transactions at 31 December 2021 (€371.6 billion at 31 December 2020).

Excluding these internal transactions, gross exposure for the total loan portfolio was €1,336.5 billion at 31 December 2021, up +8.8% compared to end-2020.

The "Central governments and Central Banks" portfolio rose 17.70% due mainly to the increase in Central Bank deposits.

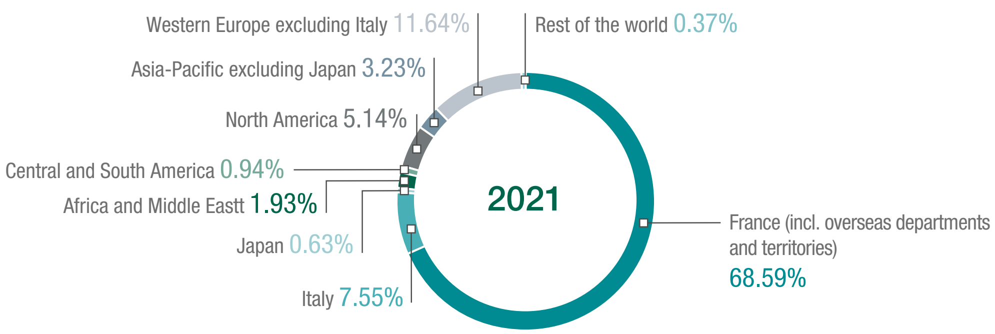
RWA density (defined as the ratio of risk-weighted assets/EAD) was 25% on average for Retail customers and 46% for Corporates at 31 December 2021.

3.4.2.1.2 Exposures by geographic area

The breakdown by geographic area is calculated based on the total gross carrying amount from the first column of the CQ4 (on- and off-balance sheet amounts are aggregated to present a single % by geographic area) for Crédit Agricole S.A. for 2021 and 2020.

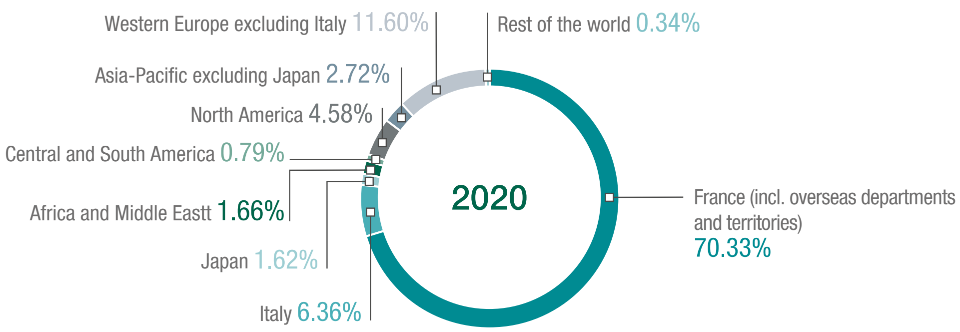
The annual graph presenting the percentages by geographic area is no longer based on the COREP countries supplied by the CR1-C report but now on the CQ4 report (source: FINREP) for the closing date of 31 December 2021 and for the closing date of 31 December 2020 to be homogeneous and so that the same source for both closing dates could be used.

At 31 December 2021



The increase in Italy's share of Crédit Agricole S.A.'s exposure is mainly due to the integration of Credito Valtellinese (Creval).

At 31 December 2020

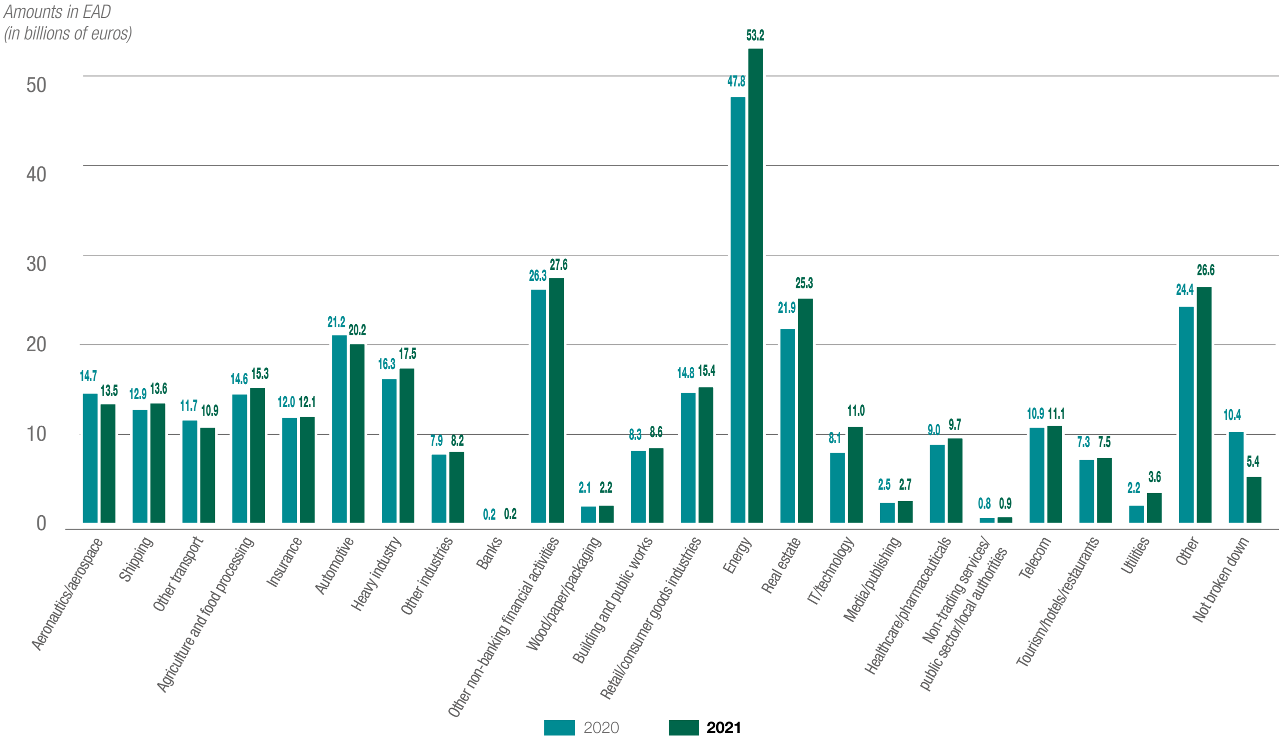


Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.1.3 Exposures by business sector

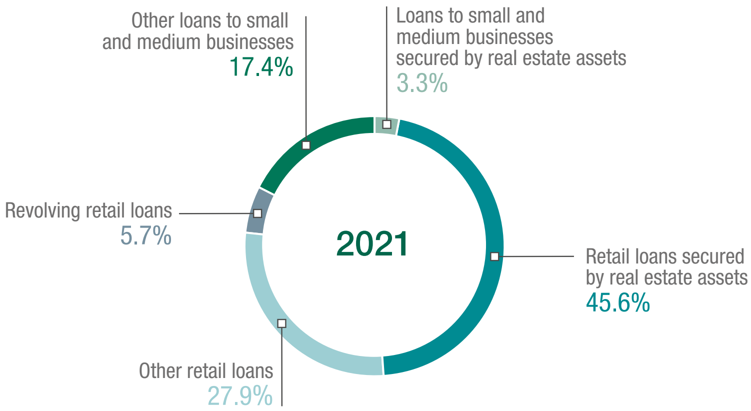
A focus on the Corporate portfolio is shown below. A breakdown of the Retail customers portfolio is also provided by Basel sub-portfolio (home loans, revolving credit, other loans to microenterprises, farmers and professional customers, other loans to individuals).

Breakdown of the Corporate portfolio

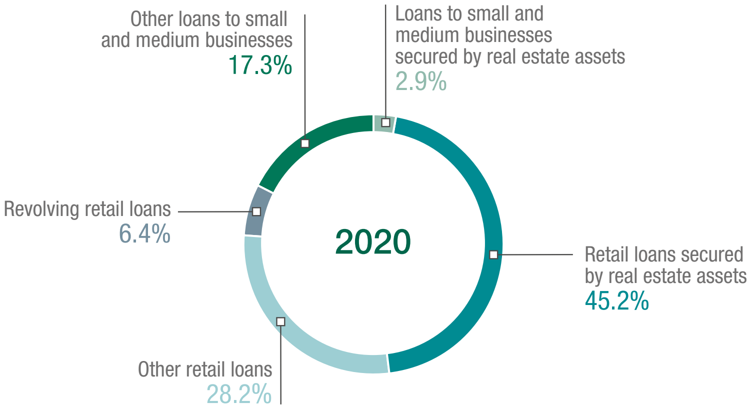


The breakdown of EAD amounts by economic sector remained stable overall with good diversification by sector.

Retail customers AT 31 December 2021



Retail customers at 31 December 2020



Breakdown of the Retail customers portfolio

The chart above shows a breakdown of the initial gross on- and off-balance sheet exposures for Crédit Agricole S.A.'s Retail customers by Basel sub-portfolio (outstanding amounts of €253.6 billion at 31 December 2021 compared with €232.7 billion at 31 December 2020, an increase of +9.0% on an annual basis).

Within the "Retail customers" portfolio, the relative share of "loans to individuals secured by real estate assets" remains the largest (45.6% in 2021, compared with 45.2% in 2020). The share of "revolving exposures to individuals" fell further in 2021 to 5.7% of outstanding Retail customer loans from 6.4% in 2020.

3.4.2.1.4 Loans and receivables and debt securities by maturity

— Maturity of exposures (CR1-A)

31/12/2021 *(in millions of euros)*		Net exposure value on balance sheet					
		On demand	≤1 year	>1 year ≤5 years	>5 years	No stated maturity	Total
1	Loans and advances	148	426,858	422,140	212,070	2,801	**1,064,017**
2	Debt securities	-	41,010	64,891	40,233	4,029	**150,164**
3	**TOTAL**	**148**	**467,869**	**487,032**	**252,303**	**6,830**	**1,214,181**

31/12/2020 *(in millions of euros)*		Net exposure value on balance sheet					
		On demand	≤1 year	>1 year ≤5 years	>5 years	No stated maturity	Total
1	Loans and advances	195	410,279	377,529	202,620	2,690	**993,312**
2	Debt securities	-	39,469	53,718	41,847	4,544	**139,577**
3	**TOTAL**	**195**	**449,748**	**431,247**	**244,467**	**7,233**	**1,132,890**

Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.1.5 Default exposures and value adjustments

— Performing and non-performing exposures and related provisions (CR1)

31/12/2021 *(in millions of euros)*	Gross carrying amount/nominal amount						Accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions						Accumulated partial write-off	Collateral and financial guarantees received	
	Performing exposures			Non-performing exposures			Performing exposures – accumulated impairment and provisions			Non-performing exposures – accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions				On performing exposures	On non-performing exposures
		Of which Bucket 1	Of which Bucket 2		Of which Bucket 2	Of which Bucket 3		Of which Bucket 1	Of which Bucket 2		Of which Bucket 2	Of which Bucket 3			
005 Cash balances at Central Banks and other demand deposits	**245,659**	**245,659**	**0**	**17**		**17**	**(2)**	**(2)**		**(17)**		**(17)**		**20**	
010 Loans and advances	**958,686**	**906,237**	**52,300**	**12,610**	**77**	**12,527**	**(3,118)**	**(1,132)**	**(1,986)**	**(6,344)**	**(11)**	**(6,333)**		**236,194**	**3,629**
020 Central Banks	672	672					(0)	(0)							
030 General governments	9,966	9,024	942	52	0	52	(12)	(7)	(4)	(30)		(30)		3,601	16
040 Credit institutions	490,777	490,722	56	419		419	(36)	(35)	(1)	(366)		(366)		3,935	
050 Other financial corporations	22,055	21,304	743	524	0	524	(21)	(13)	(8)	(428)	(0)	(428)		10,893	16
060 Non-financial corporations	254,104	214,290	39,814	7,554	36	7,517	(1,801)	(550)	(1,250)	(3,357)	(2)	(3,354)		115,104	2,937
070 Of which SMEs	63,661	52,624	11,037	2,982	31	2,951	(639)	(209)	(429)	(1,494)	(2)	(1,492)		35,760	1,098
080 Households	181,111	170,226	10,746	4,062	40	4,015	(1,250)	(527)	(723)	(2,164)	(8)	(2,155)		102,661	660
090 Debt securities	**117,685**	**113,985**	**926**	**53**		**49**	**(69)**	**(59)**	**(10)**	**(44)**		**(44)**			
100 Central Banks	4,851	4,416	434				(3)	(1)	(1)						
110 General governments	65,483	65,142	341				(46)	(43)	(3)						
120 Credit institutions	27,346	27,293		1		1	(12)	(12)		(1)		(1)			
130 Other financial corporations	10,399	7,675	13				(1)	(1)							
140 Non-financial corporations	9,606	9,459	137	52		48	(8)	(2)	(5)	(44)		(44)			
150 Off-balance sheet exposures	**729,538**	**712,312**	**17,226**	**1,784**	**17**	**1,767**	**(721)**	**(258)**	**(462)**	**(348)**	**(6)**	**(342)**		**28,529**	**161**
160 Central Banks	299,349	299,349					(0)	(0)							
170 General governments	16,074	15,195	879				(6)	(2)	(4)					2,426	
180 Credit institutions	104,207	104,176	32	21		21	(12)	(12)	(0)	(21)		(21)		158	
190 Other financial corporations	84,566	82,324	2,242	658		658	(97)	(29)	(68)	(18)		(18)		901	
200 Non-financial corporations	205,889	192,757	13,132	1,035		1,035	(543)	(180)	(363)	(273)		(273)		20,606	155
210 Households	19,452	18,511	941	70	17	53	(63)	(35)	(27)	(36)	(6)	(29)		4,438	6
220 TOTAL	**2,051,568**	**1,978,193**	**70,452**	**14,464**	**94**	**14,360**	**(3,910)**	**(1,452)**	**(2,458)**	**(6,753)**	**(17)**	**(6,736)**		**264,743**	**3,790**

31/12/2020 *(in millions of euros)*	Gross carrying amount/nominal amount						Accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions						Accumulated partial write-off	Collateral and financial guarantees received	
	Performing exposures			Non-performing exposures			Performing exposures – accumulated impairment and provisions			Non-performing exposures – accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions				On performing exposures	On non-performing exposures
		Of which Bucket 1	Of which Bucket 2		Of which Bucket 2	Of which Bucket 3		Of which Bucket 1	Of which Bucket 2		Of which Bucket 2	Of which Bucket 3			
005 Cash balances at Central Banks and other demand deposits	**202,039**	**202,039**	**-**	**15**		**15**	**(1)**	**(1)**		**(15)**		**(15)**		**3,228**	
010 Loans and advances	**864,976**	**825,482**	**39,344**	**14,445**	**466**	**13,965**	**(2,711)**	**(999)**	**(1,712)**	**(7,428)**	**(40)**	**(7,388)**		**183,887**	**3,491**
020 Central Banks	461	461					-	-						0	
030 General governments	9,248	8,508	740	61		61	(8)	(6)	(2)	(28)		(28)		185	-
040 Credit institutions	451,651	451,590	61	393		393	(30)	(29)	-	(343)		(343)		29	
050 Other financial corporations	16,111	15,881	222	406	1	405	(44)	(31)	(13)	(332)	-	(332)		3,022	7
060 Non-financial corporations	222,953	193,300	29,653	9,198	266	8,926	(1,704)	(548)	(1,156)	(4,441)	(19)	(4,422)		96,422	2,803
070 Of which: SMEs	59,981	51,285	8,696	3,477	74	3,403	(640)	(230)	(410)	(1,801)	(3)	(1,798)		30,770	1,227
080 Households	164,552	155,743	8,668	4,387	198	4,180	(926)	(385)	(541)	(2,283)	(20)	(2,263)		84,228	681
090 Debt securities	**120,250**	**115,273**	**1,010**	**51**		**47**	**(68)**	**(58)**	**(10)**	**(42)**		**(42)**			
100 Central Banks	5,428	5,049	379				(6)	(4)	(2)						
110 General governments	57,565	57,298	267	0			(38)	(35)	(4)						
120 Credit institutions	31,476	31,419		1		1	(14)	(14)		(1)		(1)			
130 Other financial corporations	16,545	12,334	314	0		0	(3)	(2)	(1)						
140 Non-financial corporations	9,236	9,174	50	51		47	(7)	(3)	(4)	(42)		(42)			
150 Off-balance sheet exposures	**672,675**	**659,925**	**12,749**	**3,474**	**57**	**3,417**	**(585)**	**(244)**	**(341)**	**(325)**	**(5)**	**(320)**		**23,173**	**236**
160 Central Banks	288,250	288,250					-	-							
170 General governments	11,441	10,692	748				(3)	(1)	(2)					1,469	
180 Credit institutions	104,242	104,210	32	23		23	(5)	(4)	(1)	(21)		(21)		192	
190 Other financial corporations	71,935	71,310	625	2,153		2,153	(8)	(8)	-	(31)		(31)		1,702	-
200 Non-financial corporations	177,609	166,731	10,879	1,221	27	1,194	(498)	(189)	(308)	(243)		(243)		15,592	231
210 Households	19,197	18,732	465	77	30	46	(72)	(42)	(29)	(30)	(5)	(25)		4,217	4
220 TOTAL	**1,859,939**	**1,802,720**	**53,103**	**17,986**	**523**	**17,445**	**(3,365)**	**(1,302)**	**(2,063)**	**(7,810)**	**(44)**	**(7,766)**		**210,288**	**3,727**

Refer to the glossary on page 715 for the definition of technical terms.

Changes in the stock of non-performing loans and receivables (CR2)

31/12/2021 *(in millions of euros)*		Gross carrying amount
1	Initial stock of non-performing loans and advances (31/12/2020)	14,445
2	Inflows to non-performing portfolios	4,041
3	Outflows from non-performing portfolios	(5,876)
4	Outflows due to write-offs	
5	Outflow due to other situations	
6	FINAL STOCK OF NON-PERFORMING LOANS AND ADVANCES (31/12/2021)	12,610

Credit quality of renegotiated exposures (CQ1)

		Gross carrying amount/nominal amount of exposures with forbearance measures				Accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions		Collateral received and financial guarantees received on forborne exposures	
		Performing forborne	Non-performing forborne			On performing forborne exposures	On non-performing forborne exposures		
31/12/2021 *(in millions of euros)*				Of which defaulted	of which impaired				Of which collateral and financial guarantees received on non-performing exposures with forbearance measures
005	Cash balances at Central Banks and other demand deposits	-	-	-	-	-	-	-	-
010	Loans and advances	4,006	5,757	5,647	5,647	(320)	(2,389)	4,481	1,936
020	Central Banks	0	-	-	-	-	-	-	-
030	General governments	38	3	3	3	(2)	(3)	22	-
040	Credit institutions	-	46	45	45	-	(26)	-	-
050	Other financial corporations	6	49	49	49	(1)	(37)	12	6
060	Non-financial corporations	3,005	4,047	4,023	4,023	(235)	(1,643)	3,613	1,699
070	Households	956	1,612	1,526	1,526	(82)	(681)	834	231
080	Debt securities	-	4	4	-	-	-	-	-
090	Loan commitments given	233	66	61	61	(9)	(20)	105	28
100	TOTAL	4,239	5,827	5,712	5,708	(329)	(2,409)	4,586	1,964

		Gross carrying amount/nominal amount of exposures with forbearance measures				Accumulated impairment, accumulated negative changes in fair value due to credit risk and provisions		Collateral received and financial guarantees received on forborne exposures	
		Performing forborne	Non-performing forborne			On performing forborne exposures	On non-performing forborne exposures		
31/12/2020 *(in millions of euros)*				Of which defaulted	of which impaired				Of which collateral and financial guarantees received on non-performing exposures with forbearance measures
005	Cash balances at Central Banks and other demand deposits	-	-	-	-	-	-	-	-
010	Loans and advances	3,649	5,269	5,181	5,181	(337)	(2,367)	3,873	1,250
020	Central Banks	-	-	-	-	-	-	-	-
030	General governments	17	4	3	3	(1)	(3)	-	-
040	Credit institutions	-	45	45	45	-	(26)	-	-
050	Other financial corporations	4	37	37	37	(1)	(27)	6	1
060	Non-financial corporations	2,542	3,516	3,490	3,490	(231)	(1,534)	3,006	999
070	Households	1,086	1,666	1,606	1,606	(104)	(777)	861	250
080	Debt securities	-	-	-	-	-	-	-	-
090	Loan commitments given	118	64	64	64	(4)	(31)	22	15
100	TOTAL	3,767	5,333	5,245	5,245	(341)	(2,398)	3,895	1,265

Refer to the glossary on page 715 for the definition of technical terms.

Credit quality of performing and non-performing exposures by number of past due days (CQ3)

		Gross carrying amount/nominal amount										
		Performing exposures			Non-performing exposures							
31/12/2021 *(in millions of euros)*			Not past due or past due ≤30 days	Past due >30 days ≤90 days		Unlikely to pay that are not past-due or past-due ≤90 days	Past due >90 days ≤180 days	Past due >180 days ≤1 year	Past due >1 year ≤2 years	Past due >2 year ≤5 years	Past due >5 years ≤7 years	Past due >7 years	Of which defaulted
005	**Cash balances at Central Banks and other demand deposits**	**245,659**	**245,659**		**17**	**0**				**16**			**17**
010	**Loans and advances**	**958,686**	**956,608**	**2,078**	**12,610**	**5,070**	**595**	**1,089**	**1,539**	**2,105**	**802**	**1,411**	**12,527**
020	Central Banks	672	672										
030	General governments	9,966	9,864	102	52	3	0	0	1	24	0	24	52
040	Credit institutions	490,777	490,777	0	419	5					296	118	419
050	Other financial corporations	22,055	21,710	344	524	176	1	3	3	9	20	311	524
060	Non-financial corporations	254,104	252,934	1,170	7,554	3,192	346	325	1,127	1,466	338	758	7,517
070	Of which SMEs	63,661	63,316	345	2,982	1,134	80	240	196	865	162	305	2,951
080	Households	181,111	180,650	461	4,062	1,694	247	760	408	606	148	200	4,015
090	**Debt securities**	**117,685**	**117,672**	**13**	**53**	**26**						**27**	**53**
100	Central Banks	4,851	4,851										
110	General governments	65,483	65,483										
120	Credit institutions	27,346	27,346		1							1	1
130	Other financial corporations	10,399	10,387	13									
140	Non-financial corporations	9,606	9,606		52	26						26	52
150	**Off-balance sheet exposures**	**729,538**			**1,784**								**1,767**
160	Central Banks	299,349											
170	General governments	16,074											
180	Credit institutions	104,207			21								21
190	Other financial corporations	84,566			658								658
200	Non-financial corporations	205,889			1,035								1,035
210	Households	19,452			70								53
220	**TOTAL**	**2,051,568**	**1,319,940**	**2,091**	**14,464**	**5,096**	**595**	**1,089**	**1,539**	**2,122**	**802**	**1,438**	**14,364**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2020 *(in millions of euros)*		Gross carrying amount/nominal amount											
		Performing exposures			Non-performing exposures								
			Not past due or past due ≤30 days	Past due >30 days ≤90 days		Unlikely to pay that are not past-due or past-due ≤90 days	Past due >90 days ≤180 days	Past due >180 days ≤1 year	Past due >1 year ≤2 years	Past due >2 year ≤5 years	Past due >5 years ≤7 years	Past due >7 years	Of which defaulted
005	**Cash balances at Central Banks and other demand deposits**	**202,039**	**201,993**	**46**	**15**	**-**			**15**				**15**
010	**Loans and advances**	**864,976**	**863,739**	**1,236**	**14,445**	**5,840**	**963**	**1,614**	**1,166**	**2,530**	**1,130**	**1,200**	**13,970**
020	Central Banks	461	461										
030	General governments	9,248	9,202	46	61	23	-	-	-	37		-	61
040	Credit institutions	451,651	451,632	19	393	102			-	2	272	18	393
050	Other financial corporations	16,111	16,109	2	406	180	-	22	3	11	23	168	405
060	Non-financial corporations	222,953	222,264	689	9,198	3,734	756	808	660	1,808	665	765	8,931
070	Of which SMEs	59,981	59,735	246	3,477	852	91	218	304	1,117	358	538	3,403
080	Households	164,552	164,072	480	4,387	1,802	207	784	502	672	171	250	4,180
090	**Debt securities**	**120,250**	**119,936**	**314**	**51**	**29**						**22**	**51**
100	Central Banks	5,428	5,428										
110	General governments	57,565	57,565		0	0							
120	Credit institutions	31,476	31,476		1	1							1
130	Other financial corporations	16,545	16,232	314	0	0							0
140	Non-financial corporations	9,236	9,236		51	29						22	51
150	**Off-balance sheet exposures**	**672,675**			**3,474**								**3,417**
160	Central Banks	288,250											
170	General governments	11,441											
180	Credit institutions	104,242			23								23
190	Other financial corporations	71,935			2,153								2,153
200	Non-financial corporations	177,609			1,221								1,194
210	Households	19,197			77								46
220	**TOTAL**	**1,859,939**	**1,185,669**	**1,596**	**17,986**	**5,870**	**963**	**1,614**	**1,181**	**2,530**	**1,130**	**1,222**	**17,454**

Refer to the glossary on page 715 for the definition of technical terms.

Quality of non-performing exposures by geographic location (CQ4)

31/12/2021 *(in millions of euros)*	Gross carrying/nominal amount	Of which non-performing	Of which defaulted	Of which subject to impairment	Accumulated impairment	Provisions on off-balance-sheet commitments and financial guarantees given	Accumulated negative changes in fair value due to credit risk on non-performing exposures
ON BALANCE SHEET EXPOSURES	1,089,034	12,663	12,580	1,086,101	(9,576)		-
Europe	**970,087**	**9,498**	**9,466**	**967,248**	**(7,328)**		**-**
France	735,568	4,568	4,549	733,074	(3,390)		-
Italy	111,302	3,174	3,172	111,123	(2,365)		-
Germany	24,618	340	340	24,614	(315)		-
Luxembourg	13,976	40	40	13,965	(91)		-
United Kingdom	13,950	54	54	13,950	(98)		-
Spain	7,431	102	102	7,431	(109)		-
Switzerland	8,761	17	17	8,760	(27)		-
Netherland	11,320	141	141	11,319	(157)		-
Poland	9,641	403	392	9,495	(375)		-
Other European countries	33,521	659	659	33,518	(402)		-
Asia and Oceania	**46,321**	**396**	**396**	**46,298**	**(278)**		**-**
Japan	7,406	130	130	7,406	(65)		-
Other Asia and Oceania	38,915	266	266	38,891	(213)		-
North America	**32,362**	**233**	**233**	**32,332**	**(284)**		**-**
USA	25,872	181	181	25,842	(205)		-
Other Northern America	6,490	51	51	6,490	(79)		-
Central and South America	**11,700**	**1,384**	**1,384**	**11,699**	**(774)**		**-**
Africa and Middle East	**24,448**	**1,152**	**1,102**	**24,408**	**(911)**		**-**
Rest of the world	**4,116**	**(0)**	**-**	**4,116**	**(1)**		**-**
OFF BALANCE SHEET EXPOSURES	731,326	1,784	1,767			1,069	
Europe	**627,719**	**1,643**	**1,643**			**767**	
France	513,010	303	303			426	
Italy	26,116	743	743			99	
Germany	13,473	21	21			37	
Luxembourg	12,517	-	-			9	
United Kingdom	21,368	0	0			37	
Spain	4,488	59	59			32	
Switzerland	9,358	0	0			2	
Netherland	8,022	399	399			66	
Poland	1,846	13	13			10	
Other European countries	17,522	105	105			48	
Asia and Oceania	**23,942**	**6**	**6**			**13**	
Japan	4,021	0	0			0	
Other Asia and Oceania	19,920	6	6			13	
North America	**61,117**	**14**	**14**			**200**	
USA	56,255	4	4			189	
Other Northern America	4,862	10	10			11	
Central and South America	**5,399**	**42**	**42**			**32**	
Africa and Middle East	**10,616**	**78**	**61**			**56**	
Rest of the world	**2,533**	**(0)**	**(0)**			**0**	
TOTAL	**1,820,360**	**14,447**	**14,348**	**1,086,101**	**(9,576)**	**1,069**	**-**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2020 *(in millions of euros)*	Gross carrying/nominal amount	Of which non-performing	Of which defaulted	Of which subject to impairment	Accumulated impairment	Provisions on off-balance-sheet commitments and financial guarantees given	Accumulated negative changes in fair value due to credit risk on non-performing exposures
ON BALANCE SHEET EXPOSURES	1,201,201	14,507	14,037	1,197,071	(10,265)		-
Europe	**1,068,733**	**10,866**	**10,836**	**1,064,656**	**(8,006)**		**-**
France	832,869	4,912	4,902	829,004	(3,505)		-
Italy	97,830	4,289	4,279	97,793	(2,916)		-
Germany	25,068	321	321	25,064	(314)		-
Luxembourg	24,064	60	60	24,053	(120)		-
United Kingdom	13,998	134	134	13,998	(172)		-
Spain	11,010	102	99	11,006	(98)		-
Switzerland	10,979	95	95	10,978	(30)		-
Netherland	10,317	103	103	10,316	(64)		-
Poland	8,962	338	328	8,812	(378)		-
Other European countries	33,635	511	513	33,633	(409)		-
Asia and Oceania	**60,769**	**539**	**539**	**60,769**	**(296)**		**-**
Japan	26,687	231	231	26,687	(82)		-
Other Asia and Oceania	34,082	308	308	34,082	(215)		-
North America	**35,316**	**295**	**295**	**35,289**	**(262)**		**-**
USA	29,117	264	264	29,090	(220)		-
Other Northern America	6,199	32	32	6,199	(42)		-
Central and South America	**10,312**	**1,211**	**1,211**	**10,312**	**(692)**		**-**
Africa and Middle East	**22,549**	**1,596**	**1,156**	**22,519**	**(1,007)**		**-**
Rest of the world	**3,523**	**-**	**-**	**3,526**	**(1)**		**-**
OFF BALANCE SHEET EXPOSURES	676,149	3,474	3,417			910	
Europe	**588,673**	**3,258**	**3,258**			**676**	
France	487,410	449	448			377	
Italy	21,603	2,162	2,162			91	
Germany	11,237	21	21			31	
Luxembourg	9,784	-	-			6	
United Kingdom	22,460	-	-			20	
Spain	4,607	114	114			25	
Switzerland	7,876	-	-			12	
Netherland	6,495	484	484			62	
Poland	1,558	5	5			12	
Other European countries	15,644	24	24			40	
Asia and Oceania	**20,726**	**37**	**37**			**17**	
Japan	3,807	-	-			-	
Other Asia and Oceania	16,919	37	37			17	
North America	**50,689**	**56**	**56**			**142**	
USA	46,013	46	46			125	
Other Northern America	4,676	9	9			17	
Central and South America	**4,542**	**19**	**19**			**36**	
Africa and Middle East	**8,689**	**104**	**46**			**39**	
Rest of the world	**2,830**	**-**	**-**			**-**	
TOTAL	**1,877,350**	**17,982**	**17,454**	**1,197,071**	**(10,265)**	**910**	**-**

The CQ4 report (quality of non-performing exposures by geographic location) replaced the RC1-C report (credit quality of exposures by geographic area) as part of the application of Regulation (EU) No. 2019/876 (CRR2) since 30 June 2021.

The CQ4 report makes a distinction between balance sheet and off-balance sheet items unlike the CR1-C.

On the CQ4 statement, cash, cash balances at Central Banks and other demand deposits have been removed from the scope of the exposure line on the balance sheet to conform with the FINREP 2021 presentation, which changed on 30 June 2021.

— Credit quality of loans and receivables to non-financial corporations by business line (CQ5)

31/12/2021 *(in millions of euros)*		Gross carrying amount				Accumulated impairment	Accumulated negative changes in fair value due to credit risk on non-performing exposures
			Of which non-performing		Of which loans and advances subject to impairment		
				Of which defaulted			
010	Agriculture, forestry and fishing	3,700	193	193	3,699	(172)	-
020	Mining and quarrying	10,770	106	106	10,770	(100)	-
030	Manufacturing	58,200	817	799	58,200	(643)	-
040	Electricity, gas, steam and air conditioning supply	16,744	134	134	16,744	(135)	-
050	Water supply	1,506	24	24	1,506	(22)	-
060	Construction	7,465	426	425	7,465	(297)	-
070	Wholesale and retail trade	33,892	968	968	33,892	(776)	-
080	Transport and storage	25,222	1,697	1,697	25,222	(707)	-
090	Accommodation and food service activities	7,083	558	556	7,083	(368)	-
100	Information and Communication	9,925	132	132	9,925	(83)	-
105	Financial and Insurance Activities	21,087	457	457	21,087	(432)	-
110	Real estate activities	31,122	725	724	31,122	(457)	-
120	Professional, scientific and technical activities	11,228	449	449	11,228	(241)	-
130	Administrative and support service activities	9,451	202	202	9,451	(163)	-
140	Public administration and defence, compulsory social security	614	30	30	614	(22)	-
150	Education	307	5	5	307	(9)	-
160	Human health services and social work activities	4,405	97	97	4,405	(57)	-
170	Arts, entertainment and recreation	842	58	58	842	(46)	-
180	Other services	8,095	477	464	8,095	(426)	-
190	**TOTAL**	**261,658**	**7,554**	**7,517**	**261,657**	**(5,158)**	**-**

31/12/2020 *(in millions of euros)*		Gross carrying amount				Accumulated impairment	Accumulated negative changes in fair value due to credit risk on non-performing exposures
			Of which non-performing		Of which loans and advances subject to impairment		
				Of which defaulted			
010	Agriculture, forestry and fishing	3,028	178	172	3,028	(151)	-
020	Mining and quarrying	10,799	259	257	10,799	(158)	-
030	Manufacturing	49,852	1,721	1,666	49,852	(1,202)	-
040	Electricity, gas, steam and air conditioning supply	13,000	216	177	13,000	(149)	-
050	Water supply	1,342	20	20	1,342	(17)	-
060	Construction	6,921	852	835	6,921	(531)	-
070	Wholesale and retail trade	30,198	1,303	1,261	30,198	(914)	-
080	Transport and storage	23,866	1,608	1,596	23,866	(739)	-
090	Accommodation and food service activities	6,347	358	351	6,347	(353)	-
100	Information and Communication	9,376	148	136	9,376	(116)	-
105	Financial and Insurance Activities	21,132	585	584	21,132	(509)	-
110	Real estate activities	28,802	951	937	28,798	(603)	-
120	Professional, scientific and technical activities	10,272	254	252	10,272	(189)	-
130	Administrative and support service activities	7,636	252	252	7,636	(150)	-
140	Public administration and defence, compulsory social security	165	0	0	165	(1)	-
150	Education	251	7	6	251	(12)	-
160	Human health services and social work activities	3,685	106	104	3,685	(62)	-
170	Arts, entertainment and recreation	805	55	54	805	(38)	-
180	Other services	4,674	323	272	4,674	(252)	-
190	**TOTAL**	**232,151**	**9,198**	**8,931**	**232,145**	**(6,145)**	**-**

The CQ5 report (credit quality of loans and receivables to non-financial corporations by business line) replaced the RC1-B report (quality of credit exposures by sector or type of counterparty) as part of the application of Regulation (EU) No. 2019/876 (CRR2) starting 30 June 2021.

The CQ5 report presents the balance sheet items by business line. It excludes debt securities, loans and receivables on central governments and Central Banks, as well as credit institutions and households.

Refer to the glossary on page 715 for the definition of technical terms.

Collateral obtained by taking possession and execution processes (CQ7)

		31/12/2021		31/12/2020	
		Collateral obtained by taking possession		Collateral obtained by taking possession	
(in millions of euros)		Value at initial recognition	Accumulated negative changes	Value at initial recognition	Accumulated negative changes
010	Property, plant and equipment (PP&E)	1	-	3	
020	Other than PP&E	171	(122)	201	(136)
030	Residential immovable property	1	(1)	1	(1)
040	Commercial immovable property	58	(32)	76	(40)
050	Movable property (auto, shipping, etc.)	112	(89)	124	(95)
060	Equity and debt instruments	-	-		
070	Other	-	-		
080	**TOTAL**	**173**	**(122)**	**204**	**(136)**

Definitions of assets that are past due, impaired, in default, provisioned or restructured appear in the following sections of this document:

- for exposures that are past due, impaired and in default, see Chapter 6 "Consolidated financial statements", "Notes to the consolidated financial statements" part, Note 1.2 "Accounting policies and principles";
- please note that Crédit Agricole S.A. does not report exposures over 90 days past due that are not considered impaired;
- for the methods for determining adjustments for general and specific credit risk, see Chapter 5, "Risk management", Section 2.4.IV "Application of IFRS 9", which discusses the determination of expected loss amounts;
- the definition of restructured exposures is given in Chapter 6 "Consolidated financial statements", Note 1, "Restructuring due to financial difficulty" section.

3.4.2.2 Credit risk

Since late 2007, the ACPR has authorised Crédit Agricole S.A. to use its internal rating systems to calculate regulatory capital requirements for credit risk on Retail and Large customer exposures throughout almost all of its scope. The main recent developments concerning the Group's rollout plan are the transition to the advanced IRB approach for all "Retail Banking" portfolios in the CA Italia and FriulAdria entities in Italy in 2013, the validation in the IRB approach of the LCL "Corporates" portfolio with effect from 1 October 2014, as well as the authorisation issued by the ECB in July 2021 to use the probability of default models for real estate professionals and extend the use of the probability of default models for leverage buy-outs (LBOs) to the LCL scope.

The main Group entities or portfolios still using the Standardised Approach for measuring credit and/or operational risk at 31 December 2021 were as follows:

- the not-yet-validated CA Italia portfolios (non-retail customer portfolios and Carispezia scope) as well as all other entities in the International Retail Banking division;
- the Crédit Agricole Leasing & Factoring Group;
- some portfolios and international subsidiaries of the Crédit Agricole Consumer Finance Group.

Pursuant to the Group's commitment to phase in the advanced approach, agreed with the Supervisor (rollout plan), work on the rollout of the IRB approach continues. An update of the rollout plan is sent annually to the competent authority. In addition, pursuant to Article 150 of the Regulation (EU) No. 575/2013 of 26 June 2013 (CRR), as amended, on regulatory prudential requirements for credit institutions and investment firms, a request for authorisation for the use of the permanent partial use (PPU) of the Standardised Approach in certain areas of the Crédit Agricole Group was submitted to the ECB in 2021.

3.4.2.2.1 Exposures under the Standardised Approach

The exposure classes under the Standardised Approach are classified by counterparty type and financial product type, in one of the 17 classes set out in Article 112 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), as amended. The weightings applied to these same assets are calculated in accordance with Articles 114 to 134 of said Regulation.

For the "Central governments and Central Banks" and "Institutions" exposure classes, Crédit Agricole S.A. has chosen to use evaluations from several ratings agencies (S&P, Moody's, Fitch, Cerved and BdF) under the Standardised Approach.

Accordingly, when the counterparty's credit valuation from the rating agency is known, it is used to determine the applicable weighting. With respect to the counterparties in the "Institutions" or "Corporates" exposure categories for which the credit valuation is not known, the weighting used is determined having regard to the credit valuation of the jurisdiction of the central government in which this counterparty is established, in accordance with the provisions of Articles 121 and 122 of the aforementioned Regulation.

With respect to exposures on debt instruments in the banking portfolio, the rule is to apply the issuer's weighting ratio. This rate is determined using the rules described in the foregoing paragraph.

Standardised Approach – Credit risk exposure and CRM effects (CR4)

31/12/2021 Exposure classes *(in millions of euros)*		Exposures before CCF and before CRM – On-balance-sheet exposures	Exposures before CCF and before CRM – Off-balance-sheet exposures	Exposures post CCF and post CRM – On-balance-sheet exposures	Exposures post CCF and post CRM – Off-balance-sheet exposures	RWA and RWA density – RWA	RWA and RWA density – RWA density *(%)*
1	Central governments or Central Banks	100,950	1,085	102,331	1,010	8,621	8.34%
2	Regional government or local authorities	877	69	877	33	119	13.09%
3	Public sector entities	4,936	57	4,973	23	373	7.46%
4	Multilateral development banks	422	15	428	1	23	5.41%
5	International organisations	1,093	-	1,093	-	-	-
6	Banks (institutions)	17,097	5,504	40,652	3,195	5,885	13.42%
7	Corporates	70,304	18,631	46,818	5,836	42,891	81.46%
8	Retail	27,230	3,247	23,684	685	16,437	67.45%
9	Secured by mortgages on immovable property	7,817	202	7,761	34	3,142	40.31%
10	Exposures in default	1,343	82	1,009	30	1,215	117.00%
11	Exposures associated with particularly high risk	445	49	434	27	692	150.00%
12	Covered bonds	869	-	869	-	87	10.00%
13	Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-
14	Collective investment undertakings	2,334	18,925	2,334	7,389	4,826	49.63%
15	Equity	1,171	0	1,171	0	1,382	117.98%
16	Other items	14,306	-	14,306	-	11,510	80.46%
17	**TOTAL**	**251,196**	**47,867**	**248,740**	**18,265**	**97,203**	**36.41%**

Standardised Approach – Credit risk exposure and CRM effects (CR4)

31/12/2020 Exposure classes *(in millions of euros)*		Exposures before CCF and before CRM – On-balance-sheet exposures	Exposures before CCF and before CRM – Off-balance-sheet exposures	Exposures post CCF and post CRM – On-balance-sheet exposures	Exposures post CCF and post CRM – Off-balance-sheet exposures	RWA and RWA density – RWA	RWA and RWA density – RWA density *(%)*
1	Central governments or Central Banks	82,875	116	84,245	35	5,777	6.86%
2	Regional government or local authorities	641	66	642	31	99	14.74%
3	Public sector entities	3,599	39	3,607	21	126	3.48%
4	Multilateral development banks	331	2	339	-	19	5.61%
5	International organisations	1,092	-	1,092	-	-	-
6	Banks (institutions)	21,817	6,006	40,805	3,896	6,459	14.45%
7	Corporates	66,415	22,003	47,209	7,244	44,423	81.58%
8	Retail	25,203	3,613	22,142	664	15,638	68.57%
9	Secured by mortgages on immovable property	6,592	35	6,591	11	2,620	39.68%
10	Exposures in default	1,799	69	1,402	23	1,715	120.37%
11	Exposures associated with particularly high risk	675	206	671	102	1,158	150.00%
12	Covered bonds	664	-	664	-	140	21.13%
13	Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-
14	Collective investment undertakings	3,457	19,140	3,457	6,260	3,225	33.19%
15	Equity	935	6	935	6	1,140	121.20%
16	Other items	15,292	-	15,292	-	12,323	80.58%
17	**TOTAL**	**231,387**	**51,299**	**229,092**	**18,293**	**94,862**	**38.35%**

Refer to the glossary on page 715 for the definition of technical terms.

Standardised Approach to exposures by asset class and risk weighting coefficient (CR5)

31/12/2021 Exposure classes *(in millions of euros)*		Risk weight																
		0%	2%	4%	10%	20%	35%	50%	70%	75%	100%	150%	250%	370%	1,250%	Others	Total	o/w unrated
1	Central governments or Central Banks	97,624	-	-	-	5	-	0	-	-	3,773	0	1,939	-	-	-	103,340	103,340
2	Regional government or local authorities	315	-	-	-	595	-	-	-	-	0	-	-	-	-	-	910	908
3	Public sector entities	3,366	-	-	-	1,561	-	20	-	-	51	-	-	-	-	-	4,997	4,225
4	Multilateral development banks	313	-	-	-	116	-	-	-	-	-	-	-	-	-	-	429	429
5	International organisations	1,093	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,093	1,093
6	Banks (institutions)	25,789	2,979	-	-	8,490	-	4,957	-	-	1,599	33	-	-	-	-	43,847	37,054
7	Corporates	-	-	-	-	5,940	-	6,328	-	-	38,898	1,488	-	-	-	-	52,655	29,167
8	Retail	-	-	-	-	-	603	-	-	23,766	-	-	-	-	-	-	24,369	24,369
9	Secured by mortgages on immovable property	-	-	-	-	-	4,027	3,422	-	346	-	-	-	-	-	-	7,795	7,795
10	Exposures in default	-	-	-	-	-	-	-	-	-	686	353	-	-	-	-	1,039	1,039
11	Exposures associated with particularly high risk	-	-	-	-	-	-	-	-	-	-	462	-	-	-	-	462	462
12	Covered bonds	-	-	-	869	-	-	-	-	-	-	-	-	-	-	-	869	-
13	Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	Collective investment undertakings	4,927	-	2	15	1,324	-	1,325	-	-	1,856	127	-	-	148	-	9,724	9,101
15	Equity	-	-	-	-	-	-	-	-	-	1,031	-	140	-	-	-	1,171	1,171
16	Other items	2,007	-	-	-	985	-	-	-	-	11,313	-	-	-	-	-	14,306	13,798
17	**TOTAL**	**135,434**	**2,979**	**2**	**883**	**19,017**	**4,630**	**16,052**	**-**	**24,112**	**59,205**	**2,463**	**2,079**	**-**	**148**	**-**	**267,004**	**233,950**

Standardised Approach to exposures by asset class and risk weighting coefficient (CR5)

	31/12/2020 Asset classes *(in millions of euros)*	Risk weight																
		0%	2%	4%	10%	20%	35%	50%	70%	75%	100%	150%	250%	370%	1,250%	Others	Total	o/w unrated
1	Central governments or Central Banks	79,827	-	-	-	6	-	334	-	-	3,114	3	996	-	-	-	84,280	84,279
2	Regional government or local authorities	177	-	-	-	496	-	-	-	-	-	-	-	-	-	-	672	672
3	Public sector entities	3,254	-	-	-	292	-	29	-	-	53	-	-	-	-	-	3,628	3,600
4	Multilateral development banks	321	-	-	-	-	-	-	-	-	19	-	-	-	-	-	340	340
5	International organisations	1,092	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,092	1,092
6	Banks (institutions)	25,507	1,784	-	-	10,319	-	5,546	-	-	1,461	83	-	-	-	-	44,700	36,223
7	Corporates	-	-	-	-	4,971	-	8,692	-	-	39,223	1,567	-	-	-	-	54,453	31,059
8	Retail	-	-	-	-	-	-	-	-	22,805	-	-	-	-	-	-	22,805	22,805
9	Secured by mortgages on immovable property	-	-	-	-	-	4,186	2,052	-	364	-	-	-	-	-	-	6,602	6,602
10	Exposures in default	-	-	-	-	-	-	-	-	-	844	580	-	-	-	-	1,425	1,425
11	Exposures associated with particularly high risk	-	-	-	-	-	-	-	-	-	-	772	-	-	-	-	772	772
12	Covered bonds	-	-	-	269	352	-	-	-	-	43	-	-	-	-	-	664	-
13	Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
14	Collective investment undertakings	4,471	-	-	13	1,507	-	1,785	-	-	1,761	179	-	-	-	-	9,716	9,018
15	Equity	-	-	-	-	-	-	-	-	-	808	-	133	-	-	-	941	941
16	Other items	1,998	-	-	-	1,214	-	-	-	-	12,080	-	-	-	-	-	15,292	14,739
17	**TOTAL**	**116,646**	**1,784**	**-**	**282**	**19,157**	**4,186**	**18,438**	**-**	**23,169**	**59,407**	**3,185**	**1,129**	**-**	**-**	**-**	**247,385**	**213,567**

Exposures to the asset classes "Central government and Central Banks" and "Banks" (institutions) treated under the Standardised Approach were mainly risk-weighted at 0% at end-2021 and at end-2020. This reflects the quality of the activities carried out with these types of counterparties.

Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.2.2 Credit risk – Internal Ratings-Based approach

Outstanding loans are classified by counterparty type and financial product type, based on the seven exposure classes shown in the table below and set out in Article 147 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), as amended, on capital requirements for credit institutions and investment firms:

- in addition to exposures to "Central governments and Central Banks", the Central government and Central Banks class includes exposures to certain regional and local authorities and public sector agencies that are treated as central government agencies, as well as multilateral development banks and international organisations;
- the "Institutions" class comprises exposure to credit institutions and investment companies, including those recognised in other countries. It also includes some exposures to regional and local authorities, public sector agencies and multilateral development banks that are not classified under central governments;
- the "Corporates" class is divided into large corporates and small and medium-sized companies, which are subject to different regulatory treatments;
- the "Retail customers" class is broken down into loans secured by real estate granted to individuals and to small and medium businesses, revolving credit, other loans granted to individuals and to small and medium businesses;
- the "Equity" class comprises exposures that convey a residual, subordinated claim on the assets or revenues of the issuer or have a similar economic substance;
- the "Securitisation" class includes exposures to securitisation transactions or structures, including those resulting from interest rate or exchange rate derivatives, independently of the institution's role (whether it is the originator, sponsor or investor);
- the "Assets other than credit obligations" class does not currently include any assets using the IRB approach.

In accordance with the regulatory rules in effect, risk-weighted assets in the "Central governments and Central Banks", "Institutions", "Corporates" and "Retail customers" classes are calculated by applying a regulatory formula, the main parameters of which are the EAD, PD, LGD and the maturity associated with each exposure:

- for exposures to Large customers (Central governments and Central Banks, Institutions and Corporates), the formula is given in Article 153 of EU Regulation 575/2013 of 26 June 2013 (CRR), as amended;
- for exposures to Retail customers, the formula is given in Article 154 of EU Regulation 575/2013 of 26 June 2013 (CRR), as amended.

Risk-weighted assets in the "Equities" category are calculated by applying standardised weightings to the carrying amount of the exposures. These weightings, set out in Article 155 of EU Regulation 575/2013 of 26 June 2013 (CRR), as amended, depend on the nature of the equities involved: 190% for private equity exposures in sufficiently diversified portfolios, 290% for exchange traded equity exposures and 370% for all other "Equity" exposures excluding equity investments of over 10% in financial firms used in the calculation of the exemption threshold (250% weighting).

Risk-weighted assets of "Assets other than credit obligations" exposures are calculated in accordance with Article 156 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), as amended.

The parameters of the formulas cited above are estimated using historical default and loss data collected internally by Crédit Agricole S.A. Note that the definition of default used for the calculation of these parameters has a significant influence on the value thereof.

Exposure at Default (EAD) is the amount of exposure to a counterparty at the time of said counterparty's default. For balance sheet items, EAD corresponds to exposure net of provisions for hedged items using the Standardised Approach to credit risk, and to gross amounts for hedged items using internal ratings. In the case of limits and financing commitments not used by the counterparty, a portion of the total commitment is taken into account by applying a credit conversion factor (CCF). The CCF is estimated using an internal method validated by the supervisory authority for Retail customers portfolios. The Internal CCF is estimated on the basis of the CCF observed in cases of default by class of exposure. For other portfolios, a standard CCF of 20%, 50% or 100% is applied, depending on the nature of the commitment and its term.

For Large customers, default is defined on a customer-by customer basis. As a result, it factors in the principle of contagion: an exposure to a defaulting customer causes the classification under default of all of the said customer's loans within the entity responsible for the uniformity of the rating and all of its loans within Crédit Agricole S.A.

For Retail customers, following the change in the internal definition of default pursuant to the new EBA guidelines, the definition of default now also applies solely at the debtor level. Contagion rules are defined and precisely documented by the entity (joint account, outstandings of individuals or professionals, notion of risk group, etc.).

The pertinence and reliability of the rating data used are guaranteed by a process consisting in the initial validation and subsequent maintenance of internal models based on a structured and documented organisation implemented throughout the Group and involving entities, the Risk Management department and the Audit Group function.

The use of internal models for calculating solvency ratios has strengthened Crédit Agricole S.A.'s risk management. In particular, the development of "internal rating" approaches has led to the systematic collection of reliable data in respect of historical default and loss for the majority of Group entities. The collection of historical data of this nature now makes it possible to quantify credit risk by giving each rating an average probability of default (PD) and, for "advanced internal rating" approaches, a loss given default (LGD).

In addition, the parameters of the "internal rating" models are used in the definition, implementation and monitoring of the entities' risk and credit policies. For Large customers, the Group's unique rating system (identical tools and methods, shared data), in place for many years, has contributed to strengthening and normalising the use of ratings and the associated risk parameters within the entities. The uniqueness of ratings for the Large customer class thereby provides a shared framework on which to base standards and procedures, management tools, provisioning and risk-hedging policies, as well as alerts and close monitoring procedures. Due to their role in the monitoring and managing of risk within the various entities, ratings are subject to quality controls and regular monitoring at all stages of the rating process.

Internal models for measuring risks accordingly promote the development of sound risk-management practices among Group entities and improve the efficiency of the process of capital allocation by allowing a more accurate measurement of its consumption by business line and by entity.

In accordance with internal model validation procedures, all internal models used within Crédit Agricole S.A. to calculate capital requirements for credit risk are submitted to the Standards and Models Committee (SMC) for approval, following an independent review by the Group's Internal Validation function. This internal validation process pre-dates the application for formal approval to the ECB.

After validation, systems governing internal ratings and the calculation of risk parameters are subject to permanent and periodic control within each Group entity.

Pursuant to Article 189 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), as amended, an annual summary of the functioning of the rating system is presented to the management bodies (Crédit Agricole S.A. Risk Committee and Group Risk Committee). This presentation incorporates the overall findings of the independent review and validation processes for internal models.

Modelled Parameter	Portfolio/Entity	Number of models
PD	Sovereigns	5
	Local authorities	8
	Financial institutions (banks, insurance, funds, etc.)	8
	Specialised financing	9
	Corporates	9
	Retail Banking – LCL	2
	Retail Banking – Crédit Agricole Consumer Finance	16
	Retail Banking – Crédit Agricole CIB	1
	Retail Banking – CA Italia	7
LGD	Sovereigns	1
	Financial institutions (banks, insurance, funds, etc.)	4
	Specialised financing	8
	Corporates	1
	Retail Banking – LCL	8
	Retail Banking – Crédit Agricole Consumer Finance	16
	Retail Banking – Crédit Agricole CIB	1
	Retail Banking – CA Italia	2
CCF	Retail Banking – LCL	2
	Retail Banking – Crédit Agricole Consumer Finance	4
	Retail Banking – CA Italia	2

3.4.2.2.3 Quality of exposures under the Internal Ratings-Based approach

Presentation of the internal ratings system and procedure

The internal ratings systems and procedures are described in the section entitled "Risk management – Credit risk – Risk measurement methods and systems".

The Retail customers credit risk exposure classes are presented separately as the internal ratings used for them are not the same as those for the other classes.

Refer to the glossary on page 715 for the definition of technical terms.

— Internal Ratings Based Approach – Credit risk exposures by exposure class and probability of default category (CR6)

31/12/2021 *(in millions of euros)* IRBF	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Central governments and Central Banks	0.00 to <0.15	200,063	-	20.38%	203,299	-	45.00%	2.50	537	0.26%	-	24
	0.00 to <0.10	200,060	-	20.38%	203,296	-	45.00%	2.50	536	0.26%	-	24
	0.10 to <0.15	3	-	-	3	0.12%	45.00%	2.50	1	34.94%	-	-
	0.15 to <0.25	91	-	-	91	0.16%	45.00%	2.50	37	41.13%	-	-
	0.25 to <0.50	20	-	-	20	0.31%	45.00%	2.50	12	58.36%	-	-
	0.50 to <0.75	-	-	-	-	0.62%	45.01%	2.50	-	79.98%	-	-
	0.75 to <2.50	1	9	75.00%	8	1.38%	45.00%	2.50	9	108.53%	-	-
	0.75 to <1.75	1	9	75.00%	8	1.38%	45.00%	2.50	9	108.53%	-	-
	1.75 to <2.5	-	-	-	-	2.50%	41.67%	2.42	-	116.67%	-	-
	2.50 to <10.00	2	-	57.95%	3	3.00%	45.00%	2.50	3	136.14%	-	-
	2.5 to <5	2	-	57.95%	3	3.00%	45.00%	2.50	3	136.14%	-	-
	5 to <10	-	-	-	-	-	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	10 to <20	-	-	-	-	-	-	-	-	-	-	-
	20 to <30	-	-	-	-	-	-	-	-	-	-	-
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-	-	-	-	-	-
	SUB-TOTAL	**200,178**	**9**	**74.17%**	**203,421**	**0.00%**	**45.00%**	**2.50**	**598**	**0.29%**	**1**	**24**
Institutions	0.00 to <0.15	413,445	1,033	52.79%	414,515	0.03%	0.96%	2.50	1,592	0.38%	1	-
	0.00 to <0.10	413,444	1,033	52.79%	414,513	0.03%	0.96%	2.50	1,591	0.38%	1	-
	0.10 to <0.15	1	-	-	1	0.12%	45.00%	2.50	-	34.94%	-	-
	0.15 to <0.25	377	16	71.92%	391	0.16%	20.38%	2.50	91	23.37%	-	-
	0.25 to <0.50	21	4	27.05%	23	0.31%	45.00%	2.50	17	74.77%	-	-
	0.50 to <0.75	356	11	54.82%	362	0.60%	45.00%	2.50	376	103.88%	1	-
	0.75 to <2.50	22	24	34.38%	30	0.97%	45.00%	2.50	34	111.32%	-	-
	0.75 to <1.75	21	23	35.20%	29	0.93%	45.00%	2.50	32	110.22%	-	-
	1.75 to <2.5	1	1	20.00%	1	1.90%	45.00%	2.50	2	136.47%	-	-
	2.50 to <10.00	6	2	45.40%	7	5.00%	45.00%	2.50	13	187.99%	-	-
	2.5 to <5	-	-	20.01%	-	3.04%	44.98%	2.50	-	136.13%	-	-
	5 to <10	6	2	45.99%	7	5.00%	45.00%	2.50	13	188.08%	-	-
	10.00 to <100.00	2	3	21.97%	3	19.42%	45.00%	2.50	8	278.54%	-	-
	10 to <20	-	1	20.00%	-	11.99%	45.00%	2.50	-	253.53%	-	-
	20 to <30	2	2	22.87%	3	20.00%	45.00%	2.50	7	280.49%	-	-
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	-	-	-	0	100.00%	45.00%	2.50	-	-	-	-
	SUB-TOTAL	**414,230**	**1,094**	**52.47%**	**415,331**	**0.03%**	**1.02%**	**2.50**	**2,131**	**0.51%**	**3**	**1**

31/12/2021 *(in millions of euros)* IRBF	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Corporates – SME	0.00 to <0.15	375	291	77.64%	586	0.09%	44.21%	2.50	122	20.80%	-	1
	0.00 to <0.10	61	190	84.80%	220	0.04%	45.00%	2.50	29	13.18%	-	-
	0.10 to <0.15	-	-	-	-	-	-	-	-	-	-	-
	0.15 to <0.25	1	1	100.00%	2	0.16%	45.00%	2.50	1	31.64%	-	-
	0.25 to <0.50	1,183	762	69.36%	1,613	0.39%	44.14%	2.50	771	47.81%	3	10
	0.50 to <0.75	42	8	69.15%	45	0.60%	43.44%	2.50	26	57.35%	-	-
	0.75 to <2.50	2,022	412	69.14%	1,955	1.10%	43.81%	2.50	1,344	68.75%	9	35
	0.75 to <1.75	1,946	391	68.54%	1,881	1.07%	43.78%	2.50	1,280	68.05%	9	30
	1.75 to <2.5	76	20	80.71%	75	1.90%	44.60%	2.50	65	86.31%	1	5
	2.50 to <10.00	929	136	66.12%	690	3.80%	43.25%	2.50	647	93.71%	11	26
	2.5 to <5	741	112	67.45%	575	3.00%	43.15%	2.50	509	88.48%	7	21
	5 to <10	188	24	59.78%	115	7.79%	43.76%	2.50	138	119.76%	4	6
	10.00 to <100.00	146	20	63.00%	100	17.74%	44.37%	2.50	172	172.57%	8	8
	10 to <20	84	10	62.98%	56	14.95%	44.37%	2.50	90	160.69%	4	4
	20 to <30	63	11	63.03%	44	21.32%	44.36%	2.50	82	187.90%	4	5
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	218	20	55.87%	211	100.00%	44.81%	2.50	-	-	95	152
	SUB-TOTAL	**4,917**	**1,651**	**70.27%**	**5,203**	**5.45%**	**43.93%**	**2.50**	**3,083**	**59.25%**	**127**	**233**
Corporates – Specialised lending	0.00 to <0.15	-	58	75.00%	44	0.12%	45.00%	2.50	15	34.94%	-	-
	0.00 to <0.10	-	-	-	-	-	-	-	-	-	-	-
	0.10 to <0.15	-	58	75.00%	44	0.12%	45.00%	2.50	15	34.94%	-	-
	0.15 to <0.25	5	41	75.00%	36	0.16%	45.00%	2.50	15	41.13%	-	-
	0.25 to <0.50	8	9	75.00%	14	0.30%	45.00%	2.50	8	57.64%	-	-
	0.50 to <0.75	-	-	-	-	-	-	-	-	-	-	-
	0.75 to <2.50	6	10	75.00%	13	1.25%	45.00%	2.50	14	105.65%	-	-
	0.75 to <1.75	6	10	75.00%	13	1.25%	45.00%	2.50	14	105.65%	-	-
	1.75 to <2.5	-	-	-	-	-	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-	-	-	-	-	-
	2.5 to <5	-	-	-	-	-	-	-	-	-	-	-
	5 to <10	-	-	-	-	-	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	10 to <20	-	-	-	-	-	-	-	-	-	-	-
	20 to <30	-	-	-	-	-	-	-	-	-	-	-
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-	-	-	-	-	-
	SUB-TOTAL	**18**	**118**	**75.00%**	**106**	**0.30%**	**45.00%**	**2.50**	**52**	**48.79%**	**0**	**0**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRBF	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Corporates – Other	0.00 to <0.15	11,735	11,023	68.72%	19,055	0.06%	44.69%	2.50	4,323	22.68%	5	12
	0.00 to <0.10	9,480	7,666	70.95%	14,677	0.04%	44.65%	2.50	2,779	18.93%	3	8
	0.10 to <0.15	2,255	3,357	63.64%	4,378	0.12%	44.80%	2.50	1,544	35.26%	2	4
	0.15 to <0.25	596	873	78.22%	1,244	0.16%	44.34%	2.50	505	40.62%	1	2
	0.25 to <0.50	6,195	6,861	66.00%	10,206	0.35%	44.58%	2.50	6,301	61.74%	16	45
	0.50 to <0.75	351	383	77.16%	639	0.60%	44.33%	2.50	512	80.14%	2	4
	0.75 to <2.50	4,919	3,388	72.30%	6,349	1.10%	44.65%	2.50	6,321	99.56%	31	108
	0.75 to <1.75	4,805	3,322	72.03%	6,186	1.08%	44.64%	2.50	6,126	99.03%	30	103
	1.75 to <2.5	114	67	85.62%	163	1.91%	44.82%	2.50	195	119.74%	1	5
	2.50 to <10.00	1,985	646	69.74%	1,632	4.74%	44.51%	2.50	2,520	154.41%	34	68
	2.5 to <5	1,123	333	68.95%	995	3.01%	44.55%	2.50	1,355	136.09%	13	33
	5 to <10	862	313	70.58%	637	7.44%	44.47%	2.50	1,166	183.05%	21	35
	10.00 to <100.00	406	107	52.55%	298	18.23%	44.85%	2.50	734	246.48%	24	29
	10 to <20	180	58	62.00%	141	14.85%	44.92%	2.50	333	235.58%	9	9
	20 to <30	226	49	41.40%	157	21.26%	44.79%	2.50	402	256.30%	15	19
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	564	147	41.92%	540	100.00%	44.96%	2.50	-	-	263	398
	SUB-TOTAL	26,751	23,429	68.72%	39,964	1.99%	44.63%	2.50	21,217	53.09%	376	665
TOTAL (ALL EXPOSURES CLASSES)		**646,095**	**26,301**	**68.17%**	**664,025**			**2.50**	**27,081**	**4.08%**	**506**	**922**

Internal Ratings Based Approach – Credit risk exposures by exposure class and probability of default category (CR6)

31/12/2020 Exposure classes *(in millions of euros)*	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Average CCF *(%)*	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjustments and provisions
Central governments and Central Banks	0,00 to <0,15	167,384	100	70.36%	171,388	-	45.00%	2.50	545	0.32%	-	-
	0,15 to <0,25	161	-	-	161	0.16%	45.00%	2.50	66	41.13%	-	-
	0,25 to <0,50	1	-	-	1	0.30%	45.00%	2.50	-	59.42%	-	-
	0,50 to <0,75	-	-	-	-	0.63%	44.98%	2.50	-	79.97%	-	-
	0,75 to <2,50	18	-	-	18	0.80%	45.00%	2.50	17	97.10%	-	-
	2,50 to <10,00	-	-	-	-	-	-	2.50	-	-	-	-
	10,00 to <100,00	-	-	-	-	-	-	2.50	-	-	-	-
	100,00 (default)	-	-	-	-	-	-	2.50	-	-	-	-
	SUB-TOTAL	**167,563**	**100**	**70.36%**	**171,568**	**0.00%**	**45.00%**	**2.50**	**629**	**0.37%**	**1**	**18**
Institutions	0,00 to <0,15	381,515	1,774	62.24%	382,711	0.03%	1.45%	2.50	2,527	0.66%	2	-
	0,15 to <0,25	567	16	73.18%	578	0.16%	29.44%	2.50	203	35.02%	-	-
	0,25 to <0,50	7	2	26.26%	8	0.30%	45.00%	2.50	5	66.36%	-	-
	0,50 to <0,75	44	19	61.61%	56	0.60%	45.00%	2.50	57	102.18%	-	-
	0,75 to <2,50	85	25	33.09%	93	0.87%	45.00%	2.50	106	114.05%	-	-
	2,50 to <10,00	5	2	41.36%	6	5.00%	45.00%	2.50	10	186.80%	-	-
	10,00 to <100,00	1	1	28.89%	1	15.56%	45.00%	2.50	3	257.91%	-	-
	100,00 (default)	-	-	-	-	100.00%	44.68%	2.50	-	-	-	-
	SUB-TOTAL	**382,223**	**1,839**	**61.84%**	**383,453**	**0.03%**	**1.51%**	**2.50**	**2,912**	**0.76%**	**3**	**-**
Corporates – Other	0,00 to <0,15	9,485	5,661	78.82%	13,745	0.04%	44.75%	2.50	2,728	19.85%	3	-
	0,15 to <0,25	2,960	2,291	78.90%	4,458	0.16%	44.69%	2.50	1,872	41.98%	3	-
	0,25 to <0,50	3,234	3,167	69.98%	5,137	0.30%	44.53%	2.50	3,015	58.70%	7	-
	0,50 to <0,75	2,954	2,039	77.29%	3,982	0.60%	44.66%	2.50	3,240	81.38%	11	-
	0,75 to <2,50	6,108	3,627	79.52%	7,761	1.19%	44.58%	2.50	8,006	103.15%	41	-
	2,50 to <10,00	595	272	83.50%	551	5.00%	44.71%	2.50	893	161.96%	12	-
	10,00 to <100,00	524	170	67.82%	495	15.98%	44.89%	2.50	1,194	241.11%	36	-
	100,00 (default)	571	192	39.57%	569	100.00%	44.91%	2.50	-	-	256	-
	SUB-TOTAL	**26,431**	**17,420**	**76.71%**	**36,699**	**2.24%**	**44.67%**	**2.50**	**20,949**	**57.08%**	**368**	**586**
Corporates – SME	0,00 to <0,15	71	105	88.51%	163	0.04%	44.53%	2.50	19	11.92%	-	-
	0,15 to <0,25	114	53	84.03%	151	0.16%	44.84%	2.50	50	32.93%	-	-
	0,25 to <0,50	321	202	76.32%	363	0.30%	44.73%	2.50	162	44.54%	-	-
	0,50 to <0,75	526	113	81.19%	526	0.60%	43.52%	2.50	304	57.67%	1	-
	0,75 to <2,50	2,686	493	69.40%	2,452	1.34%	43.82%	2.50	1,819	74.16%	14	-
	2,50 to <10,00	312	71	77.26%	285	5.00%	43.73%	2.50	326	114.30%	6	-
	10,00 to <100,00	204	24	62.16%	156	15.98%	44.27%	2.50	254	162.28%	11	-
	100,00 (default)	181	20	54.58%	181	100.00%	44.81%	2.50	-	-	81	-
	SUB-TOTAL	**4,416**	**1,081**	**74.51%**	**4,278**	**6.01%**	**43.98%**	**2.50**	**2,933**	**68.56%**	**114**	**178**
Corporates – Specialised lending	0,00 to <0,15	-	-	-	-	-	-	2.50	-	-	-	-
	0,15 to <0,25	5	-	-	5	0.16%	45.00%	2.50	2	41.13%	-	-
	0,25 to <0,50	5	2	75.00%	6	0.30%	45.00%	2.50	4	57.64%	-	-
	0,50 to <0,75	1	4	75.00%	4	0.60%	45.00%	2.50	3	79.98%	-	-
	0,75 to <2,50	6	10	75.00%	13	1.25%	45.00%	2.50	14	105.65%	-	-
	2,50 to <10,00	-	-	-	-	-	-	2.50	-	-	-	-
	10,00 to <100,00	-	-	-	-	-	-	2.50	-	-	-	-
	100,00 (default)	-	-	-	-	-	-	2.50	-	-	-	-
	SUB-TOTAL	**17**	**15**	**75.00%**	**28**	**0.76%**	**45.00%**	**2.50**	**23**	**80.34%**	**-**	**-**
TOTAL		**580,651**	**20,455**	**75.17%**	**596,027**	**0.20%**	**16.99%**		**27,445**	**4.61%**	**486**	**782**

Refer to the glossary on page 715 for the definition of technical terms.

Credit risk exposures by portfolio and probability of default (PD) range Advanced Internal Ratings-Based approach at 31 December 2021 (CR6)

31/12/2021 *(in millions of euros)* IRB-A	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjustments and provisions
Central governments and Central Banks	0.00 to <0.15	93,100	2,021	69.12%	107,602	0.01%	5.31%	1.60	432	0.40%	-	8
	0.00 to <0.10	93,100	2,021	69.12%	107,602	0.01%	5.31%	1.60	432	0.40%	-	8
	0.10 to <0.15	-	-	-	-	-	-	-	-	-	-	-
	0.15 to <0.25	238	10	75.00%	814	0.16%	10.00%	3.04	82	10.08%	6	-
	0.25 to <0.50	102	-	-	140	0.30%	10.00%	3.79	22	15.97%	-	-
	0.50 to <0.75	931	159	75.00%	642	0.60%	10.00%	1.27	92	14.31%	-	1
	0.75 to <2.50	128	484	75.00%	24	1.81%	45.00%	4.60	34	146.45%	-	1
	0.75 to <1.75	4	70	75.00%	3	1.24%	45.00%	4.56	4	133.05%	-	-
	1.75 to <2.5	123	414	75.00%	20	1.90%	45.00%	4.61	30	148.54%	-	1
	2.50 to <10.00	1,001	1,029	75.00%	153	5.00%	59.13%	4.53	208	135.71%	3	1
	2.5 to <5	-	-	-	-	-	-	-	-	-	-	-
	5 to <10	1,001	1,029	75.00%	153	5.00%	59.13%	4.53	208	135.71%	3	1
	10.00 to <100.00	371	349	75.02%	43	14.14%	71.11%	3.20	159	370.24%	4	2
	10 to <20	259	132	75.05%	31	12.00%	69.56%	3.10	108	345.24%	3	1
	20 to <30	111	217	75.00%	11	20.00%	75.38%	3.48	50	438.93%	2	1
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	39	-	-	23	100.00%	45.00%	3.85	-	-	17	17
	SUB-TOTAL	**95,909**	**4,052**	**72.07%**	**109,440**	**0.04%**	**5.50%**	**1.62**	**1,029**	**0.94%**	**31**	**30**
Institutions	0.00 to <0.15	13,193	4,096	50.24%	24,956	0.05%	23.39%	2.05	884	3.54%	1	-
	0.00 to <0.10	13,023	4,096	50.24%	19,608	0.03%	18.42%	1.90	765	3.90%	1	-
	0.10 to <0.15	170	-	-	5,348	0.13%	41.62%	2.59	119	2.22%	-	-
	0.15 to <0.25	1,291	2,050	68.43%	2,077	0.18%	36.70%	1.77	460	22.13%	1	1
	0.25 to <0.50	886	1,532	23.15%	1,176	0.30%	34.83%	1.49	548	46.59%	1	1
	0.50 to <0.75	87	688	31.64%	305	0.60%	44.33%	1.46	244	80.11%	1	-
	0.75 to <2.50	462	823	32.13%	620	1.24%	45.77%	1.60	676	108.97%	4	1
	0.75 to <1.75	309	512	22.37%	384	0.83%	45.62%	1.10	362	94.37%	1	1
	1.75 to <2.5	153	311	48.18%	236	1.90%	46.00%	2.42	314	132.68%	2	-
	2.50 to <10.00	46	267	31.78%	29	5.00%	83.87%	1.66	93	317.90%	1	-
	2.5 to <5	-	-	-	-	-	-	-	-	-	-	-
	5 to <10	46	267	31.78%	29	5.00%	83.87%	1.66	93	317.90%	1	-
	10.00 to <100.00	-	22	32.63%	5	13.11%	82.64%	2.10	24	459.41%	1	-
	10 to <20	-	19	34.62%	4	12.00%	81.30%	2.09	20	447.66%	-	-
	20 to <30	-	3	20.07%	1	20.00%	90.97%	2.15	4	532.73%	-	-
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	213	180	-	393	100.00%	45.01%	1.59	-	-	379	379
	SUB-TOTAL	**16,178**	**9,658**	**45.45%**	**29,561**	**1.44%**	**25.83%**	**1.98**	**2,928**	**9.91%**	**388**	**383**

31/12/2021 *(in millions of euros)* IRB-A	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjustments and provisions
Corporates – SME	0.00 to <0.15	89	304	24.02%	150	0.06%	38.30%	2.65	23	15.53%	-	-
	0.00 to <0.10	41	136	51.18%	96	0.04%	42.93%	2.77	15	15.70%	-	-
	0.10 to <0.15	48	167	1.91%	54	0.11%	30.01%	2.43	8	15.22%	-	-
	0.15 to <0.25	178	323	1.15%	188	0.21%	27.51%	2.47	37	19.58%	-	1
	0.25 to <0.50	342	361	3.95%	324	0.36%	29.82%	2.47	97	29.93%	-	1
	0.50 to <0.75	5	5	9.63%	6	0.64%	26.39%	2.32	2	29.51%	-	-
	0.75 to <2.50	1,032	713	37.52%	1,086	1.08%	31.68%	2.46	499	45.96%	3	8
	0.75 to <1.75	957	698	37.26%	1,003	1.02%	32.64%	2.53	469	46.76%	3	8
	1.75 to <2.5	76	15	50.15%	83	1.90%	20.06%	1.64	30	36.37%	-	-
	2.50 to <10.00	399	108	7.51%	403	3.56%	21.57%	2.49	187	46.38%	3	9
	2.5 to <5	382	97	2.84%	391	3.47%	21.12%	2.50	175	44.79%	3	9
	5 to <10	17	11	48.84%	11	6.53%	37.12%	2.15	12	100.92%	-	-
	10.00 to <100.00	160	48	13.59%	166	20.09%	24.64%	2.63	155	93.34%	8	9
	10 to <20	81	20	1.60%	82	11.55%	20.57%	2.46	53	64.40%	2	5
	20 to <30	29	23	26.74%	33	20.03%	42.90%	3.25	61	184.56%	3	-
	30.00 to <100.00	50	5	-	51	34.03%	19.41%	2.50	41	81.15%	3	4
	100.00 (default)	730	33	1.67%	751	100.00%	45.78%	2.50	329	43.76%	321	420
	SUB-TOTAL	**2,935**	**1,895**	**19.74%**	**3,074**	**26.43%**	**33.29%**	**2.49**	**1,328**	**43.21%**	**336**	**448**
Corporates – Specialised lending	0.00 to <0.15	1,580	1,953	26.22%	9,772	0.04%	8.94%	3.51	435	4.45%	1	1
	0.00 to <0.10	1,238	598	32.08%	9,014	0.03%	7.39%	3.64	321	3.56%	-	-
	0.10 to <0.15	-	-	-	-	-	-	-	-	-	-	-
	0.15 to <0.25	6,647	1,524	49.51%	9,348	0.16%	10.39%	3.78	1,105	11.82%	2	1
	0.25 to <0.50	10,915	3,909	43.28%	11,568	0.31%	13.13%	3.07	2,030	17.54%	5	14
	0.50 to <0.75	7,857	1,617	46.65%	7,137	0.60%	13.24%	3.17	1,691	23.70%	6	27
	0.75 to <2.50	14,022	5,088	51.73%	11,257	1.12%	16.67%	3.25	4,346	38.61%	21	94
	0.75 to <1.75	10,095	3,378	44.18%	9,047	0.93%	17.04%	3.27	3,400	37.58%	15	56
	1.75 to <2.5	3,928	1,710	66.65%	2,210	1.90%	15.15%	3.18	946	42.81%	6	39
	2.50 to <10.00	2,062	467	74.17%	1,906	4.45%	17.65%	3.10	1,194	62.67%	15	85
	2.5 to <5	605	106	75.00%	620	3.00%	14.63%	2.83	277	44.60%	3	3
	5 to <10	1,457	361	73.93%	1,285	5.14%	19.10%	3.23	918	71.40%	12	82
	10.00 to <100.00	2,547	342	75.40%	1,771	15.54%	16.00%	3.36	1,499	84.63%	43	129
	10 to <20	1,411	94	77.08%	988	12.00%	17.80%	3.34	882	89.22%	21	66
	20 to <30	1,136	248	74.76%	783	20.00%	13.74%	3.37	617	78.84%	22	63
	30.00 to <100.00	-	-	-	-	-	-	-	-	-	-	-
	100.00 (default)	1,618	11	84.42%	1,415	100.00%	36.35%	2.59	-	0.02%	455	455
	SUB-TOTAL	**47,248**	**14,911**	**46.67%**	**54,173**	**3.69%**	**13.51%**	**3.32**	**12,300**	**22.71%**	**547**	**806**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRB-A	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjustments and provisions
Corporates – Other	0.00 to <0.15	33,063	79,921	55.63%	69,181	0.06%	38.04%	2.07	11,628	16.81%	15	21
	0.00 to <0.10	25,205	56,937	64.33%	57,080	0.04%	37.31%	2.05	8,074	14.15%	9	14
	0.10 to <0.15	7,859	22,984	34.05%	12,102	0.12%	41.46%	2.18	3,554	29.37%	6	7
	0.15 to <0.25	4,979	8,164	54.92%	7,879	0.16%	42.36%	1.56	2,548	32.34%	5	9
	0.25 to <0.50	13,662	20,083	64.67%	22,363	0.31%	41.55%	2.39	12,261	54.83%	30	42
	0.50 to <0.75	1,891	4,127	67.47%	3,157	0.59%	39.70%	2.85	2,295	72.67%	8	73
	0.75 to <2.50	11,272	11,276	64.51%	12,914	1.04%	41.52%	2.76	12,150	94.09%	56	225
	0.75 to <1.75	10,351	9,822	63.71%	11,515	0.94%	41.26%	2.67	10,355	89.92%	45	161
	1.75 to <2.5	921	1,455	69.89%	1,399	1.86%	43.66%	3.49	1,795	128.36%	12	64
	2.50 to <10.00	4,566	2,938	72.79%	3,985	5.06%	37.97%	2.48	5,513	138.35%	78	246
	2.5 to <5	2,460	1,158	62.04%	2,242	3.16%	37.54%	2.56	2,701	120.47%	27	61
	5 to <10	2,106	1,780	79.78%	1,743	7.50%	38.54%	2.38	2,812	161.35%	50	185
	10.00 to <100.00	1,033	1,673	69.72%	975	15.28%	31.83%	2.16	1,617	165.87%	50	113
	10 to <20	676	1,047	72.53%	809	13.83%	28.53%	2.05	1,203	148.61%	34	85
	20 to <30	333	621	65.58%	139	20.20%	52.02%	2.76	373	268.31%	15	26
	30.00 to <100.00	24	5	-	26	34.03%	26.68%	2.50	40	154.99%	2	2
	100.00 (default)	1,690	628	34.80%	1,824	100.00%	43.39%	2.43	111	6.11%	1,524	1,572
	SUB-TOTAL	**72,157**	**128,812**	**58.62%**	**122,279**	**2.00%**	**39.40%**	**2.21**	**48,123**	**39.36%**	**1,766**	**2,302**
Retail – Secured by immovable property SME	0.00 to <0.15	245	1	100.00%	246	0.11%	17.33%	1.00	9	3.70%	-	-
	0.00 to <0.10	-	-	-	-	-	-	-	-	-	-	-
	0.10 to <0.15	245	1	100.00%	246	0.11%	17.33%	1.00	9	3.70%	-	-
	0.15 to <0.25	249	0	100.00%	250	0.22%	17.58%	1.00	15	6.14%	-	-
	0.25 to <0.50	1,437	21	101.04%	1,459	0.44%	11.08%	1.02	97	6.67%	1	1
	0.50 to <0.75	2,364	28	98.60%	2,392	0.53%	14.08%	1.08	237	9.90%	2	2
	0.75 to <2.50	1,828	39	95.62%	1,865	1.30%	15.32%	1.21	367	19.70%	4	8
	0.75 to <1.75	1,769	39	95.62%	1,807	1.28%	15.26%	1.22	351	19.41%	4	8
	1.75 to <2.5	59	-	-	59	2.13%	17.30%	1.02	17	28.59%	-	-
	2.50 to <10.00	936	22	96.23%	958	5.40%	19.91%	1.55	559	58.41%	11	26
	2.5 to <5	271	10	94.52%	281	3.03%	17.38%	2.09	100	35.67%	1	3
	5 to <10	665	12	97.71%	677	6.38%	20.95%	1.32	459	67.85%	9	24
	10.00 to <100.00	332	6	96.16%	338	19.87%	20.95%	1.61	326	96.40%	14	19
	10 to <20	192	4	97.97%	196	13.21%	21.59%	1.55	185	94.30%	6	9
	20 to <30	111	1	85.46%	111	26.81%	19.48%	1.86	107	96.26%	6	7
	30.00 to <100.00	30	1	100.00%	31	37.15%	22.16%	1.05	34	110.21%	2	3
	100.00 (default)	212	1	97.49%	214	100.00%	41.50%	1.45	77	35.94%	87	80
	SUB-TOTAL	**7,605**	**117**	**97.50%**	**7,721**	**4.88%**	**15.81%**	**1.19**	**1,688**	**21.86%**	**118**	**137**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRB-A	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Retail – Secured by immovable property non SME	0.00 to <0.15	70,148	2,611	100.00%	72,758	0.08%	9.52%	1.01	1,596	2.19%	6	7
	0.00 to <0.10	57,216	2,391	100.00%	59,607	0.07%	8.28%	1.00	1,033	1.73%	3	4
	0.10 to <0.15	12,931	220	99.99%	13,151	0.11%	15.14%	1.06	563	4.28%	2	3
	0.15 to <0.25	6,669	15	99.01%	6,684	0.22%	16.64%	1.14	507	7.59%	2	6
	0.25 to <0.50	15,643	570	99.74%	16,213	0.32%	11.57%	1.04	1,262	7.79%	6	8
	0.50 to <0.75	4,981	364	99.99%	5,345	0.59%	9.03%	1.10	490	9.17%	3	9
	0.75 to <2.50	4,726	188	99.55%	4,913	1.33%	17.51%	1.35	1,361	27.70%	11	26
	0.75 to <1.75	3,694	188	99.60%	3,881	1.08%	18.61%	1.21	1,056	27.21%	8	20
	1.75 to <2.5	1,032	-	17.82%	1,032	2.27%	13.34%	1.84	305	29.55%	3	6
	2.50 to <10.00	3,675	196	99.98%	3,871	7.26%	15.57%	1.18	2,706	69.90%	44	88
	2.5 to <5	549	4	99.06%	552	4.40%	13.99%	1.74	252	45.53%	3	7
	5 to <10	3,126	192	99.99%	3,318	7.73%	15.83%	1.09	2,454	73.96%	40	80
	10.00 to <100.00	924	21	99.98%	945	18.51%	17.74%	1.20	983	104.09%	31	50
	10 to <20	520	14	100.00%	534	11.75%	19.09%	1.00	562	105.26%	12	24
	20 to <30	271	6	99.92%	276	22.19%	14.47%	1.66	255	92.18%	9	16
	30.00 to <100.00	133	1	100.00%	134	37.81%	19.07%	1.00	167	123.94%	10	10
	100.00 (default)	830	4	99.82%	835	100.00%	38.85%	1.21	310	37.17%	322	195
	SUB-TOTAL	**107,596**	**3,968**	**99.94%**	**111,564**	**1.35%**	**11.07%**	**1.05**	**9,216**	**8.26%**	**425**	**389**
Retail – Qualifying revolving	0.00 to <0.15	113	2,510	132.46%	3,533	0.08%	57.25%	1.00	115	3.25%	2	1
	0.00 to <0.10	46	1,143	177.69%	2,101	0.06%	57.88%	1.00	52	2.47%	1	0
	0.10 to <0.15	67	1,367	94.63%	1,432	0.12%	56.32%	1.00	63	4.41%	1	1
	0.15 to <0.25	8	97	34.38%	42	0.18%	49.95%	1.00	2	5.29%	-	-
	0.25 to <0.50	192	1,351	65.25%	1,099	0.34%	55.43%	1.00	114	10.36%	2	1
	0.50 to <0.75	161	1,903	62.48%	1,353	0.56%	65.99%	1.00	243	17.97%	5	4
	0.75 to <2.50	908	1,591	67.14%	2,013	1.63%	58.31%	1.00	737	36.64%	20	14
	0.75 to <1.75	544	895	66.82%	1,169	1.32%	54.01%	1.00	337	28.86%	8	6
	1.75 to <2.5	364	697	67.55%	843	2.08%	64.27%	1.00	400	47.44%	11	9
	2.50 to <10.00	1,318	1,145	71.52%	2,187	4.37%	61.88%	1.00	1,633	74.67%	58	49
	2.5 to <5	1,063	1,051	66.26%	1,770	3.63%	63.83%	1.00	1,233	69.63%	41	36
	5 to <10	255	94	130.54%	417	7.53%	53.60%	1.00	401	96.07%	17	13
	10.00 to <100.00	321	121	89.46%	446	19.36%	61.08%	1.00	673	150.92%	52	62
	10 to <20	248	113	89.42%	360	12.93%	62.15%	1.00	532	147.67%	29	34
	20 to <30	13	1	197.43%	18	21.89%	52.91%	1.00	29	163.55%	2	2
	30.00 to <100.00	60	7	67.86%	68	53.07%	57.51%	1.00	111	164.97%	21	26
	100.00 (default)	259	5	32.82%	261	100.00%	83.84%	1.00	62	23.69%	219	182
	SUB-TOTAL	**3,281**	**8,723**	**85.13%**	**10,934**	**4.49%**	**60.03%**	**1.00**	**3,580**	**32.74%**	**357**	**314**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRB-A	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Exposure weighted average CCF	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjustments and provisions
Retail – Other SME	0.00 to <0.15	247	5	131.79%	254	0.09%	17.66%	1.05	12	4.54%	-	-
	0.00 to <0.10	121	-	-	121	0.07%	4.09%	1.00	1	0.82%	-	-
	0.10 to <0.15	126	5	131.79%	133	0.12%	30.05%	1.09	11	7.94%	-	-
	0.15 to <0.25	7,379	174	85.99%	7,528	0.16%	30.16%	1.76	1,237	16.44%	4	2
	0.25 to <0.50	7,106	358	64.65%	7,383	0.39%	31.60%	1.60	1,823	24.69%	9	14
	0.50 to <0.75	1,504	424	32.83%	1,742	0.57%	37.85%	1.26	444	25.50%	4	3
	0.75 to <2.50	7,238	485	59.53%	7,604	1.20%	36.50%	1.39	3,056	40.19%	34	71
	0.75 to <1.75	6,310	421	57.39%	6,628	1.07%	35.88%	1.40	2,554	38.54%	26	53
	1.75 to <2.5	929	63	73.74%	976	2.08%	40.71%	1.27	502	51.40%	8	18
	2.50 to <10.00	3,374	448	61.43%	3,712	5.20%	40.33%	1.40	2,317	62.41%	74	136
	2.5 to <5	1,418	336	61.06%	1,664	3.32%	46.42%	1.27	1,010	60.68%	25	41
	5 to <10	1,956	112	62.51%	2,048	6.74%	35.38%	1.50	1,307	63.82%	49	95
	10.00 to <100.00	789	64	60.40%	843	22.02%	34.23%	1.36	659	78.24%	65	91
	10 to <20	469	42	59.39%	503	14.71%	33.41%	1.38	357	70.91%	25	41
	20 to <30	171	13	45.25%	181	25.15%	35.22%	1.49	161	88.90%	16	21
	30.00 to <100.00	149	9	85.49%	158	41.71%	35.70%	1.16	141	89.38%	24	29
	100.00 (default)	822	31	73.76%	853	100.00%	68.59%	1.22	251	29.46%	583	453
	SUB-TOTAL	**28,458**	**1,989**	**57.94%**	**29,920**	**4.59%**	**34.94%**	**1.52**	**9,800**	**32.75%**	**773**	**770**
Retail – Other non-SME	0.00 to <0.15	17,658	1,224	90.13%	18,846	0.08%	12.08%	1.01	567	3.01%	2	2
	0.00 to <0.10	13,132	884	101.06%	14,026	0.07%	9.44%	1.00	272	1.94%	1	1
	0.10 to <0.15	4,526	340	61.73%	4,820	0.12%	19.77%	1.04	295	6.12%	1	1
	0.15 to <0.25	2,431	123	20.94%	2,511	0.20%	27.13%	1.07	298	11.87%	1	1
	0.25 to <0.50	5,231	434	78.37%	5,638	0.37%	35.34%	1.03	1,362	24.16%	8	8
	0.50 to <0.75	2,548	251	78.34%	2,781	0.63%	31.96%	1.05	792	28.47%	6	4
	0.75 to <2.50	12,770	591	99.98%	13,408	1.51%	43.80%	1.02	7,549	56.30%	87	82
	0.75 to <1.75	9,649	525	105.56%	10,230	1.26%	46.27%	1.01	5,862	57.30%	61	57
	1.75 to <2.5	3,121	66	55.43%	3,178	2.30%	35.86%	1.04	1,687	53.06%	26	26
	2.50 to <10.00	8,232	196	92.10%	8,429	4.39%	50.03%	1.01	6,708	79.59%	172	174
	2.5 to <5	5,971	49	74.15%	6,018	3.29%	53.67%	1.01	5,002	83.11%	102	93
	5 to <10	2,261	146	98.15%	2,410	7.13%	40.96%	1.02	1,706	70.80%	70	81
	10.00 to <100.00	1,397	30	107.92%	1,433	24.40%	39.27%	1.01	1,303	90.89%	176	235
	10 to <20	833	15	100.58%	848	13.61%	37.91%	1.00	667	78.59%	44	58
	20 to <30	230	14	116.51%	248	24.72%	44.06%	1.06	295	118.82%	27	41
	30.00 to <100.00	334	2	100.03%	337	51.36%	39.15%	1.00	341	101.27%	105	136
	100.00 (default)	1,865	5	64.35%	1,908	100.00%	72.72%	1.03	574	30.08%	1,393	1,128
	SUB-TOTAL	**52,131**	**2,854**	**86.65%**	**54,955**	**5.26%**	**32.53%**	**1.02**	**19,152**	**34.85%**	**1,844**	**1,634**
TOTAL (ALL EXPOSURES CLASSES)		**433,498**	**176,980**	**59.49%**	**533,621**			**1.75**	**109,144**	**20.45%**	**6,585**	**7,213**

Credit risk exposures by portfolio and probability of default (PD) range advanced Internal Ratings-Based approach at 31 December 2020 (CR6)

31/12/2020 Exposure classes *(in millions of euros)*	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Average CCF *(%)*	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Central governments and Central Banks	0,00 to <0,15	80,838	2,831	65.04%	94,308	0.00%	5.46%	1.63	370	0.39%	-	-
	0,15 to <0,25	1,184	10	53.12%	1,800	0.16%	9.98%	2.05	144	8.00%	8	-
	0,25 to <0,50	202	-	-	202	0.30%	10.00%	2.54	27	13.26%	-	-
	0,50 to <0,75	733	232	75.00%	459	0.60%	10.00%	1.77	70	15.27%	-	-
	0,75 to <2,50	575	541	74.18%	143	1.33%	45.00%	1.86	137	95.33%	1	-
	2,50 to <10,00	759	272	75.00%	52	5.00%	58.78%	3.55	120	228.47%	2	-
	10,00 to <100,00	199	203	75.42%	28	15.09%	79.88%	3.32	120	425.44%	3	-
	100,00 (default)	51	-	-	23	100.00%	45.00%	3.82	-	-	14	-
	SUB-TOTAL	**84,540**	**4,089**	**64.80%**	**97,015**	**0.04%**	**5.69%**	**1.64**	**988**	**1.02%**	**28**	**28**
Institutions	0,00 to <0,15	23,709	2,755	95.47%	32,606	0.03%	10.36%	1.81	1,086	3.33%	1	-
	0,15 to <0,25	862	852	54.31%	821	0.16%	34.04%	2.12	255	31.10%	1	-
	0,25 to <0,50	772	920	25.65%	964	0.30%	41.94%	1.20	465	48.25%	1	-
	0,50 to <0,75	71	666	32.26%	268	0.60%	47.37%	1.43	164	61.33%	1	-
	0,75 to <2,50	288	767	41.56%	458	1.31%	32.85%	1.97	389	84.92%	2	-
	2,50 to <10,00	-	83	24.03%	20	5.00%	83.92%	0.76	59	300.45%	1	-
	10,00 to <100,00	-	18	33.40%	4	12.79%	76.51%	1.12	18	421.79%	-	-
	100,00 (default)	200	168	99.29%	367	100.00%	45.01%	4.35	-	-	356	-
	SUB-TOTAL	**25,902**	**6,229**	**79.45%**	**35,507**	**1.10%**	**12.74%**	**1.82**	**2,437**	**6.86%**	**363**	**360**
Corporates – Other	0,00 to <0,15	25,683	55,300	58.47%	56,315	0.05%	34.13%	1.87	7,522	13.36%	8	-
	0,15 to <0,25	10,535	18,865	45.37%	17,333	0.16%	45.43%	2.17	5,696	32.87%	11	-
	0,25 to <0,50	8,761	17,077	46.75%	14,196	0.30%	45.13%	2.02	6,440	45.37%	16	-
	0,50 to <0,75	8,949	10,355	56.22%	10,445	0.60%	43.51%	1.93	6,212	59.47%	21	-
	0,75 to <2,50	12,357	11,725	57.57%	12,140	1.13%	49.08%	2.50	10,906	89.84%	53	-
	2,50 to <10,00	1,757	938	68.29%	1,144	5.00%	32.72%	2.17	1,186	103.66%	17	-
	10,00 to <100,00	1,709	1,610	36.64%	1,341	14.13%	43.04%	2.24	2,099	156.59%	54	-
	100,00 (default)	2,115	750	39.29%	2,291	100.00%	45.36%	2.44	156	6.82%	1,679	-
	SUB-TOTAL	**71,867**	**116,620**	**54.20%**	**115,204**	**2.46%**	**39.92%**	**2.02**	**40,218**	**34.91%**	**1,859**	**2,344**
Corporates – SME	0,00 to <0,15	38	55	20.08%	41	0.05%	47.30%	3.06	9	21.23%	-	-
	0,15 to <0,25	6	2	75.00%	7	0.18%	31.50%	2.02	1	17.27%	-	-
	0,25 to <0,50	23	6	49.03%	17	0.30%	43.75%	1.20	4	25.09%	-	-
	0,50 to <0,75	19	4	45.64%	9	0.60%	42.95%	2.78	4	44.72%	-	-
	0,75 to <2,50	126	407	30.40%	195	1.48%	36.70%	2.24	111	56.92%	1	-
	2,50 to <10,00	9	8	45.41%	4	5.00%	41.58%	3.92	3	82.93%	-	-
	10,00 to <100,00	19	10	39.08%	18	16.31%	23.06%	1.96	14	78.23%	1	-
	100,00 (default)	38	28	74.88%	59	100.00%	45.00%	2.25	33	55.50%	16	-
	SUB-TOTAL	**279**	**519**	**33.98%**	**350**	**18.70%**	**39.08%**	**2.30**	**179**	**51.21%**	**18**	**19**
Corporates – Specialised lending	0,00 to <0,15	1,928	991	55.50%	8,930	0.03%	7.99%	3.81	393	4.40%	-	-
	0,15 to <0,25	5,579	2,127	52.68%	8,741	0.16%	12.80%	3.72	1,008	11.53%	2	-
	0,25 to <0,50	8,573	2,524	51.15%	9,093	0.30%	12.79%	3.66	1,718	18.89%	3	-
	0,50 to <0,75	9,483	2,102	42.25%	9,170	0.60%	13.15%	3.07	2,055	22.41%	7	-
	0,75 to <2,50	14,384	4,784	50.06%	11,563	1.11%	15.42%	3.44	4,107	35.52%	19	-
	2,50 to <10,00	1,157	114	73.93%	1,038	5.00%	13.36%	3.57	549	52.88%	7	-
	10,00 to <100,00	1,624	326	73.20%	1,258	13.80%	14.68%	3.11	923	73.40%	25	-
	100,00 (default)	1,788	79	96.73%	1,427	100.00%	31.94%	2.69	130	9.14%	306	-
	SUB-TOTAL	**44,516**	**13,046**	**51.38%**	**51,220**	**3.67%**	**13.21%**	**3.50**	**10,883**	**21.25%**	**370**	**632**

 Refer to the glossary on page 715 for the definition of technical terms.

31/12/2020 Exposure classes *(in millions of euros)*	PD Scale	On-balance sheet exposures	Off-balance-sheet exposures pre-CCF	Average CCF *(%)*	Exposure post CCF and post CRM	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	Risk weighted exposure amount after supporting factors	Density of risk weighted exposure amount	Expected loss amount	Value adjust-ments and provisions
Retail – Secured by immovable property non SME	0,00 to <0,15	63,421	2,392	100.00%	65,814	0.10%	8.98%		1,552	2.36%	6	-
	0,15 to <0,25	5,371	63	100.00%	5,434	0.22%	16.98%		400	7.37%	2	-
	0,25 to <0,50	14,972	643	100.00%	15,615	0.43%	11.13%		1,410	9.03%	8	-
	0,50 to <0,75	-	-	-	-	-	-		-	-	-	-
	0,75 to <2,50	7,953	401	100.00%	8,354	1.16%	13.32%		1,822	21.81%	14	-
	2,50 to <10,00	4,158	241	100.00%	4,400	7.63%	16.42%		3,317	75.40%	55	-
	10,00 to <100,00	460	11	100.00%	471	27.05%	-		530	112.51%	23	-
	100,00 (default)	750	2	99.77%	752	100.00%	48.06%		353	46.99%	361	-
	SUB-TOTAL	**97,086**	**3,754**	**100.00%**	**100,840**	**1.17%**	**10.44%**		**9,385**	**9.31%**	**469**	**375**
Retail – Other SME	0,00 to <0,15	101	2,608	121.01%	3,303	0.08%	56.42%		105	3.18%	1	-
	0,15 to <0,25	9	73	179.62%	140	0.28%	55.62%		13	9.19%	-	-
	0,25 to <0,50	231	2,802	61.00%	1,953	0.45%	61.23%		282	14.43%	6	-
	0,50 to <0,75	-	-	-	-	-	-		-	-	-	-
	0,75 to <2,50	1,059	2,093	62.61%	2,389	1.58%	57.73%		846	35.42%	22	-
	2,50 to <10,00	1,468	955	75.15%	2,213	5.06%	60.75%		1,760	79.53%	67	-
	10,00 to <100,00	137	27	95.14%	167	30.98%	60.16%		286	171.35%	31	-
	100,00 (default)	331	5	29.27%	333	100.00%	84.71%		79	23.74%	282	-
	SUB-TOTAL	**3,336**	**8,563**	**82.35%**	**10,497**	**4.98%**	**59.74%**		**3,371**	**32.12%**	**409**	**315**
Retail – Qualifying revolving	0,00 to <0,15	14,056	964	100.20%	15,022	0.09%	12.62%		482	3.21%	2	-
	0,15 to <0,25	3,393	141	94.48%	3,526	0.21%	23.51%		368	10.45%	2	-
	0,25 to <0,50	5,713	321	103.40%	6,045	0.42%	36.25%		1,584	26.20%	9	-
	0,50 to <0,75	-	-	-	-	-	-		-	-	-	-
	0,75 to <2,50	13,978	537	109.12%	14,565	1.44%	43.99%		8,113	55.70%	92	-
	2,50 to <10,00	8,431	208	104.34%	8,650	4.93%	49.79%		6,970	80.58%	197	-
	10,00 to <100,00	878	9	99.40%	887	12.71%	21.02%		907	102.17%	159	-
	100,00 (default)	2,117	4	75.31%	2,159	100.00%	74.26%		615	28.51%	1,618	-
	SUB-TOTAL	**48,566**	**2,183**	**102.84%**	**50,853**	**5.67%**	**33.79%**		**19,039**	**37.44%**	**2,079**	**1,775**
Retail – Secured by immovable property SME	0,00 to <0,15	222	-	100.00%	222	0.11%	17.08%		8	3.43%	-	-
	0,15 to <0,25	230	-	100.00%	231	0.22%	16.91%		13	5.60%	-	-
	0,25 to <0,50	847	3	100.00%	849	0.51%	16.61%		86	10.15%	1	-
	0,50 to <0,75	-	-	-	-	-	-		-	-	-	-
	0,75 to <2,50	3,858	54	100.45%	3,912	1.14%	13.26%		628	16.05%	6	-
	2,50 to <10,00	783	31	100.00%	814	7.97%	20.83%		600	73.73%	14	-
	10,00 to <100,00	122	3	100.00%	124	8.55%	9.62%		130	104.86%	7	-
	100,00 (default)	231	-	100.00%	231	100.00%	53.71%		78	33.87%	124	-
	SUB-TOTAL	**6,292**	**90**	**100.26%**	**6,383**	**5.21%**	**15.70%**		**1,543**	**24.18%**	**152**	**116**
Retail – Other non-SME	0,00 to <0,15	163	2	89.36%	165	0.10%	17.82%		6	3.72%	-	-
	0,15 to <0,25	6,403	115	83.08%	6,499	0.19%	30.04%		1,169	17.99%	4	-
	0,25 to <0,50	7,296	405	76.55%	7,606	0.44%	32.67%		1,943	25.55%	11	-
	0,50 to <0,75	-	-	-	-	-	-		-	-	-	-
	0,75 to <2,50	7,136	334	82.52%	7,413	1.29%	35.67%		2,946	39.75%	35	-
	2,50 to <10,00	3,800	318	82.43%	4,065	6.90%	38.69%		2,629	64.69%	102	-
	10,00 to <100,00	455	24	90.17%	477	11.08%	-		452	94.71%	51	-
	100,00 (default)	1,157	26	74.56%	1,182	100.00%	79.02%		338	28.62%	932	-
	SUB-TOTAL	**26,410**	**1,224**	**80.56%**	**27,406**	**5.79%**	**35.21%**		**9,485**	**34.61%**	**1,134**	**968**
TOTAL (ALL PORTFOLIOS)		**408,795**	**156,317**	**59.94%**	**495,276**	**2.33%**	**21.62%**		**97,528**	**19.69%**	**6,881**	**6,932**

The disparities between customer classes seen in prior years in the Retail Banking portfolio were again apparent in 2021. The PD levels observed in loans secured by real estate assets are significantly lower than for other classes. For instance, 86% of gross exposures to the "Retail customers – secured by non-SME real estate assets" portfolio have a PD of under 0.5%, while this figure is 52% for the "Other Retail customer exposures – SME" portfolio.

The differences in respect of PD levels are even more pronounced if we observe the contributions of expected losses attributable to significant differences in LGD levels from one portfolio to another: Exposure to "Retail customers – secured by non-SME real estate assets" accounted for 51.9% of total Retail customer EAD but only 12.1% of expected losses.

— Scope of application of the IRB and SA approaches (CR6-A)

31/12/2021 *(in millions of euros)*		Exposure value as defined in Article 166 CRR for exposures subject to IRB approach	Total exposure value for exposures subject to the Standardised Approach and to the IRB approach	Percentage of total exposure value subject to the permanent partial use of the SA *(%)*	Percentage of total exposure value subject to IRB Approach *(%)*	Percentage of total exposure value subject to a roll-out plan *(%)*
1	Central governments or Central Banks	301,347	421,872	23.84%	73.55%	2.61%
1.1	Of which Regional governments or local authorities		7,546	4.24%	95.76%	0.00%
1.2	Of which Public sector entities		93,380	3.81%	96.12%	0.08%
2	Institutions	439,106	460,747	4.53%	95.05%	0.43%
3	Corporates	242,099	417,827	10.88%	69.61%	19.50%
3.1	Of which Corporates – Specialised lending, excluding slotting approach		62,294	0.00%	100.00%	0.00%
3.2	Of which Corporates – Specialised lending under slotting approach		-	0.00%	0.00%	0.00%
4	Retail	215,094	251,987	7.64%	86.34%	6.02%
4.1	of which Retail – Secured by real estate SMEs		7,967	4.71%	92.11%	3.18%
4.2	of which Retail – Secured by real estate non-SMEs		115,611	2.20%	96.25%	1.55%
4.3	of which Retail – Qualifying revolving		14,348	5.40%	90.54%	4.06%
4.4	of which Retail – Other SMEs		43,915	20.85%	70.14%	9.02%
4.5	of which Retail – Other non-SMEs		70,146	9.24%	78.63%	12.13%
5	Equity	-	42,243	31.85%	68.14%	0.00%
6	Other non-credit obligation assets	-	22,171	100.00%	0.00%	0.00%
7	**TOTAL**	**1,197,646**	**1,616,847**	**12.33%**	**81.70%**	**5.97%**

A progress report on the roll-out plan is presented annually to the management body.

3.4.2.2.4 Use of credit derivatives for hedging purposes

Effect of credit derivatives used for credit risk mitigation (CRM) on risk-weighted assets (RWA) under the Internal Ratings-Based approach at31 December 2021.

— IRB approach – Effect on RWA of credit derivatives used for CRM (CR7)

31/12/2021 *(in millions of euros)*		Pre-credit derivatives risk weighted exposure amount	Actual risk weighted exposure amount
1	**Exposures under F-IRB**	**27,081**	**27,081**
2	Central governments and Central Banks	598	598
3	Institutions	2,131	2,131
4	Corporates	24,352	24,352
4.1	of which Corporates – SMEs	3,083	3,083
4.2	of which Corporates – Specialised lending	52	52
5	**Exposures under A-IRB**	**111,614**	**109,144**
6	Central governments and Central Banks	1,029	1,029
7	Institutions	2,755	2,928
8	Corporates	64,394	61,751
8.1	of Corporates – which SMEs	1,328	1,328
8.1	of which Corporates – Specialised lending	12,300	12,300
9	Retail	43,435	43,435
9.1	of which Retail – SMEs – Secured by immovable property collateral	1,688	1,688
9.2	of which Retail – non-SMEs – Secured by immovable property collateral	9,216	9,216
9.3	of which Retail – Qualifying revolving	3,580	3,580
9.4	of which Retail – SMEs – Other	9,800	9,800
9.5	of which Retail – Non-SMEs – Other	19,152	19,152
10	**TOTAL (INCLUDING F-IRB EXPOSURES AND A-IRB EXPOSURES)**	**138,695**	**136,225**

Refer to the glossary on page 715 for the definition of technical terms.

— IRB approach – Information to be published on the extent to which CRM is used (CR7-A)

	31/12/2021 *(in millions of euros)* F-IRB	Total expo-sures	Credit risk mitigation techniques											RWA with substitution effects (both reduction and substitution effects)
			Funded Credit Protection (FCP)									Unfunded Credit Protection (UFCP)		
			Part of exposures covered by Financial Collaterals *(%)*	Part of exposures covered by Other eligible collaterals *(%)*				Part of exposures covered by Other funded credit protection *(%)*				Part of exposures covered by Guarantees *(%)*	Part of exposures covered by Credit Derivatives *(%)*	
					Part of exposures covered by Immovable property Collaterals *(%)*	Part of exposures covered by Receivables *(%)*	Part of exposures covered by Other physical collateral *(%)*		Part of exposures covered by Cash on deposit *(%)*	Part of exposures covered by Life insurance policies *(%)*	Part of exposures covered by Instruments held by a third party *(%)*			
1	Central governments and Central Banks	203,421												598
2	Institutions	415,331	-	0.01%	0.01%									2,131
3	Corporates	45,273	0.07%	4.32%	4.31%	0.02%	0.00%	-						24,352
3.1	Of which Corporates – SMEs	5,203	0.28%	9.79%	9.73%	0.06%	0.01%	-						3,083
3.2	Of which Corporates – Specialised lending	106												52
3.3	Of which Corporates – Other	39,964	0.04%	3.62%	3.61%	0.01%		-						21,217
4	**TOTAL**	**664,025**	**0.01%**	**0.30%**	**0.30%**	**0.00%**	**-**	**-**						**27,081**

	31/12/2021 *(in millions of euros)* A-IRB	Total expo-sures	Credit risk mitigation techniques											RWA with substitution effects (both reduction and sustitution effects)
			Funded Credit Protection (FCP)									Unfunded Credit Protection (UFCP)		
			Part of exposures covered by Financial Collaterals *(%)*	Part of exposures covered by Other eligible collaterals *(%)*				Part of exposures covered by Other funded credit protection *(%)*				Part of exposures covered by Guarantees *(%)*	Part of exposures covered by Credit Derivatives *(%)*	
					Part of exposures covered by Immovable property Collaterals *(%)*	Part of exposures covered by Receivables *(%)*	Part of exposures covered by Other physical collateral *(%)*		Part of exposures covered by Cash on deposit *(%)*	Part of exposures covered by Life insurance policies *(%)*	Part of exposures covered by Instruments held by a third party *(%)*			
1	Central governments and Central Banks	109,440	0.00%											1,029
2	Institutions	29,561	-					-	-					2,928
3	Corporates	179,526	2.13%	11.25%	5.39%		5.85%							61,751
3.1	Of which Corporates – SMEs	3,074	3.57%	0.26%	0.26%									1,328
3.2	Of which Corporates – Specialised lending	54,173	0.89%	36.70%	17.31%		19.39%							12,300
3.3	Of which Corporates – Other	122,279	2.65%	0.24%	0.24%									48,123
4	Retail	215,094		16.33%	16.33%							37.64%		43,435
4.1	Of which Retail – Immovable property SMEs	7,721		63.26%	63.26%							19.63%		1,688
4.2	Of which Retail – Immovable property non-SMEs	111,564		27.01%	27.01%							68.88%		9,216
4.3	Of which Retail – Qualifying revolving	10,934												3,580
4.4	Of which Retail – Other SMEs	29,920		0.39%	0.39%							7.85%		9,800
4.5	Of which Retail – Other non-SMEs	54,955										0.48%		19,152
5	**TOTAL**	**533,621**	**0.72%**	**10.37%**	**8.40%**		**1.97%**	**-**	**-**			**15.17%**		**109,144**

3.4.2.2.5 Change in RWA

— RWA flow statement for credit risk exposures using the IRB approach (CR8)

31/12/2021 *(in millions of euros)*		RWA amounts
1	**RWAS AS AT THE END OF THE PREVIOUS REPORTING PERIOD (30/09/2021)**	**134,199**
2	Asset size (+/-)	791
3	Asset quality (+/-)	(141)
4	Model updates (+/-)	1,018
5	Methodology and policy (+/-)	-
6	Acquisitions and disposals (+/-)	-
7	Foreign exchange movements (+/-)	1,030
8	Other (+/-)	(673)
9	**RWAS AS AT THE END OF THE REPORTING PERIOD (31/12/2021)**	**136,225**

The change in line 8 "Other (+/-)" of the CR8 table can be explained mainly by the establishment of a proprietary synthetic securitisation transaction at Crédit Agricole CIB in the fourth quarter of 2021 which allows that entity to transfer credit risk to investors.

3.4.2.2.6 Backtesting results

In the following paragraphs, backtesting covers all the methods and procedures used to verify the performance and stability of the internal risk models (PD, LGD, CCF), specifically by comparing forecasts with actual results.

With regard to permanent control, a Backtesting Committee has been established within each entity. The Committee (which may, for some entities, be a specific agenda item for the Risk Committee) is chaired by the Risk Management department of the relevant entity and includes a representative from the Group Risk Management department. Reports are submitted to the Chief Executive Officer and the Head of the entity's Permanent Control department, as well as the Group Risk Management department.

Periodic control is conducted annually by the Internal Audit function or any third party specifically authorised by it. The audit plan covers:

- systems for calculating ratings and estimating risk parameters, as well as compliance with minimum requirements;
- systems functioning (correct implementation).

The corresponding reports are sent to the person responsible for monitoring the relevant entity within the Group Risk Management department.

The entity performs internal controls (permanent and periodic) on:

- the quality of input and output data within the system;
- the conceptual and technical quality of systems for calculating ratings and estimating risk parameters;
- the completeness of data used for the calculation of risk-weighted assets.

Backtesting is critical in maintaining the pertinence and performance of rating models. A first phase of analysis is based chiefly on the quantitative analysis of the predictive model as a whole and its main explanatory variables.

This exercise can also detect significant changes in the structure and behaviour of portfolios and customers. Backtesting then results in decisions to adjust or recast models in order to factor in the new structural elements. This allows changes in non-cyclical behaviour or change in the franchise to be identified, revealing the impact of commercial or risk strategies implemented by the Bank.

Across the Group as a whole, each rating method is back-tested at least once a year by the unit responsible for the method (Group Risk Management department or its delegate). This provides the Group annually, through the Standards and Models Committee, with the result of backtesting after consulting the Group's Internal Validation function, whose conclusions are presented to the Technical Committee, to confirm the proper application of selected statistical methods and the validity of results, and proposes, where appropriate, suitable corrective measures (revision of the method, recalibration, training, recommendations for control, etc.).

These *ex-post* controls are performed – through the cycle – on historical data covering as long a period as possible. The following tables show the backtesting results for 2021 in respect of the Probability of Default (PD) models.

Refer to the glossary on page 715 for the definition of technical terms.

— Backtesting of probability of default (PD) by exposure class and method (simple or advanced) – (CR9) at 31 December 2021

31/12/2021 *(in millions of euros)* IRBF	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Central governments and Central Banks	0.00 to <0.15	53	-	-	-	0.00%	-
	0.00 to <0.10	53	-	-	-	0.00%	-
	0.10 to <0.15	-	-	-	0.12%	-	-
	0.15 to <0.25	2	-	-	0.16%	0.15%	-
	0.25 to <0.50	1	-	-	0.31%	0.30%	-
	0.50 to <0.75	1	-	-	0.62%	0.70%	-
	0.75 to <2.50	6	-	-	1.38%	1.33%	-
	0.75 to <1.75	5	-	-	1.38%	1.20%	-
	1.75 to <2.5	1	-	-	2.50%	2.00%	-
	2.50 to <10.00	-	-	-	3.00%	-	-
	2.5 to <5	-	-	-	3.00%	-	-
	5 to <10	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	10 to <20	-	-	-	-	-	-
	20 to <30	-	-	-	-	-	-
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
SUB-TOTAL		**63**	**-**	**-**	**0.00%**	**0.14%**	**-**
Institutions	0.00 to <0.15	286	-	-	0.03%	0.04%	-
	0.00 to <0.10	286	-	-	0.03%	0.04%	-
	0.10 to <0.15	-	-	-	0.12%	-	-
	0.15 to <0.25	35	-	-	0.16%	0.15%	-
	0.25 to <0.50	25	1	4.00%	0.31%	0.32%	0.80%
	0.50 to <0.75	25	-	-	0.60%	0.60%	-
	0.75 to <2.50	31	-	-	0.97%	1.19%	0.74%
	0.75 to <1.75	24	-	-	0.93%	0.96%	0.67%
	1.75 to <2.5	7	-	-	1.90%	2.00%	1.00%
	2.50 to <10.00	25	-	-	5.00%	5.00%	-
	2.5 to <5	-	-	-	3.04%	-	-
	5 to <10	25	-	-	5.00%	5.00%	-
	10.00 to <100.00	17	-	-	19.42%	15.29%	0.59%
	10 to <20	10	-	-	11.99%	12.00%	1.00%
	20 to <30	7	-	-	20.00%	20.00%	-
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	1	1	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**445**	**2**	**0.45%**	**0.03%**	**1.26%**	**0.34%**
Corporates – SME	0.00 to <0.15	32	-	-	0.09%	0.06%	-
	0.00 to <0.10	27	-	-	0.04%	0.04%	-
	0.10 to <0.15	5	-	-	0.12%	0.20%	-
	0.15 to <0.25	103	-	-	0.16%	0.16%	-
	0.25 to <0.50	365	1	0.27%	0.39%	0.30%	0.17%
	0.50 to <0.75	688	-	-	0.60%	0.60%	0.03%
	0.75 to <2.50	4,104	22	0.54%	1.10%	1.40%	0.73%
	0.75 to <1.75	2,442	12	0.49%	1.07%	1.05%	0.41%
	1.75 to <2.5	1,662	10	0.60%	1.90%	1.90%	1.20%
	2.50 to <10.00	557	13	2.33%	3.80%	5.00%	3.77%
	2.5 to <5	-	-	-	3.00%	-	-
	5 to <10	557	13	2.33%	7.79%	5.00%	3.77%
	10.00 to <100.00	518	41	7.92%	17.74%	15.89%	9.97%
	10 to <20	266	15	5.64%	14.95%	12.00%	6.98%
	20 to <30	252	26	10.32%	21.32%	20.00%	13.13%
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	433	433	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**6,800**	**510**	**7.50%**	**5.45%**	**8.91%**	**7.89%**

31/12/2021 *(in millions of euros)* IRBF	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Corporates – Specialised lending	0.00 to <0.15	-	-	-	0.12%	-	-
	0.00 to <0.10	-	-	-	-	-	-
	0.10 to <0.15	-	-	-	0.12%	-	-
	0.15 to <0.25	1	-	-	0.16%	0.20%	-
	0.25 to <0.50	1	-	-	0.30%	0.30%	-
	0.50 to <0.75	2	-	-	-	0.50%	-
	0.75 to <2.50	1	-	-	1.25%	1.00%	-
	0.75 to <1.75	1	-	-	1.25%	1.00%	-
	1.75 to <2.5	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-
	2.5 to <5	-	-	-	-	-	-
	5 to <10	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	10 to <20	-	-	-	-	-	-
	20 to <30	-	-	-	-	-	-
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
SUB-TOTAL		**5**	**-**	**-**	**0.30%**	**0.58%**	**-**
Corporates – Other	0.00 to <0.15	1,181	3	0.25%	0.06%	0.05%	0.05%
	0.00 to <0.10	1,149	3	0.26%	0.04%	0.05%	0.05%
	0.10 to <0.15	32	-	-	0.12%	0.13%	-
	0.15 to <0.25	802	1	0.13%	0.16%	0.16%	0.07%
	0.25 to <0.50	1,344	8	0.60%	0.35%	0.30%	0.24%
	0.50 to <0.75	1,297	1	0.08%	0.60%	0.60%	0.19%
	0.75 to <2.50	3,418	18	0.53%	1.10%	1.24%	0.80%
	0.75 to <1.75	2,509	12	0.48%	1.08%	1.00%	0.66%
	1.75 to <2.5	909	6	0.66%	1.91%	1.90%	1.19%
	2.50 to <10.00	303	2	0.66%	4.74%	5.03%	3.64%
	2.5 to <5	9	-	-	3.01%	3.89%	-
	5 to <10	294	2	0.68%	7.44%	5.07%	3.76%
	10.00 to <100.00	282	26	9.22%	18.23%	16.11%	10.57%
	10 to <20	138	12	8.70%	14.85%	12.04%	4.73%
	20 to <30	144	14	9.72%	21.26%	20.00%	16.18%
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	397	397	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**9,024**	**456**	**5.05%**	**1.99%**	**5.69%**	**5.23%**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRB-A	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Central governments and Central Banks	0.00 to <0.15	89	-	-	0.01%	0.01%	-
	0.00 to <0.10	89	-	-	0.01%	0.01%	-
	0.10 to <0.15	-	-	-	-	-	-
	0.15 to <0.25	5	-	-	0.16%	0.16%	-
	0.25 to <0.50	1	-	-	0.30%	0.30%	-
	0.50 to <0.75	3	-	-	0.60%	0.67%	-
	0.75 to <2.50	8	-	-	1.81%	1.63%	-
	0.75 to <1.75	5	-	-	1.24%	1.40%	-
	1.75 to <2.5	3	-	-	1.90%	2.00%	-
	2.50 to <10.00	10	-	-	5.00%	5.00%	-
	2.5 to <5	-	-	-	-	-	-
	5 to <10	10	-	-	5.00%	5.00%	-
	10.00 to <100.00	12	-	-	14.14%	16.00%	6.42%
	10 to <20	6	-	-	12.00%	12.00%	2.83%
	20 to <30	6	-	-	20.00%	20.00%	10.00%
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	7	7	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**135**	**7**	**5.19%**	**0.04%**	**7.09%**	**5.76%**
Institutions	0.00 to <0.15	275	-	-	0.05%	0.04%	-
	0.00 to <0.10	275	-	-	0.03%	0.04%	-
	0.10 to <0.15	-	-	-	0.13%	-	-
	0.15 to <0.25	67	-	-	0.18%	0.16%	-
	0.25 to <0.50	62	-	-	0.30%	0.29%	-
	0.50 to <0.75	41	-	-	0.60%	0.61%	-
	0.75 to <2.50	60	-	-	1.24%	1.20%	0.22%
	0.75 to <1.75	42	-	-	0.83%	0.88%	-
	1.75 to <2.5	18	-	-	1.90%	1.94%	0.72%
	2.50 to <10.00	25	-	-	5.00%	5.00%	-
	2.5 to <5	-	-	-	-	-	-
	5 to <10	25	-	-	5.00%	5.00%	-
	10.00 to <100.00	11	-	-	13.11%	14.91%	1.00%
	10 to <20	7	-	-	12.00%	12.00%	1.57%
	20 to <30	4	-	-	20.00%	20.00%	-
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	12	12	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**553**	**12**	**2.17%**	**1.44%**	**2.94%**	**2.21%**
Corporates – SME	0.00 to <0.15	426	-	-	0.06%	0.10%	0.08%
	0.00 to <0.10	10	-	-	0.04%	0.10%	-
	0.10 to <0.15	416	-	-	0.11%	0.10%	0.08%
	0.15 to <0.25	1,074	1	0.09%	0.21%	0.21%	0.15%
	0.25 to <0.50	1,457	3	0.21%	0.36%	0.36%	0.45%
	0.50 to <0.75	18	-	-	0.64%	0.61%	-
	0.75 to <2.50	3,063	17	0.56%	1.08%	1.11%	0.90%
	0.75 to <1.75	3,036	17	0.56%	1.02%	1.10%	0.91%
	1.75 to <2.5	27	-	-	1.90%	1.89%	-
	2.50 to <10.00	1,378	24	1.74%	3.56%	3.44%	2.61%
	2.5 to <5	1,367	24	1.76%	3.47%	3.43%	2.60%
	5 to <10	11	-	-	6.53%	5.00%	4.18%
	10.00 to <100.00	870	62	7.13%	20.09%	20.33%	11.68%
	10 to <20	463	23	4.97%	11.55%	11.53%	7.78%
	20 to <30	107	-	-	20.03%	20.00%	-
	30.00 to <100.00	300	39	13.00%	34.03%	34.03%	21.85%
	100.00 (default)	578	578	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**8,864**	**685**	**7.73%**	**26.43%**	**9.52%**	**8.48%**

31/12/2021 *(in millions of euros)* IRB-A	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Corporates – Specialised lending	0.00 to <0.15	56	-	-	0.04%	0.07%	0.36%
	0.00 to <0.10	56	-	-	0.03%	0.07%	0.36%
	0.10 to <0.15	-	-	-	0.12%	-	-
	0.15 to <0.25	180	-	-	0.16%	0.16%	-
	0.25 to <0.50	351	-	-	0.31%	0.30%	0.29%
	0.50 to <0.75	366	-	-	0.60%	0.60%	0.10%
	0.75 to <2.50	505	1	0.20%	1.12%	1.08%	0.65%
	0.75 to <1.75	432	-	-	0.93%	0.94%	0.51%
	1.75 to <2.5	73	1	1.37%	1.90%	1.90%	1.48%
	2.50 to <10.00	57	1	1.75%	4.45%	5.00%	3.14%
	2.5 to <5	-	-	-	3.00%	-	-
	5 to <10	57	1	1.75%	5.14%	5.00%	3.14%
	10.00 to <100.00	69	13	18.84%	15.54%	14.67%	17.59%
	10 to <20	46	4	8.70%	12.00%	12.00%	8.33%
	20 to <30	23	9	39.13%	20.00%	20.00%	36.13%
	30.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	70	70	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**1,654**	**85**	**5.14%**	**3.69%**	**5.56%**	**5.37%**
Corporates – Other	0.00 to <0.15	857	-	-	0.06%	0.05%	-
	0.00 to <0.10	796	-	-	0.04%	0.05%	-
	0.10 to <0.15	61	-	-	0.12%	0.10%	-
	0.15 to <0.25	787	-	-	0.16%	0.18%	0.11%
	0.25 to <0.50	916	-	-	0.31%	0.32%	0.11%
	0.50 to <0.75	521	-	-	0.59%	0.61%	0.28%
	0.75 to <2.50	1,514	8	0.53%	1.04%	1.20%	1.11%
	0.75 to <1.75	1,258	5	0.40%	0.94%	1.05%	0.99%
	1.75 to <2.5	256	3	1.17%	1.86%	1.91%	1.71%
	2.50 to <10.00	573	6	1.05%	5.06%	3.78%	2.14%
	2.5 to <5	424	5	1.18%	3.16%	3.25%	1.98%
	5 to <10	149	1	0.67%	7.50%	5.29%	2.59%
	10.00 to <100.00	342	48	14.04%	15.28%	20.61%	14.21%
	10 to <20	138	10	7.25%	13.83%	11.51%	9.91%
	20 to <30	161	31	19.26%	20.20%	24.82%	18.39%
	30.00 to <100.00	43	7	16.28%	34.03%	34.02%	12.37%
	100.00 (default)	688	688	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**6,198**	**750**	**12.10%**	**2.00%**	**13.01%**	**12.41%**
Retail – Secured by immovable property SME	0.00 to <0.15	4,390	4	0.09%	0.11%	0.11%	0.10%
	0.00 to <0.10	-	-	-	-	-	-
	0.10 to <0.15	4,390	4	0.09%	0.11%	0.11%	0.10%
	0.15 to <0.25	2,993	8	0.27%	0.22%	0.22%	0.16%
	0.25 to <0.50	9,356	16	0.17%	0.44%	0.43%	0.20%
	0.50 to <0.75	16,473	31	0.19%	0.53%	0.56%	0.23%
	0.75 to <2.50	14,474	62	0.43%	1.30%	1.30%	0.63%
	0.75 to <1.75	12,729	42	0.33%	1.28%	1.19%	0.55%
	1.75 to <2.5	1,745	20	1.15%	2.13%	2.14%	1.18%
	2.50 to <10.00	8,377	143	1.71%	5.40%	5.31%	2.94%
	2.5 to <5	3,469	26	0.75%	3.03%	3.49%	1.14%
	5 to <10	4,908	117	2.38%	6.38%	6.60%	4.21%
	10.00 to <100.00	3,804	310	8.15%	19.87%	21.37%	11.96%
	10 to <20	1,798	76	4.23%	13.21%	12.77%	6.45%
	20 to <30	1,630	166	10.18%	26.81%	26.21%	15.14%
	30.00 to <100.00	376	68	18.09%	37.15%	41.54%	24.48%
	100.00 (default)	3,562	3,562	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**63,429**	**4,136**	**6.52%**	**4.88%**	**8.12%**	**6.97%**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2021 *(in millions of euros)* IRB-A	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Retail – Secured by immovable property non SME	0.00 to <0.15	696,980	354	0.05%	0.08%	0.08%	0.06%
	0.00 to <0.10	481,079	213	0.04%	0.07%	0.07%	0.06%
	0.10 to <0.15	215,901	141	0.07%	0.11%	0.11%	0.06%
	0.15 to <0.25	115,078	114	0.10%	0.22%	0.22%	0.07%
	0.25 to <0.50	192,877	322	0.17%	0.32%	0.33%	0.19%
	0.50 to <0.75	64,191	262	0.41%	0.59%	0.59%	0.47%
	0.75 to <2.50	70,373	349	0.50%	1.33%	1.28%	0.53%
	0.75 to <1.75	55,328	231	0.42%	1.08%	1.04%	0.51%
	1.75 to <2.5	15,045	118	0.78%	2.27%	2.18%	0.61%
	2.50 to <10.00	53,942	1,344	2.49%	7.26%	7.22%	5.27%
	2.5 to <5	9,247	109	1.18%	4.40%	4.29%	1.07%
	5 to <10	44,695	1,235	2.76%	7.73%	7.83%	6.14%
	10.00 to <100.00	17,110	2,022	11.82%	18.51%	17.19%	13.63%
	10 to <20	10,539	696	6.60%	11.75%	11.52%	9.13%
	20 to <30	4,879	755	15.47%	22.19%	22.07%	16.30%
	30.00 to <100.00	1,692	571	33.75%	37.81%	38.44%	34.01%
	100.00 (default)	12,917	12,917	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**1,223,468**	**17,684**	**1.45%**	**1.35%**	**1.84%**	**1.60%**
Retail – Qualifying revolving	0.00 to <0.15	3,362,466	2,765	0.08%	0.08%	0.08%	0.06%
	0.00 to <0.10	2,444,834	1,958	0.08%	0.06%	0.07%	0.05%
	0.10 to <0.15	917,632	807	0.09%	0.12%	0.12%	0.09%
	0.15 to <0.25	748,529	1,971	0.26%	0.18%	0.22%	0.18%
	0.25 to <0.50	939,517	1,970	0.21%	0.34%	0.34%	0.22%
	0.50 to <0.75	1,005,688	2,674	0.27%	0.56%	0.58%	0.60%
	0.75 to <2.50	2,148,873	14,400	0.67%	1.63%	1.50%	1.16%
	0.75 to <1.75	1,553,588	9,204	0.59%	1.32%	1.29%	0.98%
	1.75 to <2.5	595,285	5,196	0.87%	2.08%	2.07%	1.64%
	2.50 to <10.00	1,248,190	36,067	2.89%	4.37%	4.72%	4.02%
	2.5 to <5	913,840	16,779	1.84%	3.63%	3.68%	3.16%
	5 to <10	334,350	19,288	5.77%	7.53%	7.55%	6.37%
	10.00 to <100.00	284,610	40,185	14.12%	19.36%	24.22%	15.46%
	10 to <20	202,149	16,297	8.06%	12.93%	12.55%	10.54%
	20 to <30	18,157	3,514	19.35%	21.89%	22.34%	18.29%
	30.00 to <100.00	64,304	20,374	31.68%	53.07%	61.42%	30.12%
	100.00 (default)	263,662	263,662	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**10,001,535**	**363,694**	**3.64%**	**4.49%**	**4.37%**	**3.94%**
Retail – Other SME	0.00 to <0.15	8,312	19	0.23%	0.09%	0.11%	0.32%
	0.00 to <0.10	45	1	2.22%	0.07%	0.04%	1.22%
	0.10 to <0.15	8,267	18	0.22%	0.12%	0.11%	0.31%
	0.15 to <0.25	20,635	21	0.10%	0.16%	0.19%	0.16%
	0.25 to <0.50	156,022	329	0.21%	0.39%	0.33%	0.30%
	0.50 to <0.75	107,762	190	0.18%	0.57%	0.57%	0.37%
	0.75 to <2.50	345,304	1,853	0.54%	1.20%	1.42%	1.22%
	0.75 to <1.75	256,481	1,083	0.42%	1.07%	1.18%	0.98%
	1.75 to <2.5	88,823	770	0.87%	2.08%	2.09%	1.92%
	2.50 to <10.00	186,799	4,085	2.19%	5.20%	4.65%	4.36%
	2.5 to <5	128,775	1,716	1.33%	3.32%	3.56%	3.37%
	5 to <10	58,024	2,369	4.08%	6.74%	7.08%	6.56%
	10.00 to <100.00	50,207	7,623	15.18%	22.02%	24.90%	20.75%
	10 to <20	23,714	1,966	8.29%	14.71%	13.97%	13.43%
	20 to <30	16,582	2,721	16.41%	25.15%	25.12%	20.63%
	30.00 to <100.00	9,911	2,936	29.62%	41.71%	50.70%	38.45%
	100.00 (default)	80,559	80,559	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**955,600**	**94,679**	**9.91%**	**4.59%**	**11.28%**	**10.91%**

31/12/2021 *(in millions of euros)* IRB-A	PD range	Number of obligors in the end of previous year	Of which number of obligors which defaulted in the year	Observed average default rate *(%)*	Exposures weighted average PD *(%)*	Average PD *(%)*	Average historical annual default rate *(%)*
Retail – Other non-SME	0.00 to <0.15	438,545	336	0.08%	0.08%	0.10%	0.08%
	0.00 to <0.10	118,756	73	0.06%	0.07%	0.07%	0.06%
	0.10 to <0.15	319,789	263	0.08%	0.12%	0.11%	0.09%
	0.15 to <0.25	195,522	256	0.13%	0.20%	0.21%	0.13%
	0.25 to <0.50	786,986	1,789	0.23%	0.37%	0.38%	0.35%
	0.50 to <0.75	368,184	2,329	0.63%	0.63%	0.64%	0.65%
	0.75 to <2.50	1,601,319	13,356	0.83%	1.51%	1.42%	1.28%
	0.75 to <1.75	1,217,615	8,951	0.74%	1.26%	1.19%	1.12%
	1.75 to <2.5	383,704	4,405	1.15%	2.30%	2.15%	1.81%
	2.50 to <10.00	1,117,864	31,570	2.82%	4.39%	4.54%	4.13%
	2.5 to <5	840,310	18,604	2.21%	3.29%	3.67%	3.16%
	5 to <10	277,554	12,966	4.67%	7.13%	7.16%	7.06%
	10.00 to <100.00	276,081	51,762	18.75%	24.40%	27.39%	20.84%
	10 to <20	145,759	13,138	9.01%	13.61%	13.62%	11.49%
	20 to <30	42,592	7,103	16.68%	24.72%	25.35%	24.16%
	30.00 to <100.00	87,730	31,521	35.93%	51.36%	51.26%	34.77%
	100.00 (default)	341,555	341,555	100.00%	100.00%	100.00%	100.00%
SUB-TOTAL		**5,126,056**	**442,953**	**8.64%**	**5.26%**	**9.69%**	**9.20%**

Long-term average PD rates are calculated without overlapping time windows.

3.4.2.2.7 Comparison between estimated and actual losses

The Expected Losses (EL)/Exposure at Default (EAD) ratio was 1.15% at 31 December 2021 (1.26% at 31 December 2020). This ratio is calculated for the Central governments and Central Banks, Institutions, Corporates, Retail customers and Equity portfolios under the A-IRB approach.

At the same time, the provisions to gross exposures ratio was 1.05% at 31 December 2021, compared with 1.08% at end-2020.

3.4.2.3 CCR

Crédit Agricole S.A. calculates counterparty risk for all their exposures, whether in the banking portfolio or the trading book. For items in the trading book, counterparty risk is calculated in accordance with the provisions relating to the regulatory supervision of market risk.

The regulatory treatment of counterparty risk on transactions on derivative instruments in the banking portfolio is defined on a regulatory basis in Regulation (EU) 575/2013 of 26 June 2013 (CRR), as amended. Crédit Agricole S.A. uses the Standardised Approach to counterparty credit risk to measure its exposure to counterparty risk on transactions on derivative instruments in the banking portfolio (Article 274) or the internal model method (Article 283).

Counterparty risk is determined by several indicators, depending on the nature of the transactions involved and the sub-categories of counterparty risk incurred:

Risk of change:

- the maximum future exposure of transactions with a single counterparty, taking into account the netting/collateral contracts in place with that counterparty. The maximum future exposure is calculated using an internal model (for Crédit Agricole CIB – model validated in 2014) or the SA-CCR Standardised Approach (for the other subsidiaries of Crédit Agricole S.A. – regulatory model in effect since June 2021);
- nominal amount of repo/reverse repo and securities lending/borrowing transactions with a single counterparty.

Delivery risk: the value of assets (cash or securities to be received) from a counterparty on a given date, when the entity will have delivered on the same date the assets it owes in return (*e.g.* deliverable foreign exchange transactions settled outside of a clearing house such as Continuous Linked Settlement, or securities lending/borrowing where delivery is made free of payment).

For central counterparties (CCPs):

- values of assets (securities or cash) deposited with the CCP to cover its initial margin requirements;
- risk of change for transactions cleared by the CCP, taking into account variation margin calls and payments made by the CCP;
- exposure to its default fund.

The sales teams request limits suitable to the risk profile of the counterparty and the volume of transactions planned with it. The limits are approved by the holders of an appropriate counterparty risk delegation, based on a risk opinion issued by a representative of the entity's Risk Management Business Line. This independent opinion is based on an analysis of several factors:

- the entity's risk appetite in the counterparty's sector or geographic area;
- the counterparty's fundamentals: internal and, if applicable, external ratings, balance sheet, business volume, results, NAV for counterparties that are funds, etc;
- applicable sector policies (ESG criteria);
- the contractual framework/guarantees provided by the counterparty (Independent Amount, collateral agreement, pledge, etc.);
- the transaction products/maturities envisaged.

Refer to the glossary on page 715 for the definition of technical terms.

CCPs are subject to a specific risk procedure that takes into account their specific features and the fact that EMIR and equivalent regulations in other jurisdictions require Crédit Agricole S.A. subsidiaries to clear certain instruments for an authorised CCP. In Crédit Agricole CIB, for example, CCP limits are decided at the highest level (Executive Management). Joining a new CCP, either directly or indirectly via a clearing broker, or clearing a new type of instrument for an existing CCP are examined by all support functions involved in the "new products" or "CCP Committee".

Crédit Agricole S.A. does not allocate equity to individual counterparties *ex-ante.* Capital requirements are calculated globally on the basis of the portfolios of all of the entities using the SA-CCR method or an internal model, depending on the entity.

To hedge its counterparty risk on market transactions, Crédit Agricole CIB buys single-name CDS and index CDS from dealers selected according to strict criteria: major banks with which Crédit Agricole CIB has signed "Golden" CSA agreements (bilateral and daily margin calls, thresholds at 0, low minimum transfer amounts). The fundamentals of these counterparties are reviewed annually by the Risk functions.

In line with regulator incentives, a very large part of our single-name CDS and index CDS positions are cleared.

Further information on counterparty risk is provided in Chapter 5, Part 2 "Risk management" of this document:

- for the methodology for setting credit limits, see Section 2.4.II.2.2 "Credit risk measurement";
- for policies on collateral and other credit risk mitigation measures, see Section 2.4.II.4 "Credit risk mitigation mechanism";
- for correlation risk policies, see Section 2.4.II.2.2 "Credit risk measurement".

3.4.2.3.1 Analysis of exposure to counterparty risk

— Exposure to counterparty risk by approach at 31 December 2021

31/12/2021 *(in billions of euros)*	Standard Exposure value (EAD)	 RWA	IRB Exposure value (EAD)	 RWA	Total Exposure value (EAD)	 RWA	 Capital Requirement
Central governments and Central Banks	6.1	0.0	8.6	0.2	**14.7**	**0.2**	**0.0**
Institutions	11.9	1.9	24.1	4.1	**36.0**	**6.1**	**0.5**
Corporates	2.5	2.4	28.4	9.2	**30.9**	**11.6**	**0.9**
Retail customers	-	-	-	-	**-**	**-**	**-**
Shares	-	-	-	-	**-**	**-**	**-**
Securitisations	-	-	-	-	**-**	**-**	**-**
Other non credit-obligation assets	-	-	-	-	**-**	**-**	**-**
TOTAL	**20.5**	**4.3**	**61.1**	**13.6**	**81.6**	**17.9**	**1.4**

— Exposure to counterparty risk by approach at 31 December 2020

31/12/2020 *(in billions of euros)*	Standard Exposure value (EAD)	 RWA	IRB Exposure value (EAD)	 RWA	Total Exposure value (EAD)	 RWA	 Capital Requirement
Central governments and Central Banks	5.6	0.0	8.8	0.2	**14.4**	**0.2**	**0.0**
Institutions	8.5	1.1	25.7	4.5	**34.2**	**5.6**	**0.5**
Corporates	2.9	2.7	30.0	8.8	**32.9**	**11.6**	**0.9**
Retail customers	-	-	-	-	**-**	**-**	**-**
Shares	-	-	-	-	**-**	**-**	**-**
Securitisations	-	-	-	-	**-**	**-**	**-**
Other non credit-obligation assets	-	-	-	-	**-**	**-**	**-**
TOTAL	**17.0**	**3.8**	**64.5**	**13.6**	**81.5**	**17.4**	**1.4**

The total exposure to counterparty risk was €81.6 billion at 31 December 2021 (in the form of derivatives: €45.9 billion and in the form of securities financing transactions: €35.7 billion).

3.4.2.3.2 Exposure to counterparty risk by approach

— Analysis of exposure to counterparty risk by approach (CCR1)

31/12/2021 *(in millions of euros)*		Replacement cost (RC)	Potential future exposure (PFE)	EEPE	Alpha used for computing regulatory exposure value	Exposure value pre-CRM	Exposure value post-CRM	Exposure value	RWA
EU1	EU – Original Exposure Method (for derivatives)	-	-		1.4	-	-	-	-
EU2	EU – Simplified SA-CCR (for derivatives)	0	16		1.4	24	24	24	24
1	SA-CCR (for derivatives)	2,878	2,776		1.4	12,493	7,916	7,905	3,776
2	IMM (for derivatives and SFTs)			21,814	1.65	65,145	35,994	35,824	10,134
2a	Of which securities financing transactions netting sets			-		-	-	-	-
2b	Of which derivatives and long settlement transactions netting sets			21,814		65,145	35,994	35,824	10,134
2c	Of which from contractual cross-product netting sets			-		-	-	-	-
3	Financial collateral simple method (for SFTs)					-	-	-	-
4	Financial collateral comprehensive method (for SFTs)					265,142	31,311	31,237	3,826
5	VaR for SFTs					-	-	-	-
6	**TOTAL 31/12/2021**					**342,803**	**75,244**	**74,990**	**17,760**
	TOTAL 31/12/2020							**74,390**	**16,469**

3.4.2.3.3 Exposure to counterparty risk under the Standardised Approach

— Exposure to counterparty risk under the Standardised Approach by regulatory portfolio and by risk weighting at 31 December 2021 (CCR3)

	Risk weight											
31/12/2021 **Exposure classes** *(in millions of euros)*	**0%**	**2%**	**4%**	**10%**	**20%**	**50%**	**70%**	**75%**	**100%**	**150%**	**Other**	**Total Exposure to credit risk**
Central governments or Central Banks	6,036	-	-	-	-	-	-	-	7	-	-	6,042
Regional government or local authorities	-	-	-	-	-	-	-	-	-	-	-	-
Public sector entities	19	-	-	-	9	-	-	-	-	-	-	28
Multilateral development banks	-	-	-	-	0	-	-	-	-	-	-	0
International organisations	-	-	-	-	-	-	-	-	-	-	-	-
Institutions	14	6,576	-	-	3,014	2,209	-	-	80	0	-	11,894
Corporates	-	-	-	-	11	299	-	-	2,173	36	-	2,519
Retail	-	-	-	-	-	-	-	5	-	-	-	5
Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-	-	-	-	-	-	-
Other items	-	-	-	-	-	-	-	-	-	2	-	2
TOTAL EXPOSURE VALUE	**6,069**	**6,576**	**-**	**-**	**3,034**	**2,509**	**-**	**5**	**2,259**	**38**	**-**	**20,490**

Refer to the glossary on page 715 for the definition of technical terms.

— Exposure to counterparty risk under the Standardised Approach by regulatory portfolio and by risk weighting at 31 December 2020 (CCR3)

31/12/2020 Exposure classes *(in millions of euros)*	Risk weight											
	0%	2%	4%	10%	20%	50%	70%	75%	100%	150%	Other	Total Exposure to credit risk
Central governments or Central Banks	5,560	-	-	-	-	3	-	-	-	-	-	5,564
Regional government or local authorities	-	-	-	-	-	-	-	-	-	-	-	-
Public sector entities	13	-	-	-	9	-	-	-	-	-	-	22
Multilateral development banks	-	-	-	-	-	-	-	-	-	-	-	-
International organisations	-	-	-	-	-	-	-	-	-	-	-	-
Institutions	15	5,634	-	-	1,641	1,174	-	-	44	4	-	8,513
Corporates	-	-	-	-	16	390	-	-	2,470	40	-	2,915
Retail	-	-	-	-	-	-	-	4	-	-	-	4
Institutions and corporates with a short-term credit assessment	-	-	-	-	-	-	-	-	-	-	-	-
Other items	-	-	-	-	-	-	-	-	-	3	-	3
TOTAL EXPOSURE VALUE	**5,589**	**5,634**	**-**	**-**	**1,666**	**1,567**	**-**	**4**	**2,515**	**47**	**-**	**17,022**

3.4.2.3.4 Exposure to counterparty risk under the advanced approach

— Exposure to counterparty risk by portfolio and probability of default (PD) range, supervisory portfolios for foundation Internal Ratings-Based approach (CCR4)

31/12/2021 Exposure classes *(in millions of euros)*	PD scale	Exposure value	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	RWA	Density of risk weighted exposure amounts
Institutions	0.00 to <0.15	407	0.03%	-	2.50	-	-
	0.15 to <0.25	-	-	-	-	-	-
	0.25 to <0.50	-	-	-	-	-	-
	0.50 to <0.75	-	-	-	-	-	-
	0.75 to <2.50	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**407**	**0.03%**	**-**	**2.50**	**-**	**-**
Corporates – Other	0.00 to <0.15	333	0.05%	45.00%	4.61	107	32.10%
	0.15 to <0.25	26	0.16%	45.00%	2.97	12	45.40%
	0.25 to <0.50	11	0.31%	45.00%	2.16	6	54.70%
	0.50 to <0.75	0	0.60%	45.00%	4.61	0	106.82%
	0.75 to <2.50	5	1.31%	45.00%	3.02	6	113.67%
	2.50 to <10.00	3	4.00%	45.00%	3.26	5	157.71%
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**379**	**0.11%**	**45.00%**	**4.39**	**136**	**35.82%**
Corporates – SME	0.00 to <0.15	-	-	-	-	-	-
	0.15 to <0.25	-	-	-	-	-	-
	0.25 to <0.50	0	0.37%	44.44%	1.00	0	24.07%
	0.50 to <0.75	1	0.60%	45.00%	3.18	1	58.83%
	0.75 to <2.50	4	0.78%	45.00%	4.32	4	94.09%
	2.50 to <10.00	1	8.13%	45.00%	2.46	1	159.50%
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**5**	**1.53%**	**45.00%**	**3.93**	**5**	**95.13%**
TOTAL		**791**	**0.08%**	**21.84%**	**3.41**	**141**	**17.77%**

Exposure to counterparty risk by portfolio and probability of default (PD) range, supervisory portfolios for foundation Internal Ratings-Based approach (CCR4)

31/12/2020 Exposure classes *(in millions of euros)*	PD scale	Exposure value	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	RWA	Density of risk weighted exposure amounts
Institutions	0.00 to <0.15	523	0.03%	1.33%	2.50	-	-
	0.15 to <0.25	-	-	-	-	-	-
	0.25 to <0.50	0	0.30%	45.00%	2.50	0	57.64%
	0.50 to <0.75	-	-	-	-	-	-
	0.75 to <2.50	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**524**	**0.03%**	**1.37%**	**2.50**	**0**	**0.05%**
Corporates – Other	0.00 to <0.15	644	0.03%	44.74%	2.50	46	7.11%
	0.15 to <0.25	-	-	-	-	-	-
	0.25 to <0.50	-	-	-	-	-	-
	0.50 to <0.75	-	-	-	-	-	-
	0.75 to <2.50	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**644**	**0.03%**	**44.74%**	**2.50**	**46**	**7.11%**
Corporates – SME	0.00 to <0.15	-	-	-	-	-	-
	0.15 to <0.25	-	-	-	-	-	-
	0.25 to <0.50	-	-	-	-	-	-
	0.50 to <0.75	-	-	-	-	-	-
	0.75 to <2.50	-	-	-	-	-	-
	2.50 to <10.00	-	-	-	-	-	-
	10.00 to <100.00	-	-	-	-	-	-
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**-**	**-**	**-**	**-**	**-**	**-**
TOTAL		**1,168**	**0.03%**	**25.28%**	**2.50**	**46**	**3.95%**

Refer to the glossary on page 715 for the definition of technical terms.

Exposure to counterparty risk by portfolio and probability of default (PD) range, supervisory portfolios for advanced Internal Ratings-Based approach (CCR4)

31/12/2021 Exposure classes *(in millions of euros)*	PD scale	Exposure value	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	RWA	Density of risk weighted exposure amounts
Central governments and Central Banks	0.00 to <0.15	8,098	0.01%	5.14%	2.66	88	1.08%
	0.15 to <0.25	366	0.16%	8.90%	2.59	32	8.76%
	0.25 to <0.50	19	0.30%	10.00%	1.18	2	9.65%
	0.50 to <0.75	47	0.60%	9.88%	2.39	8	17.34%
	0.75 to <2.50	45	0.91%	45.00%	3.29	46	102.62%
	2.50 to <10.00	1	8.00%	45.00%	4.43	1	212.17%
	10.00 to <100.00	22	20.00%	45.00%	4.98	62	279.29%
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**8,598**	**0.08%**	**5.65%**	**2.66**	**239**	**2.78%**
Institutions	0.00 to <0.15	18,673	0.05%	19.51%	2.23	1,539	8.24%
	0.15 to <0.25	2,566	0.16%	34.15%	1.92	918	35.76%
	0.25 to <0.50	1,484	0.30%	37.43%	1.74	755	50.85%
	0.50 to <0.75	529	0.60%	45.50%	1.75	448	84.73%
	0.75 to <2.50	416	0.95%	49.31%	1.35	431	103.46%
	2.50 to <10.00	4	5.00%	86.10%	1.94	11	288.72%
	10.00 to <100.00	13	19.96%	57.18%	1.95	47	349.80%
	100.00 (default)	0	100.00%	45.00%	2.34	-	-
	SUB-TOTAL	**23,687**	**0.12%**	**23.36%**	**2.14**	**4,149**	**17.51%**
Corporates – Other	0.00 to <0.15	16,087	0.04%	29.74%	1.64	1,902	11.82%
	0.15 to <0.25	1,900	0.16%	42.94%	3.11	1,019	53.63%
	0.25 to <0.50	2,597	0.32%	40.47%	1.79	1,281	49.32%
	0.50 to <0.75	1,958	0.60%	47.84%	0.72	1,194	60.96%
	0.75 to <2.50	1,763	0.95%	51.72%	1.17	1,526	86.57%
	2.50 to <10.00	486	4.55%	45.24%	2.99	794	163.43%
	10.00 to <100.00	168	15.66%	44.49%	2.52	402	239.69%
	100.00 (default)	24	100.00%	45.00%	3.56	0	0.78%
	SUB-TOTAL	**24,983**	**0.48%**	**35.24%**	**1.70**	**8,118**	**32.50%**
Corporates – SME	0.00 to <0.15	37	0.04%	51.86%	2.09	5	13.95%
	0.15 to <0.25	3	0.16%	54.52%	1.80	1	35.29%
	0.25 to <0.50	13	0.28%	59.29%	1.32	6	45.12%
	0.50 to <0.75	2	0.60%	52.30%	3.32	1	89.33%
	0.75 to <2.50	20	1.09%	52.45%	4.37	19	98.76%
	2.50 to <10.00	1	3.16%	52.30%	4.46	1	119.88%
	10.00 to <100.00	0	19.80%	52.50%	3.52	1	195.49%
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**76**	**0.51%**	**53.44%**	**2.59**	**35**	**45.79%**
Corporates – Specialised lending	0.00 to <0.15	301	0.06%	8.11%	4.24	19	6.19%
	0.15 to <0.25	1,174	0.16%	16.31%	4.61	260	22.18%
	0.25 to <0.50	517	0.30%	17.33%	3.80	152	29.34%
	0.50 to <0.75	352	0.60%	13.65%	4.18	105	29.95%
	0.75 to <2.50	403	1.21%	13.72%	3.63	139	34.49%
	2.50 to <10.00	48	5.00%	20.92%	2.56	33	70.30%
	10.00 to <100.00	122	14.07%	33.17%	2.72	204	167.69%
	100.00 (default)	19	100.00%	16.45%	4.16	-	-
	SUB-TOTAL	**2,936**	**1.68%**	**15.75%**	**4.13**	**912**	**31.08%**
Retail – Other SME	0.00 to <0.15	-	-	-	-	-	-
	0.15 to <0.25	1	0.22%	53.63%	1.00	0	24.63%
	0.25 to <0.50	1	0.44%	53.63%	1.00	0	38.10%
	0.50 to <0.75	1	0.55%	53.63%	1.00	1	43.30%
	0.75 to <2.50	1	1.42%	53.63%	1.00	1	64.92%
	2.50 to <10.00	0	5.51%	53.63%	1.00	0	84.98%
	10.00 to <100.00	0	26.41%	53.63%	1.00	0	134.90%
	100.00 (default)	0	100.00%	73.62%	1.00	0	31.37%
	SUB-TOTAL	**5**	**2.39%**	**53.75%**	**1.00**	**3**	**48.59%**
TOTAL		**60,284**	**0.34%**	**25.43%**	**2.13**	**13,455**	**22.32%**

— Exposure to counterparty risk by portfolio and probability of default (PD) range, supervisory portfolios for advanced Internal Ratings-Based approach (CCR4)

31/12/2020 Exposure classes *(in millions of euros)*	PD scale	Exposure value	Exposure weighted average PD *(%)*	Exposure weighted average LGD *(%)*	Exposure weighted average maturity *(years)*	RWA	Density of risk weighted exposure amounts
Central governments and Central Banks	0.00 to <0.15	8,257	0.01%	5.67%	2.85	89	1.08%
	0.15 to <0.25	385	0.16%	9.98%	2.05	29	7.53%
	0.25 to <0.50	21	0.30%	10.00%	2.54	2	9.45%
	0.50 to <0.75	24	0.60%	10.00%	1.77	6	24.31%
	0.75 to <2.50	101	0.80%	45.00%	1.09	72	71.45%
	2.50 to <10.00	8	5.00%	58.78%	3.55	15	197.58%
	10.00 to <100.00	-	20.00%	77.17%	3.68	-	249.17%
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**8,796**	**0.03%**	**6.38%**	**2.80**	**214**	**2.44%**
Institutions	0.00 to <0.15	18,906	0.04%	14.78%	1.76	1,514	8.01%
	0.15 to <0.25	2,510	0.16%	34.04%	2.12	944	37.59%
	0.25 to <0.50	2,073	0.30%	41.94%	1.20	953	45.96%
	0.50 to <0.75	738	0.60%	47.37%	1.43	635	86.04%
	0.75 to <2.50	980	0.82%	25.69%	2.85	443	45.17%
	2.50 to <10.00	19	5.00%	83.92%	0.76	48	252.29%
	10.00 to <100.00	4	19.81%	39.70%	3.13	9	206.80%
	100.00 (default)	5	100.00%	45.01%	4.35	2	54.17%
	SUB-TOTAL	**25,236**	**0.14%**	**20.33%**	**1.78**	**4,548**	**18.02%**
Corporates – Other	0.00 to <0.15	14,961	0.04%	33.21%	1.73	1,597	10.67%
	0.15 to <0.25	2,498	0.16%	45.43%	2.17	1,096	43.86%
	0.25 to <0.50	2,478	0.30%	45.13%	2.02	1,105	44.59%
	0.50 to <0.75	2,782	0.60%	43.51%	1.93	1,650	59.30%
	0.75 to <2.50	2,059	1.19%	48.87%	2.51	1,827	88.76%
	2.50 to <10.00	129	5.00%	32.72%	2.17	180	139.51%
	10.00 to <100.00	110	14.40%	43.09%	2.23	237	214.53%
	100.00 (default)	57	100.00%	45.36%	2.44	6	10.11%
	SUB-TOTAL	**25,074**	**0.55%**	**38.10%**	**1.90**	**7,697**	**30.70%**
Corporates – SME	0.00 to <0.15	54	0.03%	47.31%	2.56	8	14.55%
	0.15 to <0.25	4	0.18%	31.50%	2.02	1	33.65%
	0.25 to <0.50	14	0.30%	43.75%	1.20	6	44.81%
	0.50 to <0.75	6	0.60%	42.95%	2.78	5	89.25%
	0.75 to <2.50	27	1.67%	33.29%	2.50	28	102.79%
	2.50 to <10.00	5	5.00%	41.58%	3.92	6	127.39%
	10.00 to <100.00	1	16.39%	23.16%	1.96	2	176.38%
	100.00 (default)	-	-	-	-	-	-
	SUB-TOTAL	**111**	**0.87%**	**42.14%**	**2.42**	**57**	**51.04%**
Corporates – Specialised lending	0.00 to <0.15	690	0.06%	12.04%	3.81	44	6.31%
	0.15 to <0.25	1,172	0.16%	12.80%	3.72	236	20.15%
	0.25 to <0.50	698	0.30%	12.79%	3.66	119	17.06%
	0.50 to <0.75	680	0.60%	13.15%	3.07	187	27.46%
	0.75 to <2.50	804	1.03%	15.75%	3.48	325	40.36%
	2.50 to <10.00	59	5.00%	13.36%	3.57	34	57.21%
	10.00 to <100.00	78	15.85%	16.19%	3.07	103	132.80%
	100.00 (default)	31	100.00%	31.94%	2.69	-	0.99%
	SUB-TOTAL	**4,212**	**1.50%**	**13.51%**	**3.55**	**1,047**	**24.87%**
Retail – Other SME	0.00 to <0.15	-	0.11%	22.36%	1.00	-	12.48%
	0.15 to <0.25	1	0.19%	30.04%	1.75	-	28.81%
	0.25 to <0.50	2	0.44%	32.67%	1.52	1	44.88%
	0.50 to <0.75	-	-	-	-	-	-
	0.75 to <2.50	2	1.28%	36.27%	1.25	1	72.60%
	2.50 to <10.00	-	5.33%	44.18%	1.25	-	107.46%
	10.00 to <100.00	-	44.52%	39.38%	1.12	-	584.60%
	100.00 (default)	-	100.00%	79.02%	1.09	-	73.76%
	SUB-TOTAL	**5**	**4.29%**	**35.49%**	**1.43**	**3**	**62.73%**
TOTAL		**63,435**	**0.38%**	**25.01%**	**-**	**13,567**	**21.39%**

Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.3.5 Collateral

— Composition of collateral for exposures to counterparty risk (CCR5)

31/12/2021 *(in millions of euros)* Collateral type		Collateral used in derivative transactions				Collateral used in SFTs			
		Fair value of collateral received		Fair value of posted collateral		Fair value of collateral received		Fair value of posted collateral	
		Segregated	Unsegregated	Segregated	Unsegregated	Segregated	Unsegregated	Segregated	Unsegregated
1	Cash – domestic currency	-	13,576	24,593	7,113	-	427	-	677
2	Cash – other currencies	-	6,458	126	2,199	-	628	-	-
3	Domestic sovereign debt	-	6,376	-	130	-	201,920	-	166,021
4	Other sovereign debt	-	1,637	-	-	-	110,677	-	95,095
5	Government agency debt	-	23	1,646	-	-	12,784	-	12,083
6	Corporate bonds	-	316	-	-	-	20,467	-	14,961
7	Equity securities	-	38	-	-	-	17,222	-	14,059
8	Other collateral	-	1,167	15,008	8	-	3,567	-	7,204
9	**TOTAL**	**-**	**29,591**	**41,372**	**9,451**	**-**	**367,693**	**-**	**310,101**

3.4.2.3.6 Change in RWA using the internal model method (IMM)

— RWA flow statement for CCR exposures using the IMM (CCR7)

31/12/2021 *(in millions of euros)*		RWA amounts
0010	**RWAS AS AT THE END OF THE PREVIOUS REPORTING PERIOD (30/09/2021)**	**10,242**
0020	Asset size	809
0030	Credit quality of counterparties	83
0040	Model updates (IMM only)	-
0050	Methodology and policy (IMM only)	-
0060	Acquisitions and disposals	-
0070	Foreign exchange movements	(311)
0080	Other	(689)
0090	**RWAS AS AT THE END OF THE REPORTING PERIOD (31/12/2021)**	**10,134**

3.4.2.3.7 Central counterparty (CCP) exposures

— Central counterparty (CCP) exposures (CCR8)

	(in millions of euros)	31/12/2021 Exposure value	31/12/2021 RWEA
1	**Exposures to QCCPs (total)**		**435**
2	Exposures for trades at QCCPs (excluding initial margin and default fund contributions); of which	6,576	132
3	(i) OTC derivatives	1,872	37
4	(ii) Exchange-traded derivatives	285	6
5	(iii) SFTs	4,420	88
6	(iv) Netting sets where cross-product netting has been approved	-	-
7	Segregated initial margin	2,247	
8	Non-segregated initial margin	4,570	58
9	Prefunded default fund contributions	1,139	245
10	Unfunded default fund contributions	-	-
11	**Exposures to non-QCCPs (total)**		**-**
12	Exposures for trades at non-QCCPs (excluding initial margin and default fund contributions); of which	-	-
13	(i) OTC derivatives	-	-
14	(ii) Exchange-traded derivatives	-	-
15	(iii) SFTs	-	-
16	(iv) Netting sets where cross-product netting has been approved	-	-
17	Segregated initial margin	-	
18	Non-segregated initial margin	-	-
19	Prefunded default fund contributions	-	-
20	Unfunded default fund contributions	-	-

3.4.2.3.8 CVA

The CRD 4 prudential framework introduced a new capital charge to cover volatility in the CVA (Credit Valuation Adjustment) or valuation adjustment for assets grouped together under the term “CVA Risk”, which is intended to include in the valuation of OTC derivatives credit events affecting our counterparties. The CVA is thus defined as the difference between the valuation excluding risk of default and the valuation including the probability of default of our counterparties.

Under the prudential framework, institutions use a regulatory formula (“Standardised Approach”) or are authorised to calculate their capital requirements using their internal models for both counterparty risk and specific rate risk using the advanced approach (“CVA VaR”).

The CVA requirement under the advanced approach is calculated on the basis of expected positive exposure on OTC derivative transactions involving “Financial institution” counterparties excluding intragroup transactions. Within this scope, the tools used to estimate capital requirements are the same as for market VaR in respect of specific interest rate risk.

— Credit valuation adjustment (CVA) capital requirement (CCR2)

	(in millions of euros)	31/12/2021 Exposure value	31/12/2021 RWA	31/12/2020 Exposure value	31/12/2020 RWA
1	**Total transactions subject to the Advanced method**	**17,694**	**2,692**	**14,796**	**2,637**
2	(i) VaR component (including the 3× multiplier)	-	259	-	546
3	(ii) stressed VaR component (including the 3× multiplier)	-	2,433	-	2,091
4	**Transactions subject to the Standardised method**	**25,209**	**1,911**	**22,742**	**1,691**
EU4	Transactions subject to the Alternative Approach (based on the Original Exposure Method)	-	-	-	-
5	**TOTAL TRANSACTIONS SUBJECT TO OWN FUNDS REQUIREMENTS FOR CVA RISK**	**42,903**	**4,602**	**37,537**	**4,328**

Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.4 Credit and counterparty risk mitigation techniques

Overview of credit risk mitigation techniques (CRMs): Publication of the use of CRM techniques (RC3)

31/12/2021 *(in millions of euros)*		Unsecured carrying amount	Secured carrying amount	Of which secured by collateral	Of which secured by financial guarantees	Of which secured by credit derivatives
1	Loans and advances	977,149	239,823	117,841	121,982	8,184
2	Debt securities	117,738	-	-	-	
3	**TOTAL**	**1,094,888**	**239,823**	**117,841**	**121,982**	**8,184**
4	Of which non-performing exposures	9,034	3,629	2,712	917	-

31/12/2020 *(in millions of euros)*		Unsecured carrying amount	Secured carrying amount	Of which secured by collateral	Of which secured by financial guarantees	Of which secured by credit derivatives
1	Loans and advances	824,014	257,460	130,156	109,513	17,791
2	Debt securities	120,301	-	-	-	
3	**TOTAL**	**944,316**	**257,460**	**130,156**	**109,513**	**17,791**
4	Of which non-performing exposures	10,749	3,747	2,100	1,391	256

3.4.2.4.1 Credit risk mitigation techniques

Collateral management system for collateral received

The main categories of collateral taken into account by the bank are described in the section entitled "Risk management – Credit risk – Collateral and guarantees received".

When a credit is granted, collateral is analysed to assess the value of the asset, its liquidity, volatility and the correlation between the value of the collateral and the quality of the counterparty financed. Regardless of collateral quality, the first criterion in the lending decision is always the borrower's ability to repay sums due from cash flow generated by its operating activities, except for specific trade finance transactions.

For financial guarantees, a minimum exposure coverage ratio is usually included in loan contracts, with readjustment clauses. Financial guarantees are revalued according to the frequency of margin calls and the variability of the underlying value of financial assets transferred as guarantee or quarterly, as a minimum.

The minimum coverage ratio (or the haircut applied to the value of the guarantee in treatments under Regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 (CRR) and Directive 2014/59/EU of the European Parliament and of the Council of 15 May 2014) is determined using the measure of the pseudo-maximum deviation of the value of the securities at the revaluation date. This measurement is calculated with a 99% confidence interval over a time horizon covering the period between each revaluation, the period between the default date and the date on which asset disposal starts, and the duration of the liquidation period. This haircut also applies for currency mismatch risk when the securities and the collateralised exposure are denominated in different currencies. Additional haircuts are applied when the size of the stocks position implies a block disposal or when the borrower and the issuer of the collateral securities belong to the same risk group.

For Retail Banking (LCL, CA Italia), revaluation of real estate assets is automatic based on changes in the property market indexes. In contrast, for project-type property financing, assets are mainly revalued on the basis of an expert appraisal combining various approaches (asset value, rental value, etc.) and include external benchmarks.

Other types of assets may also be pledged as collateral. This is notably the case for certain activities such as aircraft, shipping, real estate or commodities financing. These businesses are conducted by middle offices, which have specific expertise in valuing the assets financed.

Protection providers

Two major types of guarantee are mainly used (other than intragroup guarantees): export credit insurance taken out by the Bank and unconditional payment guarantees.

The main guarantee providers (excluding credit derivatives) are export credit agencies, most of which enjoy a sovereign rating. The most important agencies are BPI (France), K-Sure (South Korea), ECGD (UK), Euler Hermes (Germany) and Sace S.p.A. (Italy).

The use of risk mitigation techniques by Crédit Agricole, to cover some of its commitments to third parties

Crédit Agricole may also use risk mitigation techniques to cover some of its transactions vis-à-vis third parties, in particular refinancing transactions. The latter may contain an additional collateralisation clause in the event of a downgrading of the credit quality of Crédit Agricole S.A. corporate entity. By way of example, at end-2021, in the event of a one-notch credit quality downgrade, the Group would have had to provide the counterparties of the refinancing transactions with additional collateral totalling €48 million.

— External ratings given to the export credit agencies

31/12/2021 *(in millions of euros)*	Moody's Long term rating (outlook)	Standard & Poor's Long term rating (outlook)	Fitch Ratings Long term rating (outlook)
Bpifrance Financement (EPIC Bpifrance)	Aa2 [stable]	Unrated	AA [negative]
Euler Hermès S.A.	Aa3 [stable]	AA [stable]	Unrated
Sace S.p.A.	Unrated	Unrated	BBB [stable]

Moreover, the guarantees received from mutual guarantee companies cover a substantial portion of the loans in the Group's "residential real estate" portfolio in France (see table below). These loans are guaranteed by guarantees granted by Crédit Logement (rated Aa3 [stable] by Moody's) or by the Group's insurance company subsidiary, CAMCA Assurance S.A. (rated A+ [stable] by Fitch). The guarantors are subject to prudential regulation applying to either financing companies for Crédit Logement, or insurance companies (Solvency 2) for CAMCA Assurance.

— Mortgage loan amounts guaranteed by CAMCA and Crédit Logement

	Outstandings 31/12/2021		Outstandings 31/12/2020	
(in millions of euros)	Amount of guaranteed outstandings	% of guaranteed loans in the "residential mortgage loans" portfolio in France	Amount of guaranteed outstandings	% of guaranteed loans in the "residential mortgage loans" portfolio in France
Coverage by surety agencies (Crédit Logement, CAMCA)	76,755	82.59%	71,884	82.90%

When a guarantee is issued, the guarantor applies an independent selection policy in addition to that already implemented by the bank. Where Crédit Logement is concerned, the guarantee issued covers, with no deductible, the payment of all amounts legally due by defaulting borrowers in principal, interest, insurance premiums and costs. In respect of CAMCA Assurance, the guarantee mechanism is broadly similar to that of Crédit Logement, with the difference that the payments made by CAMCA Assurance with respect to the guarantee arise once the bank's means of recourse against the borrower have been exhausted. Ultimately, these guarantee provisions significantly enhance the quality of the mortgage loans guaranteed and constitute a full transfer of risk in respect of the loans.

3.4.2.4.2 Risk mitigation techniques applied to counterparty risk

Credit derivatives for hedging purposes

These techniques are presented in the "Risk management" chapter, Part 2.4.II.4.3 "Credit risk – Credit risk mitigation mechanisms – Use of credit derivatives".

Qualitative information on CRM techniques is discussed in Chapter 5, Part 2 "Risk management" of this document:

- for more information on- and off-balance sheet netting, see Section 2.4.II.4, paragraph 4.2 "Use of netting agreements";
- for more information on the valuation and management of eligible collateral, see Section 2.4.II.4 "Credit risk reduction mechanism";
- for the reduction of risk concentrations through credit risk mitigation transactions, see, respectively, Sections 2.4.II.3 "Supervision system of commitments" and 2.4.II.4 "Credit risk mitigation mechanism», paragraph 4.3 «Use of credit derivatives".

— Credit derivatives exposures (CCR6)

31/12/2021 *(in millions of euros)*		Protection bought	Protection sold
Notionals			
0010	Single-name credit default swaps	24,112	13,411
0020	Index credit default swaps	2,908	726
0030	Total return swaps	21,001	1,113
0040	Credit options	-	-
0050	Other credit derivatives	-	-
0060	**TOTAL NOTIONALS**	**48,021**	**15,249**
Fair values			
0070	Positive fair value (asset)	845	252
0080	Negative fair value (liability)	(538)	(479)

Refer to the glossary on page 715 for the definition of technical terms.

3.4.2.5 Equity exposures in the banking portfolio

Crédit Agricole S.A.'s equity exposures, excluding the trading book, consist of securities "that convey residual, subordinated claims on the assets or revenues of the issuer or have a similar economic substance". These mainly include:

- listed and unlisted equities and shares in investment funds;
- options implicit in convertible, redeemable or exchangeable bonds;
- stock options;
- super-subordinated securities.

The accounting policies and valuation methods used are described in Note 1.2 to the financial statements "Accounting policies and principles".

— Equity exposures subject to the simple risk-weight approach (CR10.5)

31/12/2021 Categories *(in millions of euros)*	On-balance sheet amount	Off-balance sheet amount	Risk weight	Exposure amount	RWAs	Expected loss amount
Private equity exposures	1,241	55	190%	1,295	2,461	10
Exchange-traded equity exposures	94	-	290%	94	273	1
Other equity exposures	14,925	0	370%	14,825	54,851	356
TOTAL	**16,259**	**55**		**16,214**	**57,585**	**367**

— Equity exposures subject to the simple risk-weight approach (CR10.5)

31/12/2020 Categories *(in millions of euros)*	On-balance sheet amount	Off-balance sheet amount	Risk weight	Exposure amount	RWAs	Expected loss amount
Private equity exposures	1,087	29	190%	1,115	2,119	9
Exchange-traded equity exposures	76	-	290%	76	220	1
Other equity exposures	15,424	-	370%	9,467	35,026	227
TOTAL	**16,586**	**29**		**10,658**	**37,365**	**237**

Equity exposures under the Internal Ratings-Based approach mainly consist of the portfolios of Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Capital Investissement et Finance.

Equity exposures (on and off-balance sheet) under the Internal Ratings-Based approach amounted to €16.3 billion at 31 December 2021 (compared with €16.6 billion at 31 December 2020).

Furthermore, equity exposures using the Standardised Approach amounted to €1.2 billion at 31 December 2021 for an RWA amount of €1.38 billion at 31 December 2021.

The amounts of gains and losses on equity instruments realised during the period under review are presented in Note 4 to the financial statements "Notes to the income statement and other comprehensive income".

3.4.3 Securitisation

3.4.3.1 Definitions of securitisation transactions

The Crédit Agricole CIB Group acts as originator, sponsor and investor in securitisation transactions within the meaning of the Basel 3 framework.

Securitisation transactions, listed below, consist of transactions defined in Directive 2013/36/EU (CRD 4) and EU Regulation 575/2013 of 26 June 2013 (CRR) in force since 1 January 2014. The directive and regulations incorporate into European law the Basel 3 international reform (issued in December 2010) introducing, among other things, new requirements for bank solvency and oversight of liquidity risk. These texts are supplemented by Regulations (EU) 2017/2401 and 2017/2402 of the European Parliament and the Council of 12 December 2017. Regulation 2017/2402 revises the general framework of securitisation and creates a specific framework for simple, transparent, and standardised securitisations, and Regulation 2017/2401 amends the calculation formulas applicable for securitisations with regard to the solvency ratio and corresponds to the Basel 4 framework for securitisation.

This applies to transactions under which the credit risk associated with an exposure or set of exposures is sub-divided into tranches, which have the following two characteristics:

- payments made within the transaction or scheme depend on the performance of the underlying exposure or basket of exposures;
- the subordination of tranches determines how losses are distributed during the lifetime of the transaction or scheme.

Securitisation transactions include:

- traditional securitisations: a securitisation involving the transfer of the economic interest in the securitised exposures by transferring ownership of those exposures from the originator to a securitisation entity or by a sub-participation of a securitisation entity, in which the securities issued do not represent payment obligations for the originator;
- synthetic securitisations: a securitisation whereby the transfer of risks takes place through the use of credit derivatives or guarantees and in which the securitised exposures remain exposures for the originator.

The securitisation exposures of Crédit Agricole S.A. are detailed with respect to its regulatory portfolio, according to the following typologies:

- the securitisation exposures for which the Group is deemed an originator;
- exposures in which the Group is an investor;
- exposures in which the Group is a sponsor;
- securitisation swap exposures (currency or interest rate hedges) allocated to securitisation vehicles.

Note that most securitisation transactions on behalf of European customers involve Ester Finance Technologies, a wholly owned credit institution subsidiary of Crédit Agricole CIB, which finances the purchase of receivables and therefore makes Crédit Agricole CIB both sponsor and, via Ester Finance Technologies, originator of these securitisation transactions.

The impact on the consolidated financial statements of proprietary securitisation transactions carried out within the context of collateralised financing activities that are not deconsolidated is detailed in Note 6.6 to the financial statements "Transferred assets not derecognised or derecognised with on-going involvement".

3.4.3.2 Purpose and strategy

3.4.3.2.1 Proprietary securitisation transactions

Crédit Agricole S.A.'s proprietary securitisation transactions are the following:

Collateralised financing transactions

These transactions are designed for the issue of securities and, where appropriate, can be wholly or partially placed with investors, sold under repurchase agreements or kept on the issuer's balance sheet as liquid securities reserves that can be used to manage refinancing. This activity relates to several Group entities, mainly CA Consumer Finance and its subsidiaries as well as EFL (Europejski Fundusz Leasingowy) in Poland[1]. In this case, the junior and/or mezzanine positions are retained.

Transactions carried out by the CACF group in 2021

In 2021, the CACF Group carried out an issue placed on the market: SUNRISE 93 2021-2 for a placement amount of €573 million of senior securities with an expected average early maturity of 2.2 years. Another transaction (SUNRISE 92 2021-1, issued in March for a senior tranche of €944 million) was fully retained and used as collateral for financing activities.

The CACF Group also carried out three self-subscribed issues to build reserves of liquid securities eligible for collateral in the Eurosystem. The Ginkgo Master Revolving Loans programme restructured in January 2021 by CACF S.A. (issue of €648 million of new senior units), Thétis 2 (Ares Lusitani STC) issued in July by Credibom in Portugal (€504 million of senior units) and RACP 2021 (RETAIL AUTOMOTIVE CP GERMANY 2021 UG) issued at the end of October by Creditplus in Germany (€900 million of senior units).

All transactions in 2021, except for Ginkgo Master Revolving Loans, have S.T.S. status. The CACF Group used the following rating agencies: Standard & Poors, Fitch Ratings and DBRS Morningstar. The names of the securitisation vehicles are listed above for each transaction

Many previous CACF Group transactions were still in place in 2021:

- For CACF S.A. : Ginkgo SF 2017-1 (FCT Ginkgo), rated by Fitch Ratings and Standard & Poor's, whose senior tranches have been placed, Ginkgo DC 2015-1 (FCT Ginkgo), as well as Ginkgo PL 2020 (FCT Ginkgo Personal Loans 2020) which is S.T.S., rated by Fitch Ratings and DBRS Morningstar and self-underwritten to constitute liquid securities reserves.
- For Agos Ducato S.p.A. : Sunrise 2017 Private (SPV30 2017-P), Sunrise 2018-2 (SPV50 2018-2), Sunrise 2019 Private (SPV60 2019-P), Sunrise 2019-1 (SPV70 2019-1), Sunrise 2019-2 (SPV80 2019-2), whose senior tranches have been placed, and Sunrise 2020-1 (SPV90 2020-1), self-underwritten to constitute liquid securities reserves; these transactions, with the exception of private transactions, are rated by Fitch Ratings and DBRS Morningstar. Sunrise 2019-1, 2019-2 and 2020-1 are S.T.S.
- For CACF Nederland B.V. : Magoï B.V., S.T.S., rated by Fitch Ratings and DBRS Morningstar, with all tranches placed.
- For FCA Bank: ABEST 14, 18, 19, 20 and 21 rated by Fitch Ratings and DBRS Morningstar or Fitch Ratings and Moody's, self-underwritten to constitute liquid securities reserves; ABEST 16, rated by Standard & Poor's and Moody's, whose senior tranches have been placed. FCA also uses the Eramus and Nixis 6 programmes, not rated, whose senior tranches have been placed. Lastly, the ABEST 15 and 17 transactions which are S.T.S., rated respectively by Fitch Ratings and Moody's and Fitch Ratings and DBRS Morningstar, with all tranches placed, enable FCA Bank to reduce its prudential balance sheet

Transactions carried out by the CAL&F group in 2021

Europejski Fundusz Leasingowy (EFL) issued a new lease financing-backed "Lease ABS 2021-1 DAC" transaction for an amount of PLN 1.7 billion. The transaction was supported by the EIB Group (European Investment Bank and European Investment Fund) as a direct investor in part of the issue and a guarantor for the balance. The senior tranche has been rated by Fitch Ratings and Scope Ratings.

Two previous EFL transactions were still in place in 2021: "EFL LEASE ABS 2017-1 DAC" lease financing-backed, for an initial amount of PLN 2.2 billion, currently amortising. The senior tranche, placed with assistance from the BEI Group, was rated by Fitch Ratings and Scope Ratings; and a synthetic securitisation carried out in 2019 covering an initial amount of PLN 2.1 billion, lease financing-backed, not rated, where EFL retained only a first loss tranche and whose amortisation started at the end of 2021.

Transactions carried out by Crédit Agricole Italia in 2021

Crédit Agricole FriulAdria S.p.A. and Credito Valtellinese S.p.A. completed a €1.8 billion securitisation of non-performing loans via a disposal to the "Ortles 21" vehicle. Crédit Agricole Italy has underwritten the senior bonds covered by the Italian government's GACS *(Garanzia Cartolarizzazione Sofferenze)* guarantee scheme, rated by DBRS Morningstar, Scope Ratings and Arc Ratings. The junior and mezzanine bonds were placed on the market, thus allowing a prudential deconsolidation of the portfolio sold.

Crédit Agricole CIB's transfer of risks by means of proprietary securitisation transactions are the following:

Active management of the financing portfolio

In addition to using credit derivatives (see the "Risks and Pillar 3 – Use of credit derivatives" chapter), this activity consists of using synthetic securitisation to manage the credit risk of the bank, optimise capital allocation, reduce the concentration of outstanding loans to corporates, release resources to contribute to the renewal of the banking portfolio (as part of the Distribute to Originate model) and maximise the return on capital. This activity is managed by the Private Debt Solutions team, which reports both to the Execution Management department within the Finance department and to the Debt Optimisation and Distribution department at Crédit Agricole CIB. The approach used to calculate the risk-weighted amounts on proprietary securitisation exposures is the regulatory formula approach. In this such transactions, the Bank does not systematically purchase protection on all tranches, as the management goal is to cover some of the more risky financing portfolio tranches whilst keeping part of the overall risk.

New securitisations carried out by Crédit Agricole CIB in 2021

As part of the management of the financing portfolio, the PDS team set up four new synthetic securitisation transactions:

- Marco Polo 3. This four-year transaction, which involves a USD4 billion portfolio of Crédit Agricole CIB's exposure (loans or trade finance transactions) to companies based in emerging countries, is the third successive transaction with IFC, a subsidiary of the World Bank. The selection of the portfolio incorporates Crédit Agricole CIB's ESG criteria. This transaction was voted Impact Deal of the Year Award by SCI magazine in the Capital Relief Trades Awards 2021;
- CEDAR 2021-1 and CEDAR 2021-2, with private investors. These 5-year transactions cover a total of €5.3 billion of Crédit Agricole

(1) It should be noted in this respect that in 2015 and 2017 the Crédit Agricole Regional Banks carried out home loan securitisation transactions ("RMBS"); these transactions are outside the scope of the Crédit Agricole S.A. Group.

Refer to the glossary on page 715 for the definition of technical terms.

CIB's large corporates loan book. This transaction is secured by a cash collateral equal to the amount of risk guaranteed. These two transactions have S.T.S. (Simple, Transparent and Standard) status;

- PERS 1, with a private investor. This five-year transaction involves a €2 billion portfolio of Crédit Agricole CIB credit facilities. This transaction is secured by a cash collateral equal to the amount of risk guaranteed.

These transactions are private and unrated. In the case of Marco Polo 3, Crédit Agricole CIB retained a first loss tranche and sold the mezzanine tranche; for the other transactions, Crédit Agricole CIB sold the first losses and the mezzanine position.

At end-2021, the synthetic securitisation transactions previously put in place by CACIB otherwise represented a hedged portfolio amount of €8.75 billion.

3.4.3.2.2 Securitisation transactions carried out on behalf of customers as arranger, sponsor, intermediary or originator

Only Crédit Agricole CIB, within the Crédit Agricole S.A., carries out securitisation transactions on behalf of its customers.

Securitisation transactions on behalf of customers within Global Markets activities allow Crédit Agricole CIB to raise funds or manage a risk exposure on behalf of its customers. When carrying out these activities, Crédit Agricole CIB can act as an originator, sponsor, arranger or investor:

- as a sponsor and arranger, Crédit Agricole CIB structures and manages securitisation programmes that refinance assets of the bank's customers, mainly via ABCP (Asset Backed Commercial Paper) programmes, namely LMA in Europe, Atlantic and La Fayette in the United States and ITU in Brazil. These specific entities are protected from Crédit Agricole CIB bankruptcy risk but are consolidated for accounting purposes at Group level;
- as an investor, the Group invests directly in certain securitisation exposures and is a liquidity provider or counterparty of derivative exposures (foreign exchange or interest rate swaps for instance);
- as an arranger, sponsor or originator, Crédit Agricole CIB carries out securitisation transactions on behalf of its customers. At 31 December 2021, there were four active consolidated multi-seller vehicles (LMA, Atlantic, La Fayette and ITU), structured by the Group on behalf of third parties. LMA, Atlantic, La Fayette and ITU are fully supported ABCP programmes. This ABCP programme activity finances the working capital requirements of some of the Group's customers by backing short-term financing with traditional assets, such as trade receivables or financial loans. The amount of the assets held by these vehicles and financed through the issuance of marketable securities amounted to €28 billion at 31 December 2021 (€24 billion at 31 December 2020).

The default risk on the assets held by these vehicles is borne by the sellers of the underlying receivables through credit enhancement or by insurers for certain types of risk upstream of the ABCP transactions. Crédit Agricole CIB bears the risk through liquidity facilities.

It should be noted that the majority of European ABCP transactions are of S.T.S. quality.

Activities carried out as sponsor

The programme activity was sustained throughout 2021, and the newly securitised outstandings mainly relate to trade receivables and financial loans.

For part of this programme activity, Crédit Agricole CIB acts as the originator insofar as the structures involve the entity Ester Finance Technologies, which is a consolidated Group entity.

The amount committed to liquidity facilities granted to LMA, Atlantic, La Fayette and ITU as sponsors was €38 billion at 31 December 2021 (€34 billion at 31 December 2020).

Activities carried out as investor

As part of its sponsor activities, the Group can grant guarantees and liquidity facilities to securitisation vehicles or act as a counterparty for derivatives in ad hoc securitisation transactions. These are mainly exchange rate swaps provided to the ABCP programmes and interest rate swaps for some ABS issues. These activities are recorded in the banking portfolio as investor activities.

Moreover, Crédit Agricole CIB may be called upon to directly finance on its balance sheet some securitisation transactions on behalf of its customers (mainly aircraft transactions and vehicle fleet financing) or provide support through a liquidity facility to an issue by special purpose vehicles external to the bank (SPV or ABCP programme not sponsored by the bank). In this case, Crédit Agricole CIB is deemed to be an investor. Overall, this activity represented commitments of €2 billion at 31 December 2021 (€2 billion at 31 December 2020).

Intermediation transactions

Crédit Agricole CIB participates in the structuring and in the placement of securities, backed by client asset pools and to be placed with investors.

In this activity, the Crédit Agricole CIB retains a relatively low risk via the possible contribution of back-up lines to securitisation vehicles or via a share of the securities issued.

3.4.3.2.3 Risk monitoring and recognition

Risk monitoring

The management of risks related to securitisation transactions follows the rules established by the Group, according to which these assets are recorded in the banking portfolio (credit and counterparty risk) or in the trading book (market and counterparty risk).

The development, sizing and targeting of securitisation transactions are periodically reviewed by Portfolio Strategy Committees specific to those activities and the countries to which they relate, as well as in the course of Group Risk Management Committee meetings.

Risks on securitisation transactions are measured against the capacity of the assets transferred over to financing structures to generate sufficient flows to cover the costs, mainly financial, of these structures.

Crédit Agricole CIB's securitisation exposures are treated in accordance with the IRB securitisation framework approach, which consists of:

- the Internal Ratings-Based Approach (IRBA): This approach is primarily based on the prudential weighting of the underlying debt portfolio and the attachment point of the tranche in question. For S.T.S. securitisations, Crédit Agricole CIB applies Article 260 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), which provides for a 10% risk weight minimum for senior securitisation exposures;
- the External Ratings-Based Approach (ERBA) for exposures that receive (directly or by induced rating) public external ratings from agencies approved by the Committee of European Supervisors. The external agencies used are Standard & Poor's, Moody's, Fitch Ratings and Dominion Bond Rating Services (DBRS);

- the Standardised Approach (SA): This approach is primarily based on the prudential weighting of the underlying debt portfolio (using the Standardised Approach) and the attachment point of the tranche in question. For STS securitisations, Crédit Agricole CIB applies Article 262 of Regulation (EU) 575/2013 of 26 June 2013 (CRR), which provides for a 10% risk weight minimum for senior securitisation exposures;
- the Internal Assessment Approach (IAA): internal rating methodology approved by Crédit Agricole S.A.'s Standards and Methodology Committee for the main asset classes (particularly trade receivables and vehicle financing) if there are no agency ratings for the exposure in question.

These methods apply irrespective of whether the transactions are S.T.S. or non-S.T.S. notwithstanding the differences in the rules applicable between S.T.S. and non-S.T.S. transactions described in Articles 254.2-(a) and 254.2-(b) of the CRR.

In line with regulations, the internal assessment approaches used by Crédit Agricole CIB replicate the public methodologies of external rating agencies. The latter have two components:

- a quantitative component that in particular evaluates the enhancement of transactions having regard to historical performances as well as the possible risk of "commingling" generated by the transaction;
- a qualitative component that supplements the quantitative approach and that makes it possible, among other things, to evaluate the quality of structures as well as reporting.

The internal rating methodologies apply to the securitisation of trade receivables, car loans and dealer financing.

Stress test parameters are dependent on the rating of securitisations and of the securitised underlyings. For example, for a rating equivalent to AA (on the S&P scale), the stress test parameter for default risk is around 2.25 for trade receivables transactions, usually 3 for car loan securitisation, and for the securitisation of dealer financing, the credit stress scenario is comprised of a number of items including in particular a three notch downgrade in the car manufacturer's rating.

Note that aside from regulatory calculation purposes, internal ratings are used in the course of the origination process to evaluate the profitability of transactions.

As regards the management of internal models, an independent unit within Crédit Agricole S.A. is responsible for validating internal methodologies. Moreover, regular audits are conducted by the Control and Audit department to ensure the internal methodologies are relevant. Backtesting and stress testing are also done regularly by the modelling teams.

These ratings cover all types of risks generated by such securitisation transactions: intrinsic risks on receivables (debtor insolvency, payment delays, dilution, offsetting of receivables) or risks on the structuring of transactions (legal risks, risks relating to the receivables collection circuit, risks relating to the quality of information supplied periodically by managers of receivables sold, other risks related to the seller, etc.).

These critically examined ratings are only a tool for making decisions pertaining to the transactions; such decisions are taken by Credit Committees at various levels.

Credit decisions relate to transactions that are reviewed at least once a year by the same Committees. Committee decisions incorporate varying limits according to the evolution of the acquired portfolio (arrears rate, loss rate, rate of sector-based or geographical concentration, rate of dilution of receivables or periodic valuation of assets by independent experts, etc.). Non-compliance with these limits may cause the structure to become stricter or place the transaction in early amortisation.

These credit decisions also include, in liaison with the Bank's other credit Committees, an assessment focusing on the risk generated by the sellers of the receivables and the possibility of substituting the manager by a new one in the event of a failure in the management of those receivables.

Like all credit decisions, these decisions include aspects of compliance and "country risk".

At 31 December 2021, Ester Finance Titrisation recognised impaired loans (Bucket 3) for €180.0 million and an impairment (Bucket 3) of €5.1 million. Net of impairment (Bucket 3), this entity had €19.9 billion in securitised assets.

The liquidity risk associated with securitisation activities is monitored by the business lines in charge, but also centrally by the Market Risk and Steering departments of Crédit Agricole CIB. The impact of these activities is incorporated into the Internal Liquidity Model indicators, mainly stress scenarios, liquidity ratios and liquidity gaps. The management of liquidity risk at Crédit Agricole CIB is described in more detail in the "Liquidity and financing risk" paragraph of the "Risk factors" and "Risk management" sections in this chapter.

The management of foreign exchange risk with respect to securitisation transactions does not differ from that of the Group's other assets. As regards interest rate risk management, securitised assets are refinanced through special purpose vehicles according to interest rate matching rules similar to those applying to other assets.

For assets managed in run-off mode, each disposal of position is first approved by the Market Risk department of Crédit Agricole CIB.

Accounting policies

Investments made in securitisation instruments (cash or synthetic) are recognised according to their classification and the associated valuation method (see Note 1.3 to the consolidated financial statements on accounting policies and principles for financial asset classification and valuation methods).

The securitisation exposures can be classified in the following accounting categories:

- "Financial assets at amortised cost": these securitisation exposures are measured following initial recognition at amortised cost based on the effective interest rate and may, if necessary, be impaired;
- "Financial assets at fair value through equity recyclable to profit or loss": these securitisation exposures are remeasured at fair value at the end of the reporting period and any changes in fair value are recognised in other comprehensive income and may be reclassified to profit or loss;
- "Financial assets at fair value through profit or loss": these securitisation exposures are remeasured at fair value at the end of the reporting period and any changes in fair value are recognised through profit or loss under "Net gains (losses) on financial instruments at fair value through profit or loss".

Gains (losses) on the disposal of these securitisation exposures are recognised in accordance with the rules of the original category of the exposures sold.

As part of securitisation transactions, a derecognition test is carried out pursuant to IFRS 9 (the criteria can be found in Note 1.3 to the consolidated financial statements on accounting policies and principles).

In the case of synthetic securitisations, the assets are not derecognised in that they remain under the control of the institution. The assets are still recognised according to their classification and original valuation method (see Note 1.3 to the consolidated financial statements on accounting policies and principles for financial asset classification and valuation methods).

Refer to the glossary on page 715 for the definition of technical terms.

3.4.3.3 Summary of activities in 2021

Crédit Agricole CIB's Securitisation activity in 2021 was characterised by:

- support of the development of the public ABS market in the United States and in Europe. Crédit Agricole CIB structured and organised the placement (arranger and bookrunner) of a significant number of primary ABS issues on behalf of its major "Financial institution" customers, in particular in the automotive industry and in consumer finance;
- on the ABCP programme market, Crédit Agricole CIB maintained its ranking as one of the leaders in this segment, both in Europe and on the US market. This was achieved via the renewal and implementation of new securitisation transactions for trade receivables or financial loans on behalf of its mainly Corporate customers, while ensuring that the profile of risks borne by the Bank remained good. The strategy of Crédit Agricole CIB, focused on the financing of its customers, is well perceived by investors and resulted in financing conditions that are still competitive;
- increased activity in terms of proprietary synthetic securitisations as part of the management of the capital allocated to financing activities and the management of the bank's risk envelopes.

Apart from Crédit Agricole CIB, the Crédit Agricole Consumer Finance Group carried out an issue placed in the market in 2021, "SUNRISE 2021-2", for an amount of €573 million of senior securities with an early maturity of 2.2 years, as well as several self-underwritten securitisation transactions to constitute reserves of liquid securities eligible as collateral with the Eurosystem; EFL completed a new issue placed with investors and supported by the EIB Group; and Crédit Agricole Italia completed an initial securitisation of non-performing loans, which was deconsolidated for prudential purposes.

At 31 December 2021, Crédit Agricole Group had no early-redemption securitisation transactions. Moreover, the Crédit Agricole Group did not provide any implicit support to securitisation transactions in 2021.

No Group entity invested in securitisation transactions initiated by Crédit Agricole S.A. or in securitisation exposures issued by securitisation entities sponsored by Crédit Agricole S.A. in 2021. The Group does not hold any resecuritisation positions.

3.4.3.4 Exposures

3.4.3.4.1 Exposure at default to securitisation transaction risks in the banking portfolio that generate risk-weighted assets

— Securitisation exposures in the banking portfolio IRB and STD (SEC1)

	Institution acts as originator							Institution acts as sponsor				Institution acts as investor			
	Traditional				Synthetic			Traditional		Synthetic		Traditional		Synthetic	
	STS		Non-STS												
31/12/2021 *(in millions of euros)*		of which SRT		of which SRT		of which SRT	Sub-total	STS	Non-STS		Sub-total	STS	Non-STS		Sub-total
1 **TOTAL EXPOSURES**	19,804	-	1,150	-	12,395	12,395	33,348	3,692	14,829	-	18,522	570	2,042	7	2,619
2 **Retail (total)**	**107**	**-**	**389**	**-**	**-**	**-**	**497**	**1,422**	**8,369**	**-**	**9,790**	**570**	**1,180**	**7**	**1,757**
3 Residential mortgage	-	-	-	-	-	-	-	-	-	-	-	438	14	-	452
4 Credit card	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 Other retail exposures	107	-	389	-	-	-	497	1,422	8,369	-	9,790	132	1,144	-	1,276
6 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	22	7	29
7 **Wholesale (total)**	**19,697**	**-**	**760**	**-**	**12,395**	**12,395**	**32,852**	**2,271**	**6,461**	**-**	**8,731**	**-**	**862**	**-**	**862**
8 Loans to corporates	-	-	-	-	9,839	9,839	9,839	357	65	-	422	-	-	-	-
9 Commercial mortgage	-	-	-	-	-	-	-	-	-	-	-	-	11	-	11
10 Lease and receivables	19,697	-	754	-	-	-	20,451	1,914	4,185	-	6,099	-	241	-	241
11 Other wholesale	-	-	6	-	2,556	2,556	2,561	-	2,211	-	2,211	-	611	-	611
12 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

31/12/2020 *(in millions of euros)*	Institution acts as originator							Institution acts as sponsor				Institution acts as investor			
	Traditional				Synthetic			Traditional		Synthetic		Traditional		Synthetic	
	STS		Non-STS												
		of which SRT		of which SRT		of which SRT	Sub-total	STS	Non-STS		Sub-total	STS	Non-STS		Sub-total
1 TOTAL EXPOSURES	14,699	43	2,791	11	7,232	7,223	24,722	3,210	14,331	-	17,541	358	2,332	-	2,690
2 Retail (total)	**43**	**43**	**607**	**11**	**-**	**-**	**650**	**1,975**	**7,143**	**-**	**9,118**	**357**	**1,048**	**-**	**1,405**
3 Residential mortgage	-	-	-	-	-	-	-	-	-	-	-	357	43	-	400
4 Credit card	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 Other retail exposures	43	43	607	11	-	-	650	1,975	7,143	-	9,118	-	980	-	980
6 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	24	-	24
7 Wholesale (total)	**14,657**	**-**	**2,184**	**-**	**7,232**	**7,223**	**24,072**	**1,235**	**7,188**	**-**	**8,423**	**1**	**1,284**	**-**	**1,285**
8 Loans to corporates	-	-	-	-	6,703	6,694	6,703	-	1,141	-	1,141	-	-	-	-
9 Commercial mortgage	-	-	-	-	-	-	-	-	-	-	-	-	16	-	16
10 Lease and receivables	14,657	-	2,184	-	-	-	16,840	1,235	4,456	-	5,691	1	525	-	527
11 Other wholesale	-	-	-	-	529	529	529	-	1,591	-	1,591	-	743	-	743
12 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

— Exposure at default of securitisation transactions broken down by on- and off-balance sheet accounting classification

	Underlying Asset *(in millions of euros)*	Exposure values on 31/12/2021		
		On-Balance Sheet	Off-Balance Sheet	Total
1	TOTAL EXPOSURES	2,292	52,197	54,489
2	**Retail (total)**	**1,251**	**10,792**	**12,044**
3	Residential mortgage	436	16	**452**
4	Credit card	-	-	**-**
5	Other retail exposures	793	10,770	**11,563**
6	Re-securitisation	22	7	**29**
7	**Wholesale (total)**	**1,040**	**41,405**	**42,445**
8	Loans to corporates	-	10,261	**10,261**
9	Commercial mortgage	-	11	**11**
10	Lease and receivables	590	26,200	**26,790**
11	Other wholesale	450	4,933	**5,383**
12	Re-securitisation	-	-	**-**

Refer to the glossary on page 715 for the definition of technical terms.

Securitisation exposures in the banking portfolio and related regulatory capital requirements – Bank acting as issuer or agent IRB and STD (SEC3)

31/12/2021 *(in millions of euros)*	Exposure values (by RW bands/deductions)					Exposure values (by regulatory approach)				RWEA (by regulatory approach)				Capital charge after cap			
	≤20% RW	>20% to 50% RW	>50% to 100% RW	>100% to <1,250% RW	1,250% RW/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions
1 TOTAL EXPOSURES	**46,473**	**3,268**	**2,107**	**11**	**11**	**13,330**	**34,342**	**4,198**	**-**	**2,954**	**5,674**	**803**	**-**	**236**	**454**	**64**	**-**
2 Traditional transactions	**37,256**	**2,202**	**6**	**11**	**-**	**935**	**34,342**	**4,198**	**-**	**140**	**5,674**	**803**	**-**	**11**	**454**	**64**	**-**
3 Securitisation	37,256	2,202	6	11	-	935	34,342	4,198	-	140	5,674	803	-	11	454	64	-
4 Retail underlying	10,088	199	-	-	-	-	7,706	2,581	-	-	1,239	408	-	-	99	33	-
5 Of which STS	1,502	26	-	-	-	-	1,422	107	-	-	152	11	-	-	12	1	-
6 Wholesale	27,168	2,003	6	11	-	935	26,637	1,617	-	140	4,435	396	-	11	355	32	-
7 Of which STS	20,944	646	-	-	-	-	21,589	-	-	-	3,185	-	-	-	255	-	-
8 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9 Synthetic transactions	**9,217**	**1,066**	**2,101**	**-**	**11**	**12,395**	**-**	**-**	**-**	**2,814**	**-**	**-**	**-**	**225**	**-**	**-**	**-**
10 Securitisation	9,217	1,066	2,101	-	11	12,395	-	-	-	2,814	-	-	-	225	-	-	-
11 Retail underlying	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12 Wholesale	9,217	1,066	2,101	-	11	12,395	-	-	-	2,814	-	-	-	225	-	-	-
13 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

31/12/2020 *(in millions of euros)*	Exposure values (by RW bands/deductions)					Exposure values (by regulatory approach)				RWEA (by regulatory approach)				Capital charge after cap			
	≤20% RW	>20% to 50% RW	>50% to 100% RW	>100% to <1,250% RW	1,250% RW/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions
1 TOTAL EXPOSURES	**32,987**	**9,083**	**23**	**17**	**5**	**7,947**	**30,783**	**3,380**	**-**	**2,100**	**5,125**	**585**	**-**	**168**	**410**	**47**	**-**
2 Traditional transactions	**30,227**	**4,620**	**23**	**13**	**-**	**724**	**30,783**	**3,376**	**-**	**140**	**5,125**	**528**	**-**	**11**	**410**	**42**	**-**
3 Securitisation	30,227	4,620	23	13	-	724	30,783	3,376	-	140	5,125	528	-	11	410	42	-
4 Retail underlying	9,582	60	23	13	-	-	7,617	2,060	-	-	1,176	332	-	-	94	27	-
5 Of which STS	1,945	60	-	13	-	-	1,988	-	-	-	235	-	-	-	19	-	-
6 Wholesale	20,645	4,560	-	-	-	724	23,166	1,316	-	140	3,949	196	-	11	316	16	-
7 Of which STS	14,066	1,826	-	-	-	-	15,620	19	-	-	2,423	1	-	-	194	-	-
8 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
9 Synthetic transactions	**2,760**	**4,463**	**-**	**5**	**5**	**7,223**	**-**	**5**	**-**	**1,959**	**-**	**57**	**-**	**157**	**-**	**5**	**-**
10 Securitisation	2,760	4,463	-	5	5	7,223	-	5	-	1,959	-	57	-	157	-	5	-
11 Retail underlying	-	-	-	5	5	-	-	5	-	-	-	57	-	-	-	5	-
12 Wholesale	2,760	4,463	-	-	-	7,223	-	-	-	1,959	-	-	-	157	-	-	-
13 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Securitisation exposures in the banking portfolio and related regulatory capital requirements – Bank acting as investor IRB and STD (SEC4)

31/12/2021 *(in millions of euros)*	Exposure values (by RW bands/deductions) ≤20% RW	>20% to 50% RW	>50% to 100% RW	>100% to <1,250% RW	1,250% RW/ deductions	Exposure values (by regulatory approach) SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	RWEA (by regulatory approach) SEC-IR-BA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	Capital charge after cap SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions
1 TOTAL EXPOSURES	**2,000**	**466**	**35**	**89**	**29**	**942**	**874**	**803**	**-**	**226**	**221**	**596**	**-**	**18**	**18**	**48**	**-**
2 Traditional securitisation	**2,000**	**466**	**35**	**89**	**22**	**942**	**874**	**796**	**-**	**226**	**221**	**512**	**-**	**18**	**18**	**41**	**-**
3 Securitisation	2,000	466	35	89	-	942	874	774	-	226	221	235	-	18	18	19	-
4 Retail underlying	1,262	394	-	72	-	390	755	582	-	133	191	200	-	11	15	16	-
5 Of which STS	570	-	-	-	-	-	133	438	-	-	13	44	-	-	1	4	-
6 Wholesale	738	72	35	17	-	552	119	192	-	92	31	35	-	7	2	3	-
7 Of which STS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
8 Re-securitisation	-	-	-	-	22	-	-	22	-	-	-	277	-	-	-	22	-
9 Synthetic securitisation	**-**	**-**	**-**	**-**	**7**	**-**	**-**	**7**	**-**	**-**	**-**	**84**	**-**	**-**	**-**	**7**	**-**
10 Securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 Retail underlying	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12 Wholesale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13 Re-securitisation	-	-	-	-	7	-	-	7	-	-	-	84	-	-	-	7	-

31/12/2020 *(in millions of euros)*	Exposure values (by RW bands/deductions) ≤20% RW	>20% to 50% RW	>50% to 100% RW	>100% to <1,250% RW	1,250% RW/ deductions	Exposure values (by regulatory approach) SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	RWEA (by regulatory approach) SEC-IR-BA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions	Capital charge after cap SEC-IRBA	SEC-ERBA (including IAA)	SEC-SA	1,250%/ deductions
1 TOTAL EXPOSURES	**2,188**	**566**	**38**	**46**	**-**	**1,013**	**854**	**977**	**-**	**270**	**89**	**586**	**1**	**22**	**7**	**47**	**0**
2 Traditional securitisation	**2,188**	**566**	**38**	**46**	**-**	**1,013**	**854**	**977**	**-**	**270**	**89**	**585**	**1**	**22**	**7**	**47**	**0**
3 Securitisation	2,188	566	38	23	-	1,013	854	953	-	270	89	274	1	22	7	22	0
4 Retail underlying	928	566	1	-	-	501	425	569	-	172	72	75	1	14	6	6	0
5 Of which STS	357	-	-	-	-	-	-	357	-	-	-	36	-	-	-	3	-
6 Wholesale	1,260	-	37	23	-	512	428	384	-	98	17	199	-	8	1	16	-
7 Of which STS	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-
8 Re-securitisation	-	-	-	24	-	-	-	24	-	-	-	311	-	-	-	25	-
9 Synthetic securitisation	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**1**	**-**	**-**	**-**	**-**	**-**
10 Securitisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11 Retail underlying	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
12 Wholesale	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
13 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-

Refer to the glossary on page 715 for the definition of technical terms.

Securitisation exposures – defaulted exposures and adjustment of specific credit risk (SEC5)

31/12/2021 *(in millions of euros)*		Exposures securitised by the institution – Institution acts as originator or as sponsor		
		Total outstanding nominal amount		Total amount of specific credit risk adjustments made during the period
			Of which exposures in default	
1	TOTAL EXPOSURES	51,870	1,161	-
2	Retail (total)	10,287	16	-
3	Residential mortgage	-	-	-
4	Credit card	-	-	-
5	Other retail exposures	10,287	16	-
6	Re-securitisation	-	-	-
7	Wholesale (total)	41,583	1,145	-
8	Loans to corporates	10,261	20	-
9	Commercial mortgage	-	-	-
10	Lease and receivables	26,550	1,124	-
11	Other wholesale	4,772	1	-
12	Re-securitisation	-	-	-

31/12/2020 *(in millions of euros)*		Exposures securitised by the institution – Institution acts as originator or as sponsor		
		Total outstanding nominal amount		Total amount of specific credit risk adjustments made during the period
			Of which exposures in default	
1	TOTAL EXPOSURES	42,263	692	-
2	Retail (total)	9,768	29	-
3	Residential mortgage	-	-	-
4	Credit card	-	-	-
5	Other retail exposures	9,768	29	-
6	Re-securitisation	-	-	-
7	Wholesale (total)	32,495	663	-
8	Loans to corporates	7,844	23	-
9	Commercial mortgage	-	-	-
10	Lease and receivables	22,531	639	-
11	Other wholesale	2,120	1	-
12	Re-securitisation	-	-	-

3.4.3.5 Exposure at default of securitisation transaction risks in the trading book that generate risk-weighted assets

Exposure at default of securitisation transactions by role

— Securitisation exposures in the trading book (SEC2)

31/12/2021 *(in millions of euros)*	Institution acts as originator				Institution acts as sponsor				Institution acts as investor			
	Traditional		Synthetic	Sub-total	Traditional		Synthetic	Sub-total	Traditional		Synthetic	Sub-total
	STS	Non-STS			STS	Non-STS			STS	Non-STS		
1 TOTAL EXPOSURES	-	-	-	-	-	-	-	-	-	191	-	191
2 Retail (total)	-	-	-	-	-	-	-	-	-	176	-	176
3 Residential mortgage	-	-	-	-	-	-	-	-	-	125	-	125
4 Credit card	-	-	-	-	-	-	-	-	-	-	-	-
5 Other retail exposures	-	-	-	-	-	-	-	-	-	35	-	35
6 Re-securitisation	-	-	-	-	-	-	-	-	-	16	-	16
7 Wholesale (total)	-	-	-	-	-	-	-	-	-	16	-	16
8 Loans to corporates	-	-	-	-	-	-	-	-	-	-	-	-
9 Commercial mortgage	-	-	-	-	-	-	-	-	-	1	-	1
10 Lease and receivables	-	-	-	-	-	-	-	-	-	13	-	13
11 Other wholesale	-	-	-	-	-	-	-	-	-	1	-	1
12 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-

31/12/2020 *(in millions of euros)*	Institution acts as originator				Institution acts as sponsor				Institution acts as investor			
	Traditional		Synthetic	Sub-total	Traditional		Synthetic	Sub-total	Traditional		Synthetic	Sub-total
	STS	Non-STS			STS	Non-STS			STS	Non-STS		
1 TOTAL EXPOSURES	-	-	-	-	-	-	-	-	-	168	-	168
2 Retail (total)	-	-	-	-	-	-	-	-	-	-	-	-
3 Residential mortgage	-	-	-	-	-	-	-	-	-	-	-	-
4 Credit card	-	-	-	-	-	-	-	-	-	-	-	-
5 Other retail exposures	-	-	-	-	-	-	-	-	-	-	-	-
6 Re-securitisation	-	-	-	-	-	-	-	-	-	-	-	-
7 Wholesale (total)	-	-	-	-	-	-	-	-	-	168	-	168
8 Loans to corporates	-	-	-	-	-	-	-	-	-	-	-	-
9 Commercial mortgage	-	-	-	-	-	-	-	-	-	-	-	-
10 Lease and receivables	-	-	-	-	-	-	-	-	-	-	-	-
11 Other wholesale	-	-	-	-	-	-	-	-	-	152	-	152
12 Re-securitisation	-	-	-	-	-	-	-	-	-	16	-	16

Exposure at default only concerns traditional securitisations.

Refer to the glossary on page 715 for the definition of technical terms.

Exposure at default of securitisation transactions by approach and by weighting

Risk weighting tranche *(in millions of euros)*	31/12/2021 Long Positions	Short Positions	Capital requirement	31/12/2020 Long Positions	Short Positions	Capital requirement
EAD subject to weighting	-	-	-	-	-	-
7-10% weightings	-	-	-	-	-	-
12-18% weightings	37	-	-	36	-	0
20-35% weightings	18	-	-	3	-	-
40-75% weightings	119	-	1	111	-	1
100% weightings	-	-	-	1	-	-
150% weightings	1	-	-	-	-	-
200% weightings	-	-	-	-	-	-
225% weightings	-	-	-	-	-	-
250% weightings	-	-	-	-	-	-
300% weightings	-	-	-	-	-	-
350% weightings	-	-	-	-	-	-
425% weightings	-	-	-	-	-	-
500% weightings	-	-	-	-	-	-
650% weightings	-	-	-	-	-	-
750% weightings	-	-	-	-	-	-
850% weightings	-	-	-	-	-	-
1,250% weightings	16	-	3	16	-	3
Internal valuation approach	**191**	**-**	**5**	**168**	**-**	**4**
Supervisory formula approach	-	-	-	-	-	-
Transparency approach	-	-	-	-	-	-
NET TOTAL OF DEDUCTIONS OF EQUITY	**-**	**-**	**-**	**-**	**-**	**-**
1,250% / Positions deducted from capital	-	-	-	-	-	-
TOTAL TRADING BOOK	**191**	**-**	**5**	**168**	**-**	**4**

Capital requirements relating to securitisations held or acquired

(in millions of euros)	31/12/2021 Long Positions	Short Positions	Total weighted positions	Capital requirement	31/12/2020 Long Positions	Short Positions	Total weighted positions	Capital requirement
WEIGHTED EAD	**191**	**-**	**5**	**5**	**168**	**-**	**4**	**4**
Securitisation	176	-	2	2	152	-	2	2
Re-securitisation	16	-	3	3	16	-	3	3
Deductions	-	-	-	-	-	-	-	-

3.4.4 Market risk

3.4.4.1 Internal model market risk measurement and management methodology

Market risk measurement and management by internal methods are described in the "Risk factors – Market risk – Market risk measurement and management methodology" section.

With regard to qualitative information on market risk and the description of market risk management strategies and processes:

- Crédit Agricole CIB has a specific market risk management system with its own organisation independent of operational hierarchies, risk identification and measurement methods, monitoring and consolidation procedures. In terms of scope, this system hedges all market risk.

  Crédit Agricole CIB continued to apply a prudent market risk management policy, in line with its risk appetite.

Concerning the structure and organisation of the market risk management function:

- Risk strategies and limits are supervised by a number of Committees, in particular the Strategy and Portfolio Committees (SPC), the Market Risk Committees (MRC),the Crédit Agricole CIB Risk Committees and the Group Risk Committees (GRC).
- From an operational standpoint, the Market and Counterparty Risks (MCR) department is responsible for the identification, measurement and monitoring of market risks. Its missions are divided between (i) Activity Monitoring; (ii) Risk Management and (iii) Cross-Sector Monitoring.
- The complete market risk control system is described in the "Risk management" section of this Universal Registration Document (Part 2.5.1.).

Finally, with regard to risk assessment systems, the Crédit Agricole CIB Market Risk Committee (MRC) meets once monthly and is chaired by the Management Committee member in charge of risks. It is made up of the bank's head of capital market activities and the market risk managers. This Committee reviews Crédit Agricole CIB's positions and the profit and loss account of its capital market activities and verifies compliance with the limits assigned to each activity. It has the authority to make decisions on requests for increases in operational limits.

The VaR and SVaR models cover most of Crédit Agricole CIB's trading books for the various risk classes (interest rate, credit, equity and foreign exchange).

As regards information on VaR and SVaR models, among the market risks assessed using internal models, 15% were covered by VaR models and 51% by SVaR models at end-December 2021.

The distributions of future losses due to changes in market parameters are obtained from the application of the 261 historical scenarios for the current period and the stressed period respectively (recalibrated on an annual basis). The calculated quantile is the average between the second- and third-worst case scenario:

- the main driver of VaR covers risks on spots, curves and volatilities;
- shock methodologies are specific to the nature of the risks;
- a satellite covers a subset of idiosyncratic bond risk;
- the VaR and SVaR calculations are supplemented by capital add-ons covering certain non-VaR risk factors;
- the same VaR model is applied to counterparty credit risk for the regulatory CVA reserve and supplemented by some specific treatments for counterparties for which there are no observable CDS.

With regard to internal models for measuring capital requirements for additional default and migration risks (IRC):

- The IRC (Incremental Default and Migration Risk Charge) is calculated for the Crédit Agricole CIB trading book, in particular for the following activities: sovereign debt, hybrid activities and corporate bonds.
- With regard to the internal models for measuring capital requirements for additional default and migration risks (IRC), they account for 31% of the RWA for market risks assessed using the internal model at end-December 2021.
- The IRC measures the issuer risk for the trading portfolio for a horizon of one year and a confidence interval of 99.9%:
  - the distribution of losses related to that risk is estimated based on the Monte Carlo simulation of one million rating migration scenarios including defaults;
  - the Crédit Agricole S.A. master internal rating scale gives a probability of default for each internal rating. Migration probabilities are calibrated for historical credit events and determined by rating;
  - the correlations of migration and default are obtained based on the Merton model applied to systemic risk factors;
  - shocks are applied to the credit spreads in the event of migration, which have been calibrated to the average levels of CDS spreads by credit quality, region and issuer type;
  - loss given default rates are stochastic and centred on market values.
- The liquidity horizon is fixed at one year.
- Convergence is monitored and assured by considering a sufficient number of simulations.
- The models are validated according to the governance established for the internal models.
- The stress tests are applied to the following parameters: migration and default probabilities through rating downgrades and upward and downward stress on CDS spreads from which credit shocks in case of migration are derived.
- The consistency of the IRC parameters is tested by comparing these values with other internal or external calibrations and also through the annual benchmarking exercise organised by the EBA on hypothetical portfolios.

With regard to the internal models for measuring capital requirements for the correlation portfolio, it should be noted that Crédit Agricole CIB is not affected.

3.4.4.2 Rules and procedures for valuing the trading book

The rules for valuing the various items in the trading book are described in Note 1.2 to the financial statements, "Accounting policies and principles".

Measurement models are reviewed periodically as described in the "Risk management – Market risk – Market risk measurement and management methodology" section.

With regard to the qualitative disclosures required for institutions using internal market risk models, including the reliability and prudence of exposure value estimates:

Internal control systems and implementation procedures are the responsibility of the Market and Counterparty Risks department (MCR), which covers all trading books of Crédit Agricole CIB Group's consolidated entities. The organisation and functioning of this department are described in the "Risk management" section of this Universal Registration Document (Part 2.5.1).

The market risk framework is based on a set of qualitative and quantitative risk monitoring indicators, including Value at Risk (VaR), Stressed VaR (SVaR) and stress test scenario measurements.

The monitoring of activity of the MCR department is responsible for the control and validation of market parameters independently from the Front Office; the cross-function MCR teams (IPV – Independent Price Valuation) validate valuation parameters and observability mapping.

Market reserves are used to hedge against valuation uncertainties which may be mainly related to market observations (bid/ask spreads) and models. They are supplemented by Day One reserves, which are applied to products whose valuation requires the use of significant unobservable parameters or where there is a high degree of model risk.

Crédit Agricole CIB implements an additional prudence measure – Prudent Valuation. This applies to all trading and banking book positions recognised at fair market value. It is broken down into nine accounting adjustments: price uncertainty, liquidation costs, model risk, concentrated positions, prepaid credit spreads, borrowing cost, early termination, future administrative costs and operational risk. All of the various categories are then aggregated and deducted from the Common Equity Tier One (Prudent Valuation Capital Requirement presented in the "Risk management" section of this Registration Document (Part 2.5.1).

In 2020, the ECB conducted a market audit on valuation risk and prudent valuation.

All Crédit Agricole CIB activities are valued using internal models: VaR models, Stressed Value-at-Risk (SVaR) models and Incremental Default and Migration Risk Charge (IRC) models, with the exception of a few isolated products that remain in the standardised model (which account for less than 20% of RWA at end-December 2021).

Refer to the glossary on page 715 for the definition of technical terms.

3.4.4.3 Exposures to market risk of the trading book

3.4.4.3.1 Risk-weighted exposure using the Standardised Approach

— Risk-weighted exposure using the Standardised Approach (MR1)

		31/12/2021	31/12/2020
(in millions of euros)		RWA	RWA
	Futures and forwards		
1	Interest rate risk (general and specific)	808	470
2	Risk on shares (general and specific)	-	-
3	Currency risk	4,273	3,883
4	Commodities risk	16	7
	Options		
5	Simplificated approach	-	-
6	Delta-plus method	6	1
7	Scenarios based approach	39	4
8	Securitisation (specific risk)	58	56
9	**TOTAL**	**5,199**	**4,420**

3.4.4.3.2 Exposures using the Internal Models Approach

Risk-weighted assets and capital requirements

— Market risk under the Internal Models Approach (MR2-A)

		31/12/2021		31/12/2020	
(in millions of euros)		RWA	Capital requirement	RWA	Capital requirement
1	**VaR (higher of values a and b)**	**1,137**	**91**	**1,694**	**136**
(a)	Previous day's VaR (VaRt-1)		29		29
(b)	Multiplication factor (mc) x average of previous 60 working days (VaRavg)		91		136
2	**SVaR (higher of values a and b)**	**3,923**	**314**	**2,188**	**175**
(a)	Latest available SVaR (SVaRt-1))		52		37
(b)	Multiplication factor (ms) x average of previous 60 working days (sVaRavg)		314		175
3	**IRC (higher of values a and b)**	**2,350**	**188**	**1,451**	**116**
(a)	Most recent IRC measure		97		69
(b)	12 weeks average IRC measure		188		116
4	**Comprehensive risk measure (higher of values a, b and c)**	**-**	**-**	**-**	**-**
(a)	Most recent risk measure of comprehensive risk measure		-		-
(b)	12 weeks average of comprehensive risk measure		-		-
(c)	Comprehensive risk measure Floor		-		-
5	**Other**	**-**	**-**		**-**
6	**TOTAL**	**7,409**	**593**	**5,333**	**427**

Refer to the glossary on page 715 for the definition of technical terms.

— RWA flow statement for market risk exposures using the Internal Models Approach (IMA) (MR2-B)

31/12/2021 *(in millions of euros)*		VaR	SVaR	IRC	Comprehensive risk measure	Other	Total RWAs	Total own funds requirements
1	**RWEAS AT PREVIOUS PERIOD END (30/09/2021)**	**970**	**3,840**	**1,959**			**6,769**	**541**
1a	Regulatory adjustment	730	2,952	164			3,846	308
1b	RWEAs at the previous quarter-end (end of the day)	240	887	1,795			2,923	234
2	Movement in risk levels	180	131	357			668	53
3	Model updates/changes			45			45	4
4	Methodology and policy							
5	Acquisitions and disposals							
6	Foreign exchange movements	(14)	(48)	(11)			(73)	(6)
7	Other							
8a	RWEAs at the end of the reporting period (end of the day)	357	653	1,214			2,224	178
8b	Regulatory adjustment	779	3,271	1,135			5,185	415
8	**RWEAS AT THE END OF THE REPORTING PERIOD (31/12/2021)**	**1,137**	**3,923**	**2,350**			**7,409**	**593**

Values resulting from use of internal models

— Value of the trading book using the Internal Models Approach (IMA) (MR3)

(in millions of euros)		31/12/2021	31/12/2020
1	**VaR (10 days, 99%)**		
2	Maximum value	59	47
3	Mean value	25	34
4	Minimum value	15	26
5	End of period value	29	29
6	**VaR in stressed period (10 days, 99%)**		
7	Maximum value	98	68
8	Mean value	58	44
9	Minimum value	31	35
10	End of period value	52	37
11	**Capital requirement in line with IRC (99.9%)**		
12	Maximum value	365	198
13	Mean value	114	89
14	Minimum value	62	53
15	End of period value	75	53
16	**Capital requirement in line with CRM (99.9%)**		
17	Maximum value	-	-
18	Mean value	-	-
19	Minimum value	-	-
20	End of period value	-	-
21	Floor (standard measure method)	-	-

3.4.4.4 Backtesting of the VAR model (MR4)

The backtesting process of the VaR (Value at Risk) model to check the relevance of the model, as well as the results of this backtesting, are presented in Part 5 “Risk management” of the Universal Registration Document of Crédit Agricole S.A.

Refer to the glossary on page 715 for the definition of technical terms.

3.4.5 Operational risk

3.4.5.1 Advanced Measurement Approach

The French Regulatory and Resolution Supervisory Authority, the ACPR, has, since 1 January 2008, authorised the main Crédit Agricole S.A. entities to use the Advanced Measurement Approach (AMA) to calculate their regulatory capital requirements for operational risk. The other Group entities use the Standardised Approach, in accordance with regulations.

The scope of application of the Advanced Measurement and Standardised Approaches and a description of the Advanced Measurement Approach methodology are provided in the "Risk management – Operational risk – Methodology" section.

General qualitative information on operational risk is discussed in Chapter 5, Part 2 "Risk management" of this document:

- for risk management targets and policies, see the paragraphs "Organisation and governance of the Operational Risk Management function" in Section 2.8.I;
- for approaches for the assessment of minimum equity requirements, see Section 2.8.II "Methodology";
- for the AMA approach, see Section 2.8.II "Methodology", paragraph entitled "AMA regulatory capital requirement calculation";
- for the use of insurance for risk mitigation in the Advanced Measurement Approach, see Section 2.8.IV "Insurance and coverage of operational risks".

3.4.5.2 Insurance techniques for reducing operational risk

The insurance techniques used to reduce operational risk are described in the "Risk management – Operational risk – Insurance and coverage of operational risks" section.

— Capital requirements and RWA amounts for operational risk (OR1)

	Banking activities	Relevant indicator Year-3	Relevant indicator Year-2	Relevant indicator Last year	Own funds requirements	Risk weighted exposure amount
1	Banking activities subject to Basic Indicator Approach (BIA)					
2	Banking activities subject to Standardised (TSA) / Alternative Standardised (ASA) Approaches	7,870	7,667	8,564	976	12,201
3	Subject to TSA:	7,870	7,667	8,564		
4	Subject to ASA:	-	-	-		
5	Banking activities subject to Advanced Measurement Approaches (AMA)	11,581	12,178	12,346	1,882	23,527

The information used for the calculation of the standardised capital requirements (SCR) is based on the most recent data at the reporting date.

3.5 ASSET ENCUMBRANCE

Medians of the four quarterly end-of-period values over the previous twelve months.

Template EU AE1 – Encumbered and unencumbered assets

		Carrying amount of encumbered assets		Fair value of encumbered assets		Carrying amount of unencumbered assets		Fair value of unencumbered assets	
			of which notionally eligible EHQLA and HQLA		of which notionally eligible EHQLA and HQLA		of which EHQLA and HQLA		of which EHQLA and HQLA
	(in millions of euros)	010	030	040	050	060	080	090	100
010	**Assets of the reporting institution**	**157,681**	**33,282**			**1,509,460**	**318,601**		
030	Equity instruments	2,754	1,802	2,754	1,802	9,341	1,504	6,824	1,504
040	Debt securities	33,212	31,464	30,584	29,000	119,028	81,280	110,037	86,226
050	of which: covered bonds	1,552	1,552	8	8	1,567	1,021	1,509	1,249
060	of which: securitisations	65	0	65	0	126	0	109	0
070	of which: issued by general governments	22,004	21,962	21,710	21,668	61,298	55,607	63,623	60,228
080	of which: issued by financial corporations	8,036	6,509	5,781	4,501	39,981	16,766	34,993	18,459
090	of which: issued by non-financial corporations	802	595	802	595	10,626	4,140	5,805	4,155
120	Other assets	121,715	16			1,381,091	235,817		

Template EU AE2 – Collateral received and own debt securities issued

		Fair value of encumbered collateral received or own debt securities issued		Unencumbered: Fair value of collateral received or own debt securities issued available for encumbrance	
			of which notionally eligible EHQLA and HQLA		of which EHQLA and HQLA
	(in millions of euros)	010	030	040	060
130	**Collateral received by the reporting institution**	**434,228**	**228,779**	**151,424**	**32,008**
140	Loans on demand	0	0	0	0
150	Equity instruments	8,436	3,736	9,042	1,191
160	Debt securities	234,047	225,043	50,815	30,817
170	of which: covered bonds	1,087	986	263	230
180	of which: securitisations	0	0	0	0
190	of which: issued by general governments	214,499	213,769	32,602	27,060
200	of which: issued by financial corporations	14,051	8,190	14,094	3,229
210	of which: issued by non-financial corporations	5,395	2,625	4,096	1,262
220	Loans and advances other than loans on demand	191,745	0	91,567	0
230	Other collateral received	0	0	0	0
240	OWN DEBT SECURITIES ISSUED OTHER THAN OWN COVERED BONDS OR SECURITISATIONS	1,050	0	32,209	0
241	OWN COVERED BONDS AND ASSET-BACKED SECURITIES ISSUED AND NOT YET PLEDGED			11,603	0
250	**TOTAL ASSETS, COLLATERAL RECEIVED AND OWN DEBT SECURITIES ISSUED**	**592,960**	**262,061**		

Template EU AE3 – Sources of encumbrance

	(in millions of euros)	Matching liabilities, contingent liabilities or securities lent	Assets, collateral received and own debt securities issued other than covered bonds and securitisations encumbered
		010	030
010	**Carrying amount of selected financial liabilities**	**571,372**	**567,580**

Table EU AE4 – Companying narrative information

Crédit Agricole S.A. monitors and manages the encumbrance level of assets pledged in the Crédit Agricole Group.

The asset encumbrance ratio for Crédit Agricole S.A. represented 27.6% at 31 December 2021.

The encumbrance for assets and collateral received for Crédit Agricole S.A. mainly covers loans and receivables (other than loans on demand). The pledge of receivables due from private customers aims to obtain refinancing under advantageous conditions or to constitute reserves that can easily be made liquid if needed. The policy of Crédit Agricole S.A. aims to both diversify the instruments used to improve resistance to liquidity stress, which could affect individual markets differently, and to limit the share of assets pledged in order to retain good quality assets that can be easily liquidated in the market through existing mechanisms in case of stress.

The increase in the asset encumbrance ratio of Crédit Agricole S.A. observed in 2021 is explained in particular by the increase in drawdowns from the ECB under T-LTRO, in line with the increase observed in 2020 as part of the measures taken to handle the COVID-19 crisis[(1)].

The sources of asset encumbrance mainly related to loans and receivables (other than loans on demand) are as follows:

- covered bonds referred to in Article 52-(4), first sub-paragraph of Directive 2009/65/EC, issued under the following three programmes:
  - Crédit Agricole Home Loan SFH, pledging the receivables of the Regional Banks and LCL,
  - Crédit Agricole Public Sector SCF, pledging the receivables of Crédit Agricole CIB,
  - Crédit Agricole Italia OBG SRL, pledging the receivables of the Crédit Agricole Italia Group.

  At 31 December 2021, the placed covered bonds amounted to €44.6 billion for a total of €50.1 billion in encumbered underlying assets (and collateral received) thus complying with the contractual and regulatory requirements in terms of over-collateralisation:
- asset-backed securities (ABS) issued during securitisation transactions – as defined in Article 4-(1), item 61, of Regulation (EU) No. 575/2013 (CRR) – mainly carried out by the CA Consumer Finance Group and its subsidiaries, as well as by LCL (through FCT CA Habitat 2019).

(1) Ongoing reliability studies to ensure the completeness of the declared encumbrance on assets and collateral received also contributed to the increase observed.

Refer to the glossary on page 715 for the definition of technical terms.

At 31 December 2021, placed asset-backed securities amounted to €4.0 billion for a total of €4.5 billion in encumbered underlying assets.

- guaranteed deposits (other than repurchase agreements) mainly associated with financing activities: from the ECB under T-LTROs, via Crédit Agricole CIB's ESTER securitisation conduit, as well as French or supranational institutional organisations (such as the CDC and the EIB).

  At 31 December 2021, guaranteed deposits (other than repurchase agreements) amounted to €190.8 billion for a total of €241.9 billion in encumbered assets and collateral received;
- debt securities (other than covered bonds or ABSs) issued to the Caisse de Refinancement de l'Habitat (CRH) in the form of promissory notes, pledging the collateral received from the Regional Banks and the receivables of LCL.

  At 31 December 2021, these securities amounted to €7.9 billion for a total of €11.3 billion in encumbered assets and collateral received.

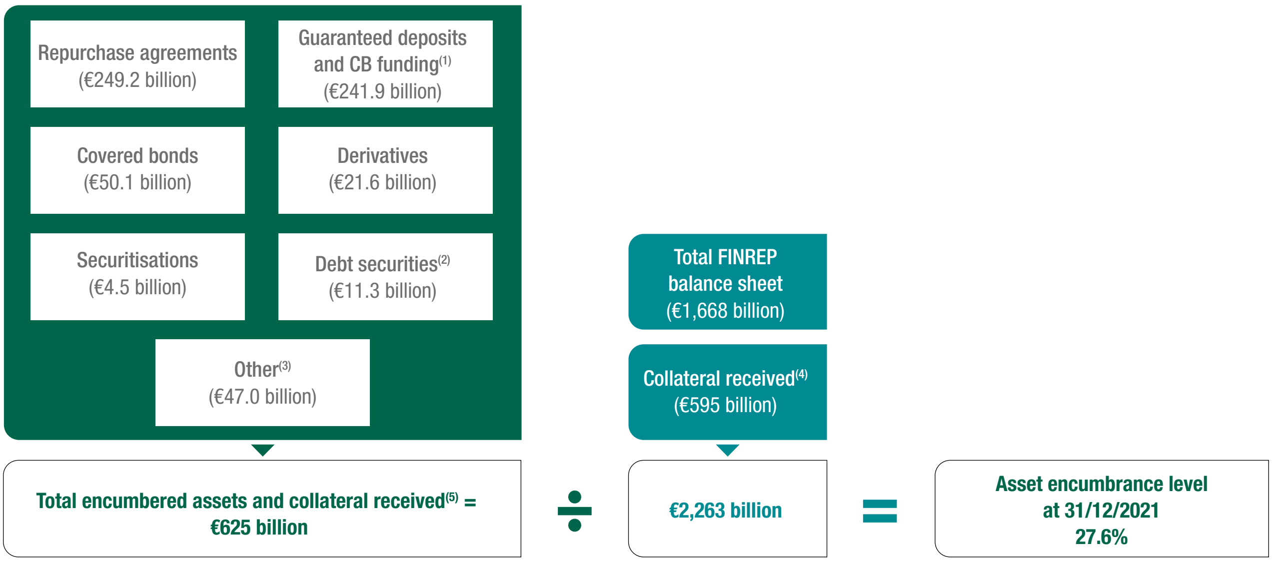
As Crédit Agricole S.A. is the central actor in most of these secured financing mechanisms, these levels of encumbrance are broken down at an intragroup level between Crédit Agricole S.A., its subsidiaries and the Crédit Agricole Regional Banks.

The other main sources of asset encumbrance in the Crédit Agricole Group are:

- repurchase agreements, mainly associated with the activity of Crédit Agricole CIB and mainly encumbering the collateral received comprising debt securities and, on an ancillary basis, equity instruments. In particular, this source concentrates the majority of encumbrance held in the second material currency (USD), within the meaning of Annex XVII of the Implementing Regulation (EU) No. 680/2014, other than the reporting currency (EUR).

  At 31 December 2021, repurchase agreements amounted to €252.8 billion for a total of €249.2 billion in encumbered assets and collateral received;
- derivatives associated mainly with the OTC derivative activity of Crédit Agricole CIB and encumbering mainly cash as part of margin calls.

  At 31 December 2021, margin calls amounted to €21.6 billion.



(1) Central banks.
(2) Other than covered bonds or ABSs.
(3) Mainly securities lending and borrowing.
(4) Excluding collateral that could not be encumbered.
(5) In accordance with the current regulations, for the purpose of asset encumbrance level calculation, the total of encumbered assets and collateral received re-used does not include the own debt securities issued other than covered bonds and securitisations.

3.6 INFORMATION ON THE LIQUIDITY REQUIREMENT MODEL

3.6.1 Credit risk management

With regard to information on liquidity risk management (EU LIQ A):

Liquidity risk management is assessed at each sub-consolidation level and at Crédit Agricole Group level.

a. Liquidity risk management strategy and process

The Crédit Agricole Group's liquidity risk management strategy is based on a few key principles:

- a financing structure that minimises risk and substantial liquidity cushions to enable the Group to handle a potential liquidity crisis;
- prudent management of intraday liquidity risk;
- a robust liquidity risk management and control system.

The Group ensures the diversification of its market financing sources through dedicated indicators for both the short and long term. The diversification covers the category of the counterparty (various market players, retail and corporate customers) and the currency and country of the counterparty.

b. Structure and organisation of the liquidity risk management function

Liquidity risk management is coordinated for the Crédit Agricole Group by the Group Financial Management department within the Finance department of Crédit Agricole S.A.

The liquidity risk controlled and managed by the Finance department relies on liquidity risk management metrics that are produced by Group entities and consolidated. The Group Risk Management department provides a second opinion on the management of liquidity risk through standards, indicators and limits and participates in liquidity governance bodies.

c. Centralisation of liquidity and intra-group interactions

Crédit Agricole S.A. acts as the pivotal bank for the Group entities. Credit Agricole S.A. ensures that liquidity circulates well among the Group entities and creates at its level the market financing plan that it distributes to the entities.

For specific reasons and under certain conditions, Crédit Agricole S.A. allows several Group entities to have direct access to markets. This is the case for CACF, Crédit Agricole CIB and CA Italia.

d. Liquidity risk measurement and reporting systems

In practice, liquidity risk is monitored via a centralised tool common to all entities that are part of the Group's liquidity risk monitoring scope.

Through an accounting plan adapted to the monitoring of liquidity risk, this tool makes it possible to identify the uniform compartments of the Group's balance sheet and of each of its entities. This tool also conveys the timing of payments for each of these compartments. In production since 2013, it measures the various indicators standardised by the Group on a monthly basis:

- the internal liquidity model indicators: liquidity balance sheet, reserves, stress scenarios, concentration of short-term and long-term refinancing, etc.;
- regulatory indicators: LCR, NSFR, ALMM.

This system is supplemented by management tools that provide a daily view of certain risks (intraday liquidity, daily LCR production).

Liquidity management is also integrated into the Group's planning process. In this way, the balance sheet is projected for budget, Medium-Term Plan or stress test exercises.

e. Liquidity risk hedging

The liquidity risk management policies implemented by the Crédit Agricole Group consist of having a solid balance sheet structure to be able to withstand stress scenarios or liquidity crises (liquidity outflows or market closure). This is mainly done by:

- encouraging medium to long-term refinancing and limiting the use of short-term refinancing. In this respect, the Group has set a management target for the Stable Resources Position and a limit for net short-term refinancing;
- controlling the Group's footprint in the refinancing market;
- diversifying its sources of market refinancing;
- having available tools for the conversion of assets into cash (securitisation, covered). In a crisis, the reserves of liquefiable assets can help to meet significant cash outflows:
  - Central Bank deposits (mainly with the ECB),
  - high quality liquid securities with low risk of change in value,
  - and receivables on Central Banks that can be pledged.

f. Liquidity emergency plan

Crédit Agricole S.A. creates an emergency plan that is rolled out in the event of a liquidity crisis. This Group Emergency Plan applies to the Crédit Agricole Group entities and comprises three levels, which are triggered depending on the severity of the crisis situation:

- *Yellow:* the situation requires increased surveillance and low-level measures;
- *Orange:* the situation requires the use of unusual resources to deal with the crisis;
- *Red:* the situation requires the use of exceptional resources to deal with the crisis.

The crisis monitoring indicators used to trigger the Emergency Plan are measured weekly by the Crédit Agricole S.A. Financial Management department.

The system is based on dedicated governance in the event that the emergency plan is triggered and includes a Crisis Committee chaired by the Executive Management. The Group Emergency Plan is tested annually.

Refer to the glossary on page 715 for the definition of technical terms.

g. Liquidity stress tests

The institution ensures that it has sufficient liquid assets to handle liquidity crises. These include central bank deposits, securities that are liquid in the secondary market, securities that can be sold under repurchase agreements, or securities or receivables that can be pledged with Central Banks.

The Group sets tolerance thresholds in terms of survival periods for the following three scenarios:

- a so-called systemic crisis scenario corresponding to a crisis in the refinancing market. The survival period is set at one year;
- a so-called idiosyncratic crisis scenario corresponding to a severe crisis centred on the Crédit Agricole Group on a smaller scale than the global crisis scenario, especially since the market liquidity of assets is not impacted. The survival period is set at three months;
- a so-called global crisis scenario corresponding to a sudden and severe crisis, both specific to the institution (affecting its reputation) and systemic (affecting the entire financing market). The survival period is set at one month.

In practice, these stress tests are carried out by applying a set of liquidity balance sheet deterioration assumptions. The Group can meet the stress if positive liquidity can be maintained with the liquid assets throughout the entire stress period.

h. Management and governance

Liquidity risk appetite is defined each year by governance in the Risk Appetite Framework, which reflects the level of risk accepted by the Group. This takes the form of alert thresholds and limits on the key indicators of the liquidity risk monitoring system:

- the LCR and NSFR, managed with leeway in relation to the regulatory requirements (an appetite threshold for the LCR of 110%);
- internal indicators, such as the Stable Resources Position (SRP), liquidity crisis scenarios and liquidity reserves are also subject to alert thresholds and limits.

Main liquidity risk management and appetite indicators monitored by the Crédit Agricole Group at 31 December 2021:

	LCR	NSFR	PRS	Stress	Reserves
Crédit Agricole Group	183.0%	125.6%	€279bn	Global >0 Systemic >0 Idiosyncratic >0	€465bn
Crédit Agricole S.A.	156.6%	122.5%	NA	Global >0 Systemic >0 Idiosyncratic >0	NA

The internal monitoring system is supplemented by other liquidity risk measures (concentration of medium- and long-term refinancing by counterparty, maturity and currency, sensitivity to short-term market refinancing, market footprint, level of asset encumbrance, contingent liquidity requirements) monitored at Group level and broken down to different levels (sub-consolidation levels of subsidiaries and Regional Banks).

The Group prepares an annual statement on the adequacy of liquidity risk management systems, ensuring that the liquidity risk management systems in place are appropriate to the Group's profile and strategy. This statement is approved by the Board of Directors of Crédit Agricole S.A. and sent to the European Central Bank, in its capacity as the Group's supervisor.

3.6.2 Regulatory Short-Term Liquidity Coverage Ratio (LCR)

Quantitative information on the LCR (EU LIQ 1)

Average[(1)] 12-month rolling LCR calculated as at 31 March 2021, 30 June 2021, 30 September 2021 and 31 December 2021.

Liquidity Coverage Ratio average over 12 months (LCR) Scope of consolidation: Crédit Agricole S.A. *(in millions of euros)*		Total unweighted value (average)				Total weighted value (average)			
EU 1A	**QUARTER ENDING ON**	**31/03/2021**	**30/06/2021**	**30/09/2021**	**31/12/2021**	**31/03/2021**	**30/06/2021**	**30/09/2021**	**31/12/2021**
EU 1b	*Number of data points used in the calculation of averages*	*12*	*12*	*12*	*12*	*12*	*12*	*12*	*12*
	HIGH-QUALITY LIQUID ASSETS								
1	Total high-quality liquid assets (HQLA)					311,041	330,779	352,301	371,154
	CASH-OUTFLOWS								
2	Retail deposits and deposits from small business customers, of which:	365,399	372,172	381,093	389,511	23,394	23,925	24,677	25,423
3	Stable deposits	269,107	272,394	275,560	278,361	13,455	13,620	13,778	13,918
4	Less stable deposits	96,292	99,778	105,533	111,150	9,939	10,305	10,899	11,505
5	Unsecured wholesale funding	347,311	359,959	375,028	395,668	176,604	186,031	197,676	213,164
6	Operational deposits (all counterparties) and deposits in networks of cooperative banks	170,691	180,969	190,858	201,066	64,961	73,876	82,667	91,193
7	Non-operational deposits (all counterparties)	160,904	162,037	164,688	172,761	95,927	95,202	95,526	100,130
8	Unsecured debt	15,716	16,953	19,482	21,841	15,716	16,953	19,482	21,841
9	Secured wholesale funding					22,371	23,731	24,947	26,402
10	Additional requirements	166,694	168,453	171,830	175,389	45,401	45,384	45,481	45,615
11	Outflows related to derivative exposures and other collateral requirements	21,470	22,400	24,477	26,661	16,909	16,988	17,016	16,727
12	Outflows related to loss of funding on debt products	-	-	-	-	-	-	-	-
13	Credit and liquidity facilities	145,224	146,053	147,353	148,728	28,492	28,395	28,465	28,888
14	Other contractual funding obligations	36,208	38,212	41,426	43,664	4,100	4,498	5,440	6,014
15	Other contingent funding obligations	51,083	54,538	60,293	64,347	2,744	2,917	3,205	3,407
16	TOTAL CASH OUTFLOWS					274,614	286,486	301,425	320,025
	CASH-INFLOWS								
17	Secured lending (*e.g.* reverse repos)	165,584	181,891	188,000	196,125	22,105	24,020	23,959	25,389
18	Inflows from fully performing exposures	58,820	59,366	61,173	62,326	43,504	43,345	44,147	44,430
19	Other cash inflows	6,759	7,609	7,857	7,668	6,759	7,609	7,857	7,668
EU-19a	(Difference between total weighted inflows and total weighted outflows arising from transactions in third countries where there are transfer restrictions or which are denominated in non-convertible currencies)					-	-	-	-
EU-19b	(Excess inflows from a related specialised credit institution)					-	-	-	-
20	TOTAL CASH INFLOWS	231,163	248,866	257,030	266,119	72,367	74,975	75,963	77,487
EU-20a	Fully exempt inflows	-	-	-	-	-	-	-	-
EU-20b	Inflows subject to 90% cap	-	-	-	-	-	-	-	-
EU-20c	Inflows subject to 75% cap	196,195	212,188	218,414	224,894	72,367	74,975	75,963	77,487
	TOTAL ADJUSTED VALUE								
21	LIQUIDITY BUFFER					311,041	330,779	352,301	371,154
22	TOTAL NET CASH OUTFLOWS [(1)]					202,247	211,511	225,461	242,539
23	LIQUIDITY COVERAGE RATIO					153.79%	156.39%	156.26%	153.03%

(1) The net cash outflows are calculated on average on the amounts observed (over the 12 regulatory declarations concerned) including the application of a cap on cash inflows (maximum of 75% of gross outflows), if applicable.

(1) Average of last 12 month-end measurements.

Refer to the glossary on page 715 for the definition of technical terms.

Qualitative information on the LCR ratio (EU LIQ B)

Row number	Qualitative information	
(a)	Explanations on the main drivers of LCR results and the evolution of the contribution of inputs to the LCR's calculation over time.	The Crédit Agricole S.A. Group's LCR is at a comfortable level, benefiting from large excess liquidity, mostly reinvested in central banks, and having a high-quality securities portfolio. The average ratio observed at the end of the quarters shows a continuous increase over the year 2021 due to the significant increase in excess liquidity and consequently in liquidity reserves, proportionally higher than the increase in net cash outflows. In effect, the liquidity reserves showed good progress, particularly under the effect of the Group's active participation in the T-LTRO operations of the European Central Bank and the dynamism of the customer resources activity.
(b)	Explanations on the changes in the LCR over time.	Cash outflows mainly come from stressed assumptions of outflows from customer deposits, up over the year (in line with the observed increase in customer resources), however to a lesser extent compared to the excess liquidity reserves. Cash outflows related to any drawdowns of off-balance sheet commitments (credit lines and facilities) remained limited and stable over the year. Cash inflows mainly come from repayments of customer assets, also up in 2021 (in line with the observed increase in loans), with a more limited impact than the increase in cash outflows.
(c)	Explanations on the actual concentration of funding sources.	The Crédit Agricole S.A. Group follows a prudent refinancing policy, with highly diversified access markets, in term of investor base and products.
(d)	High-level description of the composition of the institution's liquidity buffer.	The Crédit Agricole S.A. Group's HQLA assets are of very good quality, mainly made up of deposits with central banks and level 1 securities, representing respectively 76% and 21% of the liquidity buffer observed on average over the year 2021. The high level of deposits in central banks results form the reinvestment of significant excess liquidity, the Group benefiting in particular from its active participation in the T-LTRO operations of the ECB.
(e)	Derivative exposures and potential collateral calls.	The cash outflows relating to this item materialize the contingent risk of an increase in margin calls on derivative transactions in an unfavorable market scenario (down slightly at the end of 2021 in line with the observed decrease in market disturbances) and an increase in possible security requirements following a downgrading of the Group's external rating (stable over the year).
(f)	Currency mismatch in the LCR	At 31 December 2021, the Crédit Agricole S.A. Group hedged its net cash outflows with liquid assets denominated in the same currency for the main significant currencies (EUR, JPY, USD). The level of residual asymmetries observed in certain currencies is covered by surplus high-quality liquid assets available in other significant currencies and which could be easily converted to cover these needs, including in a crisis situation.
(g)	Other items in the LCR calculation that are not captured in the LCR disclosure template but that the institution considers relevant for its liquidity profile	-

3.6.3 Net Stable Funding Ratio (NSFR)

Quantitative information on the NSFR – EU LIQ 2

Net Stable Funding Ratio (NSFR) at 30/06/2021 Scope of consolidation: Crédit Agricole S.A. *(in millions of euros)*		a	b	c	d	e
		Unweighted value by residual maturity				
		No maturity	<6 months	6 months to <1 year	≥ 1 year	Weighted value
	AVAILABLE STABLE FUNDING (ASF) ITEMS					
1	**Capital items and instruments**	**70,313**	**2**	**-**	**19,149**	**89,462**
2	Own funds	70,313	2	-	19,149	89,462
3	Other capital instruments		-	-	-	-
4	**Retail deposits**		**387,003**	**2,205**	**4,907**	**369,143**
5	Stable deposits		278,886	89	2,447	267,473
6	Less stable deposits		108,117	2,116	2,460	101,670
7	**Wholesale funding**		**626,782**	**42,906**	**342,316**	**511,916**
8	Operational deposits		144,710	-	-	72,355
9	Other wholesale funding		482,072	42,906	342,316	439,561
10	**Interdependent liabilities**		**69,913**	**-**	**-**	**-**
11	**Other liabilities**	**-**	**105,244**	**2,079**	**8,254**	**9,294**
12	NSFR derivative liabilities	-				-
13	All other liabilities and capital instruments not included in the above categories		105,244	2,079	8,254	9,294
14	TOTAL AVAILABLE STABLE FUNDING (ASF)					979,815
	REQUIRED STABLE FUNDING (RSF) ITEMS					
15	**Total High-Quality Liquid Assets (HQLA)**					**12,644**
EU-15a	**Assets encumbered for a residual maturity of one year or more in a cover pool**		**406**	**409**	**19,468**	**17,241**
16	**Deposits held at other financial institutions for operational purposes**		**6,130**	**-**	**-**	**3,065**
17	**Performing loans and securities:**		**400,418**	**110,371**	**591,192**	**664,137**
18	Performing securities financing transactions with financial customers collateralised by Level 1 HQLA subject to 0% haircut		160,658	12,338	2,770	11,415
19	Performing securities financing transactions with financial customer collateralised by other assets and loans and advances to financial institutions		133,194	56,237	285,960	325,811
20	Performing loans to non-financial corporate clients, loans to retail and small business customers, and loans to sovereigns, and PSEs, of which:	-	79,621	31,020	176,867	213,810
21	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk	-	1,295	361	6,603	5,120
22	Performing residential mortgages, of which:	-	4,905	4,595	104,652	86,564
23	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk		3,709	3,768	90,575	73,587
24	Other loans and securities that are not in default and do not qualify as HQLA, including exchange-traded equities and trade finance on-balance sheet products		22,039	6,182	20,943	26,536
25	**Interdependent assets**		**69,913**	**-**	**-**	**-**
26	**Other assets:**		**108,023**	**1,523**	**49,629**	**95,154**
27	Physical traded commodities				-	-
28	Assets posted as initial margin for derivative contracts and contributions to default funds of CCPs		8,679	-	447	7,757
29	NSFR derivative assets		6,078			6,078
30	NSFR derivative liabilities before deduction of variation margin posted		29,739			1,487
31	All other assets not included in the above categories		63,527	1,523	49,182	79,832
32	**Off-balance sheet items**		**63,498**	**10,783**	**157,772**	**14,148**
33	TOTAL REQUIRED STABLE FUNDING (RSF)					806,388
34	**NET STABLE FUNDING RATIO** *(%)*					**121.51%**

Refer to the glossary on page 715 for the definition of technical terms.

Net Stable Funding Ratio (NSFR) at 30/09/2021 Scope of consolidation: Crédit Agricole S.A. *(in millions of euros)*		a	b	c	d	e
		Unweighted value by residual maturity				
		No maturity	<6 months	6 months to <1 year	≥ 1 year	Weighted value
	AVAILABLE STABLE FUNDING (ASF) ITEMS					
1	**Capital items and instruments**	**70,201**	**1**	**-**	**19,066**	**89,267**
2	Own funds	70,201	1	-	19,066	89,267
3	Other capital instruments		-	-	-	-
4	**Retail deposits**		**393,039**	**2,254**	**5,080**	**374,863**
5	Stable deposits		280,340	54	2,532	268,906
6	Less stable deposits		112,699	2,200	2,548	105,956
7	**Wholesale funding**		**665,229**	**30,936**	**340,543**	**509,855**
8	Operational deposits		143,236	-	-	71,618
9	Other wholesale funding		521,993	30,936	340,543	438,237
10	**Interdependent liabilities**		**70,809**	**-**	**-**	**-**
11	**Other liabilities**	**-**	**107,743**	**2,432**	**4,921**	**6,137**
12	NSFR derivative liabilities	-				-
13	All other liabilities and capital instruments not included in the above categories		107,743	2,432	4,921	6,137
14	**TOTAL AVAILABLE STABLE FUNDING (ASF)**					**980,122**
	REQUIRED STABLE FUNDING (RSF) ITEMS					
15	**Total High-Quality Liquid Assets (HQLA)**					**11,501**
EU-15a	**Assets encumbered for a residual maturity of one year or more in a cover pool**		**420**	**356**	**19,376**	**17,129**
16	**Deposits held at other financial institutions for operational purposes**		**5,062**	**-**	**-**	**2,531**
17	**Performing loans and securities:**		**415,656**	**108,330**	**589,334**	**662,242**
18	Performing securities financing transactions with financial customers collateralised by Level 1 HQLA subject to 0% haircut		173,604	8,885	2,073	7,887
19	Performing securities financing transactions with financial customer collateralised by other assets and loans and advances to financial institutions		133,505	57,817	283,607	324,156
20	Performing loans to non-financial corporate clients, loans to retail and small business customers, and loans to sovereigns, and PSEs, of which:	-	81,304	30,469	177,952	215,112
21	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk	-	884	641	6,659	5,091
22	Performing residential mortgages, of which:	-	4,896	4,792	106,713	88,099
23	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk		3,759	3,849	92,514	74,990
24	Other loans and securities that are not in default and do not qualify as HQLA, including exchange-traded equities and trade finance on-balance sheet products		22,347	6,366	18,989	26,988
25	**Interdependent assets**		**70,809**	**-**	**-**	**-**
26	**Other assets:**		**107,249**	**1,592**	**47,487**	**91,278**
27	Physical traded commodities				-	-
28	Assets posted as initial margin for derivative contracts and contributions to default funds of CCPs		7,458	-	1,026	7,211
29	NSFR derivative assets		5,375			5,375
30	NSFR derivative liabilities before deduction of variation margin posted		30,390			1,519
31	All other assets not included in the above categories		64,027	1,592	46,460	77,173
32	**Off-balance sheet items**		**67,659**	**10,403**	**162,236**	**14,500**
33	**TOTAL REQUIRED STABLE FUNDING (RSF)**					**799,182**
34	**NET STABLE FUNDING RATIO** *(%)*					**122.64%**

Net Stable Funding Ratio (NSFR) at 31/12/2021 Scope of consolidation: Crédit Agricole S.A. *(in millions of euros)*		a	b	c	d	e
		Unweighted value by residual maturity				
		No maturity	<6 months	6 months to <1 year	≥ 1 year	Weighted value
	AVAILABLE STABLE FUNDING (ASF) ITEMS					
1	**Capital items and instruments**	**66,157**	**-**	**0**	**19,069**	**85,226**
2	Own funds	66,157	-	0	19,069	85,226
3	Other capital instruments		-	-	-	-
4	**Retail deposits**		**399,375**	**1,316**	**4,546**	**379,365**
5	Stable deposits		283,890	58	2,592	272,342
6	Less stable deposits		115,485	1,258	1,954	107,023
7	**Wholesale funding**		**657,000**	**40,182**	**330,930**	**503,157**
8	Operational deposits		149,830	-	-	74,915
9	Other wholesale funding		507,171	40,182	330,930	428,242
10	**Interdependent liabilities**		**70,971**	**-**	**-**	**-**
11	**Other liabilities**	**-**	**106,059**	**2,845**	**2,686**	**4,108**
12	NSFR derivative liabilities	-				-
13	All other liabilities and capital instruments not included in the above categories		106,059	2,845	2,686	4,108
14	**TOTAL AVAILABLE STABLE FUNDING (ASF)**					**971,856**
	REQUIRED STABLE FUNDING (RSF) ITEMS					
15	**Total High-Quality Liquid Assets (HQLA)**					**9,028**
EU-15a	**Assets encumbered for a residual maturity of one year or more in a cover pool**		**418**	**427**	**19,487**	**17,283**
16	**Deposits held at other financial institutions for operational purposes**		**4,946**	**-**	**-**	**2,473**
17	**Performing loans and securities:**		**414,646**	**110,943**	**592,618**	**665,170**
18	Performing securities financing transactions with financial customers collateralised by Level 1 HQLA subject to 0% haircut		169,008	6,369	3,083	7,494
19	Performing securities financing transactions with financial customer collateralised by other assets and loans and advances to financial institutions		133,385	62,215	279,923	323,016
20	Performing loans to non-financial corporate clients, loans to retail and small business customers, and loans to sovereigns, and PSEs, of which:	-	80,836	30,152	183,909	220,258
21	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk	-	654	628	7,525	5,532
22	Performing residential mortgages, of which:	-	4,910	4,895	109,304	89,190
23	With a risk weight of less than or equal to 35% under the Basel 2 Standardised Approach for credit risk		3,864	3,937	95,063	76,083
24	Other loans and securities that are not in default and do not qualify as HQLA, including exchange-traded equities and trade finance on-balance sheet products		26,507	7,312	16,398	25,211
25	**Interdependent assets**		**70,971**	**-**	**-**	**-**
26	**Other assets:**		**113,996**	**3,334**	**41,120**	**85,447**
27	Physical traded commodities				-	-
28	Assets posted as initial margin for derivative contracts and contributions to default funds of CCPs		8,592	-	1,114	8,250
29	NSFR derivative assets		4,809			4,809
30	NSFR derivative liabilities before deduction of variation margin posted		37,990			1,900
31	All other assets not included in the above categories		62,605	3,334	40,007	70,489
32	**Off-balance sheet items**		**61,355**	**9,909**	**162,878**	**14,099**
33	**TOTAL REQUIRED STABLE FUNDING (RSF)**					**793,500**
34	**NET STABLE FUNDING RATIO** *(%)*					**122.48%**

Refer to the glossary on page 715 for the definition of technical terms.

Qualitative information

The Crédit Agricole S.A. of NSFR is at a comfortable level, the result of prudent management and large surpluses of funds over the medium to long term.

The required stable funding at end-2021 comes mainly from customer loans with fairly stable weighted outstandings at the end of 2021. The decrease was mainly due to a decrease in shareholdings.

The available stable funding easily covers the required stable funding at the end of 2021. It comes mainly from customer deposits, whose weighted outstandings were up slightly at the end of 2021 (in line with the observed increase in customer funds), and from market and Central Bank funds (including T-LTRO) which were down slightly.

Interdependent assets and liabilities correspond to the portion of regulated deposits (*Livret A,* LDD and LEP) of customers of the Regional Bank[1], LCL and BforBank networks that are redeposited with the Caisse des Dépôts et Consignations (CDC).

3.7 GLOBAL INTEREST RATE RISK

In accordance with Article 448 of Regulation (EU) 2019/876 of the European Parliament and of the Council of 20 May 2019 (known as "CRR2") amending Regulation (EU) 575/2013 (CRR), Crédit Agricole S.A. is required to publish information on interest rate risk.

3.7.1 Qualitative information on interest rate risk management in the banking portfolio (EU IRRBBA standard)

a. Definition of global interest rate risk

Banking portfolio interest rate risk refers to the actual or potential risk of a decline in the bank's equity or revenues resulting from adverse movements in interest rates that affect its banking portfolio positions.

Interest rate risk can be broken down into three sub-types of risk:

- **directional risk** or deadlock risk, which results from the maturity structure of the instruments in the banking portfolio and reflects the risk induced by the timing of rate changes in the instruments. The magnitude of the deadlock risk varies depending on whether changes in the term structure of rates move steadily along the yield curve (parallel risk) or differently by period (non-parallel risk);
- **basis risk,** which reflects the impact of relative changes in interest rates for financial instruments with similar maturities and valued with different interest rate indexes;
- **option risk,** which results from optional derivative or balance sheet positions that allow the bank or its customer to modify the level and timing of cash flows; option risk is split into two categories: automatic option risk and behavioural option risk.

It is managed through the use of hedges and other means and controlled through limits.

b. Global interest rate risk management and mitigation strategies

Target

The objective of global interest rate risk management is to stabilise the future profits of the bank against the impact of any adverse interest rate movements.

Changes in interest rates impact the net interest margin by creating mismatches in timing or in the type of indexation between assets and sources of funds. Interest rate risk management uses balance sheet or off-balance sheet transactions to limit the resulting volatility in this income.

The scope for monitoring the global interest rate risk is made up of entities whose business generates an interest rate risk:

- LCL Group;
- Crédit Agricole S.A.;
- International retail banks, in particular the Crédit Agricole Italia Group;
- Crédit Agricole Corporate and Investment bank;
- Crédit Agricole Consumer Finance Group;
- Crédit Agricole Leasing & Factoring Group;
- CACEIS;
- Amundi.

The interest rate risk borne by the Insurance business is monitored using indicators specific to this business line. An assessment of the impact of an instantaneous rate shock on the level of own funds under Solvency 2 is performed on the Crédit Agricole Assurances scope. This indicator is incorporated within an alert threshold.

Limitation system and hedging practices

The rules for setting limits are intended to protect the bank's net asset value in accordance with Pillar 2 of the Basel 3 regulations regarding global interest rate risk and to limit the volatility, over time, of net interest margins by avoiding sizeable concentrations of risk on certain maturities.

The limits set at entity and scope level put bounds on the extent of the maximum discounted loss over the whole of the next 30 years and the maximum annual loss over each of the next 10 or 15 years in the event of a rate shock.

Each entity (including Crédit Agricole S.A.) manages its own exposure and hedges the interest rate risks generated by this method of financial organisation using financial instruments (on- and off-balance sheet, futures or options) under the supervision of its Asset-Liability Management Committee, in compliance with its limits and Group standards.

The Group's Financial Steering department and Risk department are represented on the main subsidiaries' ALM Committees. They ensure the harmonisation of methods and practices across the Group and monitor compliance with the limits assigned to each of the subsidiaries' entities.

In addition to validation by the Group Risk Committee, the limits of the subsidiaries, Crédit Agricole S.A. and the Crédit Agricole Group are approved by the governing body of each entity.

Limits that are reviewed annually and approved by Crédit Agricole S.A.'s Board of Directors govern the Group's exposure to global interest rate risk. These limits govern interest rate risk, inflation risk and basis risk.

The rules that apply in France to the setting of the Livret A index a portion of the interest to average inflation over a rolling six-month period. The interest on other passbooks is also correlated with the same half-yearly average inflation rate. As a result, the Group hedges the risk associated with these balance sheet items using instruments (carried on or off the balance sheet) for which the underlying is an inflation rate.

(1) The regulated savings of Regional Bank customers are recognised in the balance sheet of Crédit Agricole S.A.

Stress testing

A quarterly internal mechanism (ICAAP or internal capital adequacy assessment process) estimates the internal capital requirement for the interest rate risk that Crédit Agricole S.A. could experience. This is measured in two ways: in economic value and in income.

The economic value impact is measured by taking into account:

- the directional interest rate risk (calculated based on gaps);
- automatic option rate risk (mainly delta equivalent and gamma equivalent of caps and floors options);
- the behavioural risk (such as early fixed-rate loan repayments);
- potential consumption of interest rate risk exposure limits.

The impact on revenues is calculated using net interest margin simulations (see below).

As one of the largest banking groups in Europe, the Crédit Agricole Group is subject to regulatory stress tests conducted by the European Banking Authority. Interest rate risk is one of the risks subject to this type of periodic exercise. Crédit Agricole S.A. contributes to this exercise as a result.

Role of independent audits

A three-tiered, independent monitoring system has been established to maintain the robustness of the system:

- the global interest rate risk measurement system is subject to an ongoing control process;
- the Group Risk Management department issues an opinion on management processes and new products;
- the internal audit department carries out regular inspections in the various departments.

Role and practices of the Asset-Liability Management Committee

Crédit Agricole S.A. manages its exposure under the supervision of the Crédit Agricole S.A. Asset-Liability Management Committee in compliance with its limits and internal standards.

The Asset-Liability Management Committee is chaired by Executive Management and includes several members of the Executive Committee as well as representatives of the Risk Management department:

- it examines the individual positions of Crédit Agricole S.A. and its main subsidiaries, along with consolidated positions for each quarterly closing;
- it examines compliance with the applicable limits;
- it validates the guidelines for the global interest rate risk of Crédit Agricole S.A. proposed by the ALM department.

Each Regional Bank's situation as regards global interest rate risk is reviewed quarterly by the Regional Banks' Risk Management Committee.

Bank practices regarding appropriate model validation

Consistency between the models used by the various Group entities is ensured through adherence to the modelling principles approved by the Standards and Methodology Committee. They are approved by the entity's ALM Committee and their relevance is monitored on an annual basis.

The asset and liability management models of the Regional Banks and LCL are developed at the national level by Crédit Agricole S.A. They follow the same validation circuit within Regional Banks and Crédit Agricole S.A. Is informed if they are adapted locally.

The relevance of the models is reviewed annually, including a review of historical data or current market conditions. They are subject to an independent review (known as a "second set of eyes") by the Crédit Agricole S.A. risk function for national models and by the Regional Bank's risk function for local adaptations.

c. Indicators for interest rate risk measurement and calculation frequency

The global interest rate risk is quantified using static and dynamic measures.

Approach in terms of economic value

The rate risk measurement is mainly based on the calculation of interest rate gaps.

This methodology consists of staggering outstandings over time (laddering of maturities in what is called a "static" process) at known rates and inflation-indexed outstandings according to their contractual terms (maturity date, amortisation profile) or by modelling out flows of outstandings where:

- the maturity profile is not known (products with no contractual maturity, such as demand deposits, passbook accounts or capital);
- behavioural options sold to customers are incorporated (early loan repayments, home purchase savings, etc.).

The risks arising from automatic options (cap and floor options) are included in the gaps using a delta-equivalent measure. A portion of these risks may be hedged using option-based products.

This measurement system is applied to all significant currencies (mainly USD, GBP and CHF).

A sensitivity of the net present value of the bank's economic value summarises the impact that a rate shock would have on the amount of the rate gaps defined above. This sensitivity is calculated for the interest rate and, where applicable, inflation and the basis risk (variable shocks depending on the reference index).

They are each subject to a framework in the form of a limit which may not exceed a percentage of total regulatory capital.

The gaps are consolidated quarterly at Crédit Agricole S.A. level. When their management requires it, some entities, particularly the major ones, measure their gaps more frequently. Economic value sensitivities are calculated with the same frequency.

Approach through revenue

An approach through revenue supplements this balance sheet picture with the projection of net interest revenue simulations over three years that incorporates assumptions of new production (the so-called "dynamic" approach). The methodology corresponds to that of the stress test conducted by the EBA, i.e. a picture at constant assessment and identical renewal of operations reaching maturity.

These indicators are not subject to a framework but contribute to the assessment of the internal capital need for interest rate risk.

This measurement takes place quarterly on the scopes of the main Group entities and on a consolidated basis.

d. Interest rate shocks used for internal measurements

Indicators for the approach through economic value

A uniform shock of +/-200 basis points is applied to calculate interest rate sensitivity. For inflation sensitivity, a shock of +/-100 basis points is assumed.

Indicators for the approach through revenue

The projected net interest margin simulations are carried out using six scenarios:

- realisation of forward rates (central scenario);
- shocks of +/-200 basis points on interest rates;
- shocks of +/-50 basis points on interest rates;
- shock of +100 basis points on inflation.

Refer to the glossary on page 715 for the definition of technical terms.

ICAAP

The measures used for the ICAAP for the approach through economic value are based on a set of six internal scenarios that incorporate yield curve distortions calibrated using a PCA (Principal Component Analysis) method and a calibration consistent with the one used for the assessment of other risks measured under Pillar 2 (a confidence interval of 99.9% and a historical observation period of ten years).

For the approach through revenue, the shocks used are +/-200 basis points.

e. Modelling and scope assumptions used for internal measurements

These asset and liability management models are usually defined based on a statistical analysis of past customer behaviour coupled with a qualitative analysis (economic and regulatory context, commercial strategy, etc.).

The modelling focuses mostly on the following:

- demand deposits: the outflow modelled takes into account the historically observed stability of outstandings. Although French demand deposits have historically shown a high degree of stability, a fraction of the outstandings (especially those created after 2015) are deemed to be more rate-sensitive and less stable;
- savings books: the model reflects dependence of the interest paid on these products on market rates and on inflation for some;
- matured loans: for the longest fixed-rate loans (mostly housing loans), the model takes into account the dependence of the intensity of early repayments on interest rate levels. Modelled early repayments are thus updated quarterly;
- equity: the model reflects a strategic convention that aims to stabilise the net interest margin. It links the maturity of the equity maturities to the maturity of the entity's commercial activity.

f. Interest rate risk hedging

This section discusses fair value hedges and cash flow hedges.

Global interest rate risk management aims to reconcile two approaches:

Protection of the bank's net asset value

This first approach requires matching balance sheet and off-balance sheet items that are sensitive to interest rate changes on assets and liabilities (or, in simplified terms, fixed-rate items), so as to neutralise the variations in fair value that occur when interest rates change. If the matching is done by means of derivative instruments (mainly fixed-rate swaps, inflation swaps and market caps), the derivatives are classified as fair value hedges if the instruments (micro FVH) or groups of instruments (macro FVH) identified as the hedged items (fixed-rate assets and inflation: customer loans, fixed-rate liabilities and inflation: demand deposits and savings deposits) are eligible under IAS 39 (otherwise, as mentioned above, these derivatives are classified as held for trading, even though they hedge risk).

To check macrohedging suitability, hedging instruments and hedged items are grouped by maturity using contract characteristics or, for certain balance sheet line items (particularly deposits), using assumptions based on the financial characteristics of the products and historical behaviour. The comparison between the two maturity schedules (hedges and hedged items) means that hedging can be documented in a forward-looking manner for each maturity and each generation.

For each macrohedging relationship, the prospective effectiveness of the hedge is measured at year-end, thereby ensuring that for each maturity group, the principal amount of the hedged items is greater than the notional amount of the financial hedging derivatives used. The retrospective effectiveness is therefore measured while ensuring that the change in the hedged outstanding amount at the beginning of the period does not indicate any a posteriori overhedging. Other factors of ineffectiveness are also measured: BOR/OIS difference, Credit Valuation Adjustment (CVA)/Debit Valuation Adjustment (DVA) and Funding Valuation Adjustment (FVA).

Protection of the interest margin

This second approach requires neutralising variations in future cash flows of instruments or related balance sheet items that are affected by resets of their interest rates in the future, either because they are indexed to interest rate indexes that fluctuate or because they will be refinanced at market rates at some point in the future. If this neutralisation is done using derivative instruments (mainly interest rate swaps), the derivative instruments are classified as cash flow hedges (CFH). This neutralisation can also be carried out for balance sheet items or instruments that are identified individually (micro CFHs) or portfolios of line items or instruments (macro CFHs). As is the case for fair value hedges, the documentation and effectiveness assessment of these hedging relationships are based on provisional maturities.

For each hedging relationship, the prospective effectiveness of the hedge is measured at year-end, thereby ensuring that for each maturity group, the principal amount of the hedged items is greater than the notional amount of the financial hedging derivatives used.

The table below shows the cash flows, broken down by projected maturity date of the cash flow hedging derivatives:

— At 31 December 2021

(in millions of euros) Time to maturity	<1 year	1 to 5 years	≥5 years	Total
Cash flows from hedging derivatives	22	(153)	(94)	**(225)**

g. Main modelling and scope assumptions for regulatory measurements

The modelling and scope assumptions used for the internal measurements presented in point e. are also applied to the regulatory measurements, with the exception of the following:

- equity and shareholdings, other assets and other liabilities are excluded from the gaps;
- the average duration of non-maturity collection is capped at five years (a limit not reached in practice).

h. Meaning of measurements

The internal measurements show that the global interest rate risk positions are reasonable in relation to the amount of equity available to Crédit Agricole S.A.

The sensitivity of the bank's economic value to a change in interest rates and inflation of 200 basis points and 100 basis points respectively amounts to €0.8 billion, or 1.2% of total prudential own funds.

The regulatory measurements in the EU IRRBB1 statement below are penalised by the exclusion of Crédit Agricole S.A.'s own funds[(1)], which constitute a major fixed-rate resource.

i. Other relevant information

The refinancing transactions carried out under the TLTRO 3 drawn with the European Central Bank (ECB) are modelled as fixed-rate liabilities, taking into account the -1% cap option, until 23 June 2022, the known end date of the bonus period.

The interest rates for the main domestic collection products are updated monthly by the Crédit Agricole S.A. Interest Rate Committee.

3.7.2 Quantitative information on interest rate risk

The table below shows the sensitivity of economic value and net interest income to various interest rate shock scenarios.

— Interest rate risk of banking portfolio activities (Table EU IRRBB1)

	Change in economic value of equity *(in billions of euros)*	**31/12/2021**
1	Parallel up	(2,4)
2	Parallel down	0,6
3	Steepener	(0,8)
4	Flattener	0,5
5	Short rate up	0,0
6	Short rate down	0,5

	Change in net interest income *(in billions of euros)*			**31/12/2021**
		Year 1	**Year 2**	**Year 3**
1	Parallel up (+ 50 bp)	0,7	0,7	0,8
2	Parallel down (- 50 bp)	(0,5)	(0,6)	(0,7)

The sensitivity figures for net interest income above are calculated using a pass-through rate[(2)] of 100%, ie on one hand an immediate pass-through of interest rate changes to assets and liabilities (for all variable rate instruments already on the balance sheet, and only for new transactions in the case of fixed rate instruments) and on the other hand demand deposits maintained at their current high level with no paid interest (based on the assumptions of the EBA stress tests).

With a pass-through rate of 50% applied to housing loans, the sensitivities in year 1, year 2 and year 3 would be respectively €0.7 billion, €0.6 billion and €0.7 billion for a parallel upward shock scenario, and respectively -€0.4 billion, -€0.5 billion and -€0.6 billion for a parallel downward shock scenario.

The sensitivity of net interest income in year 1 is strongly impacted by the TLTRO III raised from the European Central Bank. Without the 50 basis points bonus and the -1% maximum rate, the sensitivity for a parallel upward shock scenario would have been €0.4 billion the first year (for a 100% pass-through rate).

Calculation assumptions

The calculation assumptions and rate shock scenarios are defined by the European Banking Authority (EBA) in the "Guidance on the management of interest rate risk arising from non-trading book activities" published on 19 July 2018 (EBA/GL/2018/02).

- **Economic value**

  Paragraph 115 of the EBA Guidance specifies how the change in economic value should be calculated. This is determined on the basis of a 30-year rolling balance sheet from which the value of equity and fixed assets is excluded. The average maturity of deposits without contractual maturity (demand deposits and savings books) outside financial institutions is limited to five years.

  An instantaneous interest rate shock scenario is considered. The interest rate shocks used are the ones for the main economic regions to which Crédit Agricole S.A. has exposure, namely the eurozone, Switzerland and the United States.

(in basis points)	**EUR**	**USD**	**CHF**
Parallel shock	200	200	100
Short shock	250	300	150
Long shock	100	150	100

The steepening and flattening of the yield curve scenarios are non-uniform scenarios where maturity-dependent interest rate shocks are applied to both short and long rates.

A minimum threshold (or floor), which varies according to maturity (from -100 basis points overnight to 0 basis points at 20 years, in accordance with Article 115(k) of the above-mentioned EBA Guidance) is applied to interest rates after downside shock scenarios are considered.

- **Net interest income**

  The change in net interest income is calculated for a horizon of one, two and three years, assuming a constant balance sheet and therefore an identical renewal of the maturing transactions. An instantaneous interest rate shock scenario of 50 basis points is considered here, regardless of the currency.

(1) Estimated at €2.8 billion in net present value under the rising interest rate scenario.

(2) The pass-through rate is the sensitivity of customer rates to a change in the financing cost of the resource.

Refer to the glossary on page 715 for the definition of technical terms.

Between the two approaches, sensitivities are reversed: the economic value of Crédit Agricole S.A. falls if interest rates rise, while the net interest margin increases.

The fall in economic value in the event of a rate hike is due to a generally lower volume of fixed-rate liabilities than fixed-rate assets on future maturities.

Conversely, the net interest margin increases if interest rates rise, as the sensitivity of renewed assets to rate changes is higher than that of renewed liabilities, due to the fact that liabilities include equity and Retail customer resources (demand deposits and regulated savings), which are not sensitive to interest rate increases.

3.8 REMUNERATION POLICY

The information on the remuneration policy required pursuant to EU Regulation 575-2013 (CRR), as amended, can be found in Chapter 3 of this Universal Registration Document.

STATEMENT BY THE PERSON RESPONSIBLE

I certify that, to the best of my knowledge, pursuant to the EBA Guidelines 2016/11 on disclosure requirements under Part Eight of Regulation (EU) No.575/2013 (and subsequent amendments) 4.2 paragraph – section C, disclosures provided according to the aforementioned Part Eight have been prepared in accordance with the internal control processes agreed upon at the management body level.

Montrouge, 24 March 2022

The Deputy General Manager, Chief Financial Officer of Crédit Agricole S.A.

Jérôme GRIVET

4. CROSS-REFERENCE TABLES

— Cross-reference table for Pillar 3 (CRR2)

CRR2 article	Topic	Reference 2021 Universal Registration Document	2021 Universal Registration Document
435 (CRR2)	1. Risk management policy and targets	Presentation of Committees – Corporate governance Main Group level Committees dealing with risk – Risk factors	p. 293
436	2. Financial statements and regulatory information	Pillar 3 Financial statements Note 12.2	p. 361 p. 604 to 624
437 (CRR2)	3. Own funds	Reconciliation of accounting and regulatory capital Details of subordinated debt	p. 344 to 348
437 bis (CRR2)	3. Own funds and liabilities		p. 356 to 359
438 (CRR2)	4. Own funds requirements and risk-weighted exposure amounts	Risk-weighted assets by business line and trends	p. 366 to 368
439 (CRR2)	5. Exposure to counterparty credit risk	General presentation of counterparty credit risk – exposures by type of risk Credit risk (all) Counterparty risk (all)	p. 368 to 417
440 (CRR2)	6. Countercyclical capital buffers	Minimum requirements and exposures by geographic area	p. 349 to 350 p. 350
441 (CRR2)	7. Indicators of global systemic importance	Communication on the indicators required for globally systemically important banks (G-SIBs) + website	p. 356 to 359, A01 and press release
442 (CRR2)	8. Exposures to credit risk and dilution risk	Default exposures and value adjustments	p. 373 to 381
443 (CRR2)	9. Asset encumbrance	Asset encumbrance	p. 431 to 433
444 (CRR2)	10. Use of ECAIs	Protection providers	p. 381, p. 418 to 419
445 (CRR2)	11. Exposure to market risk	Exposure to market risk of the trading book	p. 427 to 430
446 (CRR2)	12. Operational risk	Operational risk	p. 431
447 (CRR2)	13. Key metrics	Key metrics	p. 340 and 357
448 (CRR2)	14. Exposure to interest rate risk on positions not included in the trading book	Global interest rate risk – Risk factors	p. 441 to 445
449 (CRR2)	15. Exposures to securitisation positions	Securitisation – Pillar 3	p. 417 to 427
450 (CRR2)	16. remuneration policy	Compensation policy – Corporate governance	p. 445
451 (CRR2)	17. Leverage	Leverage ratio	p. 353 to 356
451 bis (CRR2)	17. Liquidity	NSFR, LCR	p. 434 to 441
452 (CRR2)	18. Use of the IRB approach to credit risk	Credit risk – internal ratings-based approach	p. 386 to 398
453 (CRR2)	19. Use of credit risk mitigation techniques	Credit risk mitigation mechanism	p. 415 to 416
454 (CRR2)	20. Use of the Advanced Measurement Approaches to operational risk	Operational risk	p. 431
455 (CRR2)	21. Use of internal market risk models	Internal Models Approach to market risk capital requirements – Pillar 3	p. 427 to 430

Additional elements are presented on the consolidated report on risks available on our website: www.credit-agricole.com/finance/finance/espace-investisseurs/informations-financieres.

Refer to the glossary on page 715 for the definition of technical terms.

EDTF cross-reference table

	Recommendation		Management report and other	Risk factors	Pillar 3	Consolidated financial statements
Introduction	1	Cross-reference table			p. 447	
	2	Terminology and risk measurements, key parameters used		p. 276 to 339	p. 368 and p. 382 to 398	p. 465 to 485 and p. 491 to 527
	3	Presentation of main risks and/or emerging risks		p. 276 to 339		p. 491 to 527
	4	New regulatory framework for solvency and Group targets	p. 269 to 270	p. 316 to 321	p. 340 to 348	p. 527
Governance and risk management strategy	5	Organisation of control and risk management	p. 143 to 144 and p. 153 to 154	p. 290 to 293 and p. 293 to 300		
	6	Risk management strategy and implementation	p. 143 to 144 and p. 153 to 154	p. 276 to 339 and p. 293 to 300	p. 340 to 351	
	7	Risk mapping by business line			p. 367	
	8	Governance and management of internal credit and market stress tests		p. 290 to 293 and p. 304		
Capital requirements and risk-weighted assets	9	Minimum capital requirements			p. 348 to 351	
	10a	Breakdown of composition of capital			p. 344 to 346 (1)	
	10b	Reconciliation of the balance sheet and prudential balance sheet and accounting equity and regulatory capital			p. 344 to 345 and p. 361 to 362	
	11	Change in regulatory capital			p. 347 to 348	
	12	Capital trajectory and target CRD 5 ratios	p. 268 to 269		p. 344 to 362	
	13	Risk-weighted assets by business line and risk type			p. 366 to 381	
	14	Risk-weighted assets and capital requirements by method and category of exposure		p. 303	p. 366 to 381	
	15	Exposure to credit risk by category of exposure and internal rating		p. 301 to 310	p. 369 to 417	
	16	Changes in risk-weighted assets by risk type			p. 366	
	17	Description of back-testing models and efforts to improve their reliability		p. 311 to 312 and p. 329 to 331	p. 398 to 406	
Liquidity	18	Management of liquidity and cash balance sheet		p. 316 to 321	p. 434 to 445	
	19	Asset encumbrance			p. 431 to 433	
	20	Breakdown of financial assets and financial liabilities by contractual maturity				p. 514 to 518 and 581
	21	Liquidity and financing risk management		p. 316 to 321	p. 434 to 441	
Market risk	22 to 24	Market risk measurement		p. 311 to 315	p. 429 to 430	p. 465 to 485, p. 514 to 517 and p. 590 to 602
	25	Market risk management techniques		p. 311 to 315		
Credit risks	26	Maximum exposure, breakdown and diversification of credit risks		p. 301 to 310	p. 368 to 417	p. 491 to 513
	27 and 28	Provisioning policy and risk hedging		p. 308 to 310		p. 465 to 483 and p. 513 to 532
	29	Derivative instruments: notional, counterparty risk, offsetting		p. 301 to 310 p. 311 to 315 and p. 316 to 321	p. 407 to 417	p. 475 to 477 p. 514 to 518 and p. 594
	30	Credit risk mitigation mechanism		p. 305		p. 588 to 589
Other risks	31	Other risks: insurance sector risks, operational risks and legal risks, information systems security and business continuity plans		p. 276 to 289 and p. 322 to 339		p. 527 p. 540 to 541 and p. 571 to 574
	32	Declared risks and ongoing actions regarding operational and legal risks		p. 331 to 335		p. 571 to 574

(1) Details of debt issues available on the website: www.credit-agricole.com/en/finance/finance/financial-publications.

6

CONSOLIDATED FINANCIAL STATEMENTS

Approved by the Board of Directors of Credit Agricole S.A. on 9 February 2022 and submitted to the approval of the Ordinary General Meeting of 24 May 2022

General framework 450

Legal presentation of the entity 450

Crédit Agricole internal relations 450

Information pertaining to the related parties 453

Consolidated financial statements 456

Income statement 456

Net income and other comprehensive income 457

Balance sheet – Assets 458

Balance sheet – Liabilities 459

Statement of changes in equity 460

Cash flow statement 462

Notes to the consolidated financial statements 464

Statutory Auditors' report on the consolidated financial statements 629

Refer to the glossary on page 715 for the definition of technical terms.

Key figures

NET INCOME GROUP SHARE

€5,844M

Revenues

€22,657M

TOTAL BALANCE SHEET

€2,073,955M

Total customer loans

€459,905M

Total customer deposits

€781,177M

Total equity

€76,916M

Refer to the glossary on page 715 for the definition of technical terms.

GENERAL FRAMEWORK

LEGAL PRESENTATION OF THE ENTITY

Since the Extraordinary General Meeting of 29 November 2001, the Company's name has been: **Crédit Agricole S.A.**

The address of the Company's registered office is: 12, place des États-Unis, 92127 Montrouge Cedex, France.

Registration number: 784 608 416 Nanterre Trade and Companies Register.

NAF code: 6419Z.

Crédit Agricole S.A. is a French public limited company *("société anonyme")* with a Board of Directors governed by ordinary company law and more specifically by Book II of the French Commercial Code *(Code de commerce).*

Crédit Agricole S.A. is also subject to the provisions of the French Monetary and Financial Code (CMF — *Code monétaire et financier*) and more specifically Articles L. 512-47 *et seq.* thereof.

Crédit Agricole S.A. was licensed as an authorised lending institution in the mutual and cooperative banks category on 17 November 1984. As such, it is subject to oversight by the banking supervisory authorities, and more particularly by the French Regulatory and Resolution Supervisory Authority (ACPR) and the European Central Bank.

Crédit Agricole S.A. shares are admitted for trading on Euronext Paris. Crédit Agricole S.A. is subject to the prevailing stock market regulations particularly with respect to public disclosure obligations.

A bank with mutual roots

SAS Rue La Boétie, which is wholly owned by the Regional Banks, holds the majority of Crédit Agricole S.A.'s share capital. Shares in SAS Rue La Boétie may not be transferred outside the Regional Banks' network. Furthermore, any trading in these shares between Regional Banks is governed by a liquidity agreement that in particular sets out the procedures for determining the transaction price. This encompasses both disposals of shares between the Regional Banks and capital increases at SAS Rue La Boétie.

Fédération Nationale du Crédit Agricole (FNCA) acts as a consultative and representative body, and as a communication forum for the Regional Banks.

In accordance with the provisions of the French Monetary and Financial Code (Articles L. 511-31 and L. 511-32), as the central body of the Crédit Agricole network, Crédit Agricole S.A. is responsible for exercising administrative, technical and financial control over the institutions affiliated to it in order to maintain a cohesive network (as defined in Article R. 512-18 of the French Monetary and Financial Code) and to ensure their proper functioning and compliance with all regulations and legislation governing them. In that regard, Credit Agricole S.A. may take all necessary measures notably to ensure the liquidity and solvency of the network as a whole and of each of its affiliated institutions.

CRÉDIT AGRICOLE INTERNAL RELATIONS

Internal financing mechanisms

Crédit Agricole has instituted a number of internal financing mechanisms specific to the Group.

Regional Banks' current accounts

Each Regional Bank holds a current account with Crédit Agricole S.A., which records the financial movements resulting from internal financial transactions within the Group. This account, which may be in credit or debit, is presented in the balance sheet under "Crédit Agricole internal transactions – Current Accounts" and integrated on a specific line item, either "Loans and receivables due from credit institutions" or "Due to credit institutions".

Special savings accounts

Funds held in special savings accounts (popular savings passbook accounts *(Livret d'épargne populaire),* sustainable and inclusive development passbook accounts *(Livret de développement durable et solidaire),* home purchase savings schemes and accounts, popular savings schemes, youth passbook accounts *(Livret Jeune)* and passbook savings accounts *(Livret A)* are collected by the Regional Banks on behalf of Crédit Agricole S.A. and must be centralised at the latter. Crédit Agricole S.A. recognises them on its balance sheet as "Due to customers".

Term deposits and advances

The Regional Banks also collect non-government-regulated savings funds (passbook accounts, bonds, warrants, certain term accounts and similar accounts, etc.) on behalf of Crédit Agricole S.A. These funds are transferred to Crédit Agricole S.A., and are recognised as such on its balance sheet.

Special savings accounts and time deposits and advances are used by Crédit Agricole S.A. to make "advances" (loans) to the Regional Banks, with a view to funding their medium and long term loans.

A series of four internal financial reforms has been implemented. These reforms have permitted the transfer back to the Regional Banks, in the form of so-called "mirror advances" (with maturities and interest rates precisely matching those of the savings funds received) of first 15%, 25%, then 33% and, since 31 December 2001, 50% of the savings resources, which they are free to use at their discretion.

Since 1 January 2004, the financial margins generated by the centralised management of collected funds (and not transferred back via mirror advances) are shared by the Regional Banks and Crédit Agricole S.A. and are determined by using replacement models and applying market rates.

Furthermore, the Regional Banks may be refinanced in the form of advances negotiated at market rates with Crédit Agricole S.A.

Transfer of Regional Banks' liquidity surpluses

The Regional Banks may use their "monetary" deposits (demand deposits, non-centralised time deposits and negotiable certificates of deposit) to finance lending to their customers. Surpluses must be transferred to Crédit Agricole S.A. where they are booked as current or time accounts, under "Crédit Agricole internal transactions".

Foreign currency transactions

The Regional Banks' foreign currency activities are refinanced through Crédit Agricole S.A.

Refer to the glossary on page 715 for the definition of technical terms.

Medium and long-term notes issued by Crédit Agricole S.A.

These are placed on the market or by the Regional Banks with their customers. They are booked on the balance sheet by Crédit Agricole S.A. under liabilities either as "Debt securities" or as "Subordinated debt", depending on the type of security issued.

TLTRO III mechanism

The ECB set out a third series of long-term refinancing operations in March 2019, the terms and conditions of which were reviewed in September 2019 and again in March, April and December 2020, in connection with the Covid-19 situation.

The TLTRO III mechanism aims to provide long-term refinancing, with a subsidy in the event of reaching a lending performance target based on growth of lending to firms and households, which is applied over the three-year maturity of the TLTRO operation. Under this mechanism, there is an additional subsidy that awards two further temporary incentives. The first is applied over the one-year period between June 2020 and June 2021, and the second, over the one-year period from June 2021 to June 2022.

The accounting treatment adopted by the Group, which is unchanged from that applied in 2020, consists of recognizing the subsidies as soon as the Group considers that it has reasonable assurance that the level of eligible outstandings will enable it to meet the conditions necessary to obtain these subsidies when they become due to the ECB, i.e. at the end of the TLTRO III operation, and to attach this subsidy to the period to which it relates on a prorata basis.

The Group evaluated the accrued interest at the Deposit Facility rate - 50 bp floored at -100 bp for the special interest rate period (1 January 2021 – 23 June 2021 for the period pertaining to the 2021 financial year), taking into account the achievement of the target applicable to the first incentive period. For the additional special interest rate period (24 June 2021 – 31 December 2021 for the period pertaining to the 2021 financial year), the interest rate used is also the Deposit Facility rate - 50 bp floored at -100 bp, taking into account the achievement of the target for the level of eligible credits applicable to the second incentive period. As a result, the Group believes that it will benefit from all of the subsidies at the end of this financing period, given that the conditions for benefiting from them have been met by December 31, 2021. As a reminder, as of June 30, 2021, the interest rate used was the minimum between the Deposit Facility rate and the MRO - 50 basis points, given the uncertainties that the Group had at that date as to whether it would be able to meet the criteria for changes in eligible credits during the special additional reference period.

As at 31 December 2021, the Group has drawn 162 billion euros in TLTRO III at the ECB

Hedging of liquidity and solvency risks and banking resolution

Under the legal internal financial solidarity mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code (CMF), Crédit Agricole S.A., as the central body of the Crédit Agricole network, must take all necessary measures to ensure the liquidity and solvency of each affiliated credit institution, as well as the network as a whole. As a result, each member of the network benefits from this internal financial solidarity.

The general provisions of the CMF (*Code monétaire et financier* — French Monetary and Financial Code) have been reflected in the internal provisions setting out the operational measures required for this legal solidarity mechanism.

In the initial public offering of Crédit Agricole S.A., CNCA (now Crédit Agricole S.A.) signed an agreement with the Regional Banks in 2001 aiming notably at governing internal relations within the Crédit Agricole network. In particular, the agreement provides for the creation of a Fund for Bank Liquidity and Solvency Risks (FRBLS) designed to enable Crédit Agricole S.A. to fulfil its role as central body by providing assistance to any affiliated members that may experience difficulties. The main provisions of this agreement are set out in Chapter III of the Registration Document filed by Crédit Agricole S.A. with France's *Commission des Opérations de Bourse* on 22 October 2001 under number R.01-453.

The European banking crisis management framework was adopted in 2014 by EU Directive 2014/59 (known as the "Bank Recovery and Resolution Directive – BRRD"), incorporated into French law by Order 2015-1024 of 20 August 2015, which also adapted French law to the provisions of European Regulation 806/2014 of 15 July 2014 establishing uniform rules and a uniform procedure for the resolution of credit institutions and certain investment firms in the framework of a Single Resolution Mechanism and a Single Resolution Fund. Directive (EU) 201/879 of 20 May 2019, known as "BRRD2", amended the BRRD and was incorporated into French law by Order 2020-1636 of 21 December 2020.

This framework, which includes measures to prevent and to resolve banking crises, is intended to preserve financial stability, to ensure the continuity of activities, services and operations of institutions whose failure could significantly impact the economy, to protect depositors, and to avoid or limit the use of public financial support as much as possible. In this context, the European Resolution Authorities, including the Single Resolution Board, have been granted extensive powers to take all necessary measures in connection with the resolution of all or part of a credit institution or the group to which it belongs.

For cooperative banking groups, the "extended single point of entry" ("extended SPE") resolution strategy is favoured by the resolution authorities, whereby resolution tools would be applied simultaneously at the level of Crédit Agricole S.A. and the affiliated entities. In this respect, and in the event of a resolution of the Crédit Agricole Group, the scope comprising Crédit Agricole S.A. (in its capacity of central body) and its affiliated entities would be considered as a whole as the expanded single entry point. Given the foregoing and the solidarity mechanisms that exist within the network, a member of the Crédit Agricole network cannot be put individually in resolution.

The resolution authorities may initiate resolution proceedings against a credit institution where it considers that: the institution has failed or is likely to fail, there is no reasonable prospect that another private measure will prevent the failure within a reasonable time, a resolution measure is necessary, and a liquidation procedure would be inadequate to achieve the resolution objectives mentioned above.

The resolution authorities may use one or more resolution tools, as described below, with the objective of recapitalising or restoring the viability of the institution. The resolution tools should be implemented in such a way that equity holders (shares, mutual shares, CCIs, CCAs) bear losses first, with creditors following up immediately, provided that they are not excluded from bail-in legally speaking or by a decision of the resolution authorities. French law also provides for a protective measure when certain resolution tools or decisions are implemented, such as the principle that equity holders and creditors of an institution in resolution may not incur greater losses than those they would have incurred if the institution had been liquidated in the context of a judicial liquidation procedure under the French Commercial Code (NCWOL principle referred to in Article L. 613-57.I of the CMF). Thus, investors are entitled to claim compensation if the treatment they receive in a resolution is less favourable than the treatment they would have received if the institution had been subject to normal insolvency proceedings.

In the event that the resolution authorities decide to put the Crédit Agricole Group in resolution, they will first write down the CET1 instruments (shares, mutual shares, CCI and CCA), additional Tier 1 instruments, and Tier 2 instruments, in order to absorb losses, and then possibly convert the additional Tier 1 instruments and Tier 2 instruments[1] into equity securities. Then, if the resolution authorities decide to use the bail-in tool, the latter

(1) Articles L. 613-48 and L. 613-48-3 of the CMF.

would be applied to debt instruments[1], resulting in the partial or total write-down of these instruments or their conversion into equity in order to absorb losses.

With respect to the central body and all affiliated entities, the resolution authorities may decide to implement, in a coordinated manner, impairment or conversion measures and, where applicable, internal bailouts. In such an event, the impairment or conversion measures and, where applicable, internal bailout measures would apply to all entities within the Crédit Agricole network, regardless of the entity in question and regardless of the origin of the losses.

The creditor hierarchy in resolution is defined by the provisions of Article L. 613-55-5 of the CMF, effective as at the date of implementation of the resolution.

Equity holders and creditors of the same rank or with identical rights in liquidation will then be treated equally, regardless of the Group entity of which they are creditors.

The scope of this bail-in, which also aims to recapitalise the Crédit Agricole Group, is based on capital requirements at the consolidated level.

Investors must then be aware that there is therefore a significant risk that holders of shares, mutual shares, CCIs and CCAs and holders of debt instruments of a member of the network will lose all or part of their investment if a resolution procedure is implemented on the Group, regardless of the entity of which they are a creditor.

The other resolution tools available to the resolution authorities are essentially the total or partial transfer of the activities of the institution to a third party or to a bridge institution and the separation of the assets of the institution.

This resolution framework does not affect the legal internal financial solidarity mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code, which applies to the Crédit Agricole network, as defined in Article R. 512-18 of the same Code. Crédit Agricole S.A. considers that, in practice, this mechanism should be implemented prior to any resolution procedure.

The implementation of a resolution procedure to the Crédit Agricole Group would thus mean that the legal internal solidarity mechanism had failed to remedy the failure of one or more network entities, and hence of the network as a whole. It would also limit the likelihood that the conditions for triggering the guarantee covering the liabilities of Crédit Agricole S.A. (granted in 1988 to its third party creditors by the Regional Banks on a joint and several basis, and up to the aggregate amount of their own funds) are met. It should be recalled that this guarantee may be triggered in the event of an asset shortfall following Crédit Agricole S.A.'s bankruptcy or dissolution.

Specific guarantees provided by the Regional Banks to Crédit Agricole S.A. (Switch)

The Switch guarantee mechanism, established on 23 December 2011 and supplemented by an initial addendum in 2013 and twice amended in 2016, forms part of the financial relationship between Crédit Agricole S.A., as central body, and the mutual network of Crédit Agricole Regional Banks. The most recent amendments to these guarantees took effect retroactively on 1 July 2016, replacing the previous guarantees, and expire on 1 March 2027, subject to total or partial early termination or extension in accordance with the terms of the contract. A first partial termination corresponding to 35% of the Switch guarantees took place on 2 March 2020, a second, corresponding to 15% of the guarantees, took place on 1 March 2021, and a final one, corresponding to the remaining 50%, took place on 16 November 2021.

Capital ties between Crédit Agricole S.A. and the Regional Banks

The capital ties between Crédit Agricole S.A. and the Regional Banks are governed by an agreement entered into by the parties prior to Crédit Agricole S.A.'s initial public offering.

Under the terms of this agreement, the Regional Banks exercise their control over Crédit Agricole S.A. through SAS Rue La Boétie, a holding company wholly owned by the Regional Banks. The purpose of SAS Rue La Boétie is to hold enough shares to ensure that it always owns at least 50% of the share capital and voting rights of Crédit Agricole S.A.

In addition, under the same agreement, Crédit Agricole S.A. directly owned approximately 25% of the share capital of each Regional Bank (except for *Caisse régionale de la Corse* owned at 99.9%-). Following the transaction to simplify the Group's capital structure on 3 August 2016, the bulk of the cooperative investment certificates (*"certificats coopératifs d'investissement"* or CCIs) and the cooperative associate certificates (*"certificats coopératifs d'associés"* or CCAs) held by Crédit Agricole S.A. were transferred to a holding company ("Sacam Mutualisation") jointly owned by the Regional Banks.

(1) Articles L. 613-55 and L. 613-55-1 of the CMF.

Refer to the glossary on page 715 for the definition of technical terms.

INFORMATION PERTAINING TO THE RELATED PARTIES

The related parties of Crédit Agricole S.A. are the consolidated companies, including equity-accounted entities, the Group's Senior Executives and the Regional Banks, given the Group's legal structure and due to the fact that Crédit Agricole S.A. is the central body of the Crédit Agricole network.

In accordance with Crédit Agricole internal financial mechanisms, transactions between Crédit Agricole S.A. and the Regional Banks[1] are presented on the balance sheet and income statement as Crédit Agricole internal transactions (Note 4.1 "Interest income and expenses", Note 4.2 "Net fees and commissions", Note 6.5 "Financial assets at amortised cost" and Note 6.8 "Financial liabilities at amortised cost").

Other shareholders' agreements

Shareholder agreements signed during the financial year are detailed in Note 2 "Major structural transactions and material events during the period".

Relationships between controlled companies affecting the consolidated balance sheet

A list of Crédit Agricole S.A. companies is presented in Note 12 "Scope of consolidation at 31 December 2021". Since, at year-end, the existing transactions and outstandings between the Group's fully consolidated companies are eliminated on consolidation, only transactions with companies consolidated by the equity method affect the Group's consolidated financial statements.

The main corresponding outstandings and commitments in the consolidated balance sheet at 31 December 2021 relate to transactions with the equity-accounted entities for the following amounts:

- loans and receivables due from credit institutions: €2,545 million (€3,032 million at 31 December 2020);
- loans and receivables due from customers: €3,399 million (€2,934 million at 31 December 2020);
- debt due to credit institutions: €3,413 million (€3,584 million at 31 December 2020);
- debt due to customers: €380 million (€425 million at 31 December 2020);
- commitments given on financial instruments: €7,950 million (€7,359 million at 31 December 2020);
- commitments received on financial instruments: €4,919 million (€4,051 million at 31 December 2020).

The transactions entered into with these entities did not have a material effect on the income statement for the period.

Management of retirement, early retirement and end-of-career allowances: Internal hedging contracts within the Group

As presented in Note 1.2 "Accounting policies and principles", employees are provided with various types of post-employment benefits. These concern:

- end-of-career allowances;
- retirement plans, which may be either "defined-contribution" or "defined-benefit" plans.

The liability in this respect is partially funded by collective insurance contracts taken out with Predica, the Crédit Agricole Group's life insurance company.

These contracts govern:

- the setting up by the insurance company of mutual funds for investing contributions made by the employer to build up sufficient funds to cover end-of-career allowances or the various pension schemes;
- the management of the funds by the insurance company;
- the payment to the beneficiaries of the allowances and of the benefits due under the various plans.

Information on post-employment benefits is provided in Note 7 "Employee benefits and other compensation" in paragraphs 7.3 and 7.4.

Relations with senior management

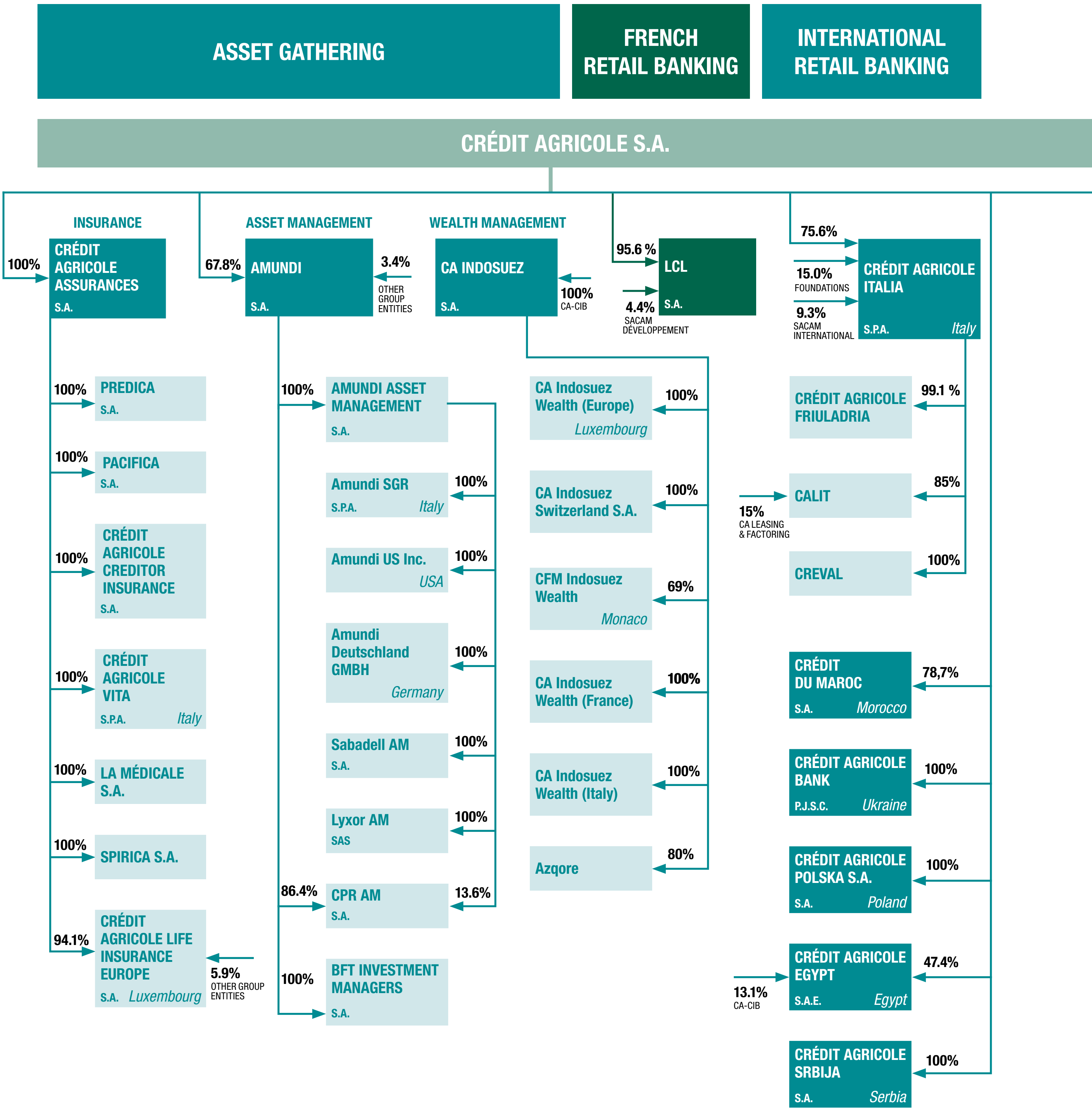
Detailed information on Senior Executives' compensation is provided in paragraph 7.7 of Note 7 "Employee benefits and other compensation", as well as in the "Remuneration policy" section, Chapter 3 "Corporate governance" of the Universal Registration Document.

There exist no material transactions between Crédit Agricole S.A. and its senior management, their families or the companies they control and which are not included in the Group's scope of consolidation.

(1) With the exception of *Caisse régionale de la Corse,* which is fully consolidated.

CRÉDIT AGRICOLE S.A.

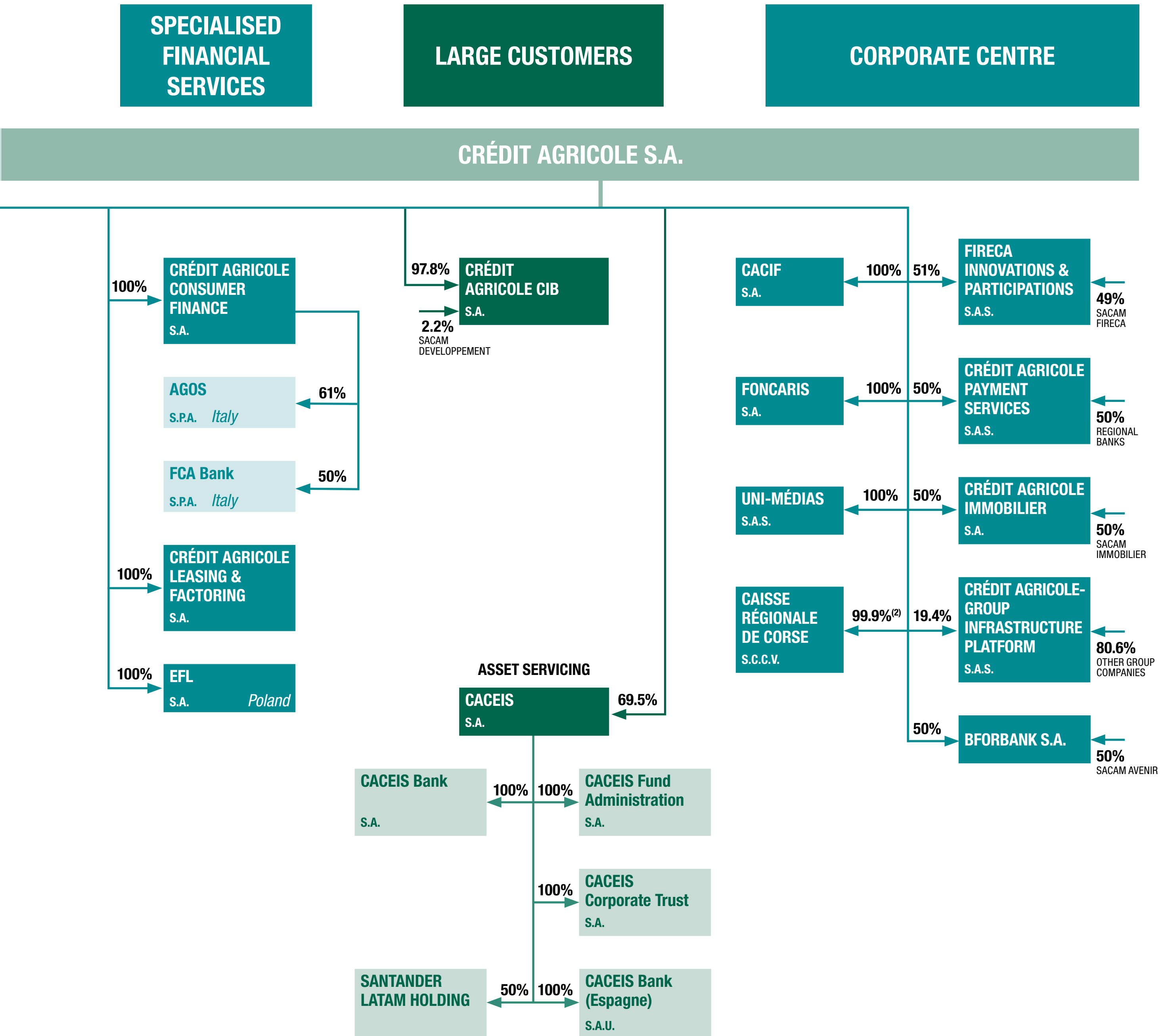
% OF INTEREST[1]



(1) Direct percentage of interest held by CASA and its subsidiaries, excluding treasury shares.

Refer to the glossary on page 715 for the definition of technical terms.

AT 31 DECEMBER 2021



(2) % of control.

Financial transactions between Crédit Agricole S.A. and its subsidiaries are subject to regulated agreements, as the case may be mentionned in the statutory auditor's report.

Internal mechanisms of Crédit Agricole Group (in particular between Crédit agricole S.A. and the Regional Banks) are detailed in the paragraph "internal financing machanisms", in introduction of the financial consolidated statements.

CONSOLIDATED FINANCIAL STATEMENTS

INCOME STATEMENT

(in millions of euros)	Notes	31/12/2021	31/12/2020
Interest and similar income	4.1	23,797	23,534
Interest and similar expenses	4.1	(11,676)	(11,716)
Fee and commission income	4.2	12,828	10,679
Fee and commission expenses	4.2	(7,345)	(6,458)
Net gains (losses) on financial instruments at fair value through profit or loss	4.3	14,279	2,256
Net gains (losses) on held for trading assets/liabilities		*2,114*	*2,466*
Net gains (losses) on other financial assets/liabilities at fair value through profit or loss		*12,165*	*(210)*
Net gains (losses) on financial instruments at fair value through other comprehensive income	4.4	-	586
Net gains (losses) on debt instruments at fair value through other comprehensive income that may be reclassified subsequently to profit or loss		*(57)*	*524*
Remuneration of equity instruments measured at fair value through other comprehensive income that will not be reclassified subsequently to profit or loss (dividends)		*57*	*62*
Net gains (losses) arising from the derecognition of financial assets at amortised cost	4.5	43	25
Net gains (losses) arising from the reclassification of financial assets at amortised cost to financial assets at fair value through profit or loss		-	-
Net gains (losses) arising from the reclassification of financial assets at fair value through other comprehensive income to financial assets at fair value through profit or loss		-	-
Income on other activities	4.6	40,183	36,337
Expenses on other activities	4.6	(49,284)	(34,935)
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	5.3	(168)	192
REVENUES		**22,657**	**20,500**
Operating expenses	4.7	(12,649)	(11,748)
Depreciation, amortisation and impairment of property, plant & equipment and intangible assets	4.8	(1,172)	(1,143)
GROSS OPERATING INCOME		**8,836**	**7,609**
Cost of risk	4.9	(1,576)	(2,606)
OPERATING INCOME		**7,260**	**5,003**
Share of net income of equity-accounted entities		374	413
Net gains (losses) on other assets	4.10	(51)	75
Change in value of goodwill	6.16	497	(903)
PRE-TAX INCOME		**8,080**	**4,588**
Income tax charge	4.11	(1,236)	(1,129)
Net income from discontinued operations	6.12	5	(221)
NET INCOME		**6,849**	**3,238**
Non-controlling interests	6.21	1,005	546
NET INCOME GROUP SHARE		**5,844**	**2,692**
Earnings per share *(in euros)*[(1)]	**6.20**	**1.836**	**0.804**
Diluted earnings per share *(in euros)*[(1)]	**6.20**	**1.836**	**0.804**

(1) Corresponds to income excluding interest on deeply subordinated notes and including Net Income from discontinued or held-for-sale operations.

Refer to the glossary on page 715 for the definition of technical terms.

NET INCOME AND OTHER COMPREHENSIVE INCOME

(in millions of euros)	Notes	31/12/2021	31/12/2020
NET INCOME		6,849	3,238
Actuarial gains and losses on post-employment benefits	4.12	169	(93)
Other comprehensive income on financial liabilities attributable to changes in own credit risk[1]	4.12	(13)	(149)
Other comprehensive income on equity instruments that will not be reclassified to profit or loss[1]	4.12	8	(81)
Pre-tax other comprehensive income on items that will not be reclassified to profit or loss excluding equity-accounted entities	**4.12**	**164**	**(323)**
Pre-tax other comprehensive income on items that will not be reclassified to profit or loss on equity-accounted entities	**4.12**	**19**	**3**
Income tax related to items that will not be reclassified to profit or loss excluding equity-accounted entities	**4.12**	**(30)**	**94**
Income tax related to items that will not be reclassified to profit or loss on equity-accounted entities	**4.12**	**(14)**	**(2)**
Other comprehensive income on items that will not be reclassified to profit or loss from discontinued operations	**4.12**	**-**	**-**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX	4.12	139	(228)
Gains and losses on translation adjustments	4.12	940	(805)
Other comprehensive income on debt instruments that may be reclassified to profit or loss	4.12	(1,565)	550
Gains and losses on hedging derivative instruments	4.12	(857)	323
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	4.12-5.3	182	(198)
Pre-tax other comprehensive income on items that may be reclassified to profit or loss excluding equity-accounted entities	**4.12**	**(1,300)**	**(130)**
Pre-tax other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities, Group share	**4.12**	**103**	**(136)**
Income tax related to items that may be reclassified to profit or loss excluding equity-accounted entities	**4.12**	**640**	**(277)**
Income tax related to items that may be reclassified to profit or loss on equity-accounted entities	**4.12**	**(3)**	**1**
Other comprehensive income on items that may be reclassified to profit or loss from discontinued operations	**4.12**	**(15)**	**(11)**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX	4.12	(575)	(553)
Other comprehensive income net of income tax	**4.12**	**(436)**	**(781)**
NET INCOME AND OTHER COMPREHENSIVE INCOME		**6,413**	**2,457**
Of which Group share		5,330	2,014
Of which non-controlling interests		1,083	443

(1) Of which +€12 million of items transferred to Reserves of items that cannot be reclassified.

BALANCE SHEET – ASSETS

(in millions of euros)	Notes	31/12/2021	31/12/2020
Cash, central banks	6.1	237,757	194,269
Financial assets at fair value through profit or loss	3.1-6.2-6.6-6.7	429,394	432,462
Held for trading financial assets		*237,341*	*261,968*
Other financial instruments at fair value through profit or loss		*192,053*	*170,494*
Hedging derivative Instruments	3.2-3.4	14,125	21,745
Financial assets at fair value through other comprehensive income	3.1-6.4-6.6-6.7	256,261	266,072
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss		*253,842*	*263,856*
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss		*2,419*	*2,216*
Financial assets at amortised cost	3.1-3.3-6.5-6.6-6.7	1,045,326	953,900
Loans and receivables due from credit institutions		*501,347*	*463,169*
Loans and receivables due from customers		*459,905*	*405,937*
Debt securities		*84,074*	*84,794*
Revaluation adjustment on interest rate hedged portfolios		3,194	7,463
Current and deferred tax assets	6.10	5,864	4,304
Accruals, prepayments and sundry assets	6.11	38,447	40,307
Non-current assets held for sale and discontinued operations	6.12	2,965	2,734
Deferred participation benefits	6.17	7	-
Investments in equity-accounted entities	6.13	8,317	7,650
Investment property	6.14	7,307	6,522
Property, plant and equipment	6.15	6,096	5,779
Intangible assets	6.15	3,263	3,196
Goodwill	6.16	15,632	14,659
TOTAL ASSETS		**2,073,955**	**1,961,062**

Refer to the glossary on page 715 for the definition of technical terms.

BALANCE SHEET – LIABILITIES

(in millions of euros)	Notes	31/12/2021	31/12/2020
Central banks	6.1	1,276	864
Financial liabilities at fair value through profit or loss	6.2	246,388	265,173
Held for trading financial liabilities		*207,725*	*229,265*
Financial liabilities designated at fair value through profit or loss		*38,663*	*35,908*
Hedging derivative Instruments	3.2-3.4	12,358	15,218
Financial liabilities at amortised cost		1,267,353	1,146,854
Due to credit institutions	*3.3-6.8*	*314,783*	*264,919*
Due to customers	*3.1-3.3-6.8*	*781,177*	*719,388*
Debt securities	*3.3-6.8*	*171,393*	*162,547*
Revaluation adjustment on interest rate hedged portfolios		5,105	10,380
Current and deferred tax liabilities	6.10	2,932	3,334
Accruals, prepayments and sundry liabilities	6.11	53,322	52,941
Liabilities associated with non-current assets held for sale and discontinued operations	6.12	2,566	1,430
Insurance company technical reserves	6.17	375,091	363,124
Provisions	6.18	4,547	4,197
Subordinated debt	3.3-6.19	26,101	24,052
TOTAL LIABILITIES		**1,997,039**	**1,887,567**
EQUITY		**76,916**	**73,495**
Equity – Group share		**68,217**	**65,217**
Share capital and reserves		28,495	28,323
Consolidated reserves		32,227	32,037
Other comprehensive income		1,677	2,175
Other comprehensive income on discontinued operations		(26)	(10)
Net income (loss) for the year		5,844	2,692
Non-controlling interests		**8,699**	**8,278**
TOTAL LIABILITIES AND EQUITY		**2,073,955**	**1,961,062**

STATEMENT OF CHANGES IN EQUITY

	Group share									
	Share and capital reserves					Other comprehensive income				
(in millions of euros)	Share capital	Share premium and consolidated reserves[(1)]	Elimination of treasury shares	Other equity instruments	Total capital and consolidated reserves	Other comprehensive income on items that may be reclassified to profit and loss	Other comprehensive income on items that will not be reclassified to profit and loss	Total other comprehensive income	Net income	Total equity
EQUITY AT 1 JANUARY 2020 PUBLISHED	8,654	46,397	(108)	5,134	60,077	4,063	(1,220)	2,843	-	62,920
Impacts of new accounting standards	-	-	-	-	-	-	-	-	-	-
EQUITY AT 1 JANUARY 2020	8,654	46,397	(108)	5,134	60,077	4,063	(1,220)	2,843	-	62,920
Capital increase	96	66	-	-	162	-	-	-	-	162
Changes in treasury shares held	-	-	(5)	-	(5)	-	-	-	-	(5)
Issuance/redemption of equity instruments	-	(5)	-	754	749	-	-	-	-	749
Remuneration of undated deeply subordinated notes	-	(368)	-	-	(368)	-	-	-	-	(368)
Dividends paid in 2020	-	-	-	-	-	-	-	-	-	-
Impact of acquisitions/disposals on non-controlling interests	-	-	-	-	-	-	-	-	-	-
Changes due to share-based payments	-	26	-	-	26	-	-	-	-	26
Changes due to transactions with shareholders	**96**	**(281)**	**(5)**	**754**	**564**	**-**	**-**	**-**	**-**	**564**
Changes in other comprehensive income	**-**	**(43)**	**-**	**-**	**(43)**	**(383)**	**(196)**	**(579)**	**-**	**(622)**
Of which other comprehensive income on equity instruments that will not be reclassified to profit or loss reclassified to consolidated reserves	-	*(38)*	-	-	*(38)*	-	*38*	*38*	-	-
Of which other comprehensive income attributable to changes in own credit risk reclassified to consolidated reserves	-	*(5)*	-	-	*(5)*	-	*5*	*5*	-	-
Share of changes in equity-accounted entities	-	(72)	-	-	(72)	(100)	1	(99)	-	(171)
Net income for 2020	-	-	-	-	-	-	-	-	2,692	2,692
Other changes	-	(166)	-	-	(166)	-	-	-	-	(166)
EQUITY AT 31 DECEMBER 2020	8,750	45,835	(113)	5,888	60,360	3,580	(1,415)	2,165	2,692	65,217
Appropriation of 2020 net income	-	2,692	-	-	2,692	-	-	-	(2,692)	-
EQUITY AT 1 JANUARY 2021	8,750	48,527	(113)	5,888	63,052	3,580	(1,415)	2,165	-	65,217
Impacts of new accounting standards[(2)]	-	167	-	-	167	-	-	-	-	167
EQUITY AT 1 JANUARY 2021 RESTATED	8,750	48,694	(113)	5,888	63,219	3,580	(1,415)	2,165	-	65,384
Capital increase	591	1,591	-	-	2,182	-	-	-	-	2,182
Changes in treasury shares held	-	-	(1,057)	-	(1,057)	-	-	-	-	(1,057)
Issuance/redemption of equity instruments	-	(1)	-	(1,000)	(1,001)	-	-	-	-	(1,001)
Remuneration of undated deeply subordinated notes	-	(352)	-	-	(352)	-	-	-	-	(352)
Dividends paid in 2021	-	(2,333)	-	-	(2,333)	-	-	-	-	(2,333)
Impact of acquisitions/disposals on non-controlling interests	-	-	-	-	-	-	-	-	-	-
Changes due to share-based payments	-	19	-	-	19	-	-	-	-	19
Changes due to transactions with shareholders	**591**	**(1,076)**	**(1,057)**	**(1,000)**	**(2,542)**	**-**	**-**	**-**	**-**	**(2,542)**
Changes in other comprehensive income	**-**	**(12)**	**-**	**-**	**(12)**	**(718)**	**107**	**(611)**	**-**	**(623)**
Of which other comprehensive income on equity instruments that will not be reclassified to profit or loss reclassified to consolidated reserves	-	*(12)*	-	-	*(12)*	-	*12*	*12*	-	-
Of which other comprehensive income attributable to changes in own credit risk reclassified to consolidated reserves	-	*(1)*	-	-	*(1)*	-	*1*	*1*	-	-
Share of changes in equity-accounted entities	-	6	-	-	6	90	7	97	-	103
Net income for 2021	-	-	-	-	-	-	-	-	5,844	5,844
Other changes	-	51	-	-	51	-	-	-	-	51
EQUITY AT 31 DECEMBER 2021	**9,341**	**47,663**	**(1,170)**	**4,888**	**60,722**	**2,952**	**(1,301)**	**1,651**	**5,844**	**68,217**

(1) Consolidated reserves before elimination of treasury shares.

(2) Estimated impact of the first-time application of the IFRS IC decision of 21 April 2021 on calculating commitments relating to certain defined-benefit schemes (see Note 1.1 "Applicable standards and comparability"). As at 1 January 2020, the impact on equity would have been €160 million.

Refer to the glossary on page 715 for the definition of technical terms.

	Non-controlling interests					
		Other comprehensive income				
(in millions of euros)	Capital, associated reserves and income	Other comprehensive income on items that may be reclassified to profit and loss	Other comprehensive income on items that will not be reclassified to profit and loss	Total other comprehensive income	Total equity	Total consolidated equity
EQUITY AT 1 JANUARY 2020 PUBLISHED	7,993	(47)	(23)	(70)	7,923	70,843
Impacts of new accounting standards	-	-	-	-	-	-
EQUITY AT 1 JANUARY 2020	7,993	(47)	(23)	(70)	7,923	70,843
Capital increase	-	-	-	-	-	162
Changes in treasury shares held	-	-	-	-	-	(5)
Issuance/redemption of equity instruments	2	-	-	-	2	751
Remuneration of undated deeply subordinated notes	(106)	-	-	-	(106)	(474)
Dividends paid in 2020	(109)	-	-	-	(109)	(109)
Impact of acquisitions/disposals on non-controlling interests	-	-	-	-	-	-
Changes due to share-based payments	8	-	-	-	8	34
Changes due to transactions with shareholders	**(205)**	**-**	**-**	**-**	**(205)**	**359**
Changes in other comprehensive income	**(2)**	**(35)**	**(33)**	**(68)**	**(70)**	**(692)**
Of which other comprehensive income on equity instruments that will not be reclassified to profit or loss reclassified to consolidated reserves	*(2)*	*-*	*2*	*2*	*-*	*-*
Of which other comprehensive income attributable to changes in own credit risk reclassified to consolidated reserves	*-*	*-*	*-*	*-*	*-*	*-*
Share of changes in equity-accounted entities	-	(35)	-	(35)	(35)	(206)
Net income for 2020	546	-	-	-	546	3,238
Other changes	119	-	-	-	119	(47)
EQUITY AT 31 DECEMBER 2020	8,451	(117)	(56)	(173)	8,278	73,495
Appropriation of 2020 net income	-	-	-	-	-	-
EQUITY AT 1 JANUARY 2021	8,451	(117)	(56)	(173)	8,278	73,495
Impacts of new accounting standards	12	-	-	-	12	179
EQUITY AT 1 JANUARY 2021 RESTATED	8,463	(117)	(56)	(173)	8,290	73,674
Capital increase	-	-	-	-	-	2,182
Changes in treasury shares held	-	-	-	-	-	(1,057)
Issuance/redemption of equity instruments	-	-	-	-	-	(1,001)
Remuneration of undated deeply subordinated notes	(108)	-	-	-	(108)	(460)
Dividends paid in 2021	(454)	-	-	-	(454)	(2,787)
Impact of acquisitions/disposals on non-controlling interests	-	-	-	-	-	-
Changes due to share-based payments	7	-	-	-	7	26
Changes due to transactions with shareholders	**(555)**	**-**	**-**	**-**	**(555)**	**(3,097)**
Changes in other comprehensive income	**-**	**42**	**26**	**68**	**68**	**(555)**
Of which other comprehensive income on equity instruments that will not be reclassified to profit or loss reclassified to consolidated reserves	*-*	*-*	*-*	*-*	*-*	*-*
Of which other comprehensive income attributable to changes in own credit risk reclassified to consolidated reserves	*-*	*-*	*-*	*-*	*-*	*-*
Share of changes in equity-accounted entities	20	11	(1)	10	30	133
Net income for 2021	1,005	-	-	-	1,005	6,849
Other changes	(139)	-	-	-	(139)	(88)
EQUITY AT 31 DECEMBER 2021	**8,794**	**(64)**	**(31)**	**(95)**	**8,699**	**76,916**

CASH FLOW STATEMENT

The cash flow statement is presented using the indirect method.

Operating activities are representative of income-generating activities of Crédit Agricole S.A.

Tax inflows and outflows are included in full within operating activities.

Investment activities show the impact of cash inflows and outflows associated with purchases and sales of investments in consolidated and non-consolidated companies, property, plant and equipment and intangible assets. This section includes strategic equity investments classified as "Fair value through profit or loss" or "Fair value through other comprehensive income on items that cannot be reclassified".

Financing activities show the impact of cash inflows and outflows associated with operations of financial structure concerning equity and long-term borrowing.

The **net cash flows** attributable to the operating, investment and financing activities **of discontinued operations** are presented on separate lines in the cash flow statement.

Net cash and cash equivalents include cash, debit and credit balances with central banks and debit and credit demand balances with credit institutions.

Refer to the glossary on page 715 for the definition of technical terms.

(in millions of euros)	Notes	31/12/2021	31/12/2020
Pre-tax income		**8,080**	**4,588**
Net depreciation and impairment of property, plant & equipment and intangible assets	4.8	1,172	1,143
Impairment of goodwill and other fixed assets	6.16	(497)	903
Net addition to provisions		19,538	9,488
Share of net income (loss) of equity-accounted entities		(405)	(502)
Net income (loss) from investment activities		51	(74)
Net income (loss) from financing activities		2,472	3,024
Other movements		2,333	1,726
Total Non-cash and other adjustment items included in pre-tax income		**24,664**	**15,708**
Change in interbank items		(27,138)	55,411
Change in customer items		13,438	54,781
Change in financial assets and liabilities		(7,304)	(73,179)
Change in non-financial assets and liabilities		495	1,547
Dividends received from equity-accounted entities(1)		369	189
Taxes paid		(1,699)	(1,853)
Net change in assets and liabilities used in operating activities		**(21,839)**	**36,896**
Cash provided (used) by discontinued operations		**25**	**97**
TOTAL NET CASH FLOWS FROM (USED BY) OPERATING ACTIVITIES (A)		10,930	57,289
Change in equity investments(2)		**138**	**(2,478)**
Change in property, plant & equipment and intangible assets		**(876)**	**(748)**
Cash provided (used) by discontinued operations		**(100)**	**(2)**
TOTAL NET CASH FLOWS FROM (USED BY) INVESTING ACTIVITIES (B)		(838)	(3,228)
Cash received from (paid to) shareholders(3)		**(3,067)**	**351**
Other cash provided (used) by financing activities(4)		**1,369**	**7,458**
Cash provided (used) by discontinued operations		**(3)**	**(125)**
TOTAL NET CASH FLOWS FROM (USED BY) FINANCING ACTIVITIES (C)		(1,701)	7,684
IMPACT OF EXCHANGE RATE CHANGES ON CASH AND CASH EQUIVALENT (D)		125	(1,308)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENT (A + B + C + D)		**8,516**	**60,437**
Cash and cash equivalents at beginning of period		**151,213**	**90,776**
Net cash accounts and accounts with central banks*		193,455	91,236
Net demand loans and deposits with credit institutions**		(42,242)	(460)
Cash and cash equivalents at end of period		**159,729**	**151,213**
Net cash accounts and accounts with central banks*		236,696	193,455
Net demand loans and deposits with credit institutions**		(76,967)	(42,242)
NET CHANGE IN CASH AND CASH EQUIVALENTS		**8,516**	**60,437**

* *Consisting of the net balance of the "Cash, central banks" item, excluding accrued interest and including the cash of entities reclassified as discontinued operations.*

** *Consisting of the balance of the "Non doubtful current accounts in debit" and "Non doubtful overnight accounts and advances" items as detailed in Note 6.5 and the "Current accounts in credit" and "Overnight accounts and deposits" items as detailed in Note 6.8 (excluding accrued interest and including Crédit Agricole internal transactions).*

(1) **Dividends received from equity-accounted entities:** *At 31 December 2021, this amount includes the payment of dividends received from equity-accounted insurance entities for +€170 million, from Crédit Agricole Consumer Finance subsidiaries for +€177 million, from Amundi subsidiaries for +€21 million and from other Crédit Agricole S.A. group entities for +€1 million.*

(2) **Change in equity investments:** *This line shows the net effects on cash of acquisitions and disposals of equity investments.*

– The net impact on Group cash of acquisitions and disposals of consolidated equity investments (subsidiaries and equity-accounted entities) at 31 December 2021 is +€1,624 million. The main transactions concern the acquisition of Credito Valtellinese for -€862 million by Crédit Agricole Italia, +€3,485 million in net cash acquired with the entry into scope of Credito Valtellinese, the acquisition of Lyxor for -€825 million by Amundi, +€223 million in cash acquired with the entry into scope of Lyxor, the acquisition of Olinn by Crédit Agricole Leasing and Factoring for -€136 million, and -€68 million in net cash outflow following the deconsolidation of Crédit Agricole CIB Algérie Bank Spa.

– During the same period, the net impact on the Group cash position of acquisitions and disposals of non-consolidated equity investments came to -€1,486 million, essentially from insurance investments.

(3) **Cash received from (paid to) shareholders:** *This amount mainly corresponds to -€1,269 million in dividends, excluding dividends paid in shares, distributed by the Crédit Agricole S.A. group. It breaks down as follows:*

– dividends paid by Crédit Agricole S.A. for -€355 million;

– dividends paid by non-controlled interests for -€454 million; and

– interest, equivalent to dividends on undated financial instruments treated as equity for -€460 million.

This amount also corresponds to the capital increase reserved for employees for + €205 million and to issues and repayments of equity instruments for -€1,000 million.

As part of its share buyback programme, Crédit Agricole S.A. acquired shares worth -€1,059 million.

(4) **Other net cash flows from financing activities:** *As at 31 December 2021, debt issues totalled +€9,463 million and redemptions -€7,619 million. Subordinated debt issues totalled +€3,552 million and redemptions -€1,312 million.*

This line also includes cash flows from interest payments on subordinated debt and bonds for -€2,529 million.

NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS

Note 1	**Group accounting policies and principles, assessments and estimates applied**	**465**
	1.1 Applicable standards and comparability	465
	1.2 Accounting policies and principles	467
	1.3 Consolidation principles and methods (IFRS 10, IFRS 11 and IAS 28)	483
Note 2	**Major structural transactions and material events during the period**	**486**
	2.1 Covid-19 health crisis	486
	2.2 Main changes in the scope of consolidation	488
	2.3 Partnership between Crédit Agricole Consumer Finance and Stellantis in long-term vehicle leasing	490
	2.4 Full unwinding of the Switch guarantee mechanism	490
	2.5 Payment of dividend for the 2020 financial year	491
	2.6 Share buyback programme	491
Note 3	**Financial management, risk exposure and hedging policy**	**491**
	3.1 Credit risk	491
	3.2 Market risk	514
	3.3 Liquidity and financing risk	518
	3.4 Hedge accounting	520
	3.5 Operational risks	527
	3.6 Capital management and regulatory ratios	527
Note 4	**Notes on net income and other comprehensive income**	**528**
	4.1 Interest income and expenses	528
	4.2 Fee and commission income and expenses	528
	4.3 Net gains (losses) on financial instruments at fair value through profit or loss	529
	4.4 Net gains (losses) on financial instruments at fair value through other comprehensive income	530
	4.5 Net gains (losses) arising from the derecognition of financial assets at amortised cost	530
	4.6 Net income (expenses) on other activities	530
	4.7 Operating expenses	530
	4.8 Depreciation, amortisation and impairment of property, plant and equipment and intangible assets	531
	4.9 Cost of risk	532
	4.10 Net gains (losses) on other assets	532
	4.11 Taxes	533
	4.12 Changes in other comprehensive income	534
Note 5	**Segment information**	**537**
	5.1 Operating segment information	538
	5.2 Segment information: geographical analysis	539
	5.3 Insurance specificities	540
Note 6	**Notes to the balance sheet**	**542**
	6.1 Cash, Central Banks	542
	6.2 Financial assets and liabilities at fair value through profit or loss	542
	6.3 Hedging derivative instruments	545
	6.4 Financial assets at fair value through other comprehensive income	545
	6.5 Financial assets at amortised cost	548
	6.6 Transferred assets not derecognised or derecognised with ongoing involvement	550
	6.7 Exposure to sovereign risk	554
	6.8 Financial liabilities at amortised cost	556
	6.9 Information on the offsetting of financial assets and financial liabilities	558
	6.10 Current and deferred tax assets and liabilities	560
	6.11 Accrued income and expenses and other assets and liabilities	561
	6.12 Non-current assets held for sale and discontinued operations	562
	6.13 Joint ventures and associates	563
	6.14 Investment property	565
	6.15 Property, plant & equipment and intangible assets (excluding goodwill)	566
	6.16 Goodwill	567
	6.17 Insurance company technical reserves	569
	6.18 Provisions	570
	6.19 Subordinated debt	575
	6.20 Total equity	576
	6.21 Non-controlling interests	579
	6.22 Breakdown of financial assets and financial liabilities by contractual maturity	581
Note 7	**Employee benefits and other compensation**	**582**
	7.1 Analysis of employee expenses	582
	7.2 Average headcount	582
	7.3 Post-employment benefits, defined-contribution plans	582
	7.4 Post-employment benefits, defined-benefit schemes	583
	7.5 Other employee benefits	585
	7.6 Share-based payments	585
	7.7 Executive compensation	585
Note 8	**Leases**	**586**
	8.1 Leases for which the Group is the lessee	586
	8.2 Leases for which the Group is the lessor	587
Note 9	**Commitments given and received and other guarantees**	**588**
Note 10	**Reclassification of financial instruments**	**590**
Note 11	**Fair value of financial instruments**	**590**
	11.1 Fair value of financial assets and liabilities recognised at amortised cost	591
	11.2 Information about financial instruments measured at fair value	594
	11.3 Estimated impact of inclusion of the margin at inception	602
Note 12	**Scope of consolidation as at 31 December 2021**	**603**
	12.1 Information on subsidiaries	603
	12.2 Composition of the scope	604
Note 13	**Investments in non-consolidated companies and structured entities**	**625**
	13.1 Non-consolidated equity investments	625
	13.2 Non-consolidated structured entities	625
Note 14	**Events subsequent to 31 December 2021**	**628**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 1 GROUP ACCOUNTING POLICIES AND PRINCIPLES, ASSESSMENTS AND ESTIMATES APPLIED

1.1 Applicable standards and comparability

Pursuant to EC Regulation No. 1606/2002, the consolidated financial statements have been prepared in accordance with IAS/IFRS standards and IFRIC interpretations applicable at 31 December 2021 and as adopted by the European Union (carve-out version), thus using certain exceptions in the application of IAS 39 on macro-hedge accounting.

These standards and interpretations are available on the European Commission website at: https://ec.europa.eu/info/business-economy-euro/company-reporting-and-auditing/company-reporting/financial-reporting_en

The standards and interpretations are the same as those applied and described in the Group's financial statements for the financial year ended 31 December 2020.

They have been supplemented by the IFRS standards as adopted by the European Union at 31 December 2021 and for which application is mandatory for the first time during financial year 2021.

These cover the following:

Standards, amendments or interpretations	Date of first-time application: financial years from	Applicable in the Group
Amendment to IFRS 9, IAS 39, IFRS 7, IFRS 4 and IFRS 16 Interest Rate Benchmark Reform – Phase 2	1 January 2021[(1)]	Yes
Amendment to IFRS 4 Optional deferral of the application of IFRS 9 for entities engaged primarily in insurance activities, including entities in the insurance industry owned by a financial conglomerate as at 1 January 2023	1 January 2021	No
Amendment to IFRS 16 Second amendment on rent concessions related to Covid-19	1 April 2021[(2)]	Yes

(1) The Group decided to early apply the amendment to IFRS 9, IAS 39, IFRS 7, IFRS 4 and IFRS 16 on the Interest Rate Benchmark Reform – Phase 2 from 1 January 2020.
(2) Applied retrospectively as at 1 January 2021.

Benchmark index reforms

In early 2019 the Crédit Agricole Group introduced a programme to prepare for and manage the benchmark transition for all its activities, with specific plans for each entity concerned. The programme was in line with the timetable and standards defined by the market – including some in which Crédit Agricole was actively involved – and the European regulatory framework (BMR).

Ahead of the discontinuation of the benchmarks, and as recommended by national working groups and the authorities, the Group has whenever possible made the switch to alternative indexes ahead of time, while aiming to comply with the deadlines set by the market or imposed by the authorities, along with the incentive milestones, to the extent possible. Substantial capital expenditure and a major effort on the part of the operating teams and business lines have been required to adapt tools and resources and cope with the workload resulting from the transitions, including the work of amending contracts. Note that the development of new software was largely dictated by the timetable for determining alternative indexes to LIBOR and the emergence of market standards.

The array of measures implemented since 2019 have meant that these transitions have been orderly and controlled. In the second half of 2021, entities focused their efforts in particular on finalising the development of new software and stepping up customer information and interactions so that customers had a deeper understanding of the transition process. Efforts to prevent conduct risk continued.

The work carried out also meant that Group entities could manage new RFR product offerings at the same time as maintaining the customer experience and customer satisfaction.

Summary of transitions at 31 December 2021

For most of the entities and activities concerned, proactive transition plans were activated as early as possible in 2021 and stepped up in the second half of the year: cash lending/borrowing between Group entities, Crédit Agricole S.A. bond issues, customer deposit accounts, and cleared interest rate derivatives, which were transitioned in bulk via the clearing houses' conversion cycles in October (EONIA) and December (LIBOR excluding USD).

The activation starting on 1 January 2022 of fallback clauses – considered a "safety net" – affected just a small percentage of the contracts impacted by the benchmark changes. However, for non-cleared derivatives covered by the ISDA fallback protocol, the market has broadly favoured activating fallbacks.

At the Crédit Agricole Group level, there were very few contracts benchmarked to EONIA or the CHF, EUR, GBP or JPY LIBOR that could not be renegotiated before 31 December 2021 or switched to an alternative index by activating the fallback clause. This residual group of contracts concerns either negotiations not finalised at 31 December but expected to be completed by early 2022, or contracts that already benefit or will benefit from prevailing legislative provisions.

Risk management

In addition to preparing for and implementing the replacement of the benchmarks that are being discontinued or will no longer be representative at 31 December 2021, and to comply with BMR regulations, the project's work also focused on managing and controlling the risks inherent in benchmark transitions, particularly the financial, operational, legal, compliance and customer protection aspects (conduct risk prevention).

For example, there could be financial risks for the sector if the market were to fragment as a result of the use of different types of rate (calculation of a pre-determined rate at the beginning of an interest period, known as a forward-looking rate, or calculation of a rate based on historical data, known as a backward-looking rate) and different agreements based on asset classes/currencies. However, the expectation is that these risks, which have been clearly identified within the Group, will probably diminish as market standards emerge and the private sector – supported by the banks – proves its ability to manage this fragmentation.

USD LIBOR

The work of the transition programme will continue in 2022, notably to prepare for the cessation of publication of USD LIBOR or its non-representativeness in June 2023. The situation mainly affects the CACIB investment bank, since it is the Group entity most exposed to this index. For the transition from USD LIBOR, the implementation of a statute will be confirmed by the UK authorities at a later date, the US authorities having already validated the designation of statutory replacement rates for contracts governed by New York law.

In order to ensure that the hedge accounting relationships affected by this benchmark reform can be maintained despite the uncertainties over the timetable and terms of transition between the current interest rate indexes and the new indexes, the IASB published amendments to IAS 39, IFRS 9 and IFRS 7 in September 2019, which were adopted by the European Union on 15 January 2020. The Group applies these amendments as long as uncertainties about the benchmarks will concern the timings and amounts of interest rate benchmark-based cash flows and considers, in this respect, that all its hedging contracts, related to the indexes in question are eligible for hedge accounting at 31 December 2021.

At 31 December 2021, the inventory of hedging derivatives impacted by the reform and on which uncertainties remain shows a nominal amount of €92 billion.

Other amendments, published by the IASB in August 2020, supplement those published in 2019 and focus on the accounting consequences of replacing the former reference interest rates with other reference rates following the reforms.

These amendments, known as "Phase 2", mainly are changes in contractual cash flows. They allow entities not to de-recognise or adjust the carrying amount of financial instruments to reflect the changes required by the reform, but rather to update the effective interest rate to reflect the change in the alternative reference rate.

With regard to hedge accounting, entities will not have to de-designate their hedging relationships when making the changes required by the reform, subject to economic equivalence.

At 31 December 2021, the breakdown by significant benchmark index of instruments, based on the old benchmark rates and which must move to the new rates before maturity, is as follows:

(in millions of euros)	EONIA	USD LIBOR	GBP LIBOR	JPY LIBOR	CHF LIBOR	EUR LIBOR
Total non-derivative financial assets	-	34,314	1,593	150	214	-
Total non-derivative financial liabilities	-	1,127	2	-	-	-
Total notional amount of derivatives	-	2,345,021	1,276	116	-	-

In the absence of announcements regarding the future replacement of the EURIBOR, WIBOR and STIBOR indexes, these have been excluded from the quantitative data provided.

The outstanding amounts using the USD LIBOR that are being carried forward are those with a maturity date after 30 June 2023, which is the date on which the overnight, one-month, three-month, six-month and 12-month tenors will be discontinued or will no longer be representative.

For the other indexes, contracts switched to the alternative rate by activating the fallback clause have been excluded from the list. Consequently, outstanding amounts under the EONIA and CHF LIBOR are contracts for which the contractual renegotiation was not fully finalised at 31 December 2021 and for which there are no plans to use the legislative provisions in force. The outstanding amounts using the GBP or JPY LIBOR correspond to the residual group of contracts that have not yet been renegotiated with customers and that should be covered by the mechanism being set up by the European Commission[(1)].

For non-derivative financial instruments, the exposures correspond to the nominal value of the securities and the outstanding capital of depreciable instruments.

Accounting implications of the April 2021 IFRS IC decision on attributing post-employment benefits to periods of service for defined-benefit schemes

In December 2020, the IFRS IC received a submission about the methodology for calculating actuarial liabilities under defined-benefit plans and the period over which benefits are attributed where the number of years of service giving rise to the benefit attribution was capped. Of the approaches analysed, the IFRS IC adopted the one that consisted in attributing a retirement benefit over the capped period preceding retirement age.

The plans affected by the IFRS IC IAS 19 decision are those for which:

- attribution of a retirement benefit is conditional on employment within the entity upon reaching the retirement age (with loss of all rights in the event of early retirement);
- retirement benefits depend on length of service but are capped after a certain number of years of service, the cap occurring, at least for some employees, well before retirement.

(1) Estimated date: end of first quarter 2022.

Refer to the glossary on page 715 for the definition of technical terms.

This decision represents a change of method in the approach adopted by the Group.

The impact of this decision, which was recognised at 1 January 2021 without comparatives, amounted to €238 million in terms of actuarial liabilities (see Note 7 "Employee benefits and other compensation").

The impacts on the financial statements amounted to -€133 million in terms of a provision for employee retirement schemes (See. Note 6.18 "Provisions") and €138 million of surplus assets (recognised in Note 6.11 "Accruals, prepayments and sundry assets and liabilities") with an offset to equity of €179 million, after taking account of tax effects – see Statement of changes in equity.

As at 1 January 2020, the impact on actuarial liabilities would have been €213 million and the impact on equity, €160 million euros.

Moreover, as long as the early application of standards and interpretations adopted by the European Union is optional for a period, this option is not selected by the Group, unless otherwise stated.

This is the case in particular for:

Standards, amendments or interpretations	Date of first-time application: financial years from	Applicable in the Group
Improvements to IFRS 2018-2020 cycle • IFRS 1 First-time adoption of international financial reporting standards; • IFRS 9 Financial instruments; and • IAS 41 Agriculture	1 January 2022	Yes
Amendment to IFRS 3 References to the conceptual framework	1 January 2022	Yes
Amendment to IAS 16 Proceeds of sale before intended use	1 January 2022	Yes
Amendment to IAS 37 Costs to be included when assessing whether a contract will be loss-making	1 January 2022	Yes
IFRS 17 Insurance contracts	1 January 2023	Yes

IFRS 17 – Insurance Contracts

IFRS 17 – Insurance Contracts, issued in May 2017, will replace IFRS 4. It will apply to financial years beginning on or after 1 January 2023.

IFRS 17 sets out the new measurement and recognition principles for insurance contract liabilities and evaluation of their profitability, in addition to their presentation. Between 2017 and 2020, a framework on the implementation project in order to identify the challenges and impacts of the standard on the Group's insurance subsidiaries began. Analysis and preparation work for implementation continued in 2021.

The version applicable in the Group, *i.e.* IFRS 17 as adopted by the European Union, allows EU insurance companies to exempt intergenerationally mutualised and cash-flow matched contracts from the annual cohort requirement imposed by the standard as adopted by the IASB.

Standards and interpretations not yet adopted by the European Union as at 31 December 2021

The standards and interpretations published by the IASB at 31 December 2021 but not yet adopted by the European Union are not applied by the Group. They will become mandatory only as from the date planned by the European Union and have not been applied by the Group at 31 December 2021.

1.2 Accounting policies and principles

Use of assessments and estimates to prepare the financial statements

Estimates made to draw up the financial statements are by nature based on certain assumptions and involve risks and uncertainties as to whether they will be achieved in the future.

Future results may be influenced by many factors, including:

- activity in domestic and international financial markets;
- fluctuations in interest and foreign exchange rates;
- the economic and political climate in certain industries or countries;
- changes in regulations or legislation.

This list is not exhaustive.

Accounting estimates based on assumptions are principally used in the following assessments:

- financial instruments measured at fair value;
- investments in non-consolidated companies;
- pension schemes and other post-employment benefits;
- stock option plans;
- impairment of debt instruments at amortised cost or at fair value through other comprehensive income that can be reclassified to profit or loss;
- provisions;
- impairment of goodwill;
- deferred tax assets;
- valuation of equity-accounted entities;
- policyholders' deferred profit sharing.

The procedures for the use of assessments or estimates are described in the relevant sections below.

Financial instruments (IFRS 9, IAS 32 and IAS 39)

Definitions

IAS 32 defines a financial instrument as any contract that gives rise to a financial asset of one entity and a financial liability or equity instrument of another entity, meaning any contract representing contractual rights or obligations to receive or pay cash or other financial assets.

Derivative instruments are financial assets or liabilities whose value changes according to that of an underlying asset, which requires a low or nil initial investment, and for which settlement occurs at a future date.

Financial assets and liabilities are treated in the financial statements in accordance with IFRS 9 as adopted by the European Union, including for financial assets held by the Group's insurance entities.

IFRS 9 sets the principles governing the classification and measurement of financial instruments, impairment/provisioning of credit risk and hedge accounting, excluding macro-hedging transactions.

It should nevertheless be noted that Crédit Agricole S.A. has opted not to apply the IFRS 9 general hedging model. All hedging relationships consequently remain within the scope of IAS 39 pending future provisions relating to macro-hedging.

So-called "green financial assets" and "green bonds" (on the liabilities side) comprise a variety of instruments and mainly relate to loans used to finance environmental projects. It should be noted that not all financial instruments with this qualification necessarily have a remuneration that varies according to ESG criteria. The terms are liable to change as a result of future European regulations. These instruments are recognised in accordance with IFRS 9 using the principles set out below.

Conventions for valuing financial assets and liabilities

Initial measurement

During their initial recognition, financial assets and liabilities are measured at fair value as defined by IFRS 13.

Fair value as defined by IFRS 13 corresponds to the price that would be received to sell an asset or paid to transfer a liability in an ordinary transaction between market participants, on the principal or the most advantageous market, at the valuation date.

Subsequent measurement

After initial recognition, financial assets and liabilities are measured according to their classification either at amortised cost using the effective interest rate method (EIR) for debt instruments or at fair value as defined by IFRS 13. Derivative instruments are always measured at fair value.

Amortised cost corresponds to the amount at which the financial asset or liability is measured during its initial recognition, including transaction costs directly attributable to its acquisition or issue, reduced by repayments of principal, increased or reduced by the cumulative amortisation calculated by the effective interest rate method (EIR) on any difference (discount or premium) between the initial amount and the amount at maturity. In the case of a financial asset at amortised cost or at fair value through comprehensive income that can be reclassified to profit or loss, the amount may be adjusted if necessary in order to correct for impairment (see the section on "Provisions for credit risk").

The effective interest rate (EIR) is the rate that exactly discounts estimated future cash payments or receipts through the expected life of the financial instrument or, when appropriate, a shorter period, to obtain the net carrying amount of the financial asset or financial liability.

Financial assets

Classification and measurement of financial assets

Non-derivative financial assets (debt or equity instruments) are classified on the balance sheet in accounting categories that determine their accounting treatment and their subsequent valuation mode.

The criteria for the classification and valuation of financial assets depends on the nature of the financial assets, according to whether they are qualified as:

- debt instruments (*e.g.* loans and fixed or determinable income securities); or
- equity instruments (*e.g.* shares).

These financial assets are classified in one of the following three categories:

- financial assets at fair value through profit or loss;
- financial assets at amortised cost (debt instruments only);
- financial assets at fair value through equity (can be reclassified to profit or loss for debt instruments; cannot be reclassified to profit or loss for equity instruments).

Debt instruments

The classification and valuation of a debt instrument depend on the combination of two criteria: the business model defined at portfolio level and the analysis of the contractual terms determined by debt instrument, unless the fair value option is used.

The three business models

The business model represents the strategy followed by the management of Crédit Agricole S.A. for managing its financial assets in order to achieve its objectives. The business model is specified for a portfolio of assets and does not constitute a case-by-case intention for an isolated financial asset.

We distinguish three business models:

- the hold to collect model where the aim is to collect contractual cash flows over the lifetime of the assets; this model does not always imply holding all of the assets until their contractual maturity; however, sales of assets are strictly governed;
- the hold to collect and sell model where the aim is to collect the contractual cash flows over the lifetime of the assets and to sell the assets; under this model, both the sale of the financial assets and receipt of cash flows are essential; and
- the other/sell model, where the main aim is to sell the assets.

In particular, it concerns portfolios where the aim is to collect cash flows via sales, portfolios whose performance is assessed based on fair value and portfolios of financial assets held for trading.

When the management strategy for managing financial assets does not correspond to either the collect model or the collect and sell model, these financial assets are classified in a portfolio whose management model is other/sell.

The contractual terms ("Solely Payments of Principal & Interest" or "SPPI" test)

"SPPI" testing combines a set of criteria, examined cumulatively, to establish whether contractual cash flows meet the characteristics of simple financing (principal repayments and interest payments on the remaining amount of principal due).

Refer to the glossary on page 715 for the definition of technical terms.

The test is satisfied when the financing gives entitlement only to the repayment of the principal and when the payment of interest received reflects the time value of money, the credit risk associated with the instrument, the other costs and risks of a conventional loan contract and a reasonable margin, whether the interest rate is fixed or variable.

In simple financing, interest represents the cost of the passage of time, the price of credit and liquidity risk over the period, and other components related to the cost of carrying the asset (*e.g.* administrative costs etc.).

In some cases, when qualitative analysis of this nature does not allow a conclusion to be made, quantitative analysis (or benchmark testing) is carried out. This additional analysis consists of comparing the contractual cash flows of the asset under review with the cash flows of a benchmark asset.

If the difference between the cash flows of the financial asset and the benchmark asset is considered immaterial, the asset is deemed to be simple financing.

Moreover, specific analysis is conducted when the financial asset is issued by special purpose entities establishing a differentiated order of payment among the holders of the financial assets by contractually linking multiple instruments and creating concentrations of credit risk (“tranches”).

Each tranche is assigned a rank of subordination that specifies the order of distribution of cash flows generated by the structured entity.

In this case, the “SPPI” test requires an analysis of the characteristics of contractual cash flows of the asset concerned and underlying assets according to the “look-through” approach and the credit risk borne by the tranches subscribed compared to the credit risk of the underlying assets.

The mode of recognition of debt instruments resulting from qualification of the business model combined with the “SPPI” test may be presented in the following diagram:

Debt instruments		Business models		
		Hold to collect	Hold to collect and sell	Other/Sell
SPPI Test	Pass	Amortised cost	Fair value through comprehensive income that may be reclassified to profit or loss	Fair value through profit or loss (SPPI Test N/A)
	Fail	Fair value through profit or loss	Fair value through profit or loss	

Debt instruments at amortised cost

Debt instruments are measured at amortised cost if they are eligible for the hold to collect model and if they pass the “SPPI” test.

They are recorded at the settlement/delivery date and their initial valuation also includes accrued interest and transaction costs.

Amortisation of any premiums or discounts and loans and receivables transaction costs on fixed-income securities is recognised in the income statement using the effective interest rate method.

This category of financial instruments is impaired under the conditions described in the specific paragraph “Impairment/provisioning for credit risks”.

Debt instruments at fair value through other comprehensive income (items that can be reclassified)

Debt instruments are measured at fair value through other comprehensive income on items that can be reclassified if they are eligible for the collect and sell model and if they pass the SPPI test.

They are recorded at the trade date and their initial valuation also includes accrued interest and transaction costs.

Amortisation of any premiums or discounts and transaction costs on fixed-income securities is recognised in the income statement using the effective interest rate method.

These financial assets are subsequently measured at fair value, with changes in fair value recorded in other comprehensive income on items that can be reclassified and offset against the outstandings account (excluding accrued interest recognised in profit or loss according to the effective interest rate method).

If the securities are sold, these changes are transferred to the income statement.

This category of financial instruments is adjusted for expected credit losses (ECL) under the conditions described in the specific paragraph “Impairment/provisions for credit risks” (without this affecting the fair value on the balance sheet).

Debt instruments at fair value through profit or loss

Debt instruments are measured at fair value through profit or loss in the following cases:

- the instruments are classified in portfolios composed of financial assets held for trading or for which the main objective is disposal.

  Financial assets held for trading are assets acquired or generated by the enterprise primarily with the aim of disposal in the short term or which are included in a portfolio of financial instruments managed as a unit and with the purpose of making a profit from short-term price fluctuations or an arbitrage margin. Although contractual cash flows are received during the period that Crédit Agricole S.A. holds the assets, receiving these contractual cash flows is not essential but ancillary;
- debt instruments that do not fulfil the criteria of the “SPPI” test. This is notably the case for UCIs (Undertakings for Collective Investment);
- financial instruments classified in portfolios which Crédit Agricole S.A. designates at fair value in order to reduce an accounting treatment difference on the income statement. In this case, the instrument is classified as designated at fair value through profit or loss.

Financial assets measured at fair value through profit or loss are initially recognised at fair value, excluding transaction costs (directly recorded to profit or loss) and including accrued interest.

They are subsequently measured at fair value and changes in fair value are recognised in profit or loss, under Revenues, offset against the outstandings account. Interest on these instruments is recorded under “Net gains (losses) on financial instruments at fair value through profit and loss”.

This category of financial assets is not impaired for credit risk.

Debt instruments measured by definition at fair value through profit or loss whose business model is "Other/sell" are recorded at the trade date.

Debt instruments designated at fair value through profit or loss are recorded on the trade date.

Debt instruments measured by definition at fair value through profit or loss, failing the SPPI test, are recorded at the settlement date.

Equity instruments

Equity instruments are by default recognised at fair value through profit or loss, except in the case of the irrevocable option for classification and measurement at fair value through other comprehensive income on items that cannot be reclassified, providing that these instruments are not held for trading purposes.

Equity instruments at fair value through profit or loss

Financial assets measured at fair value through profit or loss are initially recognised at fair value, excluding transaction costs (directly recorded to profit or loss). Equity instruments held for trading purposes are recorded at the trade date. Equity instruments measured at fair value through profit or loss and not held for trading are recorded at the settlement date.

They are subsequently measured at fair value and changes in fair value are recognised in profit or loss, under Revenues, offset against the outstandings account.

This category of financial assets is not impaired.

Equity instruments at fair value through other comprehensive income on items that cannot be reclassified (irrevocable option)

The irrevocable option to recognise equity instruments at fair value through other comprehensive income on items that cannot be reclassified is adopted at the transactional level (line by line) and applies on the date of initial recognition. These securities are recorded at the trade date.

The initial fair value includes transaction costs.

During subsequent valuations, changes in fair value are recognised in other comprehensive income on items that cannot be reclassified. In case of disposal, these changes are not reclassified to profit or loss. The gain or loss on disposal is recognised in other comprehensive income.

Only dividends are recognised in profit or loss, if:

- the right of the entity to receive payment is established;
- it is probable that the economic benefits associated with the dividends will flow to the entity;
- the amount of dividends can be reliably estimated.

This category of financial assets is not impaired.

Reclassification of financial assets

In the case of a significant change in the business model used for managing financial assets (new activity, acquisition of entities, disposal or discontinuation of a significant activity), a reclassification of these financial assets is necessary. The reclassification applies to all financial assets in the portfolio from the date of reclassification.

In other cases, the business model remains unchanged for existing financial assets. If a new business model is identified, it applies prospectively to new financial assets grouped in a new management portfolio.

Temporary investments in/disposals of securities

Temporary disposals of securities (loans of securities, securities delivered under repurchase agreements) do not generally fulfil the conditions for derecognition.

Securities lent or sold under repurchase agreements remain on the balance sheet. In the case of securities under repurchase agreements, the amounts received, representing the liability to the transferee, are recognised on the liabilities side of the balance sheet by the transferor.

Securities borrowed or received under repurchase agreements are not recognised on the balance sheet of the transferee.

In the case of securities under repurchase agreements, a debt to the transferor is recorded on the balance sheet of the transferee and offset against the amount paid. If the security is subsequently resold, the transferee records a liability equivalent to the fair value of fulfilling their obligation to return the security received under the agreement.

Income and expenses relating to such transactions are posted to profit and loss on a prorated basis, except in the case of classification of assets and liabilities at fair value through profit or loss.

Derecognition of financial assets

A financial asset (or group of financial assets) is fully or partially derecognised if:

- the contractual rights to the cash flows from the financial asset expire;
- or are transferred or are deemed to have expired or been transferred because they belong *de facto* to one or more beneficiaries; and substantially all the risks and rewards of the financial asset are transferred.

In this case, any rights or obligations created or retained at the time of transfer are recognised separately as assets and liabilities.

If the contractual rights to the cash flows are transferred but some of the risks and rewards of ownership as well as control are retained, Crédit Agricole S.A. continues to recognise the financial asset to the extent of the Group's continuing involvement in that asset.

Financial assets renegotiated for commercial reasons without financial difficulties of the counterpart with the aim of developing or keeping a commercial relation are derecognised at the date of the renegotiation. The new loans granted to customers are recorded at their fair value on the date of renegotiation. Subsequent recognition depends on the business model and the SPPI test.

Interest paid by the government (IAS 20)

Under French government measures to support the agricultural and rural sector and to help home buyers, certain Crédit Agricole Group entities grant subsidised loans at rates fixed by the government. Consequently, the government pays these entities the difference between the subsidised lending rate and a predetermined benchmark rate. Thus, the loans that benefit from these subsidies are granted at market rates.

The subsidy system is periodically reviewed by the government.

In accordance with IAS 20, subsidies received from the government are recorded in profit or loss under Interest and similar income and spread over the life of the corresponding loans.

Overlay approach applicable to insurance activities

Crédit Agricole S.A. uses the overlay approach for financial assets held for the purposes of an activity related to insurance contracts, which are designated in accordance with the option offered by the amendments to IFRS 4 (Applying IFRS 9 – Financial Instruments with IFRS 4 – Insurance Contracts), published by the IASB in September 2016.

This approach aims to remedy the temporary accounting consequences of the discrepancy between the effective date of IFRS 9 and that of the new standard on insurance contracts replacing IFRS 4 (IFRS 17). This has the effect of eliminating from the income statement part of the additional accounting mismatch and the temporary volatility which could be caused by application of IFRS 9 before the entry into force of IFRS 17.

Eligible financial assets are designated instrument by instrument, and this may be done:

- at 1 January 2018, during the initial application of IFRS 9; or
- subsequently, but only at the time of the initial recognition of the assets in question.

Refer to the glossary on page 715 for the definition of technical terms.

In application of the overlay approach, Crédit Agricole S.A. reclassifies, for designated financial assets only, their impact in the income statement under other comprehensive income such that the amount presented in the income statement corresponds to that which would have been presented in the income statement if IAS 39 had been applied.

Consequently, the amount reclassified is equal to the difference between:

- the amount presented in net income under IFRS 9 for designated financial assets; and
- the amount that would have been presented in net income for designated financial assets if the insurer had applied IAS 39.

In the income statement, the effects of this reclassification are recognised under “revenues”, before tax effects, on the line “Reclassification of net gains or losses on financial assets related to the overlay approach”. The tax effects related to this reclassification are presented on the line “Income tax charge”.

In the statement of other comprehensive income, the effects of this reclassification are recognised as net gains and losses recognised directly in other comprehensive income on items that may be reclassified to profit or loss on the line “Reclassification of net gains or losses on financial assets related to the overlay approach”.

The financial assets that may be designated must fulfil the following characteristics:

- they are held by insurers within the Group for purposes of insurance activities;
- they are measured at fair value through profit or loss under IFRS 9 but would not have been measured in this way under IAS 39; they are financial assets which, under IAS 39, would have been recognised at amortised cost (assets held to maturity, loans and receivables) or at fair value through other comprehensive income (available-for-sale financial assets).

Evaluation of the impact of the designated financial assets on the income statement

Pursuant to the overlay approach, Crédit Agricole S.A. continues to apply the accounting policies and principles that the Group applied under IAS 39 for the recognition of profit or loss from designated financial assets:

Financial assets at amortised cost under IAS 39 (held-to-maturity financial assets/loans and receivables)

Financial assets at amortised cost are initially recognised at their initial fair value, including directly-attributable transaction costs and accrued interest.

They are subsequently measured at amortised cost with amortisation of any premium or discount and transaction costs using the corrected effective interest rate method.

Available-for-sale financial assets under IAS 39

“Available-for-sale financial assets” are initially recognised at initial fair value, including transaction costs that are directly attributable to the acquisition, and accrued interest.

“Available-for-sale financial assets” are later measured at fair value and subsequent changes in fair value are recorded in other comprehensive income.

If the securities are sold, these changes to items that may be reclassified to profit or loss are transferred to the income statement.

Amortisation of any premiums or discounts and transaction costs on fixed-income securities is recognised in the income statement using the effective interest rate method.

Impairment of designated financial assets under IAS 39

Impairment must be recognised when there is objective evidence of impairment resulting from one or more events occurring after the initial recognition of the financial asset.

Objective evidence of impairment corresponds to a prolonged or significant decline in the value of the security for equity securities or the appearance of significant deterioration in credit risk evidenced by a risk of non-recovery for debt securities.

For equity securities, Crédit Agricole S.A. uses quantitative criteria as indicators of potential impairment. These quantitative criteria are mainly based on a loss of 30% or more of the value of the equity instrument over a period of six consecutive months. Crédit Agricole S.A. may also take account of other factors such as financial difficulties of the issuer or short-term prospects.

Notwithstanding the above-mentioned criteria, Crédit Agricole S.A. recognises an impairment loss when there is a decline in the value of the equity instrument higher than 50% or prolonged over three years.

Financial liabilities

Classification and measurement of financial liabilities

Financial liabilities are classified on the balance sheet in the following two accounting categories:

- financial liabilities at fair value through profit or loss, either due to their nature or optionally;
- financial liabilities at amortised cost.

Financial liabilities at fair value through profit or loss due to their nature

Financial instruments issued primarily to be bought back in the short term, instruments forming part of an identified portfolio of financial instruments which are managed together and which have indications of a recent profile of short-term profit-taking, and derivatives (with the exception of certain hedging derivatives) are measured at fair value due to their nature.

Changes in the fair value of this portfolio are recognised through profit or loss.

Financial liabilities designated at fair value through profit or loss

Financial liabilities fulfilling one of the three conditions defined by the standard below may be designated for measurement at fair value through profit or loss: for hybrid issues comprising one or more separable embedded derivatives, in order to reduce or eliminate the distortion of accounting treatment or groups of managed financial liabilities for which performance is measured at fair value.

This option is irrevocable and applies mandatorily from the date of initial recognition of the instrument.

During subsequent measurement, these financial liabilities are measured at fair value through profit or loss for changes in fair value not related to own credit risk and through other comprehensive income on items that cannot be reclassified for changes in value related to own credit risk, unless this aggravates an accounting mismatch (in which case any changes in value related to the Company’s own credit risk are recorded in the income statement, as required by the standard).

Financial liabilities measured at amortised cost

All other liabilities fulfilling the definition of a financial liability (excluding derivatives) are measured at amortised cost.

These liabilities are initially measured at fair value (including transaction income and costs) and subsequently at amortised cost using the effective interest rate method.

Deposits and savings accounts

Deposits and savings accounts are recorded under the category “Financial liabilities at amortised cost – Due to customers” in spite of the characteristics of the collection system within the Crédit Agricole Group, with deposits originating from the Regional Banks centralised at Crédit Agricole S.A. For the Group, the ultimate counterparty for these deposits is the end customer.

The deposits and savings are initially measured at fair value and subsequently at amortised cost.

Regulated savings products are by nature deemed to be at market rates.

Provisions are accounted where necessary against home purchase savings schemes and accounts as set out in Note 6.18 “Provisions”.

Reclassification of financial liabilities

The initial classification of financial liabilities is irrevocable. No subsequent reclassification is authorised.

Distinction between debt instruments and equity

Securities are classed as debt instruments or equity instruments based on the economic substance of the contractual terms.

A financial liability is a debt instrument if it includes a contractual obligation:

- to provide another entity with cash, another financial asset or a variable number of equity instruments; or
- to exchange financial assets and liabilities with another entity at potentially unfavourable conditions.

An equity instrument is a non-redeemable financial instrument which offers discretionary return representing a residual interest in a company after deduction of all its financial liabilities (net assets) and which is not qualified as a debt instrument.

Treasury share buyback

Treasury shares or equivalent derivative instruments such as options on treasury shares bought by Crédit Agricole S.A. with a fixed strike ratio, including shares held to cover stock option plans, do not meet the definition of a financial asset and are deducted from equity. They do not generate any impact on the income statement.

Derecognition and modification of financial liabilities

A financial liability is derecognised in full or in part:

- when it is extinguished; or
- when quantitative or qualitative analyses suggest it has undergone a substantial change following restructuring.

A substantial modification of an existing financial liability must be recorded as an extinction of an initial financial liability and the recognition of a new financial liability (novation). Any differential between the carrying amount of the extinct liability and the new liability will be recognised immediately in the income statement.

If the financial liability is not derecognised, the original effective interest rate is maintained. A discount/premium is recognised immediately in the income statement at the date of modification and is then spread, using the original effective interest rate, over the remaining life of the instrument.

Negative interest on financial assets and financial liabilities

In accordance with the IFRS IC decision of January 2015, negative interest income (expense) on financial assets that does not meet the definition of income under IFRS 15 is recognised as interest expense in the income statement and not as a reduction of interest income. The same applies to negative interest expense (income) on financial liabilities.

Impairment/provisions for credit risks

Scope of application

In accordance with IFRS 9, Crédit Agricole S.A. recognises a value adjustment for expected credit losses (ECL) on the following outstandings:

- financial assets of debt instruments at amortised cost or fair value through other comprehensive income (items that can be reclassified) (loans and receivables, debt securities);
- financing commitments which are not measured at fair value through profit or loss;
- guarantee commitments coming under IFRS 9 and which are not measured at fair value through profit or loss;
- rental receivables coming under IFRS 16; and
- trade receivables generated by transactions under IFRS 15.

Equity instruments (at fair value through profit or loss or through Other Comprehensive Income on items that cannot be reclassified) are not concerned by impairment provisions.

Derivative and other financial instruments measured at fair value through profit or loss are subject to the calculation of counterparty risk which is not covered by the ECL model. This calculation is described in Chapter 5 "Risks and Pillar 3" of Crédit Agricole S.A.'s Universal Registration Document.

Credit risk and impairment/provisioning stages

Credit risk is defined as risk of loss related to default by a counterparty leading to its inability to meet its commitments to the Group.

The process of provisioning credit risk has three stages:

- Stage 1: upon initial recognition of the financial instrument (credit, debt security, guarantee etc.), Crédit Agricole S.A. recognises the 12-month expected credit losses;
- Stage 2: if the credit quality deteriorates significantly for a given transaction or portfolio, Crédit Agricole S.A. recognises the expected losses over its lifetime;
- Stage 3: when one or more default events have occurred on the transaction or on a counterparty with an adverse effect on the estimated future cash flows, Crédit Agricole S.A. recognises incurred losses over its lifetime. Subsequently, if the conditions for classifying financial instruments in Stage 3 are not met, the financial instruments are reclassified in Stage 2, then in Stage 1 according to the subsequent improvement in the quality of the credit risk.

Starting from the 31 December 2021 financial statements, the term "Bucket", which had been used since the transition to IFRS 9, will be replaced by the term "Stage" in all financial statements.

NB: this is a change in terminology only and has no impact on the accounting for credit loss (ECL) adjustments.

Definition of default

The definition of default for the requirements of ECL provisioning is identical to that used in management and for the calculation of regulatory ratios. A debtor is, therefore, considered to be in default when at least one of the following conditions has been met:

- a significant arrear in payment, generally more than ninety days past due, unless specific circumstances point to the fact that the delay is due to reasons independent of the debtor's financial situation;
- Crédit Agricole S.A. believes that the debtor is unlikely to settle its credit obligations unless it avails itself of certain measures such as enforcement of collateral security right.

Refer to the glossary on page 715 for the definition of technical terms.

A loan in default (Stage 3) is said to be impaired when one or more events occur which have a negative effect on the estimated future cash flows from this financial asset. Indications of impairment of a financial asset cover observable data on the following events:

- significant financial difficulties of the issuer or borrower;
- a breach of contract, such as default or overdue payment;
- the granting, by the lender(s) to the borrower, for economic or contractual reasons related to financial difficulties of the borrower, of one or more favours that the lender(s) would not have considered under other circumstances;
- the increasing probability of bankruptcy or financial restructuring of the borrower;
- the disappearance of an active market for the financial asset due to financial difficulties;
- the purchase or creation of a financial asset with a significant discount, which reflects the credit losses suffered.

It is not necessarily possible to isolate a particular event. The impairment of the financial asset could result from the combined effect of several events.

The defaulting counterparty returns to a sound situation only after a period of observation that makes it possible to confirm that the debtor is no longer in default (assessment by the Risk Management Department).

Definition of expected credit loss ("ECL")

ECL is defined as the weighted expected probable value of the discounted credit loss (principal and interest). It represents the present value of the difference between the contractual cash flows and the expected cash flows (including principal and interest).

The ECL approach is designed to anticipate as early as possible the recognition of expected credit losses.

ECL governance and measurement

The governance of the system for measuring IFRS 9 parameters is based on the structure implemented as part of the Basel framework. The Group's Risk Management Department is responsible for defining the methodological framework and supervising the loan loss provisioning system.

The Group primarily relies on the internal rating system and current Basel processes to generate the IFRS 9 parameters required to calculate ECL. The assessment of the change in credit risk is based on an expected loss model and extrapolation based on reasonable scenarios. All information that is available, relevant, reasonable and justifiable, including of a forward-looking nature, must be retained.

The formula includes the probability of default, loss given default and exposure at default parameters.

These calculations are broadly based on the internal models used as part of the regulatory framework, but with adjustments to determine an economic ECL. IFRS 9 recommends a Point in Time analysis while having regard to historical loss data and forward-looking macroeconomic data, whereas the prudential regulation analyses the perspectives Through The Cycle for probability of default and in a Downturn for Loss Given Default.

The accounting approach also requires the recalculation of certain Basel parameters, in particular to eliminate internal recovery costs or floors that are imposed by the regulator in the regulatory calculation of Loss Given Default ("LGD").

ECLs are calculated according to the type of product concerned: financial instruments or off-balance sheet instruments.

The expected credit losses for the coming 12 months make up a percentage of the lifetime expected credit losses, and represent the lifetime cash flow shortfalls in the event of a default during the 12 months following the reporting period (or a shorter period if the expected lifetime of the financial instrument is less than 12 months), weighted by the probability of default within 12 months.

Expected credit losses are discounted at the effective interest rate used for the initial recognition of the financial instrument.

The terms of measurement of ECLs include collateral and other credit enhancements that are part of the contractual terms and which Crédit Agricole S.A. does not account for separately. The estimate of the expected cash flow shortfalls from a guaranteed financial instrument reflects the amount and timing of the recovery of the guarantees. In accordance with IFRS 9, the inclusion of guarantees and sureties does not affect the assessment of the significant deterioration in credit risk: this is based on the evolution of the debtor's credit risk without taking into account guarantees.

The models and parameters used are backtested at least annually.

Forward-looking macroeconomic data are taken into account in accordance with a methodological framework applicable at two levels:

- at Group level for the determination of a shared framework for the consideration of forward-looking data in the estimation of PD and LGD parameters over the transaction amortisation period;
- at the level of each entity in respect of its own portfolios.

Significant deterioration of credit risk

All Group entities must assess, for each financial instrument, the deterioration of credit risk from origination to each reporting date. Based on this assessment of the change in credit risk, the entities must classify their exposure into different risk categories (Stages).

To assess significant deterioration, the Group uses a process based on two levels of analysis:

- the first level is based on absolute and relative Group criteria and rules that apply to all Group entities;
- the second level is linked to the expert assessment, based on local forward-looking information, of the risk held by each entity in its portfolios that may lead to an adjustment in the Group Stage 2 reclassification criteria (switching a portfolio or sub-portfolio to lifetime ECL).

Each financial instrument is, without exception, assessed for significant deterioration. Contagion is not required for the downgrading of financial instruments of the same counterparty from Stage 1 to Stage 2. The significant deterioration assessment must consider the change in credit risk of the principal debtor without taking account of any guarantee, including for transactions with a shareholder guarantee.

Possible losses in respect of portfolios of small loans with similar characteristics may be estimated on a statistical basis rather than individually assessed.

To measure the significant deterioration of credit risk since initial recognition, it is necessary to look back at the internal rating and PD (probability of default) at origination.

Origination means the trading date on which Crédit Agricole S.A. became bound by the contractual terms of the financial instrument. For financing and guarantee commitments, origination means the date on which the irrevocable commitment was made.

In the absence of an internal rating model, the Crédit Agricole Group uses the absolute threshold of payment 30 days past due as the maximum threshold for significant deterioration and classification in Stage 2.

For outstandings (with the exception of securities) for which internal rating systems are in place (in particular exposures monitored by authorised methods), the Crédit Agricole Group considers that all of the information incorporated into the rating systems allows for a more detailed assessment than the over 30 days past due criterion alone.

If deterioration since origination is no longer observed, impairment may be reduced to the 12-month expected credit losses (Stage 1).

To make up for the fact that certain significant deterioration factors or indicators may not be identifiable at instrument level, the standard allows for the assessment of significant deterioration at financial instrument portfolio level, or for groups of portfolios or parts of portfolios.

Portfolios can be created for the collective assessment of deterioration for instruments that share common characteristics, such as:

- instrument type;
- credit risk rating (including internal Basel 2 rating for entities with an internal ratings system);
- collateral type;
- date of initial recognition;
- remaining term until maturity;
- business sector;
- geographical location of the borrower;
- the value of collateral relative to the financial assets, if this has an impact on the probability of default (for example, non-recourse loans in certain countries or loan-to-value ratios);
- distribution channel, purpose of financing, etc.

Differentiation of significant deterioration by market is therefore possible (home loans, consumer finance, loans to farmers or small businesses, corporate finance, etc.).

The grouping of financial instruments for the purposes of collective credit risk assessment may change over time, as new information becomes available.

For securities, Crédit Agricole S.A. uses an approach that consists of applying an absolute level of credit risk, in accordance with IFRS 9, below which exposures are classified in Stage 1 and provisions are made based on 12-month ECL.

As such, the following rules shall apply for monitoring the significant deterioration of securities:

- "Investment Grade" securities, at the reporting date, are classified in Stage 1 and provisions are made based on 12-month ECL;
- "Non-Investment Grade" securities (NIG), at the reporting date, must be subject to monitoring for significant deterioration since origination, and be classified in Stage 2 (lifetime ECL) in the event of significant deterioration in credit risk.

Relative deterioration must be assessed prior to the occurrence of a known default (Stage 3).

Restructuring due to financial difficulty

Debt instruments restructured due to financial difficulties are those for which Crédit Agricole S.A. has amended the original financial terms (interest rate, term etc.) for economic or legal reasons linked to the financial difficulties of the borrower, under conditions that would not have been considered under other circumstances. As such, these can be any debt instruments, regardless of the risk deterioration category of the debt instrument since the initial recognition.

In accordance with the EBA (European Banking Authority) definition as stated in the "Risk Factors" chapter, debt restructuring for financial difficulties of the debtor refers to any modification to one or more credit agreements for that same reason, as well as any refinancing granted due to financial difficulties experienced by the customer.

This definition of restructuring must be applied to each agreement and not at client level (no contagion).

The definition of loans restructured due to financial difficulty is therefore comprised of two cumulative criteria:

- contract modification or debt refinancing (concessions);
- a customer who is in a financial difficulty (a debtor facing, or about to face, difficulties in honouring financial commitments).

"Contract modification" refers to the following example situations:

- there is a difference between the modified contract and the former terms of the contract, to the benefit of the borrower;
- the contract modifications result in more favourable conditions for the borrower, from which other customers of the bank, with a similar risk profile and at the same time, do not benefit.

"Refinancing" refers to situations in which a new debt is granted to the client to enable it to repay in full or in part another debt for which it cannot meet the contractual terms and conditions due to its financial position.

The restructuring of a loan (whether performing or non-performing) infers the presumed existence of a proven risk of loss (Stage 3).

The need to recognise impairment on the restructured exposure must therefore be analysed accordingly (a restructuring does not automatically result in the recognition of impairment for proven losses or classification as default).

The "restructured loan" classification is temporary.

Once the restructuring as defined by the EBA has been carried out, the exposure continues to be classified as "restructured" for at least two years, if the exposure was performing when restructured, and three years if the exposure was in default when restructured. These periods are extended in the event of the occurrence of certain events (*e.g.* further incidents).

In the absence of derecognition for this type of event, the reduction of future cash flows granted to a counterparty, or the postponing of these flows as part of a restructuring, shall result in the recognition of a discount in the cost of risk.

It represents loss of future cash flow discounted at the original effective rate. It is equal to the difference between:

- the carrying amount of the loan; and
- the sum of theoretical future cash flows from the "restructured" loan, discounted at the original effective interest rate (defined at the date of the financing commitment).

In the event of a waiver of part of the share capital, this amount shall constitute a loss to be recorded immediately in cost of risk.

The discount recognised when a loan is restructured is accounted for under cost of risk.

Upon reversal of the discount, the portion associated with the passage of time is recorded in "Revenues".

Refer to the glossary on page 715 for the definition of technical terms.

Accounts uncollectible

When a loan is deemed uncollectible, *i.e.* when it cannot be recovered in full or in part, the amount deemed uncollectible must be derecognised from the balance sheet and written off.

The decision as to when to write off a loan is taken on the basis of an expert opinion. This must therefore be established by each entity, with its Risk Management Department, according to its own business knowledge. Before any write-offs, a Stage 3 impairment loss must be recognised (with the exception of assets at fair value through profit or loss).

For loans at amortised cost or fair value through other comprehensive income on items that can be reclassified, the amount written off is recorded under cost of risk (nominal amount) and "Revenues" (interests).

Derivative financial instruments

Classification and measurement

Derivative instruments are financial assets or liabilities classified by default as derivative instruments held-for-trading unless they can be considered to be hedging derivatives.

They are recorded on the balance sheet at their initial fair value on the trading date.

They are subsequently recognised at their fair value.

At the end of each reporting period, the counterparty of the change in fair value of derivatives on the balance sheet is recorded:

- through profit or loss if it concerns derivative instruments held-for-trading and for fair value hedges;
- through other comprehensive income that may be reclassified to profit or loss for cash flow hedging derivatives and net investments in foreign operations for the effective portion of the hedge.

Hedge accounting

General framework

In accordance with a decision made by the Group, Crédit Agricole S.A. chooses not to apply the "hedge accounting" component of IFRS 9, as permitted by the standard. All hedging relationships will continue to be documented in accordance with the rules of IAS 39 until, at the latest, the date on which the macro-hedging text is adopted by the European Union. However, hedge accounting under IAS 39 uses the classification and measurement principles of IFRS 9 to decide which financial instruments qualify.

Under IFRS 9, and taking account of the IAS 39 hedging principles, debt instruments at amortised cost or fair value through other comprehensive income (items that may be reclassified) qualify as fair value hedges and as cash flow hedges.

Documentation

Hedging relationships must comply with the following principles:

- fair value hedges are intended to provide protection from exposure to changes in the fair value of an asset or a liability that has been recognised, or of a firm commitment that has not been recognised, attributable to the risk(s) hedged and that may have an impact on net income (for instance, the hedging of all or some changes in fair value caused by the interest rate risk of a fixed-rate debt);
- cash flow hedges are intended to provide protection from exposure to changes in the future cash flow of an asset or liability that has been recognised, or of a transaction considered to be highly probable, attributable to the risk(s) hedged and that could (in the event of a planned transaction not carried out) have an impact on net income (for instance, the hedging of changes in all or some of the future interest payments on a floating-rate debt);
- net investment hedges in foreign operations are intended to provide protection against the risk of unfavourable changes in fair value associated with the foreign exchange risk of an investment carried out abroad in a currency other than the euro, Crédit Agricole S.A.'s presentation currency.

Hedges must also meet the following criteria in order to be eligible for hedge accounting:

- the hedging instrument and the hedged item must be eligible;
- there must be formal documentation from inception, primarily including the individual identification and characteristics of the hedged item, the hedging instrument, the nature of the hedging relationship and the nature of the hedged risk;
- the effectiveness of the hedge must be demonstrated, at inception and retrospectively, by testing at each reporting date.

For interest rate hedges for a portfolio of financial assets or financial liabilities, Crédit Agricole Group documents the hedging relationship for fair value hedges in accordance with the carve-out version of IAS 39 as adopted by the European Union. In particular:

- the Group documents these hedging relationships based on its gross position in derivative instruments and hedged items;
- the effectiveness of the hedging relationships is measured by maturity schedules.

Further details on the Group's risk management strategy and its application are presented in Chapter 5 "Risks and Pillar 3".

Measurement

The remeasurement of the derivative at fair value is recorded in the financial statements as follows:

- fair value hedges: the change in value of the derivative is recognised in the income statement symmetrically with the change in value of the hedged item in the amount of the hedged risk. Only the net amount of any ineffective portion of the hedge is recognised in the income statement;
- cash flow hedges: the change in value of the derivative is recognised in the balance sheet through a specific account in other comprehensive income (items that may be reclassified) for the effective portion and any eventual ineffective portion of the hedge is recognised in the income statement. Profits or losses on the derivative accrued through other comprehensive income are reclassified to profit or loss when the hedged cash flows occur;
- hedges of net investment in a foreign operation: the change in value of the derivative is recognised in the balance sheet in the translation adjustment equity account (items that may be reclassified) and any ineffective portion of the hedge is recognised in the income statement.

Where the conditions for benefiting from hedge accounting are no longer met, the following accounting treatment must be applied prospectively, unless the hedged item disappears:

- fair value hedges: only the derivative instrument continues to be revalued through profit or loss. The hedged item is wholly accounted for according to its classification. For debt instruments at fair value through other comprehensive income (items that may be reclassified), changes in fair value subsequent to the ending of the hedging relationship are recorded in other comprehensive income in their entirety. For hedged items valued at amortised cost, which were interest rate hedged, the revaluation adjustment is amortised over the remaining life of those hedged items;

- cash flow hedges: the hedging instrument is valued at fair value through profit or loss. The amounts accumulated in other comprehensive income under the effective portion of the hedge remain in other comprehensive income until the hedged flows of the hedged item affect profit or loss. For interest rate hedged instruments, income statement is impacted according to the payment of interest. In practice, the revaluation adjustment is amortised over the remaining life of those hedged items;
- hedges of net investment in a foreign operation: the amounts accumulated in other comprehensive income under the effective portion of the hedge remain in other comprehensive income as long as the net investment is held. The income is recorded once the net investment in a foreign operation exits the scope of consolidation.

Embedded derivatives

An embedded derivative is a component of a hybrid contract that meets the definition of a derivative product. This definition applies only to financial liabilities and non-financial contracts. Embedded derivatives must be accounted for separately from the host contract if the following three conditions are met:

- the hybrid contract is not measured at fair value through profit or loss;
- the embedded component taken separately from the host contract has the characteristics of a derivative;
- the characteristics of the derivative are not closely related to those of the host contract.

Determination of the fair value of financial instruments

When determining the fair value of financial instruments observable inputs must be prioritised. It is presented using the hierarchy defined in IFRS 13.

IFRS 13 defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an ordinary transaction between market participants, on the principal or the most advantageous market, at the valuation date.

Fair value applies individually to each financial asset or financial liability. A portfolio exemption may be used where the management and risk monitoring strategy so allow and are appropriately documented. Thus, certain fair value parameters are calculated on a net basis when a group of financial assets and financial liabilities is managed on the basis of its net exposure to market or credit risks.

Crédit Agricole S.A. considers that the best evidence of fair value is reference to quoted prices published in an active market.

When such quoted prices are not available, fair value is determined using valuation techniques that maximise the use of relevant observable data and minimise the use of unobservable data.

When a debt is valued at fair value through profit or loss (by nature or designated), fair value takes account of the own credit risk of the issuer.

Fair value of structured issues

In accordance with IFRS 13, Crédit Agricole S.A. values its structured issues, recognised at fair value, by taking as a reference the issuer spread that specialist participants agree to receive to acquire new Group issues.

Counterparty risk on derivative instruments

Crédit Agricole S.A. incorporates into fair value the assessment of counterparty risk for derivative assets (Credit Valuation Adjustment or CVA) and, using a symmetrical treatment, the non-performance risk for derivative liabilities (Debit Valuation Adjustment or DVA or own credit risk).

The CVA makes it possible to determine the expected losses due to the counterparty from the perspective of the Crédit Agricole Group, and DVA, the expected losses due to the Crédit Agricole Group from the perspective of the counterparty.

The CVA/DVA is calculated on the basis of an estimate of expected losses based on the probability of default and loss given default. The methodology used maximises the use of observable market inputs. It is primarily based on market data such as registered and listed CDS (or Single Name CDS) or index CDS in the absence of registered CDS on the counterparty. In certain circumstances, historical default data may also be used.

Fair value hierarchy

The standard classifies fair value into three levels based on the observability of inputs used in valuation techniques:

Level 1: fair value corresponding to quoted prices (unadjusted) in active markets

Level 1 is composed of financial instruments that are directly quoted in active markets for identical assets and liabilities that Crédit Agricole S.A. can access at the valuation date. These are stocks and bonds quoted in active markets (such as the Paris Stock Exchange, the London Stock Exchange or the New York Stock Exchange) and also fund securities quoted in an active market and derivatives traded on an organised market, in particular futures.

A market is regarded as being active if quoted prices are readily and regularly available from an exchange, broker, dealer, pricing service or regulatory agency, and those prices represent actual and regularly occurring market transactions on an arm's length basis.

For financial assets and liabilities with offsetting market risks, Crédit Agricole S.A. uses mid-prices as a basis for establishing fair values for the offsetting risk positions. The Group applies the current asking price to open short positions and the current bid price to open long positions.

Level 2: fair value measured using directly or indirectly observable inputs other than those in Level 1

The inputs used are observable either directly (*i.e.* prices) or indirectly (derived from prices) and generally consist of data from outside Crédit Agricole S.A., which are publicly available or accessible and based on a market consensus.

Level 2 consists of:

- stocks and bonds quoted in an inactive market or not quoted in an active market but for which the fair value is established using a valuation methodology usually used by market participants (such as discounted cash flow techniques or the Black & Scholes model) and based on observable market data;
- instruments that are traded over the counter, the fair value of which is measured with models using observable market data, *i.e.* that can be derived from various independently available external sources which can be obtained on a regular basis. For example, the fair value of interest rate swaps is generally derived from the yield curves of market interest rates as observed at the reporting date.

When the models are consistent notably with standard models based on observable market data (such as interest rate yield curves or implied volatility surfaces), the day one gain or loss resulting from the initial fair value measurement of the related instruments is recognised in profit or loss at inception.

Refer to the glossary on page 715 for the definition of technical terms.

Level 3: fair value that is measured using significant unobservable inputs

For some complex instruments that are not traded in an active market, fair value measurement is based on valuation techniques using assumptions that cannot be observed on the market for an identical instrument. These instruments are disclosed within Level 3.

This mainly concerns complex interest rate instruments, equity derivatives, structured credit instruments for which fair value measurement includes, for instance, correlation or volatility inputs that are not directly benchmarkable with market data.

The transaction price is deemed to reflect the fair value at initial recognition, any recognition of day one gain or loss is deferred.

The margin relating to these structured financial instruments is generally recognised through profit or loss over the period during which inputs are deemed unobservable. When market data become "observable", the remaining margin to be deferred is immediately recognised in profit or loss.

Valuation methodologies and models used for financial instruments that are disclosed within Levels 2 and 3 incorporate all factors that market participants would consider in setting a price. They shall be beforehand validated by an independent control. Fair value measurement notably includes both liquidity risk and counterparty risk.

Offsetting of financial assets and financial liabilities

In accordance with IAS 32, Crédit Agricole S.A. nets a financial asset and a financial liability and reports the net amount when, and only when, it has a legally enforceable right to offset the amounts reported and intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

The derivative instruments and the repurchase agreements handled with clearing houses that meet the two criteria required by IAS 32 have been offset on the balance sheet.

Net gains (losses) on financial instruments

Net gains (losses) on financial instruments at fair value through profit or loss

For financial instruments recognised at fair value through profit or loss, this item notably includes the following income statement elements:

- dividends and other revenues from equities and other variable-income securities which are classified under financial assets at fair value through profit or loss;
- changes in fair value of financial assets or liabilities at fair value through profit or loss;
- gains and losses on disposal of financial assets at fair value through profit or loss;
- changes in fair value and gains and losses on disposal or termination of derivative instruments not included in a fair value hedge or cash flow hedge relationship.

This item also includes the ineffective portion of hedges.

Net gains (losses) on financial instruments at fair value through other comprehensive income

For financial assets recognised at fair value through other comprehensive income, this item notably includes the following income statements elements:

- dividends from equity instruments classified as financial assets at fair value through other comprehensive income that cannot be reclassified;
- gains (losses) on disposals and income associated with the termination of hedging relationships on debt instruments classified as financial assets at fair value through other comprehensive income that can be reclassified;
- net income on disposals or associated with the termination of fair value hedging instruments of financial assets at fair value through other comprehensive income when the hedged item is sold.

Financing commitments and guarantees given

Financing commitments that are not designated as fair value through profit or loss or not treated as derivative instruments within the meaning of IFRS 9 are not recognised on the balance sheet. They are, however, covered by provisions in accordance with the provisions of IFRS 9.

A financial guarantee contract is a contract under which the issuer must make specific payments to reimburse the holder for a loss incurred due to a specific debtor's failure to make a payment when due under the initial or amended terms of a debt instrument.

Financial guarantee contracts are recognised at fair value initially then subsequently at the higher of:

- the value adjustment amount for losses determined in accordance with the provisions of IFRS 9 in the "Impairment" section; or
- the amount originally recognised less, where applicable, the sum of income recognised in accordance with the principles of IFRS 15 – Revenue from contracts with customers.

Provisions (IAS 37 and 19)

Crédit Agricole S.A. has identified all obligations (legal or constructive) resulting from a past event for which it is probable that an outflow of resources will be required to settle the obligation, and for which the due date or amount of the settlement is uncertain but can be reliably estimated. These estimates are discounted where applicable whenever there is a material impact.

For obligations other than those related to credit risk, Crédit Agricole S.A. has set aside general provisions to cover:

- operational risks;
- employee benefits;
- commitment execution risks;
- claims and liability guarantees;
- tax risks (excluding income tax);
- risks related to home purchase savings schemes.

The latter provision is designed to cover the Group's obligations in the event of unfavourable moves impacting home purchase savings schemes. These obligations are: (i) to pay a fixed interest rate on the savings contract determined at inception for an undefined period of time; and (ii) to grant a loan to home purchase savings plan and account savers at a rate fixed at inception of the contract. The provision is calculated for each generation of a home purchase savings scheme and for all home purchase savings accounts, with no netting of obligations between generations.

The amount of these obligations is calculated taking account notably of:

- subscriber behaviour models, based on assumptions regarding subscriber behaviour drawn from historical experience, which may not necessarily reflect actual trends in future behaviour;
- an estimate of the amount and term of the loans that will be granted in the future, based on historical experience over an extended period of time;
- the yield curve for market rates and reasonably foreseeable trends.

Certain estimates may be made to determine the amount of the following provisions:

- the provision for operational risks, which although subject to examination for identified risks, requires Management to make assessments with regard to incident frequency and the potential financial impact;
- the provision for legal risks, which is based on Management's best estimate in light of the information in its possession at the end of the reporting period.

Detailed information is provided in Note 6.18 "Provisions".

Employee benefits (IAS 19)

In accordance with IAS 19, employee benefits are recorded in four categories:

- short-term employee benefits, including salaries, social security contributions, annual leave, profit-sharing and incentive plans and premiums, are defined as those which are expected to be settled within 12 months of the financial year in which the related services have been rendered;
- post-employment benefits falling into two categories: defined-benefit schemes and defined-contribution schemes;
- other long-term benefits (long-service awards, bonuses and compensation payable 12 months or more after the end of the financial year);
- severance payments.

Post-employment benefits

Defined-benefit schemes

At each reporting date, Crédit Agricole S.A. sets aside reserves to cover its liabilities for retirement and similar benefits and all other employee benefits falling in the category of defined-benefit schemes.

In keeping with IAS 19, these commitments are stated based on a set of actuarial, financial and demographic assumptions, and in accordance with the Projected Credit Units method. Under this method, for each year of service, a charge is booked in an amount corresponding to the employee's vested benefits for the financial year. The charge is calculated based on the discounted future benefit.

Liabilities for retirement and other future employee benefits are based on assumptions made by Management with respect to the discount rate, staff turnover rate and probable increases in salary and social security costs. (See Note 7.4 "Post-employment benefits, defined-benefit schemes").

Discount rates are determined based on the average term of the commitment, that is, the arithmetical average of the terms calculated between the valuation date and the payment date weighted by employee turnover assumptions. The underlying used is the discount rate by reference to the iBoxx AA.

In accordance with IAS 19, Crédit Agricole S.A. revised all actuarial gains and losses that were recognised in other comprehensive income that cannot be reclassified. Actuarial gains and losses consist of experience adjustments (difference between what has been estimated and what has occurred) and the effect of changes in actuarial assumptions.

The expected return on plan assets is determined using discount rates applied to measure the defined benefit obligation. The difference between the expected and actual return on plan assets is recognised in other comprehensive income that cannot be reclassified.

The amount of the provision is equal to:

- the present value of the obligation to provide the defined benefits at the end of the reporting period, calculated in accordance with the actuarial method recommended by IAS 19;
- if necessary, reduced by the fair value of the assets allocated to covering these commitments. These may be represented by an eligible insurance policy. In the event that 100% of the obligation is covered by a policy that meets exactly the expense amount payable over the period for all or part of a defined-benefit plan, the fair value of the policy is deemed to be the value of the corresponding obligation, (*i.e.* the amount of the corresponding actuarial liability).

For such obligations that are not covered, a provision for retirement benefits is recognised under Provisions on the liabilities side of the balance sheet. This provision is equal to Crédit Agricole S.A.'s liabilities towards employees in service at financial year-end, governed by the Crédit Agricole Group's Collective Agreement that came into effect on 1 January 2005.

A provision to cover the cost of early retirement commitments is also listed under Provisions. This provision covers the additional discounted cost of the various early retirement agreements signed by the Crédit Agricole Group entities under which employees of eligible age may take early retirement.

Lastly, certain Group companies are liable to pay supplementary retirement benefits. A provision is calculated on the basis of the Company's actuarial liability for these benefits. These provisions are also shown on the liabilities side of the balance sheet under "Provisions".

Defined contribution schemes

"Employers" contribute to a variety of compulsory pension schemes. Plan assets are managed by independent organisations and the contributing companies have no legal or implied obligation to pay additional contributions if the funds do not have sufficient assets to cover all benefits corresponding to services rendered by employees during the year and during prior years. Consequently, Crédit Agricole S.A. has no liabilities in this respect other than its contributions due for the financial year ended.

Other long-term benefits

Other long-term benefits are employee benefits other than post-employment benefits or termination benefits but not fully due to employees within 12 months after the end of the financial year in which the related services have been rendered.

These include, in particular, bonuses and other deferred compensation payable 12 or more months after the end of the financial year in which they vest, but which are not share-based.

The measurement method is similar to the one used by the Group for post-employment benefits with defined-benefit schemes.

Refer to the glossary on page 715 for the definition of technical terms.

Share-based payments (IFRS 2)

IFRS 2 – Share-based payments requires valuation of share-based payment transactions in the enterprise's income statement and balance sheet. This standard applies to transactions with employees and more specifically to:

- share-based payment transactions settled in equity instruments;
- share-based payment transactions settled in cash.

Share-based payment plans initiated by Crédit Agricole Group that are eligible for IFRS 2 are mainly transactions settled in equity instruments (stock options, free share allocation plans, variable compensation settled in indexed cash or in shares etc.).

Options granted are measured at their fair value at the date of grant primarily using the Black & Scholes model. These options are recognised as a charge under Employee expenses, with a corresponding adjustment to equity, spread over the vesting period.

Employee share issues offered to employees as part of the employee savings plans are also subject to the IFRS 2 standard. Shares may be offered to employees with a maximum discount of 30%. These plans have no vesting period but the shares are subject to a lock-up period of five years. The benefit granted to employees is measured as the difference between the fair value per share acquired taking account of the lock-up period and the purchase price paid by the employee on the subscription date multiplied by the number of shares subscribed.

A more detailed description of the method, existing plans and valuation methods is provided in Note 7.6 "Share-based payments".

The cost of share-based payments settled in Crédit Agricole S.A. equity instruments and the cost of share subscriptions are recognised in the financial statements of the entities that employ the plan beneficiaries. The impact is recorded under Employee expenses, with a corresponding increase in Consolidated reserves-Group share.

Current and deferred taxes (IAS 12)

In accordance with IAS 12, the income tax charge includes all income taxes, whether current or deferred.

It defines current tax liability as "the amount of income tax payable (recoverable) in respect of the taxable profit (tax loss) for a financial year". Taxable income is the profit (or loss) for a given financial year measured in accordance with the rules determined by the tax authorities.

The applicable rates and rules used to measure the current tax liability are those in effect in each country where the Group's companies are established.

The current tax liability includes all taxes on income, payable or recoverable, for which payment is not subordinated to the completion of future transactions, even if payment is spread over several years.

The current tax liability must be recognised as a liability until it is paid. If the amount that has already been paid for the current year and previous years exceeds the amount due for these years, the surplus must be recognised under assets.

Moreover, certain transactions carried out by Crédit Agricole S.A. may have tax consequences that are not taken into account in measuring the current tax liability. IAS 12 defines a difference between the carrying amount of an asset or liability and its tax base as a temporary difference.

This standard requires that deferred taxes be recognised in the following cases:

- a deferred tax liability should be recognised for any taxable temporary differences between the carrying amount of an asset or liability on the balance sheet and its tax base, unless the deferred tax liability arises from:
  - initial recognition of goodwill,
  - the initial recognition of an asset or a liability in a transaction that is not a business combination and that does not affect either the accounting or the taxable profit (taxable loss) at the transaction date;
- a deferred tax asset should be recognised for any deductible temporary differences between the carrying amount of an asset or liability on the balance sheet and its tax base, insofar as it is deemed probable that a future taxable profit will be available against which such deductible temporary differences can be allocated;
- a deferred tax asset should also be recognised for carrying forward unused tax losses and tax credits insofar as it is probable that a future taxable profit will be available against which the unused tax losses and tax credits can be allocated.

The tax rates applicable in each country are used as appropriate.

Deferred taxes are not discounted.

Taxable unrealised gains on securities do not generate any taxable temporary differences between the carrying amount of the asset and the tax base. As a result, deferred tax is not recognised on these gains. When the relevant securities are classified financial assets at fair value through other comprehensive income, unrealised gains and losses are recognised directly through other comprehensive income. The tax charge or saving effectively borne by Crédit Agricole S.A. arising from these unrealised gains or losses is reclassified as a deduction from these gains.

In France long-term capital gains on the sale of equity investments, as defined by the French General Tax Code, are exempt from corporate income tax; with the exception of 12% of long-term capital gains that are taxed at the normally applicable rate. Accordingly, unrealised gains recognised at the end of the year generate a temporary difference requiring the recognition of deferred tax on this share.

Under IFRS 16 – Leases, a deferred tax liability is recognised on the right of use and a deferred tax asset on the rental debt for leases for which the Group is a lessee.

Current and deferred tax is recognised in net income for the financial year, unless the tax arises from:

- either a transaction or event that is recognised directly through other comprehensive income, during the same year or during another year, in which case it is directly debited or credited to other comprehensive income;
- or a business combination.

Deferred tax assets and liabilities are offset against each other if, and only if:

- Crédit Agricole S.A. has a legally enforceable right to offset current tax assets against current tax liabilities; and
- the deferred tax assets and liabilities apply to income taxes assessed by the same tax authority:
  - **a)** either for the same taxable entity, or
  - **b)** for different taxable entities that intend either to settle current tax assets and liabilities on a net basis, or to settle their tax assets and liabilities at the same time during each future financial year in which it is expected that substantial deferred tax assets or liabilities will be paid or recovered.

Tax risks relating to income tax result in the recognition of a current tax receivable or liability when the probability of receiving the asset or paying the liability is considered more likely than not. These risks are also taken into account in the valuation of current and deferred tax assets and liabilities.

IFRIC 23 on measuring uncertain tax positions applies when an entity has identified one or more uncertainties about the tax positions they have adopted. It also provides details of how to estimate them:

- the analysis must be based on an assessment by the tax authorities;
- the tax risk must be recognized as a liability as soon as it is more likely than unlikely that the tax authorities will question the treatment adopted, for an amount reflecting Management's best estimate;
- in the event that the probability of a refund by the tax authorities is greater than 50%, a receivable must be recognised.

When tax credits on income from securities portfolios and amounts receivable are effectively used to pay corporate income tax due for the year, they are recognised under the same heading as the income with which they are associated. The corresponding tax charge continues to be recognised under the "Income tax" charge heading in the income statement.

Treatment of fixed assets (IAS 16, 36, 38 and 40)

The Crédit Agricole Group applies component accounting for all of its property, plant and equipment. In accordance with the provisions of IAS 16, the depreciable amount takes account of the potential residual value of property, plant and equipment.

Land is measured at acquisition cost less any impairment losses.

Property used in operations, investment property and equipment are measured at their acquisition cost less accumulated depreciation and impairment losses since the time they were placed in service.

Purchased software is measured at acquisition cost less accumulated depreciation and impairment losses since acquisition.

Proprietary software is measured at cost less accumulated depreciation and impairment losses since completion.

Apart from software, intangible assets are mainly assets acquired during a business combination resulting from contractual rights (*e.g.* distribution agreement). These were valued on the basis of corresponding future economic benefits or expected service potential.

Fixed assets are depreciated over their estimated useful lives.

The following components and depreciation periods have been adopted by Crédit Agricole Group following the application of the measures on component accounting for property, plant and equipment. These depreciation periods are adjusted according to the type of asset and its location:

Component	Depreciation period
Land	Not depreciable
Structural works	30 to 80 years
Non-structural works	8 to 40 years
Plant and equipment	5 to 25 years
Fixtures and fittings	5 to 15 years
Computer equipment	4 to 7 years
Special equipment	4 to 5 years

Foreign currency transactions (IAS 21)

At the reporting date, assets and liabilities denominated in foreign currencies are translated to euro, the Crédit Agricole Group's operating currency.

In accordance with IAS 21, a distinction is made between monetary (*e.g.* debt instruments) and non-monetary items (*e.g.* equity instruments).

Foreign-currency denominated monetary assets and liabilities are translated at the closing rate. The resulting translation adjustments are recorded in the income statement. There are three exceptions to this rule:

- for debt instruments at fair value through other comprehensive income that can be reclassified, only the translation adjustments calculated on amortised cost are taken to the income statement; the balance is recorded in other comprehensive income that can be reclassified;
- translation adjustments on elements designated as cash flow hedges or forming part of a net investment in a foreign entity are recognised in other comprehensive income that can be reclassified;
- for financial liabilities designated at fair value through profit or loss, translation adjustments related to value changes attributable to own credit risk accounted in other comprehensive income (items than cannot be reclassified).

Non-monetary items are treated differently depending on the type of items before translation:

- items at historical cost are measured at the foreign exchange rate on the transaction date (historical rate);
- items at fair value are measured at the foreign exchange rate at the end of the reporting period.

Translation adjustments on non-monetary items are recognised:

- in the income statement if the gain or loss on the non-monetary item is recorded in the income statement;
- in other comprehensive income that cannot be reclassified if the gain or loss on the non-monetary item is recorded in other comprehensive income that cannot be reclassified.

Revenues from contracts with customers (IFRS 15)

Fee and commission income and expenses are recognised in income based on the nature of services with which they are associated.

Fees and commissions that are an integral part of the effective yield on a financial instrument are recognised as an adjustment to the yield on the instrument and included in its effective interest rate (in accordance with IFRS 9).

The recognition of other types of fees and commissions on the income statement must reflect the rate of transfer to the customer of control of the goods or services sold:

- the net income from a transaction associated with the provision of services is recognised under "Fee and commission income" at the time of transfer of control of the service to the customer, if this can be reliably estimated. This transfer may take place as the service is provided (ongoing service) or on a specific date (one-off service):
    a) Fee and commission income from ongoing services (fees and commissions on payment instruments, for example) is recognised in income according to the degree of progress of the service provided.
    b) Fee and commission income paid or received as compensation for one-off services is recognised in income, in its entirety, when the service is provided.

Fee and commission income payable or receivable and contingent upon the achievement of a performance target is recognised for the amount at which it is highly probable that the income thus recognised will not later be subject to a significant downward adjustment upon resolution of the contingency. These estimates are updated at the end of each reporting period. In practice, this condition can result in the deferred recognition of

Refer to the glossary on page 715 for the definition of technical terms.

certain items of performance-related fee and commission income until the expiry of the performance assessment period and until such income has been definitively acquired.

Insurance contracts (IFRS 4)

Insurance liabilities are still partially valued under French GAAP, as permitted by IFRS 4 regulations. This will continue to be the case until the first-time application of IFRS 17, expected on 1 January 2023, which will replace IFRS 4 and amend the existing standards. Financial assets held by the Crédit Agricole Group's insurance companies have been reclassified into the financial assets categories set out in IFRS 9.

The technical reserves of non-life insurance contracts include:

- reserves for claims, to cover the total cost of claims incurred but not yet paid should they be already subject of a claim and assessed or not; and
- reserves relating to the acquisition of premiums (mainly provisions for unearned premiums), allowing for the recognition of premiums relating to risks hedged over the course of a financial year as earnings for said year, and therefore to carry forward the portion of premiums written over the course of the year for a risk hedging period subsequent to the current financial year.

Provision for increasing risks may be required for insurance transactions against the risk of sickness and disability when the premiums are unbroken. It is equal to the difference between the current values of the commitments made respectively by the insurer and by the policyholders (Article R.343-7, paragraph 5 of the French Insurance Code, *Code des assurances*). It is calculated based on a continuous process of updating biometric bases (probability of incidence of a state of dependency, length of support, etc.). For the main *Assurance Dépendance* (long-term care insurance) products, the discount rate for assessing the provision for increasing risks has an identical limit to that used in life insurance – the lowest rate between 3.5% and 60% of the TME (*Taux Moyen des Emprunts d'Etat* – average government loan rate).

A supplement to the mathematical provision for *Assurance Dépendance* product annuities is designed to cover any potential technical drift due to the payment of long-term care annuities in progress.

The mathematical provisions of life insurance contracts and financial contracts containing discretionary participation features correspond to the difference between the current value of insurer commitments and policyholder commitments. Provisions are calculated using actuarial methods that include assumptions pertaining to the premiums, the performance of financial assets, contract redemption rates and changes in operating expenses.

Contracts containing discretionary participation features are collectively classified as a liability under insurance company's technical reserves. They are recognised in the same manner as insurance contracts. Premiums on these contracts are recognised as income and the increase in obligations to policyholders is recognised as an expense.

Life insurance technical reserves are conservatively estimated based on the technical rates defined in the contracts. Liabilities associated with contracts with or without discretionary participation features or minimum guarantee are measured based on the market value of the underlying assets or its equivalent at the end of the reporting period and are recorded under financial liabilities.

The financial margin on these policies is taken to profit or loss, after reversal of technical items (premiums, benefits, etc.), according to deposit accounting principles.

Property and casualty insurance policy liabilities are estimated at the end of the reporting period, without applying any discount. Claims management costs associated with technical reserves are charged to a provision in the financial statements at the reporting date.

For non-life insurance contracts, acquisition costs are recognised as and when the premium is earned. For life insurance contracts, directly identifiable acquisition costs are deferred over the profit generation period.

Total expenses related to the insurance business are presented in Note 4.6 "Net income (expenses) on other activities".

Insurance or investment contracts with discretionary participation in profits are subject to shadow accounting in accordance with the option offered by IFRS 4. This shadow accounting consists of recording the portion of positive or negative revaluations of the financial assets backing these contracts in a policyholders' deferred profit sharing item, and of certain consolidation adjustments (e. g. elimination of the provision for liquidity risk) that may potentially accrue to policyholders.

In addition, CRC Regulation 2000-05[1] provides for the recognition of deferred profit sharing, which must be recognised in the case of deferred profit sharing liabilities and for their recoverable amount in the case of deferred profit sharing assets.

This policyholders' deferred profit sharing is recognised as a liability under "Insurance contract technical reserves" or as an asset, with a corresponding entry in income statement or other comprehensive income similar to the unrealised gains and losses on the assets to which it relates.

With regard to savings contracts, the policyholders' deferred profit sharing rate is assessed prospectively on the basis of scenarios studied that are consistent with the insurance company's management guidelines. It is only updated if it varies significantly.

In the event of a net unrealised loss, a deferred profit sharing asset is only recognised if it is highly probable that it will be allocated, by entity, to future profit sharings. This is especially the case if this deferred profit sharing asset can be deducted from future policyholder sharings, either directly by deducting it from the deferred profit sharing liabilities recorded for future disposal profits, or indirectly by being recoverable from future sums paid to policyholders.

The recoverability tests implemented in the event of a deferred profit sharing asset are in accordance with the CNC recommendation of 19 December 2008. They are based:

- firstly, on liquidity analyses of the company, which show the enterprise's capacity to access funding sources to meet its obligations and its ability to hold assets with unrealised losses even if new production declines. The tests are performed with and without new production;
- secondly, on a comparison between the average value of future services measured by the internal model replicating the company's management decisions and the value of the assets representing the obligations at market value. This shows the company's ability to meet its obligations.

Lastly, sensitivity tests on the ability to activate policyholders' deferred profit sharing are also carried out, based in particular on a uniform increase in redemptions applied to redemption rates drawn from scenarios similar to those used by the French Regulatory and Resolution Supervisory Authority, or on a further decline in the equity and real estate markets.

Furthermore, in accordance with the provisions of IFRS 4, the Group ensures at each reporting date that the liabilities recognised for insurance policies and investment contracts containing discretionary participation (net of deferred acquisition costs and associated intangible assets) are adequate to meet estimated future cash flows.

(1) Relating to the consolidated and combined financial statements of companies governed by the French Insurance Code *(Code des assurances)* and organisations providing health, disability insurance and retirement income plans governed by the French Social Security Code *(Code de la sécurité sociale)* or Rural Code *(Code rural).*

The liability adequacy test used to verify this must meet the following minimum requirements, as defined in the standard:

- it must consider all future contractual cash flows, including associated management costs, fees and commissions as well as options and guarantees implicit in these contracts;
- if the test shows that the liability is inadequate, it is wholly recognised in profit or loss.

Leases (IFRS 16)

The Group may be the lessor or lessee of a lease.

Leases for which the Group is the lessor

Leases are analysed in accordance with their substance and financial reality. They are classified as finance leases or operating leases.

- In the case of finance leases, they are considered equivalent to a fixed asset sale to the lessee financed by a credit granted by the lessor. The analysis of the economic substance of finance leases leads the lessor to:
  - **a)** remove the leased asset from the balance sheet;
  - **b)** record a financial debt for the customer under “financial assets at amortised cost” for a value equal to the present value at the contract’s implicit rate of the rental payments due to the lessor under the lease, plus any non-guaranteed residual value owed to the lessor;
  - **c)** recognise deferred taxes for temporary differences relating to the financial debt and the net carrying amount of the leased asset;
  - **d)** break down the corresponding rental income into interest and capital amortisation.
- In the case of operating leases, the lessor recognises the leased assets under “Property, plant & equipment” on the assets side of its balance sheet and records the rental income on a straight-line basis under “Income from other activities” in the income statement.

Leases for which the Group is the lessee

Leases are recognised in the balance sheet on the date on which the leased asset is made available. The lessee records an asset representing the right of use of the leased asset under “property, plant & equipment” over the estimated term of the contract and a liability representing the rental payment obligation under “miscellaneous liabilities” over the same term.

The lease period of a contract corresponds to the non-cancellable term of the lease adjusted for the contract extension options that the lessee is reasonably certain to exercise and the termination option that the lessee is reasonably certain not to exercise.

In France, the term used for the “3/6/9” commercial leases is generally nine years with an initial non-cancellable period of three years. When the lessee deems that it is reasonably certain that it will not exercise the exit option after three years, the Group principle applicable to open-ended or automatically renewable contracts (*i.e.* first exit option after five years) will be applied to French commercial leases in most cases, on the lease commencement date. This means that the term will be estimated at six years. The Group principle (first exit option after five years) may not be applied in some specific cases, such as a lease where intermediate exit options have been waived (for example, in return for a rent reduction). In such cases the initial lease term of nine years will apply (generally unless an automatic extension of up to three years is expected).

The lease liability is recognised for an amount equal to the present value of the rental payments over the term of the contract. Rental payments include fixed rents, variable rents based on a rate or index, and payments that the lessee expects to pay as residual value guarantees, purchase options or early termination penalties. Variable rents that are not based on an index or rate and the non-deductible VAT on rents are excluded when calculating the debt and are recognised under “operating expenses”.

The discount rate applicable to the calculation of the right-of-use asset and the lease liability is, by default, the lessee’s marginal rate of indebtedness over the term of the agreement at the date of signature of the agreement, when the implicit rate cannot easily be established. The marginal indebtedness rate takes account of the rent payment structure. It reflects the terms of the lease (term, guarantee, economic environment, etc.) – here, the Group applies the IFRS IC decision of 17 September 2019 since the implementation of IFRS 16.

The lease expense is broken down into interest and amortisation of capital.

The right of use of the asset is valued at the initial value of the lease liability plus the initial direct costs, advance payments and restoration costs, reduced by the lease inducements. It is amortised over the estimated term of the lease.

The lease liability and the right of use may be adjusted in the event of amendment to the lease, re-estimation of the lease period or rent review related to the application of indexes or rates.

Deferred taxes are recognised as temporary differences in right-of-use and rental liabilities by the lessee.

In accordance with the exception set out in the standard, short-term leases (initial term of less than 12 months) and leases for which the new value of the leased asset is low are not recognised on the balance sheet. The corresponding leasing expenses are recorded on a straight-line basis in the income statement under “operating expenses”.

In accordance with the standard, the Group does not apply IFRS 16 to leases of intangible assets.

Non-current assets held for sale and discontinued operations (IFRS 5)

A non-current asset (or a disposal group) is classified as held-for-sale if its carrying amount will be recovered principally through a sale transaction rather than through continuing use.

For this to be the case, the asset (or disposal group) must be available for immediate sale in its present condition and its sale must be highly probable.

The relevant assets and liabilities are shown separately on the balance sheet under “Non-current assets held for sale and discontinued operations” and “Liabilities associated with non-current assets held for sale and discontinued operations”.

A non-current asset (or disposal group) classified as held for sale is measured at the lower of its carrying amount and fair value less costs of sale. In case of unrealised losses, impairment is recognised in the income statement. Non-current assets are no longer amortised when they are reclassified.

If the fair value of a group of assets held for sale less its selling costs is less than its carrying amount after impairment of non-current assets, the difference is allocated to the other assets in the group of assets held for sale including the financial assets and is recognised under net income from assets held for sale.

Refer to the glossary on page 715 for the definition of technical terms.

A discontinued operation is a component that the Group has either disposed of, or that is classified as held for sale, according to the following situations:

- it represents a separate major business line or geographical area of operations;
- it is part of a single coordinated plan to dispose of a separate major business line or geographical area of operations; or
- it is a subsidiary acquired exclusively with a view to resale.

The following are disclosed on a separate line of the income statement:

- the profit or loss from discontinued operations until the date of disposal, net of tax;
- the gain or loss recognised on the disposal or on measurement to fair value less costs of sale of the assets and liabilities constituting the discontinued operations, net of tax.

1.3 Consolidation principles and methods (IFRS 10, IFRS 11 and IAS 28)

Scope of consolidation

The consolidated financial statements include the financial statements of Crédit Agricole S.A. and those of all companies over which, in compliance with IFRS 10, IFRS 11 and IAS 28, Crédit Agricole S.A. exercises control, joint control or significant influence, except for those that are not material in relation to all the companies included in the scope of consolidation.

Definitions of control

In compliance with international accounting standards, all entities under control, under joint control or under significant influence are consolidated, provided that they are not covered by the exclusions below.

Exclusive control over an entity is deemed to exist if Crédit Agricole S.A. is exposed to or entitled to receive variable returns as a result of its involvement with the entity and if the power it holds over this entity allows it to influence these returns. Power in this context means substantive (voting or contractual) rights. Rights are considered substantive if the holder of the rights can in practice exercise them when decisions about the Company's relevant activities are made.

Crédit Agricole S.A. is deemed to control a subsidiary through voting rights when its rights give it the practical ability to direct the subsidiary's relevant activities. Crédit Agricole S.A. is generally considered to control a subsidiary when it holds more than half the existing or potential voting rights in an entity, whether directly or indirectly through subsidiaries, except when it can be clearly demonstrated that such ownership does not give it the power to direct its relevant activities. Control is also deemed to exist where Crédit Agricole S.A. holds half or less than half of the voting rights, including potential rights, in an entity but is able in practice to direct its relevant activities at its sole discretion, notably because of the existence of contractual arrangements, the size of its stake in the voting rights compared to those of other investors, or other reasons.

Control of a structured entity is not assessed on the basis of voting rights as these have no effect on the entity's returns. The analysis of control takes into account contractual arrangements, but also Crédit Agricole S.A.'s involvement and decisions since creating the entity and what decisions it made at that time, what agreements were made at its inception and what risks are borne by Crédit Agricole S.A., any rights under agreements that give the investor the power to direct relevant activities in specific circumstances only and any other facts or circumstances that indicate the investor can direct the entity's relevant activities. Where there is a management agreement, the extent of decision-making powers granted to the delegated manager and the remuneration accorded by such contractual arrangements are examined to establish whether the manager is in practice acting as an agent (with delegated powers) or as a principal (on their own account).

Furthermore, when decisions on the entity's relevant activities are taken, the indicators used to assess whether an entity is acting as agent or principal are as follows: the extent of the decision-making powers compared to the powers over the entity delegated to the manager, the remuneration provided for under the contractual arrangements, any substantive rights that may affect the decision-making capacity of other parties involved in the entity and the exposure to variable returns of other interests in the entity.

Joint control is deemed to exist when there is a contractual division of control over an economic activity. Decisions affecting the entity's relevant activities require unanimous agreement of the joint controllers.

In traditional entities, significant influence is defined as the power to influence but not control a company's financial and operational policies. Crédit Agricole S.A. is presumed to have significant influence if it owns 20% or more of the voting rights in an entity, whether directly or indirectly through subsidiaries.

Consolidation methods

The methods of consolidation are respectively defined by IFRS 10 and IAS 28. They depend on the type of control exercised by Crédit Agricole S.A. over the entities that can be consolidated, regardless of activity or whether or not they have legal entity status:

- full consolidation, for controlled entities, including entities with different financial statement structures, even if their business is not an extension of that of Crédit Agricole S.A.;
- the equity method, for the entities over which Crédit Agricole S.A. exercises significant influence and joint control.

Full consolidation consists in substituting for the value of the shares each of the assets and liabilities carried by each subsidiary. The equity and income attributable to non-controlling interests is presented separately in the consolidated balance sheet and income statement.

Non-controlling interests are as defined by IFRS 10 and incorporate instruments representing current ownership interests and that give right to a proportional share of the net assets in the event of liquidation and the other equity instruments issued by the subsidiary and not held by the Group.

The equity method consists in substituting for the value of shares the Group's proportional share of the equity and income of the companies concerned.

The change in the carrying amount of these shares includes changes in goodwill.

In the event of incremental share purchases or partial disposals with continued joint control or significant influence, Crédit Agricole S.A. recognises:

- in the case of an increase in the percentage of interest, additional goodwill;
- in the case of a reduction in the percentage of interest, a gain or loss on disposal/dilution in profit or loss.

Restatements and eliminations

Where necessary, financial statements are restated by Crédit Agricole S.A. to harmonise the valuation methods applied to consolidated companies.

The impact of Group internal transactions on the consolidated balance sheet and income statement is eliminated for fully consolidated entities.

Capital gains or losses arising from intra-group asset transfers are eliminated; any potential impairment measured at the time of disposal in an internal transaction is recognised.

Translation of the financial statements of foreign operations (IAS 21)

The financial statements of entities representing a "foreign operation" (subsidiary, branch, associate or joint venture) are translated to euro in two steps:

- if applicable, the local currency in which the financial statements are prepared is converted into the functional currency (currency of the main business environment of the entity). The conversion is made as if the information had been recognised initially in the functional currency (same conversion principles as for foreign currency transactions here above);
- the functional currency is converted into euros, the currency in which the Group's consolidated financial statements are presented. Assets and liabilities, including goodwill, are converted at the closing exchange rate. Equity items, such as share capital or reserves, are converted at their historical foreign exchange rates. Income and expenses included in the income statement are converted at the average exchange rate for the period. Foreign exchange impacts resulting from this conversion are recognised as a separate component of shareholders' equity. In the event of exit from the foreign operation (disposal, repayment of capital, liquidation, discontinuation of activity) or in the event of deconsolidation due to a loss of control (even without disposal), these translation adjustments are recognised in the income statement when the result of exit or loss of control is recognised.

Business combinations – Goodwill

Valuation and recognition of goodwill

Business combinations are accounted for using the acquisition method in accordance with IFRS 3, except for business combinations under common control, which are excluded from the scope of application of IFRS 3. In the absence of an IFRS standard or interpretation specifically applicable to a transaction, IAS 8 "Accounting principles, changes in accounting estimates and errors" leaves open the possibility of referring to the official positions of other standard-setting bodies. Accordingly, the Group has elected to apply US standard ASU 805-50, which seems to comply with the IFRS general principles, for entering business combinations under common control at carrying amount using the pooled interests method.

At the date of acquisition, the identifiable assets, liabilities and contingent liabilities of the acquired entity which satisfy the conditions for recognition set out in IFRS 3 are recognised at fair value.

Notably, restructuring liabilities are only recognised as a liability of the acquired entity if, at the date of acquisition, the acquiree is under an obligation to complete the restructuring.

Price adjustment clauses are recognised at fair value even if their application is not probable. Subsequent changes in the fair value of clauses if they are financial liabilities are recognised in the income statement. Only price adjustment clauses relating to transactions where control was obtained at the latest by 31 December 2009 may still be recorded against goodwill, because these transactions were accounted for under IFRS 3 pre revision (2004).

The non-controlling interests that are shares of current interests giving rights to a share of the net assets in the event of liquidation may be measured, at acquirer's choice, in two ways:

- at fair value on the date of acquisition;
- at the share of the identifiable assets and liabilities of the acquired company revalued at fair value.

The option may be exercised at each acquisition.

The balance of non-controlling interests (equity instruments issued by the subsidiary and not held by the Group) should be recognised for its fair value on the date of acquisition.

The initial assessment of assets, liabilities and contingent liabilities may be revised within a maximum period of 12 months after the date of acquisition.

Some transactions relating to the acquired entity are recognised separately from the business combination. These include:

- transactions that end a pre-existing relationship between the acquired company and the acquiring company;
- transactions that compensate employees or the selling shareholders of the acquired company for future services;
- transactions aimed at reimbursing the acquiree or its former shareholders for acquisition-related costs that they have assumed on behalf of the acquirer.

These separate transactions are generally recognised in the income statement at the acquisition date.

The transferred consideration at the time of a business combination (the acquisition cost) is measured as the total of fair values transferred by the acquirer, at the date of acquisition in exchange for control of the acquired entity (for example: cash, equity instruments, etc.).

The costs directly attributable to the business combination shall be recognised as expenses, separately from the business combination. If the transaction is highly probable, they are recognised under "Net gains (losses) on other assets", otherwise they are recognised under "Operating expenses".

The difference between the sum of acquisition costs and non-controlling interests and the net balance at the date of acquisition of acquired identifiable assets and liabilities assumed, valued at their fair value, is recognised, when it is positive, in the assets side of the consolidated balance sheet, under "Goodwill" when the acquired entity is fully consolidated and under "Investments in equity-accounted entities" when the acquired company is consolidated using the equity method of accounting. Any badwill is recognised immediately through profit or loss.

Goodwill is carried in the balance sheet at its initial amount in the currency of the acquired entity and converted at the closing rate at the end of the reporting period.

When control is taken by stages, the interest held before taking control is revalued at fair value through profit or loss at the date of acquisition and the goodwill is calculated once, using the fair value at the date of acquisition of acquired assets and liabilities taken over.

When there is a loss of control, the proceeds from the disposal are calculated on the entirety of the entity sold and any investment share kept is recognised in the balance sheet at its fair value on the date control was lost.

Refer to the glossary on page 715 for the definition of technical terms.

Impairment of goodwill

Goodwill is tested for impairment whenever there is objective evidence of a loss of value and at least once a year.

The choices and assumptions used in assessing non-controlling interests at the date of acquisition may influence the amount of initial goodwill and any impairment resulting from a loss of value.

For the purpose of impairment testing, goodwill is allocated to the Group Cash Generating Units (CGUs) that are expected to benefit from the business combination. The CGUs have been defined within the Group's business lines as the smallest identifiable group of assets and liabilities functioning in a single business model. Impairment testing consists of comparing the carrying amount of each CGU, including any goodwill allocated to it, with its recoverable amount.

The recoverable amount of the CGU is defined as the higher of fair value less than of selling costs and value in use. The value in use is the present value of the future cash flows of the CGU, as set out in medium-term business plans prepared by the Group for management purposes.

When the recoverable amount is lower than the carrying amount, a corresponding impairment loss is recognised for the goodwill allocated to the CGU. This impairment is irreversible.

Changes to the post-acquisition percentage ownership interest and goodwill

In the event of an increase or decrease in Crédit Agricole S.A.'s percentage ownership interest in an entity that is already exclusively controlled and where there is no loss of control, there is no impact on the amount of goodwill recognised at the start of the business combination.

In the case of an increase in the percentage ownership interest of Crédit Agricole S.A. in an entity that is already exclusively controlled, the difference between the acquisition cost and the share of net assets acquired is recognised under "Consolidated reserves Group share".

In the event that Crédit Agricole S.A.'s percentage ownership interest in an entity that remains under its exclusive control declines, the difference between the selling price and the carrying amount of the share of net assets sold is also recognised directly under "Consolidated reserves Group share". Expenses arising from these transactions are recognised in equity.

Sale options granted to minority shareholders

The accounting treatment of sale options granted to minority shareholders is as follows:

- when a sale option is granted to the minority shareholders of a fully consolidated subsidiary, a liability is recognised in the balance sheet; on initial recognition, the liability is measured at the estimated present value of the exercise price of the options granted to the minority shareholders. Against this liability, the share of net assets belonging to the minority shareholders concerned is reduced to zero and the remainder is deducted from equity;
- subsequent changes in the estimated value of the exercise price will affect the amount of the liability, offset by an equity adjustment. Symmetrically, subsequent changes in the share of net assets due to minority shareholders are cancelled, offset in equity.

NOTE 2 MAJOR STRUCTURAL TRANSACTIONS AND MATERIAL EVENTS DURING THE PERIOD

The scope of consolidation and changes to it as at 31 December 2021 are shown in detail at the end of the notes in Note 12 "Scope of consolidation at 31 December 2021".

2.1 Covid-19 health crisis

Crédit Agricole S.A. implemented large-scale support measures to address the Covid-19 health crisis and its economic consequences. To support its customers whose businesses were impacted by the coronavirus crisis, the Group actively participated in the economic support measures put in place by public and market authorities.

2.1.1 State-guaranteed loans (SGL)

In the context of the health and economic crisis related to Covid-19, since 25 March 2020, the Crédit Agricole Group has granted all of its corporate customers, regardless of their size and status (farmers, professionals, merchants, artisans, corporates, etc.), access to the State-guaranteed Loan scheme, in addition to the measures already announced (extension of due dates, expedited procedures for reviewing applications, etc.).

These loans belong to a "Collection" business model and meet the test for contractual terms. They are therefore recognised at amortised cost.

At 31 December 2021, the balance of outstandings for State-guaranteed loans granted to customers by Crédit Agricole S.A. in France was €8 billion. The amount of the guarantee received from the French State in connection with these loans was €7.1 billion.

2.1.2 Credit risk measurement

In the context of the health and economic crisis related to Covid-19, the Group continues to revise its forward-looking macroeconomic forecasts on a regular basis in order to estimate credit risk. As a reminder, the initial recognition of the effects of the health crisis and its macro-economic effects was included in reporting as from second quarter 2020.

Information on the macroeconomic scenarios used for the reporting period ended 31 December 2021

The Group used four scenarios for calculating IFRS 9 provisioning parameters in production at 31 December 2021 with projections for 2024. These four scenarios were developed in October 2021 based on the information and data available at that time.

The first scenario, which is the central one, weighted at 50%, includes a growth profile that continues to depend heavily on changes in public health assumptions in 2021, but incorporates a consumption-driven rebound in growth. Significant but presumably temporary inflation in the US, with a transitory acceleration in the Eurozone that is kept in check.

- The growth profile continues to depend heavily on public health assumptions in 2021, with the following assumptions for the Eurozone and France:

  Even in the event of new waves of infections, the lifting of the restrictive health measures last spring would not be questioned because of the ramp-up of the vaccination rollouts. Consolidation of a strong rebound in growth driven by consumption in the second half of 2021 and recovery continuing in 2022:

  - GDP growth in the Eurozone forecast at 5.4% in 2021 and 4.4% in 2022 and 2.5% in 2023 after a -6.5% decline in 2020;
  - GDP growth in France: Annual average growth would reach 6.4% in 2021 and GDP would return to its pre-crisis level by year end. It would increase by 3.9% in 2022. However, some sectors could remain weakened (e.g. the aeronautics, automotive and tourism sectors) with lukewarm demand and supply affected by shortages of certain intermediate goods. There would also be a slight increase in business failures and the unemployment rate (very low in 2020), but the wave of failures feared at the onset of the pandemic would not materialise. In 2023, growth would remain dynamic and would reach 2% and then slow to around 1.5% in 2024 before returning to its long term trend rate (estimated at 1.35% by the French Ministry of the Economy).

  Assumptions for the Eurozone:

  Less sustained pressure but same sources of pressure upstream and specific factors (new weightings, German VAT, base effects, etc.) that could lead to a transitory acceleration with inflation exceeding the 2% target in the second half of 2021 and first quarter of 2022. Inflation of 3% in August 2021 with a provisional peak expected around November 2021 when headline inflation could get close to 4% with core inflation around 2.4% and 1.6% in 2023. Then most likely a sharp decline with a return to comfortably below the target at end-2022 (around 1.5%). No risk of runaway inflation based on data available in October 2021. The unemployment assumptions are 8.6% in 2022 and 8.5% in 2023, slightly higher than in 2021.

- In the central scenario, the financial forecasts are as follows:

  In the United States: cautious and very slow monetary tightening by the Fed (US central bank) alongside a gradual recovery in the labour market. Willingness of the Fed to carry out a gradual tapering with a moderation of long-term rates in a context of ample liquidity and high demand for sovereign securities. 10-year UST yields would hover around 1.50% at end-2021 then around 1.25% at end-2022 and 1.4% at end-2023.

  In the Eurozone: still very accommodative ECB (European Central Bank) policy:

  - key rates would remain unchanged over the 2021-2024 period, eliciting a need to support the fiscal stimulus plans, absorb the net issuance of securities, maintain favourable financial terms and keep risk premia in check. Consequently, ECB purchases would be extended beyond March 2022: high until end-2022 and extended (but reduced) in 2023;
  - the ECB's €1,850 billion Pandemic Emergency Purchase Programme (PEPP), currently to run until March 2022, would be extended until December 2022 with a new envelope of around €180 billion. The Asset Purchase Programme (APP) would be maintained in 2022-2023 (at least) at a monthly pace of €30 billion;
  - long-term rates: these remain very low given the ECB's activism, relatively moderate inflationary pressure, questions about the output gap and its rapid closure, and the absence of major tensions on the bond markets in the US. Consequently, the Bund yield would be kept at a low level;
  - temporary pressure on the OAT/Bund spread (Q4 2021/Q1 2022 ahead of the presidential elections); in 2022 the French spread would narrow following the (supposedly reassuring) outcome of the elections, thanks to the enthusiasm of investors having neglected French securities; thereafter, return to a "normal" spread (30 basis points).

Refer to the glossary on page 715 for the definition of technical terms.

Assumptions for the United States:

Inflation in the October 2021 scenarios estimated at +4.4% for 2021, +3.5% in 2022 and +2.3% in 2023.

Inflation was stimulated by strong demand in the post-pandemic recovery phase, with specific pressures on shipping, disruptions to production chains caused by supply difficulties (longer delivery times, shortages of wood, steel and computer chips) and a surge in the price of commodities and intermediate goods.

However, this impact is expected to be temporary due to:

- legitimate but exaggerated fears of persisting higher inflation and further upward impulses in the second half of the year, but a disappearance of base effects. 5.5% year-on-year increase by end-2021 then easing from mid-2022. Core and headline inflation of 2.7% at end-2022;
- unemployment in the United States falling but still significantly higher (5.9% in Q2 2021) than pre-pandemic levels (3.5%); considerable drop in the participation rate; the situation is still far from full employment which ultimately limits the risks of a sharp rise in wages;
- persistent disinflationary forces: globalisation; technological progress; strong global competition and the need to remain competitive.

The effects of the stimulus package in the United States call for nuance: some of the aid granted to households is saved, and some used to reduce debt. Consumption surplus is temporary, partly due to the effect of exiting the crisis/restrictions being lifted.

The second scenario, which is "moderately adverse", differs from the central scenario in that it features a more lasting and more marked rise in inflation (2.7% in 2022, 2% in 2023 against respectively 2.4% and 1.6% in scenario 1). It includes a significant slowdown in consumption and investment in the Eurozone and France from mid-2022 onwards and a rise in unemployment stemming from a more marked trend of bankruptcies. The projection for long-term rates could lead to declines on the equity markets and a correction of residential and commercial real estate.

The second scenario differs from scenario 1 in the following ways:

- Inflation shock: the rise in inflation is more lasting and sharper than in the central scenario.

  Demand is very high, particularly from the United States and China (demand in the United States boosted by a massive fiscal stimulus package), while supply is disrupted by the pandemic. Disruptions to production chains, supply difficulties and shortages of certain intermediate goods are more marked than in the central scenario. The rise in the price of oil, other commodities and certain intermediate goods is therefore greater and more sustainable.

  Furthermore, there is a type of wage-price spiral, with wage growth primarily due to the sharp increase in prices and to recruitment difficulties. There is a pronounced impact in the United States and a lesser impact in the Eurozone.

- Rates and markets:

  Fed: tightening of monetary policy in the face of strong growth (at least at the start of the period) and higher and more sustainable inflation. Tapering is more significant and faster than expected in 2022 and there is a hike in the Fed funds rate in 2022.

  10-year UST yield: tightening of monetary policy and investors' concerns about the risk of inflation taking hold. As a result, substantial rise in long-term rates in the US, despite ample liquidity in the financial system.

  ECB: in the face of rising inflation, the ECB's asset purchase programme is revised slightly downwards.

  Increase in the Bund and 10-year swaps in 2022 due to the rise in US long-term rates and reduction in ECB asset purchases.

  Widening of spreads of France and Italy.

- Macro indicators in the Eurozone/France:

  Growth at end-2021, early 2022 but a significant slowdown in consumption and investment from mid-2022. The strong rise in inflation is only partially reflected in wages and leads to a decline in purchasing power. Corporate profits are impacted by the sharp increase in intermediate and payroll costs.

  The rise in unemployment and bankruptcies is more pronounced than in the central scenario.

  The increase in long-term rates leads to a decline in equity markets and a correction in residential and commercial real estate.

The third scenario is slightly more favourable than the first scenario and assumes that the pressure on commodities and intermediate goods prices in 2021 will ease quite significantly from 2022 onwards.

Global demand remains high, but as the public health situation in emerging markets improves, disruption to supply chains is limited. The assumption is that production line management becomes more effective and that supply difficulties are reduced. It is also assumed that wage increases remain fairly moderate.

From 2022 onwards, households start spending a significant portion of the savings surplus built up during the pandemic.

Growth in the Eurozone is more sustained than in the central scenario (4.8% in 2022, 2.8% in 2023 against respectively 4.4% and 2.5% in scenario 1). Long-term rates in the Eurozone are very low, close to their level in the central scenario.

The fourth scenario, which is the least likely and most negative, is that used in fiscal stress testing (July 2021). It is characterised by overheating, high inflation and a rise in long-term rates in the United States, on top of multiple crises in various countries. In France, a sharp economic slowdown is projected for 2022 and 2023, combined with a major correction in residential real estate.

US growth is particularly robust in 2021 and the start of 2022: post-pandemic restart and very strong fiscal stimulus (massive stimulus packages passed in full, rapid fall in unemployment and recovery in consumption).

There is an inflation shock in the United States, soaring commodities and intermediate goods prices (a new rise in oil prices in 2022 – high demand and geopolitical tensions in the Middle East); strong demand in the post-pandemic recovery phase, particularly from the United States and China; production chain disruptions leading to supply difficulties. Recruitment difficulties and wage pressure are observed in some sectors in the United States.

Bond markets become concerned about the high inflation figures, which are more pronounced than in the central scenario (fear of an inflation spiral caused by rising intermediate costs and wages) and the size of the US public deficit. The Fed is slow to react and "too late" in raising Fed funds rates in early 2022.

Tightening of US monetary policy; fiscal drift; fears of inflation taking hold leading to major concerns among investors and a sharp rise in US ong-term rates.

Several crises are piled onto this initial shock:

- stock market crash: the equity markets, which recorded strong gains in 2021 and are almost certainly overvalued, undergo a major correction in the face of the Fed's tightening and the sharp rise in long-term rates in the United States;
- emerging markets: in some emerging markets, major delays in the vaccination process; ongoing public health crisis; some sectors heavily impacted (tourism in Asia); weak growth, particularly in Asia (apart from

China) where there is no significant post-pandemic rebound, unlike in the United States and European Union;

- crisis specific to France: pressures on the financial markets due to uncertainty about the upcoming presidential election which could lead to social and economic tension (rise in unemployment and bankruptcies in 2022 related to the end of "whatever it takes", major social unrest similar to what was seen during the yellow vest protests bringing the country to a standstill). No new emergency plan to deal with this social unrest. OAT/Bund spread becomes very wide. Downgrading of the sovereign rating is envisaged;
- crisis specific to Italy: assumption of an end to the legislature in mid-2022 and a victory for a Lega Nord/Fratelli d'Italia coalition with a majority in both chambers; tug-of-war with the European Commission, blocking of payments under the Stimulus Plan leading to market concerns about economic policy; major widening of the BTP/Bund spread; downgrading of the sovereign rating.

Government support measures have been taken into account in the IFRS 9 projections: the risk parameter forecast process was revised in 2020 to better reflect the impact of government programmes in IFRS 9 forecasts. The effect of this revision was to mitigate the sudden intensity of the crisis and the strength of the recovery, and to spread these over a longer period (three years).

The variables relating to the interest rates level, and more generally all the variables linked to the capital markets, have not been modified, because their forecasts already structurally include the effects of the support policies.

In order to take into account local specificities (geographical and/or associated with certain activities/businesses), sectoral supplements are prepared at the local level (local forward-looking scenarios) by some Group entities, supplementing the macroeconomic scenarios defined centrally.

For the fourth quarter of 2021, Crédit Agricole S.A. has made an exceptional additional ECL on healthy and impaired loans of €88 million recognised in cost of risk.

This exceptional adjustment reduces the effect of provision reversals that occur when the macroeconomic scenarios used in the central parameters for calculating Central ECLs are updated. The adjustment is intended to cover various kinds of broad uncertainties that increased in intensity towards the end of the year. Those uncertainties – the public health situation, inflation expectations, pace of interest rate adjustments, particularly in the Eurozone, geopolitical uncertainties – were estimated by experts and cannot be modelled. This level of uncertainty was not included in the October 2021 macro scenarios used to calculate IFRS 9 provisions for fourth quarter 2021. Therefore, the result of the Q4 provisioning models only reflects the improvement in the October macro scenarios compared to the previous scenarios used in Q3 and does not incorporate this level of uncertainty.

By way of example, the January 2022 inflation forecasts anticipate a 3.9% rise in inflation in the Eurozone, versus 2.4% in the first scenario.

At the end of December 2021, including local forward-looking scenarios, the share of Stage 1/Stage 2 provisions on the one hand (provisions for performing customer loans) and Stage 3 provisions on the other hand (provisions for proven risks) represented **33% and 67%** of hedging inventories respectively for Crédit Agricole S.A.

At the end of December 2021, net additions to Stage 1/Stage 2 provisions represented **13%** of Crédit Agricole S.A.'s annual cost of risk compared to **87%** for the Stage 3 share of proven risks and other provisions.

Sensitivity analysis of IFRS 9 provisions (Stages 1 and 2 ECL amounts)

The first scenario, called the central scenario, was weighted at **50%** for the calculation of IFRS 9 ECL amounts for Q4 2021. By way of example, based on the 31 August 2021 data, a 10-point reduction in the weighting of the central scenario in the Q4 2021 calculations in favour of the more unfavourable second scenario would lead to a rise in expected credit losses (ECL) under the forward looking central scenario of around **0.7%** Crédit Agricole S.A.

This anticipated sensitivity under the central scenario is not significant and could be reduced based on adjustments under the local forward looking scenario.

2.2 Main changes in the scope of consolidation

2.2.1 Purchase by Crédit Agricole Consumer Finance of 49% of the capital of the joint venture CACF Bankia S.A.

On 3 February 2021, Crédit Agricole Consumer Finance entered into an agreement with Bankia to acquire the 49% capital stake held by the latter in the joint venture Crédit Agricole Consumer Finance Bankia S.A. (CACF Bankia S.A.), confirming its goal to become a major player in the Spanish market.

The transaction was authorised by the Bank of Spain on 1 June 2021 and was completed on 11 June 2021.

As of 31 December 2021, CACF Bankia S.A. is therefore fully owned by Crédit Agricole Consumer Finance and is fully consolidated in the consolidated financial statements of Crédit Agricole S.A.

In accordance with IFRS 3R, this additional acquisition has a positive impact of €16.5 million on net income, Group share for the revaluation of shares previously held. In addition, it leads to the recognition of goodwill of €35.8 million.

2.2.2 Disposal of Crédit Agricole CIB (Miami) goodwill to Santander

Crédit Agricole CIB (Miami) is a branch of Crédit Agricole CIB (CACIB), which is in turn 97.8% controlled by Crédit Agricole S.A.

In 2020, the executive management of Crédit Agricole S.A. and Crédit Agricole CIB began the process of putting the goodwill associated with outstanding loans to customers of the Crédit Agricole CIB (Miami) branch of Crédit Agricole CIB (CACIB) up for sale.

The assets and liabilities of Crédit Agricole CIB (Miami) have thus been reclassified under IFRS 5 in the consolidated financial statements of Crédit Agricole S.A. as of 31 December 2020.

The negotiations conducted since January 2021 with Santander bank led to the execution of a sale contract on 17 May 2021 for part of the commercial activity of the Crédit Agricole CIB (Miami) branch of Crédit Agricole CIB (CACIB) and an additional agreement on 14 June 2021 for a total amount of €27 million, generating a positive impact on Crédit Agricole S.A.'s income of €10.5 million, recognised under "Net income from discontinued or held-for-sale operations".

The outstanding amounts not sold on 17 May and 14 June 2021, which correspond in the balance sheet to loans to customers for an amount of €3.5 millions and debt owed to customers for an amount of €4.1 million, are no longer recognised under IFRS 5 as of 30 June 2021.

Refer to the glossary on page 715 for the definition of technical terms.

2.2.3 Sale of Crédit Agricole Bank Romania to Vista Bank Romania S.A.

Crédit Agricole Bank Romania is a fully-owned subsidiary of Crédit Agricole S.A.

During 2019, Crédit Agricole S.A. initiated a process to put Crédit Agricole Bank Romania up for sale.

Crédit Agricole Bank Romania's assets and liabilities have thus been reclassified under IFRS 5 in the consolidated financial statements of the Crédit Agricole Group at 31 December 2019.

In December 2020, negotiations with the Romanian bank Vista Bank Romania S.A. led to the signing of an agreement to sell Crédit Agricole Bank Romania to Vista Bank Romania S.A. on 4 January 2021.

The sale was approved by the competent Romanian regulatory authorities (the National Bank of Romania and the National Competition Council) and was completed on 16 September 2021.

At 31 December 2021, the disposal of Crédit Agricole Bank Romania had no material impact on Crédit Agricole S.A.'s consolidated financial statements.

2.2.4 Voluntary public tender offer by Crédit Agricole Italia for the shares of Credito Valtellinese and mandatory public buyback offer

On 23 November 2020, Crédit Agricole Italia S.p.A. (Crédit Agricole Italia), a 75.6%-owned subsidiary of Crédit Agricole S.A., launched a voluntary all-cash public tender offer for all the ordinary shares of Credito Valtellinese S.p.A. (Credito Valtellinese).

The acquisition of Credito Valtellinese will help strengthen Crédit Agricole's competitive positioning in Italy, its second-largest domestic market, thus confirming a long-standing commitment supporting its clients and local communities in Italy.

All regulatory approvals required to complete the transaction have been obtained.

On 23 April 2021, the transaction was successfully completed, with Crédit Agricole Italia acquiring 91.17% of the share capital of Credito Valtellinese. The price paid by Crédit Agricole Italia was €12.27 per share, excluding dividends. In addition, the shareholders who contributed their shares received a dividend of €0.23 per share for the 2020 financial year, bringing the total payment to €12.50 per share.

At the end of the public buyback offer (the offer having ended on 21 May 2021 and settlement having taken place on 28 May 2021), a squeeze out followed on 4 June 2021 that enabled Crédit Agricole Italia to own 100% of the shares of Credito Valtellinese as from 30 June 2021.

As from 30 June 2021, Credito Valtellinese has been fully consolidated in the Crédit Agricole S.A. consolidated financial statements.

In compliance with the Revised IFRS 3, a consolidation adjustment of €925 million was generated for a purchase price of €862 million, while the equity contributed by Credito Valtellinese amounted to €1,787 million.

At 31 December 2021, the Group made a final first consolidation goodwill adjustment in the amount of -€428 million net of income tax as follows:

- -€469 million for receivables due from customers;
- -€81 million for litigation files;
- -€48 million for financing (customer inflows);
- +€46 million related to customer contracts;
- -€106 million for the real estate portfolio;
- +€59 million for the securities portfolio;
- +€171 million for deferred tax.

Following this allocation, badwill of €497 million was recognised under the item "Change in value of goodwill" in the Crédit Agricole S.A. consolidated income statement for the year ended 31 December 2021.

2.2.5 Acquisition of Lyxor by Amundi

After Amundi, a subsidiary of Crédit Agricole S.A., entered into exclusive negotiations with Société Générale to acquire Lyxor, Amundi and Société Générale announced the signature of a framework agreement on 11 June 2021.

The transaction was finalised on 31 December 2021 with a cash payment of €825 million following receipt of all necessary regulatory and competition approvals. This transaction gives Amundi powerful leverage to accelerate its development trajectory in the fast-growing ETF market, while supplementing its active management offering, in particular in liquid alternative assets and advisory solutions.

At 31 December 2021, Lyxor was therefore controlled exclusively by Amundi and was fully consolidated in Crédit Agricole S.A.'s consolidated financial statements.

In compliance with the Revised IFRS 3, a provisional allocation was made for acquisition costs, leading to the recognition of a consolidation adjustment of €652 million. The amount of net assets acquired as a result of this transaction was €208 million.

Note that the above takes into account a price adjustment of €35 million (corresponding to the excess in contributed net equity compared to the acquisition's contractual provisions).

The transaction had no impact on Crédit Agricole S.A.'s consolidated income for the year ended 31 December 2021.

2.2.6 Acquisition of Olinn by Crédit Agricole Leasing & Factoring

On 9 December 2021, Crédit Agricole Leasing & Factoring (CAL&F) acquired all shares in the Olinn Group from Argos Wityu for a total amount of €136 million.

Olinn, a long-standing partner of Crédit Agricole Leasing & Factoring, is a European group specialising in the management of business equipment, offering a wide range of financing offers plus expertise in related services.

As a result of the transaction, Olinn is now 100% controlled by Crédit Agricole Leasing & Factoring, a subsidiary of Crédit Agricole S.A., and fully consolidated in Crédit Agricole S.A.'s consolidated financial statements for the year ended 31 December 2021.

In compliance with the Revised IFRS 3, a consolidation adjustment of €182 million was generated for a purchase price of €136 million, while the amount of net assets acquired as a result of this transaction was -€46 million.

Work on allocating the consolidation goodwill is under way and will be completed in 2022. At 31 December 2021, the acquisition of Olinn had no material impact on Crédit Agricole S.A.'s net income.

2.2.7 Change in consolidation method of Crédit Agricole Consumer Finance Nederland (CACF NL)

In 2021, CACF NL's Supervisory Board resolved to withdraw from negotiations to sell CACF NL. As a result, the conditions required to remain under IFRS 5 were no longer met and CACF NL, now in run-off, was fully consolidated in the consolidated financial statements for the year ended 31 December 2021.

At 30 September 2021, income was therefore reclassified from "Net income from discontinued or held-for-sale operations" to the various income line items related to "continuing operations" for a net impact of €1.2 million.

The assets were reclassified from "Non-current assets held for sale" to the various line items on the asset side of the balance sheet related to "continuing operations" for an amount of €1,567 million. Liabilities were reclassified from "Liabilities associated with non-current assets held for sale" to the various line items on the liabilities side of the balance sheet relating to "continuing operations" for an amount of €250 million.

2.2.8 Reorganisation of the Crédit Agricole Group's real estate business

In February 2021, Crédit Agricole Immobilier, a subsidiary owned in equal parts by Crédit Agricole S.A. and the Regional Banks through Sacam Immobilier, created a new subsidiary called Crédit Agricole Services Immobiliers (CASIM) to consolidate real estate services for individual customers. The subsidiary is part of the Crédit Agricole Group's plan for a new real estate arm.

In fourth quarter 2021, Crédit Agricole Immobilier and eight Regional Banks contributed their real estate services activities to CASIM for a total of €145 million. This contribution from the Regional Banks and Crédit Agricole Immobilier was paid for in shares in CASIM, whose main shareholder remains Crédit Agricole Immobilier.

At 31 December 2021, the impact of the Regional Banks' asset contribution on Crédit Agricole S.A.'s net income Group share was -€2 million. Given that Crédit Agricole Immobilier is accounted for in Crédit Agricole S.A's consolidated financial statements using the equity method, the CASIM dilutions led to a change in the equity-accounted value of Crédit Agricole Immobilier of €18 million recognised under reserves.

2.2.9 Disposal plans (IFRS 5)

2.2.9.1 CA Indosuez Wealth (Brazil) S.A. DTVM

CA Indosuez Wealth (Brazil) S.A. DTVM is a subsidiary 97.8% controlled by Crédit Agricole S.A. The shares of this company are wholly owned by Crédit Agricole CIB (CACIB), which in turn is 97.8% controlled by Crédit Agricole S.A.

In 2020, the executive management of Crédit Agricole S.A. and Crédit Agricole CIB began the process of putting CA Indosuez Wealth (Brazil) S.A. DTVM up for sale.

The assets and liabilities of CA Indosuez Wealth (Brazil) have thus been reclassified under IFRS 5 in the consolidated financial statements of Crédit Agricole S.A. as of 31 December 2020.

Negotiations with SAFRA bank resulted in the signing of a sale contract for CA Indosuez Wealth (Brazil) on 23 April 2021. The completion of this transaction is subject to obtaining the usual regulatory agreements and verifications.

CA Indosuez Wealth (Brazil) is therefore maintained pursuant to IFRS 5 in the Crédit Agricole S.A. consolidated financial statements at 31 December 2021 for an amount of €10 million in "Non-current assets held for sale" and for an amount of €9 million in "Liabilities associated with non-current assets held for sale". The net income is classified under "Net income from discontinued or held-for-sale operations" for an amount of -€6 million.

2.2.9.2 Crédit Agricole Serbia

Crédit Agricole Serbia is a wholly owned subsidiary of Crédit Agricole S.A.

In 2020, Crédit Agricole S.A.'s executive management initiated a process to put Crédit Agricole Serbia up for sale.

On 9 April 2021 it received a binding offer with a firm price from Raiffeisen Banka A.D. Serbia, a subsidiary of the Austrian bank, Raiffeisen Bank International AG.

The offer led to the signing of a sale agreement on 5 August 2021. This transaction, which is subject to the approval of the competent regulatory authorities, is expected to be completed by the end of first quarter 2022.

Pursuant to IFRS 5, the assets and liabilities of Crédit Agricole Serbia are classified as at 31 December 2021 in the balance sheet under "Non-current assets held for sale" for the sum of €1,272 million and under "Liabilities associated with non-current assets held for sale" for the sum of €1,151 million. The net income is classified under "Net income from discontinued or held-for-sale operations" for an amount of €2.6 million.

2.2.9.3 La Médicale de France

La Médicale de France is a wholly-owned subsidiary of Crédit Agricole S.A. The shares of this company are wholly owned by Crédit Agricole Assurances, which in turn is 100% controlled by Crédit Agricole S.A.

In November 2021, the executive management of Crédit Agricole S.A. and Crédit Agricole Assurances entered into exclusive negotiations with the Generali Group over the sale of the La Médicale de France entity. These negotiations resulted in the signing of a Master Agreement on 24 November 2021.

The completion of this transaction, which is subject to the approval of the regulatory and competition authorities, is expected to take place by the end of the first half of 2022.

Pursuant to IFRS 5, the assets and liabilities of La Médicale de France are classified as at 31 December 2021 in the balance sheet under "Non-current assets held for sale" for the sum of €1,683 million and under "Liabilities associated with non-current assets held for sale" for the sum of €1,407 million. The net income is classified under "Net income from discontinued or held-for-sale operations" for an amount of -€2 million.

2.3 Partnership between Crédit Agricole Consumer Finance and Stellantis in long-term vehicle leasing

On 17 December 2021, the Crédit Agricole Group announced its intention to create a pan-European long-term leasing company with Stellantis that would be owned in equal parts by Crédit Agricole Consumer Finance and Stellantis. This planned exclusive partnership between Crédit Agricole Consumer Finance and Stellantis would immediately rank them in the top five of long-term leasing companies in Europe. The goal is to manage a fleet of over one million vehicles by 2026.

Crédit Agricole Consumer Finance also intends to develop its own pan-European, multi-brand vehicle financing, leasing and mobility company by acquiring full control of FCA Bank and Leasys Rent. The goal of this new entity is to become one of the leading players in the European market, most notably through modern, innovative solutions and white label offers. It will have a target of €10 billion in outstandings by 2026.

These transactions are expected to be implemented in the first half of 2023 once the necessary approvals from the competent regulatory and competition authorities have been received.

2.4 Full unwinding of the Switch guarantee mechanism

The Switch guarantee mechanism represents a transfer to the Regional Banks of a share of the regulatory prudential requirements that apply to Crédit Agricole S.A. for its insurance activities in return for a fixed compensation of the Regional Banks.

On 1 March 2021, Crédit Agricole S.A. unwound 15% of the switch guarantee mechanism set up between the Regional Banks and Crédit Agricole S.A. after the partial unwinding of 35% of the mechanism on 2 March 2020.

Refer to the glossary on page 715 for the definition of technical terms.

On 16 November 2021, Crédit Agricole S.A. unwound the remaining 50% of the Switch guarantee mechanism.

The additional unwinding of the 50% of this intragroup transaction strengthens Crédit Agricole S.A.'s income generation capacity with an positive impact over the full year of €104 million on net income Group share. It brings to an end Crédit Agricole S.A.'s commitment to fully unwind the Switch Insurance guarantee mechanism.

For Crédit Agricole S.A., this transaction resulted in a reduction in guarantees received of €4,583 million and the repayment of the €1,551 million security deposit received from the Regional Banks.

2.5 Payment of dividend for the 2020 financial year

The Crédit Agricole S.A. Ordinary General Meeting of Wednesday 12 May 2021 voted to approve an exceptional mechanism for the payment of the dividend for the 2020 financial year of €0.80 per share, with an option for payment in new shares. This option, which was open from Thursday 20 May until Thursday 3 June 2021, was accepted by 84.8% of Crédit Agricole S.A.'s shareholders, including the majority shareholder, SAS Rue La Boétie.

This transaction resulted in the creation of 175,330,851 new ordinary shares, which were delivered and listed on Euronext Paris on 9 June 2021. These new shares, which carry dividend rights as of 1 January 2021, immediately became part of the ordinary shares comprising the share capital of Crédit Agricole S.A.

The cash dividend was paid on Wednesday 9 June 2021.

2.6 Share buyback programme

After receiving all the necessary approvals from the supervisory authorities, Crédit Agricole S.A. launched two share buyback programmes on the market in 2021 for a total amount of €1.05 billion.

The first programme, initiated on 10 June and concluded on 21 September, resulted in the acquisition of 47,616,752 shares for an amount of €558.6 million.

The second programme began on 5 October and ended on 14 December. It resulted in the acquisition of 40,056,489 shares for an amount of €500 million.

The shares acquired under these two buyback programmes are being held as treasury shares and will be cancelled in 2022.

NOTE 3 FINANCIAL MANAGEMENT, RISK EXPOSURE AND HEDGING POLICY

Crédit Agricole S.A.'s Financial Management department is responsible for organising financial flows within Crédit Agricole S.A., defining and implementing refinancing rules, asset and liability management, and managing regulatory prudential ratios. It sets out the principles and ensures a cohesive financial management system throughout the Group.

The Group's management of banking risks is handled by the Group Risk Management and Permanent Controls department. This department reports to the Chief Executive Officer of Crédit Agricole S.A. and its task is to control credit, financial and operational risks.

A description of these processes and commentary now appear in the chapter on "Risk factors" in the management report, as allowed by **IFRS 7: Financial instruments: disclosures.** The accounting breakdowns are presented in the financial statements.

3.1 Credit risk

3.1.1 Change in carrying amounts and value adjustments for losses during the period

Value adjustments for losses correspond to the impairment of assets and to provisions for off-balance sheet commitments recognised in net income (Cost of risk) relating to credit risk.

The following tables present a reconciliation of the opening and closing balances of value adjustments for losses recognised under Cost of risk and associated carrying amounts, by accounting category and type of instrument.

Financial assets at amortised cost: debt securities

	Performing assets								
	Assets subject to 12-month ECL (Stage 1)		Assets subject to lifetime ECL (Stage 2)		Credit-impaired assets (Stage 3)		Total		
(in millions of euros)	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount (a)	Loss allowance (b)	Net carrying amount (a) + (b)
BALANCE AT 31 DECEMBER 2020	84,465	(35)	362	(4)	44	(40)	84,871	(78)	84,794
Transfers between stages during the period	**(55)**	**-**	**55**	**-**	**-**	**-**	**-**	**-**	
Transfers from Stage 1 to Stage 2	(65)	-	65	-	-		-	-	
Return to Stage 2 from Stage 1	10	-	(10)	-	-		-	-	
Transfers to Stage 3[1]	-	-	-	-	-	-	-	-	
Return from Stage 3 to Stage 2/Stage 1	-	-	-	-	-	-	-	-	
TOTAL AFTER TRANSFERS	84,410	(35)	417	(4)	44	(40)	84,871	(78)	84,794
Changes in gross carrying amounts and loss allowances	**512**	**(3)**	**(259)**	**-**	**1**	**(2)**	**254**	**(5)**	
New financial production: purchase, granting, origination…[2]	34,997	(19)	70	(4)	-		35,067	(23)	
Derecognition: disposal, repayment, maturity…	(40,322)	17	(341)	3	-	-	(40,663)	20	
Write-offs						-	-	-	
Changes of cash flows resulting in restructuring due to financial difficulties	-	-	-	-	-	-	-	-	
Changes in models' credit risk parameters during the period		1		-		-	-	1	
Changes in model/methodology		-		-		-	-	-	
Changes in scope	4,645	(1)	-	-	-	-	4,645	(1)	
Other[3]	1,192	(1)	12	1	1	(2)	1,205	(2)	
TOTAL	84,922	(38)	158	(4)	45	(42)	85,125	(83)	85,042
Changes in carrying amount due to specific accounting assessment methods (with no significant impact on loss allowance)[4]	(957)		(11)		-		(968)		
BALANCE AT 31 DECEMBER 2021	**83,965**	**(38)**	**147**	**(4)**	**45**	**(42)**	**84,157**	**(83)**	**84,074**
Contractual amount outstanding of financial assets written off during the period, that are still subject to enforcement measures	-		-		-		-		

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.

(2) Originations in Stage 2 could include some originated loans in Stage 1 reclassified in Stage 2 during the period.

(3) The items in the "Others" line are mainly translation adjustments.

(4) Includes the impacts of fair value adjustments of micro-hedged instruments, the impacts relating to the use of the EIR method (notably the amortisation of premiums/discounts), the impacts of the accretion of discounts on restructured loans (recovered as revenue over the remaining term of the asset).

Refer to the glossary on page 715 for the definition of technical terms.

Financial assets at amortised cost: loans and receivables due from credit institutions (excluding Crédit Agricole internal transactions)

	Performing assets								
	Assets subject to 12-month ECL (Stage 1)		Assets subject to lifetime ECL (Stage 2)		Credit-impaired assets (Stage 3)		Total		
(in millions of euros)	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount (a)	Loss allowance (b)	Net carrying amount (a) + (b)
BALANCE AT 31 DECEMBER 2020	**92,702**	**(25)**	**61**	**-**	**407**	**(356)**	**93,171**	**(381)**	**92,790**
Transfers between stages during the period	**14**	-	**(14)**	-	-	-	-	-	
Transfers from Stage 1 to Stage 2	-	-	-	-			-	-	
Return to Stage 2 from Stage 1	14	-	(14)	-	-	-	-	-	
Transfers to Stage 3[(1)]	-	-	-	-	-	-	-	-	
Return from Stage 3 to Stage 2/Stage 1	-	-	-	-	-	-	-	-	
TOTAL AFTER TRANSFERS	**92,716**	**(25)**	**47**	**-**	**407**	**(356)**	**93,171**	**(381)**	**92,790**
Changes in gross carrying amounts and loss allowances	**6,261**	**(9)**	**8**	**(1)**	**26**	**(25)**	**6,295**	**(35)**	
New financial production: purchase, granting, origination…[(2)]	26,486	(6)	20	(1)			26,506	(7)	
Derecognition: disposal, repayment, maturity…	(21,572)	6	(15)	-	(1)	1	(21,588)	7	
Write-offs					-	-	-	-	
Changes of cash flows resulting in restructuring due to financial difficulties	-	(2)	-	-	-	-	-	(2)	
Changes in models' credit risk parameters during the period		(7)		-		(2)	-	(9)	
Changes in model/methodology		-		-		-	-	-	
Changes in scope	486	-	-	-	-	-	486	-	
Other[(3)]	861	-	3	-	27	(24)	891	(24)	
TOTAL	**98,977**	**(34)**	**55**	**(1)**	**433**	**(381)**	**99,466**	**(416)**	**99,050**
Changes in carrying amount due to specific accounting assessment methods (with no significant impact on loss allowance)[(4)]	647		-		1		648		
BALANCE AT 31 DECEMBER 2021	**99,624**	**(34)**	**55**	**(1)**	**434**	**(381)**	**100,114**	**(416)**	**99,698**
Contractual amount outstanding of financial assets written off during the period, that are still subject to enforcement measures	-		-		-		-		

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.

(2) Originations in Stage 2 could include some originated loans in Stage 1 reclassified in Stage 2 during the period.

(3) The items in the "Others" line are mainly translation adjustments.

(4) Includes the impacts of fair value adjustments of micro-hedged instruments, the impacts relating to the use of the EIR method (notably the amortisation of premiums/discounts), the impacts of the accretion of discounts on restructured loans (recovered as revenue over the remaining term of the asset), the impacts relating to changes in accrued interests.

Financial assets at amortised cost: loans and receivables due from customers

	Performing assets								
	Assets subject to 12-month ECL (Stage 1)		Assets subject to lifetime ECL (Stage 2)		Credit-impaired assets (Stage 3)		Total		
(in millions of euros)	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount	Loss allowance	Gross carrying amount (a)	Loss allowance (b)	Net carrying amount (a) + (b)
BALANCE AT 31 DECEMBER 2020	362,896	(919)	39,216	(1,724)	13,404	(6,937)	415,517	(9,580)	405,937
Transfers between stages during the period	**(17,099)**	**(27)**	**14,750**	**55**	**2,349**	**(784)**	**-**	**(756)**	
Transfers from Stage 1 to Stage 2	(24,953)	85	24,953	(397)			-	(312)	
Return to Stage 2 from Stage 1	8,695	(122)	(8,695)	327	-	-	-	205	
Transfers to Stage 3[1]	(1,007)	12	(1,819)	154	2,826	(975)	-	(809)	
Return from Stage 3 to Stage 2/Stage 1	166	(2)	311	(29)	(477)	191	-	160	
TOTAL AFTER TRANSFERS	345,797	(946)	53,966	(1,669)	15,753	(7,721)	415,517	(10,336)	405,181
Changes in gross carrying amounts and loss allowances	**59,113**	**(79)**	**(1,949)**	**(305)**	**(4,753)**	**1,824**	**52,410**	**1,440**	
New financial production: purchase, granting, origination…[2][4]	244,243	(579)	12,745	(1,192)			256,988	(1,771)	
Derecognition: disposal, repayment, maturity…	(205,236)	434	(16,777)	1,166	(2,896)	879	(224,910)	2,479	
Write-offs					(2,720)	2,696	(2,720)	2,696	
Changes of cash flows resulting in restructuring due to financial difficulties	-	1	(8)	1	(12)	5	(20)	7	
Changes in models' credit risk parameters during the period[5]		105		(47)		(1,627)	-	(1,569)	
Changes in model/methodology		-		-		-	-	-	
Changes in scope[7]	14,247	(32)	1,094	(212)	564	(14)	15,905	(258)	
Others[6]	5,859	(8)	997	(21)	311	(115)	7,167	(144)	
TOTAL	404,910	(1,025)	52,017	(1,974)	11,000	(5,897)	467,927	(8,896)	459,031
Changes in carrying amount due to specific accounting assessment methods (with no significant impact on loss allowance)[3]	221		(250)		903		874		
BALANCE AT 31 DECEMBER 2021	**405,131**	**(1,025)**	**51,767**	**(1,974)**	**11,903**	**(5,897)**	**468,801**	**(8,896)**	**459,905**
Contractual amount outstanding of financial assets written off during the period, that are still subject to enforcement measures	-		-		-		-		

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.

(2) Originations in Stage 2 could include some originated loans in Stage 1 reclassified in Stage 2 during the period.

(3) Includes the impacts of fair value adjustments of micro-hedged instruments, the impacts relating to the use of the EIR method (notably the amortisation of premiums/discounts), the impacts of the accretion of discounts on restructured loans (recovered as revenue over the remaining term of the asset), the impacts relating to changes in accrued interests.

(4) At 31 December 2021, the amount of French State-guaranteed loans (SGL) granted to customers of the Group as part of measures to support the economy in the wake of the Covid-19 health crisis amounted to €8 billion.

(5) Concerning Stage 3 – this line corresponds to the change in the assessment of the credit risk on files already in default.

(6) The items in the "Others" line are mainly translation adjustments.

(7) Stage 3 includes Credito Valtellinese impaired assets for a gross carrying amount of €1,214 million and a loss allowance of €664 million, which includes a preliminary allocation of the first consolidation goodwill of €378 million for receivables due from customers, i.e. a net book value of €550 million.

Refer to the glossary on page 715 for the definition of technical terms.

Financial assets at fair value through other comprehensive income: debt Securities

	Performing assets							
	Assets subject to 12-month ECL (Stage 1)		Assets subject to lifetime ECL (Stage 2)		Credit-impaired assets (Stage 3)		Total	
(in millions of euros)	Carrying amount	Loss allowance	Carrying amount	Loss allowance	Carrying amount	Loss allowance	Carrying amount	Loss allowance
BALANCE AT 31 DECEMBER 2020	261,510	(92)	2,346	(39)	-	(4)	263,856	(135)
Transfers between stages during the period	**(1,244)**	**-**	**1,232**	**(12)**			**(12)**	**(12)**
Transfers from Stage 1 to Stage 2	(1,508)	1	1,492	(17)			(16)	(16)
Return to Stage 2 from Stage 1	264	(1)	(260)	5	-	-	4	4
Transfers to Stage 3[1]	-	-	-	-	-	-	-	-
Return from Stage 3 to Stage 2/Stage 1	-	-	-	-	-	-	-	-
TOTAL AFTER TRANSFERS	260,266	(92)	3,578	(51)	-	(4)	263,844	(147)
Changes in gross carrying amounts and loss allowances	**(7,835)**	**(28)**	**(54)**	**(1)**	**-**	**-**	**(7,889)**	**(29)**
Fair value revaluation during the period	(9,648)		(47)		-		(9,695)	
New financial production: purchase, granting, origination…[2]	17,787	(19)	12,251	(11)			30,038	(30)
Derecognition: disposal, repayment, maturity…	(21,351)	13	(12,321)	3	-	-	(33,672)	16
Write-offs					-	-	-	-
Changes of cash flows resulting in restructuring due to financial difficulties	1	1	2	2	-	-	3	3
Changes in models' credit risk parameters during the period		(22)		5		-	-	(17)
Changes in model/methodology		-		-		-	-	-
Changes in scope	1,097	(1)	3	-	-	-	1,100	(1)
Transfers in non-current assets held for sale and discontinued operations	-	-	-	-	-	-	-	-
Other[4]	4,279	-	58	-	-	-	4,337	-
TOTAL	252,431	(120)	3,524	(52)	-	(4)	255,955	(176)
Changes in carrying amount due to specific accounting assessment methods (with no significant impact on loss allowance)[3]	(2,306)		193		-		(2,113)	
BALANCE AT 31 DECEMBER 2021	**250,125**	**(120)**	**3,717**	**(52)**	**-**	**(4)**	**253,842**	**(176)**
Contractual amount outstanding of financial assets written off during the period, that are still subject to enforcement measures	-		-		-		-	

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.
(2) Originations in Stage 2 could include some originated loans in Stage 1 reclassified in Stage 2 during the period.
(3) Includes the impacts of the use of the EIR method (notably the amortisation of premiums/discounts).
(4) The items in the "Others" line are mainly translation adjustments.

Financing commitments (excluding Crédit Agricole internal operations)

	Performing commitments								
	Commitments subject to 12-month ECL (Stage 1)		Commitments subject to lifetime ECL (Stage 2)		Provisioned commitments (Stage 3)		Total		
(in millions of euros)	Amount of commitment	Loss allowance	Amount of commitment	Loss allowance	Amount of commitment	Loss allowance	Amount of commitment (a)	Loss allowance (b)	Net amount of commitment (a) + (b)
BALANCE AT 31 DECEMBER 2020	155,472	(181)	8,100	(220)	317	(58)	163,889	(459)	163,430
Transfers between stages during the period	**(3,447)**	**(20)**	**3,456**	**(27)**	**(9)**	**-**	**-**	**(47)**	
Transfers from Stage 1 to Stage 2	(5,462)	16	5,462	(83)			-	(67)	
Return to Stage 2 from Stage 1	2,018	(36)	(2,018)	56			-	20	
Transfers to Stage 3[1]	(5)	-	(5)	-	10	-	-	-	
Return from Stage 3 to Stage 2/Stage 1	2	-	17	-	(19)	-	-	-	
TOTAL AFTER TRANSFERS	152,025	(201)	11,556	(247)	308	(58)	163,889	(506)	163,383
Changes in commitments and loss allowances	**3,899**	**9**	**(901)**	**(69)**	**(51)**	**15**	**2,947**	**(45)**	
New commitments given[2]	112,544	(508)	3,563	(849)			116,107	(1,357)	
End of commitments	(113,265)	502	(4,636)	839	(209)	30	(118,109)	1,371	
Write-offs					(6)	6	(6)	6	
Changes of cash flows resulting in restructuring due to financial difficulties	-	-	(1)	-	-	-	(1)	-	
Changes in models' credit risk parameters during the period		22		(46)		(21)		(45)	
Changes in model/ methodology		-		-		-		-	
Transfers in non-current assets held for sale and discontinued operations	-	-	-	-	-	-	-	-	
Changes in scope	(80)	-	-	-	-	-	(80)	-	
Other[3]	4,700	(7)	173	(13)	164	-	5,036	(20)	
BALANCE AT 31 DECEMBER 2021	**155,924**	**(192)**	**10,655**	**(316)**	**257**	**(43)**	**166,836**	**(551)**	**166,285**

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.
(2) New commitments given in Stage 2 could include some originations in Stage 1 reclassified in Stage 2 during the period.
(3) The items in the "Others" line are mainly translation adjustments.

 Refer to the glossary on page 715 for the definition of technical terms.

Guarantee commitments (excluding Crédit Agricole internal operations)

	Performing commitments								
	Commitments subject to 12-month ECL (Stage 1)		Commitments subject to lifetime ECL (Stage 2)		Provisioned commitments (Stage 3)		Total		
(in millions of euros)	Amount of commitment	Loss allowance	Amount of commitment	Loss allowance	Amount of commitment	Loss allowance	Amount of commitment (a)	Loss allowance (b)	Net amount of commitment (a) + (b)
BALANCE AT 31 DECEMBER 2020	**77,952**	**(63)**	**6,708**	**(127)**	**1,075**	**(261)**	**85,735**	**(451)**	**85,284**
Transfers between stages during the period	**(1,767)**	**(8)**	**797**	**17**	**970**	**(30)**	**-**	**(21)**	
Transfers from Stage 1 to Stage 2	(2,988)	8	2,988	(23)			-	(15)	
Return to Stage 2 from Stage 1	1,223	(16)	(1,223)	19			-	3	
Transfers to Stage 3[1]	(2)	-	(1,004)	21	1,006	(30)	-	(9)	
Return from Stage 3 to Stage 2/Stage 1	-	-	36	-	(36)	-	-	-	
TOTAL AFTER TRANSFERS	**76,185**	**(71)**	**7,505**	**(110)**	**2,045**	**(291)**	**85,735**	**(472)**	**85,263**
Changes in commitments and loss allowances	**30,557**	**13**	**(919)**	**(43)**	**(535)**	**(9)**	**29,103**	**(39)**	
New commitments given[2]	81,464	(84)	2,320	(149)			83,784	(233)	
End of commitments	(53,083)	76	(3,407)	142	(732)	83	(57,222)	301	
Write-offs					(44)	44	(44)	44	
Changes of cash flows resulting in restructuring due to financial difficulties	-	-	-	-	-	(3)	-	(3)	
Changes in models' credit risk parameters during the period		22		(19)		(126)	-	(123)	
Changes in model/ methodology		-		-		-	-	-	
Changes in scope	(57)	-	-	-	(7)	-	(64)	-	
Other[3]	2,233	(1)	168	(17)	248	(7)	2,649	(25)	
BALANCE AT 31 DECEMBER 2021	**106,742**	**(58)**	**6,586**	**(153)**	**1,510**	**(300)**	**114,838**	**(511)**	**114,327**

(1) Transfers to Stage 3 correspond to outstanding amounts initially classified as Stage 1 which, during the year, were downgraded directly to Stage 3, or to Stage 2 and later to Stage 3.
(2) New commitments given in Stage 2 could include some originations in Stage 1 reclassified in Stage 2 during the period.
(3) The items in the "Others" line are mainly translation adjustments.

3.1.2 Maximum exposure to credit risk

An entity's maximum exposure to credit risk represents the carrying amount, net of any impairment loss recognised and without taking account of any collateral held or other credit enhancements (e.g. netting contracts that do not qualify for offset in accordance with IAS 32).

The tables below show the maximum exposures as well as the amount of collateral held and other credit enhancements allowing this exposure to be reduced.

Impaired assets at the end of the reporting period constitute the impaired assets (Stage 3).

Financial assets not subject to impairment requirements (accounted at fair value through profit or loss)

	31/12/2021					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
(in millions of euros)	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
Financial assets at fair value through profit or loss (excluding equity securities and assets backing unit-linked contracts)	**305,211**	**-**	**-**	**1,279**	**39**	**-**
Held for trading financial assets	230,509	-	-	1,279	-	-
Debt instruments that do not meet the conditions of the "SPPI" test	74,702	-	-	-	39	-
Financial assets designated at fair value through profit or loss	-	-	-	-	-	-
Hedging derivative Instruments	**14,125**	**-**	**-**	**-**	**-**	**-**
TOTAL	**319,336**	**-**	**-**	**1,279**	**39**	**-**

	31/12/2020					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
(in millions of euros)	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
Financial assets at fair value through profit or loss (excluding equity securities and assets backing unit-linked contracts)	**327,258**	**-**	**3,864**	**702**	**112**	**-**
Held for trading financial assets	255,747	-	-	691	-	-
Debt instruments that do not meet the conditions of the "SPPI" test	71,510	-	3,864	11	112	-
Financial assets designated at fair value through profit or loss	1	-	-	-	-	-
Hedging derivative Instruments	**21,745**	**-**	**-**	**1,329**	**-**	**-**
TOTAL	**349,003**	**-**	**3,864**	**2,031**	**112**	**-**

Refer to the glossary on page 715 for the definition of technical terms.

Financial assets subject to impairment requirements

(in millions of euros)	31/12/2021					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT MAY BE RECLASSIFIED TO PROFIT OR LOSS	253,842	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Loans and receivables due from credit institutions	-	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Loans and receivables due from customers	-	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Debt securities	253,842	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
FINANCIAL ASSETS AT AMORTISED COST	643,678	16,998	92,751	14,195	137,568	907
of which impaired assets at the reporting date	6,062	138	1,183	64	819	-
Loans and receivables due from credit institutions (excluding Crédit Agricole internal transactions)	99,699	3,599	-	5,835	3,628	-
of which impaired assets at the reporting date	53	-	-	-	-	-
Loans and receivables due from customers	459,905	13,399	92,751	8,360	133,940	907
of which impaired assets at the reporting date	6,006	138	1,183	64	819	-
Debt securities	84,074	-	-	-	-	-
of which impaired assets at the reporting date	3	-	-	-	-	-
TOTAL	897,520	16,998	92,751	14,195	137,568	907
of which impaired assets at the reporting date	6,062	138	1,183	64	819	-

	31/12/2020					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
(in millions of euros)	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT MAY BE RECLASSIFIED TO PROFIT OR LOSS	263,856	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Loans and receivables due from credit institutions	-	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Loans and receivables due from customers	-	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
Debt securities	263,856	-	-	-	-	-
of which impaired assets at the reporting date	-	-	-	-	-	-
FINANCIAL ASSETS AT AMORTISED COST	583,521	12,680	81,488	9,996	132,740	700
of which impaired assets at the reporting date	6,525	76	604	119	1,426	-
Loans and receivables due from credit institutions (excluding Crédit Agricole internal transactions)	92,790	4,632	-	921	3,190	700
of which impaired assets at the reporting date	50	-	-	-	28	-
Loans and receivables due from customers	405,937	8,048	81,488	9,075	129,550	-
of which impaired assets at the reporting date	6,470	76	604	119	1,398	-
Debt securities	84,794	-	-	-	-	-
of which impaired assets at the reporting date	5	-	-	-	-	-
TOTAL	**847,377**	**12,680**	**81,488**	**9,996**	**132,740**	**700**
of which impaired assets at the reporting date	6,525	76	604	119	1,426	-

Off-balance sheet commitments subject to provision requirements

	31/12/2021					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
(in millions of euros)	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
Guarantee commitments (excluding Crédit Agricole internal transactions)	114,327	-	20	406	5,542	1,527
of which provisioned commitments at the reporting date	1,210	-	-	-	6	-
Financing commitments (excluding Crédit Agricole internal transactions)	166,285	-	1,011	988	25,767	7,593
of which provisioned commitments at the reporting date	214	-	1	-	6	-
TOTAL	**280,612**	**-**	**1,031**	**1,394**	**31,309**	**9,120**
of which provisioned commitments at the reporting date	1,424	-	1	2	13	-

Refer to the glossary on page 715 for the definition of technical terms.

	31/12/2020					
		Credit risk mitigation				
		Collateral held as security			Other credit enhancement	
(in millions of euros)	Maximum exposure to credit risk	Financial instruments provided as collateral	Mortgages	Pledged securities	Financial guarantees	Credit derivatives
Guarantee commitments (excluding Crédit Agricole internal transactions)	**85,284**	**-**	**37**	**408**	**4,360**	**553**
of which provisioned commitments at the reporting date	2,837	-	-	93	14	-
Financing commitments (excluding Crédit Agricole internal transactions)	**163,430**	**-**	**943**	**918**	**17,177**	**7,827**
of which provisioned commitments at the reporting date	259	-	1	5	12	-
TOTAL	**248,714**	**-**	**980**	**1,326**	**21,536**	**8,380**
of which provisioned commitments at the reporting date	3,096	-	1	98	26	-

A description of the assets held as collateral is provided in Note 9 “Commitments given and received and other guarantees”.

3.1.3 Modified financial assets

Modified financial assets are those assets that have been restructured due to financial difficulties. Loans for which Crédit Agricole S.A. changed the initial financial terms (interest rate, term) for economic or legal reasons connected with the borrower’s financial difficulties, in a manner that would not have been considered under other circumstances. They thus consist of loans classified as in default and performing loans at the date they are restructured. (A more detailed definition of restructured loans and their accounting treatment can be found in Note 1.2 “Accounting policies and principles”, chapter entitled “Financial instruments – Credit risk”.)

For assets restructured during the period, the carrying amount following restructuring consists of:

	Performing assets		
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)
Loans and receivables due from credit institutions	**1**	**-**	**-**
Gross carrying amount before modification	1	-	-
Net gains (losses) resulting from the modification	-	-	-
Loans and receivables due from customers	**10**	**1,256**	**1,099**
Gross carrying amount before modification	10	1,264	1,110
Net gains (losses) resulting from the modification	-	(8)	(12)
Debt securities	**1**	**2**	**-**
Gross carrying amount before modification	-	-	-
Net gains (losses) resulting from the modification	1	2	-

In accordance with the principles set out in Note 1.2 “Accounting policies and principles”, chapter entitled “Financial instruments – Credit risk”, restructured assets at a stage of impairment corresponding to that of Stage 2 (performing assets) or Stage 3 (impaired assets) may go back into Stage 1 (performing assets). The carrying amount of modified assets affected by this reclassification during the period is:

	Gross carrying amount
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)
Restructured assets previously classified in Stage 2 or Stage 3 and reclassified in Stage 1 during the period	
Loans and receivables due from credit institutions	-
Loans and receivables due from customers	5
Debt securities	-
TOTAL	**5**

3.1.4 Credit risk concentrations

The carrying amounts and commitments are presented net of impairment and provisions.

Exposure to credit risk by category of credit risk

The credit risk categories are presented by probability of default intervals. The correspondence between internal ratings and probability of default intervals is discussed in the chapter entitled "Risk Factors and Pillar 3 – Credit Risk Management".

— Financial assets at amortised cost (excluding Crédit Agricole internal transactions)

		At 31 December 2021			
		Carrying amount			
		Performing assets			
(in millions of euros)	Credit risk rating grades	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
Retail customers	PD ≤ 0.5%	145,109	1,133	-	146,242
	0.5% < PD ≤ 2%	22,479	3,544	-	26,023
	2% < PD ≤ 20%	9,516	7,520	-	17,036
	20% < PD < 100%	-	1,228	-	1,228
	PD = 100%	-	-	4,360	4,360
TOTAL RETAIL CUSTOMERS		177,104	13,425	4,360	194,889
Non-retail customers	PD ≤ 0.6%	354,895	10,138	-	365,033
	0.6% < PD < 12%	56,722	24,672	-	81,394
	12% ≤ PD < 100%	-	3,734	-	3,734
	PD = 100%(1)	-	-	8,022	8,022
TOTAL NON-RETAIL CUSTOMERS		411,617	38,544	8,022	458,183
Impairment		(1,096)	(1,979)	(6,320)	(9,395)
TOTAL		**587,625**	**49,990**	**6,062**	**643,677**

(1) *Stage 3 includes Credito Valtellinese impaired assets for a gross carrying amount of €1,214 million and a loss allowance of €664 million, which includes a preliminary allocation of the first consolidation goodwill of €378 million for receivables due from customers, i.e. a net book value of €550 million.*

		At 31 December 2020			
		Carrying amount			
		Performing assets			
(in millions of euros)	Credit risk rating grades	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
Retail customers	PD ≤ 0.5%	128,413	628	-	129,041
	0.5% < PD ≤ 2%	24,965	1,498	-	26,463
	2% < PD ≤ 20%	7,599	8,324	-	15,923
	20% < PD < 100%	-	970	-	970
	PD = 100%	-	-	4,703	4,703
TOTAL RETAIL CUSTOMERS		160,977	11,420	4,703	177,100
Non-retail customers	PD ≤ 0.6%	326,390	5,243	-	331,633
	0.6% < PD < 12%	52,697	17,483	-	70,180
	12% ≤ PD < 100%	-	5,494	-	5,494
	PD = 100%	-	-	9,156	9,156
TOTAL NON-RETAIL CUSTOMERS		379,087	28,220	9,156	416,463
Impairment		(980)	(1,729)	(7,333)	(10,042)
TOTAL		**539,084**	**37,911**	**6,526**	**583,521**

Refer to the glossary on page 715 for the definition of technical terms.

Financial assets at fair value through other comprehensive income that may be reclassified to profit or loss

		At 31 December 2021			
		Carrying amount			
		Performing assets			
(in millions of euros)	Credit risk rating grades	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
Retail customers	PD ≤ 0.5%	-	-	-	-
	0.5% < PD ≤ 2%	-	-	-	-
	2% < PD ≤ 20%	-	-	-	-
	20% < PD < 100%	-	-	-	-
	PD = 100%	-	-	-	-
TOTAL RETAIL CUSTOMERS		-	-	-	-
Non-retail customers	PD ≤ 0.6%	248,713	2,659	-	251,372
	0.6% < PD < 12%	1,412	288	-	1,700
	12% ≤ PD < 100%	-	770	-	770
	PD = 100%	-	-	-	-
TOTAL NON-RETAIL CUSTOMERS		250,125	3,717	-	253,842
TOTAL		**250,125**	**3,717**	**-**	**253,842**

		At 31 December 2020			
		Carrying amount			
		Performing assets			
(in millions of euros)	Credit risk rating grades	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
Retail customers	PD ≤ 0.5%	-	-	-	-
	0.5% < PD ≤ 2%	-	-	-	-
	2% < PD ≤ 20%	-	-	-	-
	20% < PD < 100%	-	-	-	-
	PD = 100%	-	-	-	-
TOTAL RETAIL CUSTOMERS		-	-	-	-
Non-retail customers	PD ≤ 0.6%	260,838	1,156	-	261,994
	0.6% < PD < 12%	672	1,190	-	1,862
	12% ≤ PD < 100%	-	-	-	-
	PD = 100%	-	-	-	-
TOTAL NON-RETAIL CUSTOMERS		261,510	2,346	-	263,856
TOTAL		**261,510**	**2,346**	**-**	**263,856**

— Financing commitments (excluding Crédit Agricole internal operations)

		At 31 December 2021			
		Amount of commitment			
		Performing commitments			
(in millions of euros)	Credit risk rating grades	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
Retail customers	PD ≤ 0.5%	15,914	307	-	**16,221**
	0.5% < PD ≤ 2%	2,517	499	-	**3,016**
	2% < PD ≤ 20%	877	337	-	**1,214**
	20% < PD < 100%	-	51	-	**51**
	PD = 100%	-	-	24	**24**
TOTAL RETAIL CUSTOMERS		19,308	1,194	24	20,526
Non-retail customers	PD ≤ 0.6%	122,595	2,268	-	**124,863**
	0.6% < PD < 12%	14,021	6,281	-	**20,302**
	12% ≤ PD < 100%	-	912	-	**912**
	PD = 100%	-	-	233	**233**
TOTAL NON-RETAIL CUSTOMERS		136,616	9,461	233	146,310
Provisions[(1)]		(192)	(316)	(43)	**(551)**
TOTAL		**155,732**	**10,339**	**214**	**166,285**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

		At 31 December 2020			
		Amount of commitment			
		Performing commitments			
(in millions of euros)	Credit risk rating grades	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
Retail customers	PD ≤ 0.5%	15,686	76	-	**15,762**
	0.5% < PD ≤ 2%	2,553	270	-	**2,823**
	2% < PD ≤ 20%	799	411	-	**1,210**
	20% < PD < 100%	-	34	-	**34**
	PD = 100%	-	-	22	**22**
TOTAL RETAIL CUSTOMERS		19,038	791	22	19,851
Non-retail customers	PD ≤ 0.6%	122,971	1,431	-	**124,402**
	0.6% < PD < 12%	13,463	5,032	-	**18,495**
	12% ≤ PD < 100%	-	846	-	**846**
	PD = 100%	-	-	295	**295**
TOTAL NON-RETAIL CUSTOMERS		136,434	7,309	295	144,038
Provisions[(1)]		(181)	(220)	(58)	**(459)**
TOTAL		**155,291**	**7,880**	**259**	**163,430**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

Refer to the glossary on page 715 for the definition of technical terms.

Guarantee commitments (excluding Crédit Agricole internal operations)

		At 31 December 2021			
		Amount of commitment			
		Performing commitments			
(in millions of euros)	Credit risk rating grades	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
Retail customers	PD ≤ 0.5%	838	19	-	**857**
	0.5% < PD ≤ 2%	102	18	-	**120**
	2% < PD ≤ 20%	60	17	-	**77**
	20% < PD < 100%	-	4	-	**4**
	PD = 100%	-	-	89	**89**
TOTAL RETAIL CUSTOMERS		1,000	58	89	1,147
Non-retail customers	PD ≤ 0.6%	97,136	4,084	-	**101,220**
	0.6% < PD < 12%	8,606	2,030	-	**10,636**
	12% ≤ PD < 100%	-	414	-	**414**
	PD = 100%	-	-	1,421	**1,421**
TOTAL NON-RETAIL CUSTOMERS		105,742	6,528	1,421	113,691
Provisions[1]		(58)	(153)	(300)	**(511)**
TOTAL		**106,684**	**6,433**	**1,210**	**114,327**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

		At 31 December 2020			
		Amount of commitment			
		Performing commitments			
(in millions of euros)	Credit risk rating grades	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
Retail customers	PD ≤ 0.5%	910	36	-	**946**
	0.5% < PD ≤ 2%	81	1	-	**82**
	2% < PD ≤ 20%	53	24	-	**77**
	20% < PD < 100%	-	1	-	**1**
	PD = 100%	-	-	87	**87**
TOTAL RETAIL CUSTOMERS		1,044	62	87	1,193
Non-retail customers	PD ≤ 0.6%	71,160	1,831	-	**72,991**
	0.6% < PD < 12%	5,748	1,229	-	**6,977**
	12% ≤ PD < 100%	-	1,563	-	**1,563**
	PD = 100%	-	-	3,011	**3,011**
TOTAL NON-RETAIL CUSTOMERS		76,908	4,623	3,011	84,542
Provisions[1]		(63)	(127)	(261)	**(451)**
TOTAL		**77,889**	**4,558**	**2,837**	**85,284**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

Credit risk concentrations by customer type

— Financial assets designated at fair value through profit or loss by customer type

	31/12/2021			31/12/2020		
		Amount of changes in fair value resulting from changes in credit risk			Amount of changes in fair value resulting from changes in credit risk	
(in millions of euros)	Carrying amount	During the period	Cumulative	Carrying amount	During the period	Cumulative
General administration	-	-	-	-	-	-
Central banks	-	-	-	-	-	-
Credit institutions	-	-	-	-	-	-
Large corporates	-	-	-	1	-	-
Retail customers	-	-	-	-	-	-
TOTAL FINANCIAL ASSETS DESIGNATED AT FAIR VALUE THROUGH PROFIT OR LOSS	**-**	**-**	**-**	**1**	**-**	**-**

— Financial assets at amortised cost by customer type (excluding Crédit Agricole internal transactions)

	At 31 December 2021			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
General administration	51,553	942	52	**52,547**
Central banks	3,854	-	-	**3,854**
Credit institutions	117,117	56	436	**117,609**
Large corporates[(1)]	239,093	37,546	7,534	**284,173**
Retail customers	177,104	13,425	4,360	**194,889**
Impairment	(1,096)	(1,979)	(6,320)	**(9,395)**
TOTAL	**587,625**	**49,990**	**6,062**	**643,677**

(1) Stage 3 includes Credito Valtellinese impaired assets for a gross carrying amount of €1,214 million and a loss allowance of €664 million, which includes a preliminary allocation of the first consolidation goodwill of €378 million for receivables due from customers, i.e. a net book value of €550 million.

	At 31 December 2020			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
General administration	44,308	739	61	**45,108**
Central banks	4,924	-	-	**4,924**
Credit institutions	113,078	61	407	**113,546**
Large corporates	216,776	27,420	8,688	**252,884**
Retail customers	160,978	11,420	4,703	**177,101**
Impairment	(980)	(1,729)	(7,333)	**(10,042)**
TOTAL	**539,084**	**37,911**	**6,526**	**583,521**

Refer to the glossary on page 715 for the definition of technical terms.

Financial assets at fair value through other comprehensive income that may be reclassified to profit or loss by customer type

	At 31 December 2021			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
General administration	119,897	886	-	**120,783**
Central banks	562	433	-	**995**
Credit institutions	65,403	5	-	**65,408**
Large corporates	64,263	2,393	-	**66,656**
Retail customers	-	-	-	**-**
TOTAL	**250,125**	**3,717**	**-**	**253,842**

	At 31 December 2020			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
General administration	124,162	693	-	**124,855**
Central banks	372	378	-	**750**
Credit institutions	65,091	4	-	**65,095**
Large corporates	71,885	1,271	-	**73,156**
Retail customers	-	-	-	**-**
TOTAL	**261,510**	**2,346**	**-**	**263,856**

Due to customers by customer type

(in millions of euros)	31/12/2021	31/12/2020
General administration	16,676	10,550
Large corporates	298,548	279,949
Retail customers	465,953	428,889
TOTAL AMOUNT DUE TO CUSTOMERS	**781,177**	**719,388**

Financing commitments by customer type (excluding Crédit Agricole internal transactions)

	At 31 December 2021			
	Amount of commitment			
	Performing commitments			
(in millions of euros)	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
General administration	4,154	879	-	**5,033**
Central banks	-	-	-	**-**
Credit institutions	13,087	-	-	**13,087**
Large corporates	119,375	8,582	233	**128,190**
Retail customers	19,308	1,194	24	**20,526**
Provisions[(1)]	(192)	(316)	(43)	**(551)**
TOTAL	**155,732**	**10,339**	**214**	**166,285**

(1) Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.

(in millions of euros)	At 31 December 2020			
	Amount of commitment			
	Performing commitments			
	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
General administration	3,113	748	-	**3,861**
Central banks	-	-	-	**-**
Credit institutions	15,009	-	-	**15,009**
Large corporates	118,311	6,561	295	**125,167**
Retail customers	19,039	791	22	**19,852**
Provisions[1]	(181)	(220)	(58)	**(459)**
TOTAL	**155,291**	**7,880**	**259**	**163,430**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

— Guarantee commitments by customer type (excluding Crédit Agricole internal transactions)

(in millions of euros)	At 31 December 2021			
	Amount of commitment			
	Performing commitments			
	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
General administration	286	1	-	**287**
Central banks	433	-	-	**433**
Credit institutions	10,094	32	21	**10,147**
Large corporates	94,929	6,495	1,400	**102,824**
Retail customers	1,000	58	89	**1,147**
Provisions[1]	(58)	(153)	(300)	**(511)**
TOTAL	**106,684**	**6,433**	**1,210**	**114,327**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

(in millions of euros)	At 31 December 2020			
	Amount of commitment			
	Performing commitments			
	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
General administration	230	-	-	**230**
Central banks	465	-	-	**465**
Credit institutions	7,568	32	23	**7,623**
Large corporates	68,645	4,591	2,987	**76,223**
Retail customers	1,044	62	88	**1,194**
Provisions[1]	(63)	(127)	(261)	**(451)**
TOTAL	**77,889**	**4,558**	**2,837**	**85,284**

(1) *Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.*

Refer to the glossary on page 715 for the definition of technical terms.

Credit risk concentrations by geographical area

— Financial assets at amortised cost by geographical area (excluding Crédit Agricole internal transactions)

	At 31 December 2021			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
France (including overseas departments and territories)	295,193	27,353	4,527	**327,073**
Other European Union countries[1]	162,031	10,497	4,401	**176,929**
Other European countries	30,927	1,986	355	**33,268**
North America	31,103	3,973	232	**35,308**
Central and South America	8,191	2,090	1,384	**11,665**
Africa and Middle East	19,526	2,318	1,088	**22,932**
Asia-Pacific (excluding Japan)	34,979	2,589	266	**37,834**
Japan	4,957	1,163	129	**6,249**
Supranational organisations	1,814	-	-	**1,814**
Impairment	(1,096)	(1,979)	(6,320)	**(9,395)**
TOTAL	**587,625**	**49,990**	**6,062**	**643,677**

(1) Stage 3 includes Credito Valtellinese impaired assets for a gross carrying amount of €1,214 million and a loss allowance of €664 million, which includes a preliminary allocation of the first consolidation goodwill of €378 million for receivables due from customers, i.e. a net book value of €550 million.

	At 31 December 2020			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
France (including overseas departments and territories)	286,538	18,914	4,890	**310,342**
Other European Union countries	146,708	9,078	5,548	**161,334**
Other European countries	17,698	712	259	**18,669**
North America	28,732	3,351	295	**32,378**
Central and South America	6,870	2,075	1,211	**10,156**
Africa and Middle East	17,025	2,492	1,126	**20,643**
Asia-Pacific (excluding Japan)	30,388	1,822	299	**32,509**
Japan	4,328	1,196	231	**5,755**
Supranational organisations	1,777	-	-	**1,777**
Impairment	(980)	(1,729)	(7,333)	**(10,042)**
TOTAL	**539,084**	**37,911**	**6,526**	**583,521**

Financial assets at fair value through other comprehensive income that may be reclassified to profit or loss by geographical area

	At 31 December 2021			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
France (including overseas departments and territories)	121,154	687	-	**121,841**
Other European Union countries	84,346	1,429	-	**85,775**
Other European countries	12,995	272	-	**13,267**
North America	20,107	558	-	**20,665**
Central and South America	462	-	-	**462**
Africa and Middle East	760	771	-	**1,531**
Asia-Pacific (excluding Japan)	5,471	-	-	**5,471**
Japan	2,481	-	-	**2,481**
Supranational organisations	2,349	-	-	**2,349**
TOTAL	**250,125**	**3,717**	**-**	**253,842**

	At 31 December 2020			
	Carrying amount			
	Performing assets			
(in millions of euros)	Assets subject to 12-month ECL (Stage 1)	Assets subject to lifetime ECL (Stage 2)	Credit-impaired assets (Stage 3)	Total
France (including overseas departments and territories)	129,904	747	-	**130,651**
Other European Union countries	97,281	952	-	**98,233**
Other European countries	3,784	-	-	**3,784**
North America	20,465	6	-	**20,471**
Central and South America	371	-	-	**371**
Africa and Middle East	690	641	-	**1,331**
Asia-Pacific (excluding Japan)	5,203	-	-	**5,203**
Japan	1,432	-	-	**1,432**
Supranational organisations	2,380	-	-	**2,380**
TOTAL	**261,510**	**2,346**	**-**	**263,856**

Due to customers by geographical area

(in millions of euros)	31/12/2021	31/12/2020
France (including overseas departments and territories)	525,825	498,725
Other European Union countries	157,990	135,624
Other European countries	29,340	16,441
North America	17,159	22,844
Central and South America	5,855	5,464
Africa and Middle East	16,518	13,852
Asia-Pacific (excluding Japan)	17,742	13,813
Japan	10,743	12,620
Supranational organisations	5	5
TOTAL AMOUNT DUE TO CUSTOMERS	**781,177**	**719,388**

Refer to the glossary on page 715 for the definition of technical terms.

Financing commitments by geographical area (excluding Crédit Agricole internal transactions)

	At 31 December 2021			
	Amount of commitment			
	Performing commitments			
(in millions of euros)	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
France (including overseas departments and territories)	59,628	2,963	81	**62,672**
Other European Union countries	38,747	1,814	126	**40,687**
Other European countries	13,348	877	4	**14,229**
North America	26,554	2,698	2	**29,254**
Central and South America	2,489	1,359	39	**3,887**
Africa and Middle East	6,273	553	4	**6,830**
Asia-Pacific (excluding Japan)	7,762	391	1	**8,154**
Japan	1,123	-	-	**1,123**
Supranational organisations	-	-	-	**-**
Provisions[1]	(192)	(316)	(43)	**(551)**
TOTAL	**155,732**	**10,339**	**214**	**166,285**

(1) Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.

	At 31 December 2020			
	Amount of commitment			
	Performing commitments			
(in millions of euros)	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
France (including overseas departments and territories)	63,881	2,376	95	**66,352**
Other European Union countries	48,607	1,381	197	**50,185**
Other European countries	6,383	178	2	**6,563**
North America	22,711	2,483	3	**25,197**
Central and South America	1,941	1,231	1	**3,173**
Africa and Middle East	4,875	433	-	**5,308**
Asia-Pacific (excluding Japan)	6,205	18	20	**6,243**
Japan	869	-	-	**869**
Supranational organisations	-	-	-	**-**
Provisions[1]	(181)	(220)	(59)	**(460)**
TOTAL	**155,291**	**7,880**	**259**	**163,430**

(1) Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.

Guarantee commitments by geographical area (excluding Crédit Agricole internal transactions)

	At 31 December 2021			
	Amount of commitment			
	Performing commitments			
(in millions of euros)	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
France (including overseas departments and territories)	42,945	2,791	222	**45,958**
Other European Union countries	21,146	2,573	1,131	**24,850**
Other European countries	9,036	287	77	**9,400**
North America	19,684	559	13	**20,256**
Central and South America	1,062	99	4	**1,165**
Africa and Middle East	2,789	72	58	**2,919**
Asia-Pacific (excluding Japan)	8,726	114	5	**8,845**
Japan	1,354	91	-	**1,445**
Supranational organisations	-	-	-	**-**
Provisions[1]	(58)	(153)	(300)	**(511)**
TOTAL	**106,684**	**6,433**	**1,210**	**114,327**

(1) Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.

	At 31 December 2020			
	Amount of commitment			
	Performing commitments			
(in millions of euros)	Commitments subject to 12-month ECL (Stage 1)	Commitments subject to lifetime ECL (Stage 2)	Provisioned commitments (Stage 3)	Total
France (including overseas departments and territories)	34,143	1,040	353	**35,536**
Other European Union countries	16,272	1,698	2,611	**20,581**
Other European countries	3,254	127	-	**3,381**
North America	11,447	1,268	52	**12,767**
Central and South America	1,341	2	18	**1,361**
Africa and Middle East	2,523	108	46	**2,677**
Asia-Pacific (excluding Japan)	6,945	334	18	**7,297**
Japan	2,027	108	-	**2,135**
Supranational organisations	-	-	-	**-**
Provisions[1]	(63)	(127)	(261)	**(451)**
TOTAL	**77,889**	**4,558**	**2,837**	**85,284**

(1) Expected or proven losses in respect of off-balance sheet commitments are covered by provisions recognised as liabilities on the balance sheet.

Refer to the glossary on page 715 for the definition of technical terms.

3.1.5 Information on the watch list or individually impaired financial assets

Analysis of watch list or individually impaired financial assets by customer type

	Carrying amount at 31/12/2021								
	Assets without significant increase in credit risk since initial recognition (Stage 1)			Assets with significant increase in credit risk since initial recognition but not impaired (Stage 2)			Credit-impaired assets (Stage 3)		
(in millions of euros)	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days
Debt securities	**-**	**-**	**-**	**-**	**13**	**-**	**-**	**-**	**-**
General administration	-	-	-	-	-	-	-	-	-
Central banks	-	-	-	-	-	-	-	-	-
Credit institutions	-	-	-	-	-	-	-	-	-
Large corporates	-	-	-	-	13	-	-	-	-
Retail customers	-	-	-	-	-	-	-	-	-
Loans and receivables	**3,894**	**800**	**-**	**4,885**	**1,203**	**6**	**632**	**177**	**3,184**
General administration	23	102	-	49	1	-	1	-	19
Central banks	-	-	-	-	-	-	-	-	-
Credit institutions	13	-	-	-	-	-	-	-	44
Large corporates	2,644	587	-	2,364	777	1	425	53	2,023
Retail customers	1,214	111	-	2,472	425	5	206	124	1,098
TOTAL	**3,894**	**800**	**-**	**4,885**	**1,216**	**6**	**632**	**177**	**3,184**

	Carrying amount at 31/12/2020								
	Assets without significant increase in credit risk since initial recognition (Stage 1)			Assets with significant increase in credit risk since initial recognition but not impaired (Stage 2)			Credit-impaired assets (Stage 3)		
(in millions of euros)	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days	≤ 30 days	> 30 days up to ≤ 90 days	> 90 days
Debt securities	**577**	**-**	**-**	**-**	**313**	**-**	**-**	**-**	**-**
General administration	-	-	-	-	-	-	-	-	-
Central banks	-	-	-	-	-	-	-	-	-
Credit institutions	-	-	-	-	-	-	-	-	-
Large corporates	577	-	-	-	313	-	-	-	-
Retail customers	-	-	-	-	-	-	-	-	-
Loans and receivables	**1,988**	**320**	**-**	**3,126**	**860**	**13**	**148**	**253**	**3,810**
General administration	20	45	-	19	1	-	-	-	32
Central banks	-	-	-	-	-	-	-	-	-
Credit institutions	6	65	-	-	-	-	-	-	41
Large corporates	1,213	147	-	1,253	425	10	31	145	2,501
Retail customers	749	63	-	1,854	434	3	117	108	1,236
TOTAL	**2,565**	**320**	**-**	**3,126**	**1,173**	**13**	**148**	**253**	**3,810**

3.2 Market risk

(See chapter on "Risk management – Credit risk".)

Derivative instruments: analysis by residual maturity

The breakdown of market values of derivative instruments is shown by remaining contractual maturity.

Hedging derivative instruments – Fair value of assets

	31/12/2021						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**-**	**-**	**-**	**1,592**	**3,767**	**8,053**	**13,412**
Futures	-	-	-	-	-	2	**2**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	1,484	3,763	8,043	**13,290**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	108	4	8	**120**
Other options	-	-	-	-	-	-	**-**
Currency instruments	**-**	**-**	**-**	**74**	**55**	**19**	**148**
Currency futures	-	-	-	74	55	19	**148**
Currency options	-	-	-	-	-	-	
Other instruments	**-**	**-**	**-**	**25**	**-**	**-**	**25**
Other	-	-	-	25	-	-	**25**
SUBTOTAL	**-**	**-**	**-**	**1,691**	**3,822**	**8,072**	**13,585**
Forward currency transactions	-	-	-	540	-	-	**540**
TOTAL FAIR VALUE OF HEDGING DERIVATIVES – ASSETS	**-**	**-**	**-**	**2,231**	**3,822**	**8,072**	**14,125**

	31/12/2020						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**-**	**-**	**-**	**3,956**	**3,993**	**13,318**	**21,267**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	3,952	3,987	13,312	**21,251**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	4	6	6	**16**
Other options	-	-	-	-	-	-	**-**
Currency instruments	**-**	**-**	**-**	**142**	**94**	**14**	**250**
Currency futures	-	-	-	142	94	14	**250**
Currency options	-	-	-	-	-	-	**-**
Other instruments	**-**	**-**	**-**	**15**	**-**	**-**	**15**
Other	-	-	-	15	-	-	**15**
SUBTOTAL	**-**	**-**	**-**	**4,113**	**4,087**	**13,332**	**21,532**
Forward currency transactions	-	-	-	213	-	-	**213**
TOTAL FAIR VALUE OF HEDGING DERIVATIVES – ASSETS	**-**	**-**	**-**	**4,326**	**4,087**	**13,332**	**21,745**

Refer to the glossary on page 715 for the definition of technical terms.

Hedging derivative instruments – fair value of liabilities

	31/12/2021						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**-**	**-**	**-**	**1,318**	**4,049**	**6,372**	**11,739**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	1,312	4,039	6,371	**11,722**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	6	4	1	**11**
Other options	-	-	-	-	6	-	**6**
Currency instruments	**-**	**-**	**-**	**41**	**37**	**175**	**253**
Currency futures	-	-	-	41	37	175	**253**
Currency options	-	-	-	-	-	-	**-**
Other instruments	**-**	**-**	**-**	**15**	**-**	**-**	**15**
Other	-	-	-	15	-	-	**15**
SUBTOTAL	**-**	**-**	**-**	**1,374**	**4,086**	**6,547**	**12,007**
Forward currency transactions	-	-	-	351	-	-	**351**
TOTAL FAIR VALUE OF HEDGING DERIVATIVES – LIABILITIES	**-**	**-**	**-**	**1,725**	**4,086**	**6,547**	**12,358**

	31/12/2020						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**-**	**-**	**-**	**1,932**	**4,813**	**7,827**	**14,572**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	1,929	4,806	7,823	**14,558**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	3	7	4	**14**
Other options	-	-	-	-	-	-	**-**
Currency instruments	**-**	**-**	**-**	**141**	**10**	**24**	**175**
Currency futures	-	-	-	141	10	24	**175**
Currency options	-	-	-	-	-	-	**-**
Other instruments	**-**	**-**	**-**	**35**	**-**	**-**	**35**
Other	-	-	-	35	-	-	**35**
SUBTOTAL	**-**	**-**	**-**	**2,108**	**4,823**	**7,851**	**14,782**
Forward currency transactions	-	-	-	436	-	-	**436**
TOTAL FAIR VALUE OF HEDGING DERIVATIVES – LIABILITIES	**-**	**-**	**-**	**2,544**	**4,823**	**7,851**	**15,218**

Derivative instruments held for trading – fair value of assets

	31/12/2021						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**4**	**2**	**-**	**3,063**	**10,748**	**41,338**	**55,155**
Futures	-	2	-	-	-	-	**2**
FRAs	-	-	-	3	-	-	**3**
Interest rate swaps	-	-	-	2,586	8,509	31,600	**42,695**
Interest rate options	-	-	-	12	984	8,817	**9,813**
Caps, floors, collars	-	-	-	462	1,255	879	**2,596**
Other options	4	-	-	-	-	42	**46**
Currency instruments and gold	**88**	**15**	**-**	**5,104**	**4,181**	**4,142**	**13,530**
Currency futures	87	15	-	3,460	3,206	3,739	**10,507**
Currency options	1	-	-	1,644	975	403	**3,023**
Other instruments	**302**	**854**	**98**	**1,500**	**6,270**	**2,206**	**11,230**
Equity and index derivatives	302	854	98	1,255	5,892	1,840	**10,241**
Precious metal derivatives	-	-	-	35	-	-	**35**
Commodities derivatives	-	-	-	-	-	-	**-**
Credit derivatives	-	-	-	31	71	62	**164**
Other	-	-	-	179	307	304	**790**
SUBTOTAL	394	871	98	9,667	21,199	47,686	**79,915**
Forward currency transactions	-	-	-	12,796	1,049	138	**13,983**
TOTAL FAIR VALUE OF TRANSACTION DERIVATIVES – ASSETS	**394**	**871**	**98**	**22,463**	**22,248**	**47,824**	**93,898**

	31/12/2020						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**5**	**-**	**-**	**4,957**	**16,993**	**53,300**	**75,255**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	3	-	-	**3**
Interest rate swaps	-	-	-	4,231	13,651	38,590	**56,472**
Interest rate options	-	-	-	159	2,233	13,430	**15,822**
Caps, floors, collars	-	-	-	564	1,109	1,280	**2,953**
Other options	5	-	-	-	-	-	**5**
Currency instruments and gold	**-**	**-**	**-**	**6,640**	**3,538**	**3,904**	**14,082**
Currency futures	-	-	-	4,349	2,885	3,566	**10,800**
Currency options	-	-	-	2,291	653	338	**3,282**
Other instruments	**724**	**671**	**128**	**1,812**	**5,444**	**1,956**	**10,735**
Equity and index derivatives	724	671	128	1,511	5,298	1,066	**9,398**
Precious metal derivatives	-	-	-	96	2	-	**98**
Commodities derivatives	-	-	-	-	-	-	**-**
Credit derivatives	-	-	-	18	80	51	**149**
Other	-	-	-	187	64	839	**1,090**
SUBTOTAL	729	671	128	13,409	25,975	59,160	**100,072**
Forward currency transactions	-	-	-	14,836	1,154	175	**16,165**
TOTAL FAIR VALUE OF TRANSACTION DERIVATIVES – ASSETS	**729**	**671**	**128**	**28,245**	**27,129**	**59,335**	**116,237**

Refer to the glossary on page 715 for the definition of technical terms.

Derivative instruments held for trading – fair value of liabilities

	31/12/2021						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**1**	**2**	**-**	**2,166**	**11,239**	**41,647**	**55,055**
Futures	-	2	-	-	-	-	**2**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	1	-	-	1,494	8,682	29,881	**40,058**
Interest rate options	-	-	-	461	1,350	10,512	**12,323**
Caps, floors, collars	-	-	-	211	1,207	1,254	**2,672**
Other options	-	-	-	-	-	-	**-**
Currency instruments and gold	**98**	**20**	**-**	**3,398**	**3,614**	**3,426**	**10,556**
Currency futures	98	20	-	2,136	2,689	3,080	**8,023**
Currency options	-	-	-	1,262	925	346	**2,533**
Other instruments	**553**	**764**	**109**	**1,415**	**2,762**	**1,554**	**7,157**
Equity and index derivatives	553	764	109	572	2,260	1,152	**5,410**
Precious metal derivatives	-	-	-	45	-	-	**45**
Commodities derivatives	-	-	-	-	-	-	**-**
Credit derivatives	-	-	-	207	320	37	**564**
Other	-	-	-	591	182	365	**1,138**
SUBTOTAL	**652**	**786**	**109**	**6,979**	**17,615**	**46,627**	**72,768**
Forward currency transactions		-	-	12,464	711	1,110	**14,285**
TOTAL FAIR VALUE OF TRANSACTION DERIVATIVES – LIABILITIES	**652**	**786**	**109**	**19,443**	**18,326**	**47,737**	**87,053**

	31/12/2020						
	Exchange-traded transactions			Over-the-counter transactions			Total market value
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**-**	**-**	**-**	**3,712**	**16,093**	**54,021**	**73,826**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	3,211	12,660	36,934	**52,805**
Interest rate options	-	-	-	180	2,370	15,247	**17,797**
Caps, floors, collars	-	-	-	319	1,063	1,840	**3,222**
Other options	-	-	-	2	-	-	**2**
Currency instruments and gold	**1**	**-**	**-**	**4,803**	**3,310**	**3,443**	**11,557**
Currency futures	-	-	-	2,860	2,771	3,254	**8,885**
Currency options	1	-	-	1,943	539	189	**2,672**
Other instruments	**449**	**750**	**185**	**1,431**	**3,332**	**1,011**	**7,158**
Equity and index derivatives	449	750	185	896	2,979	778	**6,037**
Precious metal derivatives	-	-	-	85	2	-	**87**
Commodities derivatives	-	-	-	-	-	-	**-**
Credit derivatives	-	-	-	195	318	30	**543**
Other	-	-	-	255	33	203	**491**
SUBTOTAL	**450**	**750**	**185**	**9,946**	**22,735**	**58,475**	**92,541**
Forward currency transactions		-	-	15,604	1,324	(47)	**16,881**
TOTAL FAIR VALUE OF TRANSACTION DERIVATIVES – LIABILITIES	**450**	**750**	**185**	**25,550**	**24,059**	**58,428**	**109,422**

Derivative instruments: amount of commitment

(in millions of euros)	31/12/2021 Total notional amount outstanding	31/12/2020 Total notional amount outstanding
Interest rate instruments	**13,119,200**	**11,804,270**
Futures	172,085	115,284
FRAs	1,346,821	2,561,506
Interest rate swaps	10,195,741	7,785,348
Interest rate options	745,788	723,595
Caps, floors, collars	488,145	518,130
Other options	170,620	100,407
Currency instruments and gold	**551,680**	**469,713**
Currency futures	312,573	253,263
Currency options	239,107	216,450
Other instruments	**189,041**	**176,663**
Equity and index derivatives	114,446	117,820
Precious metal derivatives	2,866	3,863
Commodities derivatives	7	4
Credit derivatives	20,958	20,620
Other	50,764	34,356
SUBTOTAL	**13,859,921**	**12,450,646**
Forward currency transactions	2,477,016	1,890,121
TOTAL NOTIONAL AMOUNT	**16,336,937**	**14,340,767**

Foreign exchange risk

(See chapter on "Risk management – Asset and liability management".)

3.3 Liquidity and financing risk

(See chapter on "Risk management – Asset and liability management".)

Loans and receivables due from credit institutions and due from customers by residual maturity

	31/12/2021					
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Loans and receivables due from credit institutions (including Crédit Agricole internal transactions)	78,564	90,867	249,093	83,237	-	**501,761**
Loans and receivables due from customers (including finance leases)	111,595	50,940	167,010	135,459	3,797	**468,801**
TOTAL	**190,159**	**141,807**	**416,103**	**218,696**	**3,797**	**970,562**
Impairment						**(9,310)**
TOTAL LOANS AND RECEIVABLES DUE FROM CREDIT INSTITUTIONS AND FROM CUSTOMERS						**961,252**

	31/12/2020					
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Loans and receivables due from credit institutions (including Crédit Agricole internal transactions)	82,369	79,813	219,775	81,593	-	**463,550**
Loans and receivables due from customers (including finance leases)	84,957	54,943	149,623	122,481	3,513	**415,517**
TOTAL	**167,326**	**134,756**	**369,398**	**204,074**	**3,513**	**879,067**
Impairment						**(9,961)**
TOTAL LOANS AND RECEIVABLES DUE FROM CREDIT INSTITUTIONS AND FROM CUSTOMERS						**869,106**

Refer to the glossary on page 715 for the definition of technical terms.

Due to credit institutions and to customers by residual maturity

						31/12/2021
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Due to credit institutions (including Crédit Agricole internal transactions)	118,088	19,950	163,686	13,059	-	**314,783**
Due to customers	715,892	35,482	21,506	8,297	-	**781,177**
TOTAL AMOUNT DUE TO CREDIT INSTITUTIONS AND TO CUSTOMERS	**833,980**	**55,432**	**185,192**	**21,356**	**-**	**1,095,960**

						31/12/2020
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Due to credit institutions (including Crédit Agricole internal transactions)	96,706	8,684	148,029	11,500	-	**264,919**
Due to customers	663,902	35,835	15,905	3,746	-	**719,388**
TOTAL AMOUNT DUE TO CREDIT INSTITUTIONS AND TO CUSTOMERS	**760,608**	**44,519**	**163,934**	**15,246**	**-**	**984,307**

Debt securities and subordinated debt

						31/12/2021
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
DEBT SECURITIES						
Interest bearing notes	-	-	-	-	-	**-**
Interbank securities	978	1,409	3,988	1,487	-	**7,862**
Negotiable debt securities	45,895	13,880	1,455	30	-	**61,260**
Bonds	8,199	6,261	50,138	35,287	-	**99,885**
Other debt securities	433	703	1,223	27	-	**2,386**
TOTAL DEBT SECURITIES	**55,505**	**22,253**	**56,804**	**36,831**	**-**	**171,393**
SUBORDINATED DEBT						
Dated subordinated debt	121	35	11,804	13,509	-	**25,469**
Undated subordinated debt	-	-	-	-	440	**440**
Mutual security deposits	-	-	-	-	191	**191**
Participating securities and loans	-	-	-	1	-	**1**
TOTAL SUBORDINATED DEBT	**121**	**35**	**11,804**	**13,510**	**631**	**26,101**

						31/12/2020
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
DEBT SECURITIES						
Interest bearing notes	-	-	-	-	-	**-**
Interbank securities	986	300	5,847	1,945	-	**9,078**
Negotiable debt securities	34,140	13,783	1,275	30	-	**49,228**
Bonds	4,387	7,789	49,344	39,860	-	**101,380**
Other debt securities	559	723	1,458	121	-	**2,861**
TOTAL DEBT SECURITIES	**40,072**	**22,595**	**57,924**	**41,956**	**-**	**162,547**
SUBORDINATED DEBT						
Dated subordinated debt	274	1,603	5,942	15,482	-	**23,301**
Undated subordinated debt	1	-	-	-	510	**511**
Mutual security deposits	-	-	-	-	180	**180**
Participating securities and loans	60	-	-	-	-	**60**
TOTAL SUBORDINATED DEBT	**335**	**1,603**	**5,942**	**15,482**	**690**	**24,052**

— Financial guarantees at risk given by expected maturity

The amounts presented correspond to the expected amount of the call of financial guarantees at risk, i.e. guarantees that have been impaired or are on a watch list.

						31/12/2021
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Financial guarantees given	34	192	-	-	-	**226**

						31/12/2020
(in millions of euros)	≤ 3 months	> 3 months to ≤ 1 year	> 1 year to ≤ 5 years	> 5 years	Indefinite	Total
Financial guarantees given	56	2,439	-	-	-	**2,495**

Contractual maturities of derivative instruments are given in Note 3.2 “Market risk”.

3.4 Hedge accounting

(See Note 3.2 “Market risk” and chapter on “Risk management – Balance sheet management”)

Fair value hedges

A fair value hedge modifies the risk caused by changes in the fair value of a fixed-rate financial instrument as a result of changes in interest rates. Fair value hedges transform fixed-rate assets or liabilities into floating-rate assets or liabilities.

Items hedged are principally fixed-rate loans, securities, deposits and subordinated debt.

Cash flow hedges

A cash flow hedge modifies the risk related to variability in cash flows arising from floating-rate financial instruments.

Cash flow hedges notably include the floating rate hedges of loans and deposits.

Hedge of net investment in foreign currency

A hedge of a net investment in foreign currency modifies the risk inherent in exchange rate fluctuations connected with foreign currency investments in subsidiaries.

Refer to the glossary on page 715 for the definition of technical terms.

Hedging derivative instruments

(in millions of euros)	31/12/2021			31/12/2020		
	Market value		Notional amount	Market value		Notional amount
	positive	negative		positive	negative	
Fair value hedges	**13,169**	**11,579**	**806,640**	**19,607**	**15,002**	**807,514**
Interest rate	12,843	11,541	787,124	19,396	14,567	786,419
Foreign exchange	326	38	19,516	211	435	21,095
Other	-	-	-	-	-	-
Cash flow hedges	**952**	**729**	**73,082**	**2,099**	**210**	**59,025**
Interest rate	569	198	28,671	1,872	6	25,059
Foreign exchange	358	516	44,277	212	169	33,838
Other	25	15	134	15	35	128
Hedges of net investments in foreign operations	**4**	**50**	**2,441**	**39**	**6**	**2,910**
TOTAL HEDGING DERIVATIVE INSTRUMENTS	**14,125**	**12,358**	**882,163**	**21,745**	**15,218**	**869,449**

Hedging derivative instruments: analysis by residual maturity (notionals)

The breakdown of notional values of derivative instruments is shown by remaining contractual maturity.

(in millions of euros)	31/12/2021						
	Exchange-traded			Over-the-counter			Total notional
	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	
Interest rate instruments	**50**	**-**	**-**	**319,183**	**262,557**	**234,005**	**815,795**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	50	-	-	318,783	262,272	231,155	**812,260**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	400	260	2,850	**3,510**
Other options	-	-	-	-	25	-	**25**
Currency instruments	**-**	**-**	**-**	**11,055**	**693**	**7**	**11,755**
Currency futures	-	-	-	11,055	693	7	**11,755**
Currency options	-	-	-	-	-	-	**-**
Other instruments	**-**	**-**	**-**	**134**	**-**	**-**	**134**
Other	-	-	-	134	-	-	**134**
SUBTOTAL	50	-	-	330,372	263,250	234,012	**827,684**
Forward currency transactions	-	-	-	42,800	7,866	3,813	**54,479**
TOTAL NOTIONAL OF HEDGING DERIVATIVES	**50**	**-**	**-**	**373,172**	**271,116**	**237,825**	**882,163**

	31/12/2020						
	Exchange-traded			Over-the-counter			
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Total notional
Interest rate instruments	**-**	**-**	**-**	**380,520**	**235,074**	**195,884**	**811,478**
Futures	-	-	-	-	-	-	**-**
FRAs	-	-	-	-	-	-	**-**
Interest rate swaps	-	-	-	380,100	234,463	192,821	**807,384**
Interest rate options	-	-	-	-	-	-	**-**
Caps, floors, collars	-	-	-	420	611	3,063	**4,094**
Other options	-	-	-	-	-	-	**-**
Currency instruments	**-**	**-**	**-**	**8,218**	**1,558**	**9**	**9,785**
Currency futures	-	-	-	8,218	1,558	9	**9,785**
Currency options	-	-	-	-	-	-	**-**
Other instruments	**-**	**-**	**-**	**128**	**-**	**-**	**128**
Other	-	-	-	128	-	-	**128**
SUBTOTAL	**-**	**-**	**-**	**388,866**	**236,632**	**195,893**	**821,391**
Forward currency transactions	-	-	-	44,426	1,683	1,949	**48,058**
TOTAL NOTIONAL OF HEDGING DERIVATIVES	**-**	**-**	**-**	**433,292**	**238,315**	**197,842**	**869,449**

Note 3.2 "Market risk – Derivative instruments: analysis by residual maturity" breaks down the market value of hedging derivative instruments by remaining contractual maturity.

Fair value hedges

Hedging derivative instruments

	31/12/2021			
	Carrying amount			
(in millions of euros)	Assets	Liabilities	Changes in fair value during the period (including end of hedges during the period)	Notional Amount
Fair value hedges				
Exchange-traded	**-**	**-**	**-**	**-**
Interest rate	-	-	-	**-**
Futures	-	-	-	**-**
Options	-	-	-	**-**
Foreign exchange	-	-	-	**-**
Futures	-	-	-	**-**
Options	-	-	-	**-**
Other	-	-	-	**-**
Over-the-counter markets	**4,500**	**5,377**	**(2,062)**	**286,602**
Interest rate	4,174	5,339	(2,510)	**267,086**
Futures	4,174	5,339	(2,511)	**267,086**
Options	-	-	1	**-**
Foreign exchange	326	38	448	**19,516**
Futures	326	38	448	**19,516**
Options	-	-	-	**-**
Other	-	-	-	**-**
TOTAL FAIR VALUE MICRO-HEDGING	**4,500**	**5,377**	**(2,062)**	**286,602**
Fair value hedges of the interest rate exposure of a portfolio of financial instruments	8,669	6,202	(1,187)	**520,038**
TOTAL FAIR VALUE HEDGES	**13,169**	**11,579**	**(3,249)**	**806,640**

Refer to the glossary on page 715 for the definition of technical terms.

	31/12/2020			
	Carrying amount			
(in millions of euros)	Assets	Liabilities	Changes in fair value during the period (including end of hedges during the period)	Notional Amount
Fair value hedges				
Exchange-traded	**-**	**-**	**-**	**-**
Interest rate	-	-	-	-
Futures	-	-	-	-
Options	-	-	-	-
Foreign exchange	-	-	-	-
Futures	-	-	-	-
Options	-	-	-	-
Other	-	-	-	-
Over-the-counter markets	**7,132**	**6,418**	**379**	**261,908**
Interest rate	6,921	5,983	829	**240,813**
Futures	6,921	5,983	855	**240,813**
Options	-	-	(26)	-
Foreign exchange	211	435	(450)	**21,095**
Futures	211	435	(450)	**21,095**
Options	-	-	-	-
Other	-	-	-	-
TOTAL FAIR VALUE MICRO-HEDGING	7,132	6,418	379	261,908
Fair value hedges of the interest rate exposure of a portfolio of financial instruments	12,475	8,584	558	**545,606**
TOTAL FAIR VALUE HEDGES	**19,607**	**15,002**	**937**	**807,514**

Changes in the fair value of hedging derivatives are recognised under "Net gains (losses) on financial instruments at fair value through profit or loss" in the income statement.

Hedged items

Micro-hedging	31/12/2021			
	Present hedges		Ended hedges	
(in millions of euros)	Carrying amount	of which accumulated fair value hedge adjustments	Accumulated fair value hedge adjustments to be adjusted for hedging remaining to be amortised	Fair value hedge adjustments during the period (including termination of hedges during the period)
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	**33,064**	**234**	**-**	**(426)**
Interest rate	33,064	234	-	(426)
Foreign exchange	-	-	-	-
Other	-	-	-	-
Debt instruments at amortised cost	**93,176**	**1,084**	**59**	**(1,217)**
Interest rate	86,953	1,094	60	(947)
Foreign exchange	6,223	(10)	(1)	(270)
Other	-	-	-	-
TOTAL FAIR VALUE HEDGES ON ASSETS ITEMS	126,240	1,318	59	(1,643)
Debt instruments at amortised cost	**160,061**	**2,175**	**-**	**(3,688)**
Interest rate	147,357	1,904	-	(3,823)
Foreign exchange	12,704	271	-	135
Other	-	-	-	-
TOTAL FAIR VALUE HEDGES ON LIABILITIES ITEMS	160,061	2,175	-	(3,688)

Micro-hedging	31/12/2020			
	Present hedges		Ended hedges	
(in millions of euros)	Carrying amount	of which accumulated fair value hedge adjustments	Accumulated fair value hedge adjustments to be adjusted for hedging remaining to be amortised	Fair value hedge adjustments during the period (including termination of hedges during the period)
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	**32,615**	**730**	**-**	**147**
Interest rate	32,615	730	-	147
Foreign exchange	-	-	-	-
Other	-	-	-	-
Debt instruments at amortised cost	**80,931**	**2,286**	**83**	**965**
Interest rate	76,019	2,030	83	664
Foreign exchange	4,912	256	-	301
Other	-	-	-	-
TOTAL FAIR VALUE HEDGES ON ASSETS ITEMS	**113,546**	**3,016**	**83**	**1,112**
Debt instruments at amortised cost	**153,186**	**5,842**	**1**	**1,493**
Interest rate	142,106	5,800	1	1,640
Foreign exchange	11,080	42	-	(147)
Other	-	-	-	-
TOTAL FAIR VALUE HEDGES ON LIABILITIES ITEMS	**153,186**	**5,842**	**1**	**1,493**

The fair value of the hedged portions of micro-hedged financial instruments at fair value is recognised in the balance sheet item to which it relates. Changes in the fair value of the hedged portions of micro-hedged financial instruments at fair value are recognised under "Net gains (losses) on financial instruments at fair value through profit or loss" in the income statement.

Macro-hedging	31/12/2021	
(in millions of euros)	Carrying amount	Accumulated fair value hedge adjustments to be adjusted for hedging remaining to be adjusted, on ended hedges
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	5,790	-
Debt instruments at amortised cost	305,802	23
TOTAL – ASSETS	**311,592**	**23**
Debt instruments at amortised cost	210,415	86
TOTAL – LIABILITIES	**210,415**	**86**

Macro-hedging	31/12/2020	
(in millions of euros)	Carrying amount	Accumulated fair value hedge adjustments to be adjusted for hedging remaining to be adjusted, on ended hedges
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	5,874	-
Debt instruments at amortised cost	342,226	(3)
TOTAL – ASSETS	**348,100**	**(3)**
Debt instruments at amortised cost	216,910	58
TOTAL – LIABILITIES	**216,910**	**58**

The fair value of the hedged portions of macro-hedged financial instruments at fair value is recognised under "Revaluation adjustment on interest rate hedged portfolios" on the balance sheet. Changes in the fair value of the hedged portions of macro-hedged financial instruments at fair value are recognised under "Net gains (losses) on financial instruments at fair value through profit or loss" in the income statement.

Refer to the glossary on page 715 for the definition of technical terms.

Gains (losses) from hedge accounting

	31/12/2021		
	Net Income (Total Gains (losses) from hedge accounting)		
(in millions of euros)	Change in fair value of hedging derivatives (including termination of hedges)	Change in fair value of hedged items (including termination of hedges)	Hedge ineffectiveness portion
Interest rate	(3,696)	3,620	(76)
Foreign exchange	449	(405)	44
Other	-	-	-
TOTAL	**(3,247)**	**3,215**	**(32)**

	31/12/2020		
	Net Income (Total Gains (losses) from hedge accounting)		
(in millions of euros)	Change in fair value of hedging derivatives (including termination of hedges)	Change in fair value of hedged items (including termination of hedges)	Hedge ineffectiveness portion
Interest rate	1,387	(1,411)	(24)
Foreign exchange	(450)	448	(2)
Other	-	-	-
TOTAL	**937**	**(963)**	**(26)**

Cash flow hedges and hedges of net investments in foreign operations (NIH)

Hedging derivative instruments

	31/12/2021			
	Carrying amount		Changes in fair value during the period (including termination of hedges during the period)	Notional amount
(in millions of euros)	Assets	Liabilities		
Cash flow hedges				
Exchange-traded	**-**	**-**	**-**	**50**
Interest rate	-	-	-	50
Futures	-	-	-	50
Options	-	-	-	-
Foreign exchange	-	-	-	-
Futures	-	-	-	-
Options	-	-	-	-
Other	-	-	-	-
Over-the-counter markets	**427**	**536**	**(683)**	**40,255**
Interest rate	46	15	(674)	769
Futures	46	9	(668)	744
Options	-	6	(6)	25
Foreign exchange	356	506	(9)	39,352
Futures	356	506	(9)	39,352
Options	-	-	-	-
Other	25	15	-	134
TOTAL CASH FLOW MICRO-HEDGING	427	536	(683)	40,305
Cash flow hedges of the interest rate exposure of a portfolio of financial instruments	523	183	(731)	27,852
Cash flow hedges of the foreign exchange exposure of a portfolio of financial instruments	2	10	(11)	4,925
TOTAL CASH FLOW MACRO-HEDGING	525	193	(742)	32,777
TOTAL CASH FLOW HEDGES	**952**	**729**	**(1,425)**	**73,082**
HEDGES OF NET INVESTMENTS IN FOREIGN OPERATIONS	4	50	5	2,441

	31/12/2020			
	Carrying amount		Changes in fair value during the period (including termination of hedges during the period)	Notional amount
(in millions of euros)	Assets	Liabilities		
Cash flow hedges				
Exchange-traded	**-**	**-**	**-**	**-**
Interest rate	-	-	-	-
Futures	-	-	-	-
Options	-	-	-	-
Foreign exchange	-	-	-	-
Futures	-	-	-	-
Options	-	-	-	-
Other	-	-	-	-
Over-the-counter markets	**946**	**191**	**(189)**	**31,626**
Interest rate	726	3	(229)	3,562
Futures	726	3	(229)	3,561
Options	-	-	-	1
Foreign exchange	205	153	40	27,936
Futures	205	153	40	27,936
Options	-	-	-	-
Other	15	35	-	128
TOTAL CASH FLOW MICRO-HEDGING	946	191	(189)	31,626
Cash flow hedges of the interest rate exposure of a portfolio of financial instruments	1,146	3	385	21,497
Cash flow hedges of the foreign exchange exposure of a portfolio of financial instruments	7	16	(83)	5,902
TOTAL CASH FLOW MACRO-HEDGING	1,153	19	302	27,399
TOTAL CASH FLOW HEDGES	**2,099**	**210**	**113**	**59,025**
HEDGES OF NET INVESTMENTS IN FOREIGN OPERATIONS	39	6	45	2,910

Changes in the fair value of hedging derivatives are recognised under "Other comprehensive income" save for the ineffective portion of the hedging relationship which is recognised under "Net gains (losses) on financial instruments at fair value through profit or loss" in the income statement.

Hedge accounting impacts

	31/12/2021		
	Other comprehensive income on items that may be reclassified to profit and loss		Net income (Hedge accounting income or loss)
(in millions of euros)	Effective portion of the hedge recognised during the period	Amount reclassified from other comprehensive income into profit or loss during the period	Hedge ineffectiveness portion
Cash flow hedges	**-**	**-**	**-**
Interest rate	(1,407)	-	2
Foreign exchange	(20)	-	-
Commodities	-	-	-
Other	**-**	**-**	**-**
Total cash flow hedges	**(1,427)**	**-**	**2**
Hedges of net investments in foreign operations	**5**	**-**	**-**
TOTAL CASH FLOW HEDGES AND HEDGES OF NET INVESTMENTS IN FOREIGN OPERATIONS	**(1,422)**	**-**	**2**

Refer to the glossary on page 715 for the definition of technical terms.

	31/12/2020		
	Other comprehensive income on items that may be reclassified to profit and loss		Net income (Hedge accounting income or loss)
(in millions of euros)	Effective portion of the hedge recognised during the period	Amount reclassified from other comprehensive income into profit or loss during the period	Hedge ineffectiveness portion
Cash flow hedges	**-**	**-**	**-**
Interest rate	157	-	-
Foreign exchange	(44)	-	-
Commodities	-	-	-
Other	**-**	**-**	**-**
Total cash flow hedges	**113**	**-**	**-**
Hedges of net investments in foreign operations	**45**	**-**	**-**
TOTAL CASH FLOW HEDGES AND HEDGES OF NET INVESTMENTS IN FOREIGN OPERATIONS	**158**	**-**	**-**

3.5 Operational risks

(See chapter on "Risk management – Operational risks".)

3.6 Capital management and regulatory ratios

The Crédit Agricole S.A. Finance department is tasked with ensuring the adequacy of liquidity and capital between the requirements generated by the Group's global operations and its liquidity and capital financial resources. It is responsible for monitoring the prudential and regulatory ratios (solvency, liquidity, leverage, resolution) of Crédit Agricole Group and of Crédit Agricole S.A. To this end, it sets out the principles and ensures a cohesive financial management system throughout the Group.

Information on capital management and compliance with regulatory ratios as required by IAS 1 is presented in the chapter "Risk factors and Pillar 3".

The Group's management of banking risks is handled by the Group Risk Management and Permanent Controls department. This department reports to the Chief Executive Officer of Crédit Agricole S.A. and its task is to control credit, financial and operational risks.

A description of these processes and commentary appear in the chapter on "Risk management" in the management report, as allowed by IFRS 7. Nonetheless, the accounting breakdowns are still presented in the financial statements.

NOTE 4 NOTES ON NET INCOME AND OTHER COMPREHENSIVE INCOME

4.1 Interest income and expenses

(in millions of euros)	31/12/2021	31/12/2020
On financial assets at amortised cost	**17,031**	**16,100**
Interbank transactions	2,588	1,856
Crédit Agricole internal transactions	2,726	2,790
Customer transactions	10,033	10,196
Finance leases	1,112	700
Debt securities	572	558
On financial assets recognised at fair value through other comprehensive income	**4,593**	**4,919**
Interbank transactions	-	-
Customer transactions	-	-
Debt securities	4,593	4,919
Accrued interest receivable on hedging instruments	**2,128**	**2,455**
Other interest income	**45**	**60**
INTEREST AND SIMILAR INCOME[(1)(2)]	**23,797**	**23,534**
On financial liabilities at amortised cost	**(10,734)**	**(10,734)**
Interbank transactions	(1,413)	(1,103)
Crédit Agricole internal transactions	(1,793)	(1,282)
Customer transactions	(4,329)	(4,665)
Finance leases	(564)	(194)
Debt securities	(2,022)	(2,944)
Subordinated debt	(613)	(546)
Accrued interest receivable on hedging instruments	**(877)**	**(908)**
Other interest expenses	**(65)**	**(74)**
INTEREST AND SIMILAR EXPENSES[(3)]	**(11,676)**	**(11,716)**

(1) Of which €133 million for impaired loans (Stage 3) at 31 December 2021 versus €185 million at 31 December 2020.
(2) Of which €1.58 billion for negative interest on financial liabilities at 31 December 2021 (€991 million at 31 December 2020).
(3) Of which -€1.83 billion for negative interest on financial assets at 31 December 2021 (-€1.08 billion at 31 December 2020).

Interest income includes the catch-up effects arising from the extension of State-guaranteed loans totalling €14 million.

4.2 Fee and commission income and expenses

	31/12/2021			31/12/2020		
(in millions of euros)	Income	Expense	Net	Income	Expense	Net
Interbank transactions	281	(75)	206	239	(52)	187
Crédit Agricole internal transactions	1,242	(407)	835	973	(403)	570
Customer transactions	1,317	(205)	1,112	1,188	(185)	1,003
Securities transactions	35	(138)	(103)	54	(149)	(95)
Foreign exchange transactions	46	(38)	8	42	(39)	3
Derivative instruments and other off-balance sheet items	376	(210)	166	384	(201)	183
Payment instruments and other banking and financial services	3,662	(4,459)	(797)	2,982	(4,013)	(1,031)
Mutual funds management, fiduciary and similar operations	5,869	(1,813)	4,056	4,817	(1,416)	3,401
TOTAL FEE AND COMMISSION INCOME AND EXPENSES	**12,828**	**(7,345)**	**5,483**	**10,679**	**(6,458)**	**4,221**

Asset Gathering is the main contributor of the fee and commission income from customer transactions and transactions involving payment instruments and other banking and financial services.

Fee and commission income from managing UCITS, trusts and similar activities are mainly related to Asset Gathering.

Refer to the glossary on page 715 for the definition of technical terms.

4.3 Net gains (losses) on financial instruments at fair value through profit or loss

(in millions of euros)	31/12/2021	31/12/2020
Dividends received	1,115	937
Unrealised or realised gains (losses) on held for trading assets/liabilities	1,496	2,853
Unrealised or realised gains (losses) on equity instruments at fair value through profit or loss	2,110	(2,770)
Unrealised or realised gains (losses) on debt instruments that do not meet the conditions of the "SPPI" test	2,946	716
Net gains (losses) on assets backing unit-linked contracts	5,854	1,153
Unrealised or realised gains (losses) on assets/liabilities designated at fair value through profit or loss[1]	(275)	(647)
Net gains (losses) on Foreign exchange transactions and similar financial instruments (excluding gains or losses on hedges of net investments in foreign operations)	1,065	40
Gains (losses) from hedge accounting	(32)	(26)
NET GAINS (LOSSES) ON FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS	**14,279**	**2,256**

(1) Excluding issuer credit spread for liabilities designated at fair value through profit or loss (unless the standard allows for an exception to eliminate or reduce a mismatch in the income statement).

Analysis of net gains (losses) from hedge accounting:

			31/12/2021
(in millions of euros)	Gains	Losses	Net
Fair value hedges	**7,843**	**(7,860)**	**(17)**
Changes in fair value of hedged items attributable to hedged risks	4,930	(2,885)	2,045
Changes in fair value of hedging derivatives (including termination of hedges)	2,913	(4,975)	(2,062)
Cash flow hedges	**-**	**-**	**-**
Changes in fair value of hedging derivatives – ineffective portion	-	-	-
Hedges of net investments in foreign operations	**-**	**-**	**-**
Changes in fair value of hedging derivatives – ineffective portion	-	-	-
Fair value hedges of the interest rate exposure of a portfolio of financial instruments	**9,750**	**(9,767)**	**(17)**
Changes in fair value of hedged items	5,425	(4,255)	1,170
Changes in fair value of hedging derivatives	4,325	(5,512)	(1,187)
Cash flow hedges of the interest rate exposure of a portfolio of financial instruments	**4**	**(2)**	**2**
Changes in fair value of hedging instrument – ineffective portion	4	(2)	2
TOTAL GAINS (LOSSES) FROM HEDGE ACCOUNTING	**17,597**	**(17,629)**	**(32)**

			31/12/2020
(in millions of euros)	Gains	Losses	Net
Fair value hedges	**5,208**	**(5,210)**	**(2)**
Changes in fair value of hedged items attributable to hedged risks	2,069	(2,450)	(381)
Changes in fair value of hedging derivatives (including termination of hedges)	3,139	(2,760)	379
Cash flow hedges	**-**	**-**	**-**
Changes in fair value of hedging derivatives – ineffective portion	-	-	-
Hedges of net investments in foreign operations	**-**	**-**	**-**
Changes in fair value of hedging derivatives – ineffective portion	-	-	-
Fair value hedges of the interest rate exposure of a portfolio of financial instruments	**6,600**	**(6,624)**	**(24)**
Changes in fair value of hedged items	3,122	(3,704)	(582)
Changes in fair value of hedging derivatives	3,478	(2,920)	558
Cash flow hedges of the interest rate exposure of a portfolio of financial instruments	**-**	**-**	**-**
Changes in fair value of hedging instrument – ineffective portion	-	-	-
TOTAL GAINS (LOSSES) FROM HEDGE ACCOUNTING	**11,808**	**(11,834)**	**(26)**

Details of gains (losses) from hedge accounting by type of relationship (fair value hedges, cash flow hedges, etc.) are presented in Note 3.4 "Hedge accounting".

4.4 Net gains (losses) on financial instruments at fair value through other comprehensive income

(in millions of euros)	31/12/2021	31/12/2020
Net gains (losses) on debt instruments at fair value through other comprehensive income that may be reclassified subsequently to profit or loss[(1)]	(57)	524
Remuneration of equity instruments measured at fair value through other comprehensive income that will not be reclassified subsequently to profit or loss (dividends)[(2)]	57	62
NET GAINS (LOSSES) ON FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME	**-**	**586**

(1) Excluding realised gains or losses from impaired debt instruments (Stage 3) mentioned in Note 4.9 "Cost of risk".

(2) Of which no dividends on equity instruments at fair value through non-recyclable equity were derecognised during the period.

4.5 Net gains (losses) arising from the derecognition of financial assets at amortised cost

(in millions of euros)	31/12/2021	31/12/2020
Debt securities	42	29
Loans and receivables due from credit institutions	-	-
Loans and receivables due from customers	11	-
Gains arising from the derecognition of financial assets at amortised cost	**53**	**29**
Debt securities	(6)	-
Loans and receivables due from credit institutions	-	-
Loans and receivables due from customers	(4)	(4)
Losses arising from the derecognition of financial assets at amortised cost	**(10)**	**(4)**
NET GAINS (LOSSES) ARISING FROM THE DERECOGNITION OF FINANCIAL ASSETS AT AMORTISED COST[(1)]	**43**	**25**

(1) Excluding realised gains or losses from the derecognition of impaired debt instruments (Stage 3) mentioned in Note 4.9 "Cost of risk".

4.6 Net income (expenses) on other activities

(in millions of euros)	31/12/2021	31/12/2020
Gains (losses) on fixed assets not used in operations	(26)	(18)
Other net income from insurance activities[(1)]	11,274	5,674
Change in insurance technical reserves[(2)]	(20,584)	(4,373)
Net income from investment property	152	165
Other net income (expense)	83	(46)
INCOME (EXPENSES) RELATED TO OTHER ACTIVITIES	**(9,101)**	**1,402**

(1) The €5,600 million increase in other net income from insurance activities between 31 December 2021 and 31 December 2020 was mainly due to an increase in net inflows in the amount of €6,300 million on the savings/retirement activity.

(2) The €16,211 million increase in insurance company technical reserves between 31 December 2021 and 31 December 2020 is due mainly to the net positive inflows and the change in valuation adjustments on unit-linked contracts.

4.7 Operating expenses

(in millions of euros)	31/12/2021	31/12/2020
Employee expenses	(8,029)	(7,234)
Taxes other than on income or payroll-related and regulatory contributions[(1)]	(860)	(924)
External services and other operating expenses	(3,760)	(3,590)
OPERATING EXPENSES	**(12,649)**	**(11,748)**

(1) Of which -€391 million recognised in relation to the Single Resolution Fund at 31 December 2021 (-€444 million at 31 December 2020).

Refer to the glossary on page 715 for the definition of technical terms.

Fees paid to Statutory Auditors

The breakdown of fees paid to Statutory Auditors by firm and type of engagement by fully consolidated Crédit Agricole S.A. companies was as follows in 2021:

Board of Auditors of Crédit Agricole S.A.

	Ernst & Young		PricewaterhouseCoopers		
(in millions of euros excluding taxes)	2021	2020	2021	2020	Total 2021
Statutory audit, certification, review of individual and consolidated financial statements	**13.56**	**15.89**	**16.53**	**14.82**	**30.09**
Issuer	2.04	2.17	2.07	2.19	**4.11**
Fully consolidated subsidiaries	11.52	13.72	14.46	12.63	**25.98**
Non audit services	**8.29**	**4.45**	**8.79**	**7.61**	**17.08**
Issuer	0.67	0.48	1.17	0.94	**1.84**
Fully consolidated subsidiaries	7.62	3.97	7.62	6.67	**15.24**
TOTAL	**21.85**	**20.34**	**25.32**	**22.43**	**47.17**

The total sum of fees paid to PricewaterhouseCoopers Audit, Statutory Auditor of Crédit Agricole S.A., appearing in the consolidated income statement for the financial year, amounts to €11.7 million, of which €9.5 million relates to the certification of the accounts of Crédit Agricole S.A. and its subsidiaries, and €2.2 million relates to non-audit services (comfort letters, agreed-upon procedures, responsibility statements, services relating to social and environmental information, consultations, etc.).

The total sum of fees paid to Ernst & Young et Autres, Statutory Auditor of Crédit Agricole S.A., appearing in the consolidated income statement for the financial year, amounts to €9.1 million, of which €7.1 million relates to the certification of the accounts of Crédit Agricole S.A. and its subsidiaries, and €2 million relates to non-audit services (comfort letters, agreed-upon procedures, responsibility statements, review of tax returns, consultations, etc.).

Other Statutory Auditors engaged in the audit of fully consolidated Crédit Agricole S.A. subsidiaries

	Mazars		KPMG		Deloitte		Other		
(in millions of euros excluding taxes)	2021	2020	2021	2020	2021	2020	2021	2020	Total 2021
Statutory audit, certification, review of individual and consolidated financial statements	**2.22**	**1.35**	**0.18**	**0.21**	**0.21**	**0.22**	**0.51**	**0.48**	**3.12**
Non audit services[(1)]	**0.17**	**0.09**	**-**	**0.09**	**0.01**	**0.01**	**0.02**	**0.01**	**0.20**
TOTAL	**2.39**	**1.44**	**0.18**	**0.30**	**0.22**	**0.23**	**0.53**	**0.49**	**3.32**

(1) Non audit services identified in this table correspond to assignments performed by these firms in the companies where they are Statutory Auditors.

4.8 Depreciation, amortisation and impairment of property, plant and equipment and intangible assets

(in millions of euros)	31/12/2021	31/12/2020
Depreciation and amortisation	**(1,153)**	**(1,142)**
Property, plant and equipment[(1)]	(717)	(744)
Intangible assets	(436)	(398)
Impairment losses (reversals)	**(19)**	**(1)**
Property, plant and equipment	(8)	1
Intangible assets	(11)	(2)
DEPRECIATION, AMORTISATION AND IMPAIRMENT OF PROPERTY, PLANT & EQUIPMENT AND INTANGIBLE ASSETS	**(1,172)**	**(1,143)**

(1) Of which -€356 million accounted for under the depreciation of the right-of-use asset at 31 December 2021 versus -€380 million at 31 December 2020.

4.9 Cost of risk

(in millions of euros)	31/12/2021	31/12/2020
CHARGES NET OF REVERSALS TO IMPAIRMENTS ON PERFORMING ASSETS (STAGE 1 OR STAGE 2)	**(180)**	**(817)**
Stage 1: Loss allowance measured at an amount equal to 12-month expected credit loss	**(70)**	**(246)**
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	2	(5)
Debt instruments at amortised cost	(75)	(214)
Commitments by signature	3	(27)
Stage 2: Loss allowance measured at an amount equal to lifetime expected credit loss	**(110)**	**(571)**
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	1	(2)
Debt instruments at amortised cost	(19)	(502)
Commitments by signature	(92)	(67)
CHARGES NET OF REVERSALS TO IMPAIRMENTS ON CREDIT-IMPAIRED ASSETS (STAGE 3)	**(1,260)**	**(1,733)**
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	-	-
Debt instruments at amortised cost	(1,195)	(1,780)
Commitments by signature	(65)	47
Other assets	1	(11)
Risks and expenses	(85)	(13)
CHARGES NET OF REVERSALS TO IMPAIRMENT LOSSES AND PROVISIONS	**(1,524)**	**(2,574)**
Realised gains (losses) on disposal of impaired debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	-	-
Realised gains (losses) on impaired debt instruments at amortised cost	-	-
Losses on non-impaired loans and bad debt	(175)	(184)
Recoveries on loans and receivables written off	191	186
recognised at amortised cost	*191*	*186*
recognised in other comprehensive income that may be reclassified to profit or loss	-	-
Discounts on restructured loans	(21)	(27)
Losses on commitments by signature	(1)	(1)
Other losses	(53)	(75)
Other gains	7	69
COST OF RISK	**(1,576)**	**(2,606)**

4.10 Net gains (losses) on other assets

(in millions of euros)	31/12/2021	31/12/2020
Property, plant & equipment and intangible assets used in operations	**4**	**62**
Gains on disposals	15	87
Losses on disposals	(11)	(25)
Consolidated equity investments	**(40)**	**1**
Gains on disposals	-	11
Losses on disposals	(40)	(10)
Net income (expense) on combinations	**(15)**	**12**
NET GAINS (LOSSES) ON OTHER ASSETS	**(51)**	**75**

Refer to the glossary on page 715 for the definition of technical terms.

4.11 Taxes

Income tax charge

(in millions of euros)	31/12/2021	31/12/2020
Current tax charge	(1,461)	(1,485)
Deferred tax charge	248	254
Reclassification of current tax charge (income) related to overlay approach	(23)	102
TOTAL TAX CHARGE	**(1,236)**	**(1,129)**

Reconciliation of the theoretical tax rate and effective tax rate

At 31 December 2021

(in millions of euros)	Base	Tax rate	Tax
Pre-tax income, goodwill impairment, discontinued operations and share of net income of equity-accounted entities	7,210	28.40%	(2,048)
Impact of permanent differences		(7.49)%	541
Impact of different tax rates on foreign subsidiaries		(1.14)%	82
Impact of losses for the year, utilisation of tax loss carryforwards and temporary differences		0.07%	(5)
Impact of reduced tax rate		(1.80)%	130
Impact of other items		(0.89)%	64
EFFECTIVE TAX RATE AND TAX CHARGE		**17.15%**	**(1,236)**

The theoretical tax rate is the standard tax rate (including the additional social contribution) on taxable profits in France at 31 December 2021.

At 31 December 2020

(in millions of euros)	Base	Tax rate	Tax
Pre-tax income, goodwill impairment, discontinued operations and share of net income of equity-accounted entities	5,078	32.02%	(1,626)
Impact of permanent differences		(5.30)%	269
Impact of different tax rates on foreign subsidiaries		(2.88)%	146
Impact of losses for the year, utilisation of tax loss carryforwards and temporary differences		(0.18)%	9
Impact of reduced tax rate		(0.66)%	34
Impact of other items		(0.76)%	39
EFFECTIVE TAX RATE AND TAX CHARGE		**22.23%**	**(1,129)**

The theoretical tax rate is the standard tax rate (including the additional social contribution) on taxable profits in France at 31 December 2020.

Refer to the glossary on page 715 for the definition of technical terms.

4.12 Changes in other comprehensive income

The breakdown of income and expenses recognised for the period is presented below:

Breakdown of total other comprehensive income

(in millions of euros)	31/12/2021	31/12/2020
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX		
Gains and losses on translation adjustments	**940**	**(805)**
Revaluation adjustment of the period	940	(805)
Reclassified to profit or loss	-	-
Other changes	-	-
Other comprehensive income on debt instruments that may be reclassified to profit or loss	**(1,565)**	**549**
Revaluation adjustment of the period	(1,584)	712
Reclassified to profit or loss	(28)	(121)
Other changes	47	(42)
Gains and losses on hedging derivative instruments	**(857)**	**323**
Revaluation adjustment of the period	(857)	326
Reclassified to profit or loss	-	-
Other changes	-	(3)
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	**182**	**(197)**
Revaluation adjustment of the period	186	(197)
Reclassified to profit or loss	-	-
Other changes	(4)	-
Pre-tax other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities	**103**	**(136)**
Income tax related to items that may be reclassified to profit or loss excluding equity-accounted entities	**640**	**(277)**
Income tax related to items that may be reclassified to profit or loss on equity-accounted entities	**(3)**	**-**
Other comprehensive income on items that may be reclassified to profit or loss from discontinued operations	**(15)**	**(10)**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX	**(575)**	**(553)**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX		
Actuarial gains and losses on post-employment benefits	169	(93)
Other comprehensive income on financial liabilities attributable to changes in own credit risk	**(13)**	**(149)**
Revaluation adjustment of the period	(14)	(155)
Reclassified to reserves	1	6
Other changes	-	-
Other comprehensive income on equity instruments that will not be reclassified to profit or loss	**8**	**(81)**
Revaluation adjustment of the period	18	(118)
Reclassified to reserves	11	45
Other changes	(21)	(8)
Pre-tax other comprehensive income on items that will not be reclassified to profit or loss on equity-accounted entities	**19**	**3**
Income tax related to items that will not be reclassified to profit or loss excluding equity-accounted entities	**(30)**	**94**
Income tax related to items that will not be reclassified to profit or loss on equity-accounted entities	**(14)**	**(2)**
Other comprehensive income on items that will not be reclassified to profit or loss from discontinued operations	**-**	**-**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS NET OF INCOME TAX	**139**	**(228)**
OTHER COMPREHENSIVE INCOME NET OF INCOME TAX	**(436)**	**(781)**
Of which Group share	(514)	(678)
Of which non-controlling interests	78	(103)

Refer to the glossary on page 715 for the definition of technical terms.

Breakdown of tax impacts related to other comprehensive income

	31/12/2020				Changes				31/12/2021			
(in millions of euros)	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS												
Gains and losses on translation adjustments	(748)	(6)	(754)	(645)	940	1	941	879	192	(5)	187	234
Gains and losses on debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	4,215	(1,088)	3,127	3,109	(1,565)	398	(1,167)	(1,155)	2,650	(690)	1,960	1,954
Gains and losses on hedging derivative instruments	1,171	(300)	871	859	(857)	221	(636)	(627)	314	(79)	235	232
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	390	(13)	377	376	182	20	202	202	572	6	578	578
Other comprehensive income on items that may be reclassified to profit or loss excluding equity-accounted entities	**5,028**	**(1,407)**	**3,620**	**3,699**	**(1,300)**	**640**	**(661)**	**(701)**	**3,728**	**(768)**	**2,960**	**2,998**
Other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities	(149)	3	(146)	(108)	103	(3)	101	90	(46)	-	(46)	(18)
Other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities on discontinued operations	(10)	(1)	(11)	(11)	(16)	1	(15)	(17)	(26)	-	(26)	(28)
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS	**4,869**	**(1,405)**	**3,463**	**3,580**	**(1,213)**	**638**	**(575)**	**(628)**	**3,656**	**(768)**	**2,888**	**2,952**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS												
Actuarial gains and losses on post-employment benefits	(956)	212	(744)	(691)	169	(36)	133	124	(788)	176	(612)	(567)
Other comprehensive income on financial liabilities attributable to changes in own credit risk	(363)	97	(266)	(260)	(13)	-	(13)	(13)	(376)	97	(279)	(273)
Other comprehensive income on equity instruments that will not be reclassified to profit or loss	(390)	(10)	(400)	(403)	8	6	13	(4)	(382)	(4)	(386)	(407)
Other comprehensive income on items that will not be reclassified to profit or loss excluding equity-accounted entities	**(1,709)**	**299**	**(1,410)**	**(1,354)**	**164**	**(30)**	**133**	**107**	**(1,546)**	**269**	**(1,277)**	**(1,247)**
Other comprehensive income on items that will not be reclassified to profit or loss on equity-accounted entities	(54)	(9)	(62)	(61)	19	(14)	6	7	(33)	(23)	(56)	(54)
Other comprehensive income on items that will not be reclassified to profit or loss from discontinued operations	1	-	1	-	-	-	-	-	1	-	1	-
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS	**(1,762)**	**290**	**(1,471)**	**(1,415)**	**183**	**(44)**	**139**	**114**	**(1,578)**	**246**	**(1,332)**	**(1,301)**
OTHER COMPREHENSIVE INCOME	**3,107**	**(1,115)**	**1,992**	**2,165**	**(1,031)**	**594**	**(436)**	**(514)**	**2,078**	**(522)**	**1,556**	**1,651**

	31/12/2019				Changes				31/12/2020			
(in millions of euros)	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share	Gross	Income tax charges	Net of income tax	Net of income tax of which Group share
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS												
Gains and losses on translation adjustments	57	(4)	53	117	(805)	(2)	(807)	(762)	(748)	(6)	(754)	(645)
Gains and losses on debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	3,666	(954)	2,712	2,699	549	(134)	415	410	4,215	(1,088)	3,127	3,109
Gains and losses on hedging derivative instruments	848	(259)	589	582	323	(41)	282	277	1,171	(300)	871	859
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	587	87	674	674	(197)	(100)	(297)	(298)	390	(13)	377	376
Other comprehensive income on items that may be reclassified to profit or loss excluding equity-accounted entities	**5,158**	**(1,130)**	**4,028**	**4,072**	**(130)**	**(277)**	**(408)**	**(373)**	**5,028**	**(1,407)**	**3,620**	**3,699**
Other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities	(13)	2	(11)	(8)	(136)	-	(135)	(100)	(149)	3	(146)	(108)
Other comprehensive income on items that may be reclassified to profit or loss on equity-accounted entities on discontinued operations	-	(1)	(1)	(1)	(10)	-	(10)	(10)	(10)	(1)	(11)	(11)
OTHER COMPREHENSIVE INCOME ON ITEMS THAT MAY BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS	**5,145**	**(1,129)**	**4,016**	**4,063**	**(276)**	**(277)**	**(553)**	**(483)**	**4,869**	**(1,405)**	**3,463**	**3,580**
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS												
Actuarial gains and losses on post-employment benefits	(863)	193	(670)	(624)	(93)	19	(74)	(68)	(956)	212	(744)	(691)
Other comprehensive income on financial liabilities attributable to changes in own credit risk	(214)	57	(157)	(153)	(149)	40	(109)	(106)	(363)	97	(266)	(260)
Other comprehensive income on equity instruments that will not be reclassified to profit or loss	(309)	(45)	(354)	(381)	(81)	35	(46)	(22)	(390)	(10)	(400)	(403)
Other comprehensive income on items that will not be reclassified to profit or loss excluding equity-accounted entities	**(1,386)**	**205**	**(1,181)**	**(1,158)**	**(323)**	**94**	**(229)**	**(196)**	**(1,709)**	**299**	**(1,410)**	**(1,354)**
Other comprehensive income on items that will not be reclassified to profit or loss on equity-accounted entities	(57)	(7)	(63)	(62)	3	(2)	1	1	(54)	(9)	(62)	(61)
Other comprehensive income on items that will not be reclassified to profit or loss from discontinued operations	1	-	1	-	-	-	-	-	1	-	1	-
OTHER COMPREHENSIVE INCOME ON ITEMS THAT WILL NOT BE RECLASSIFIED SUBSEQUENTLY TO PROFIT OR LOSS	**(1,442)**	**198**	**(1,243)**	**(1,220)**	**(320)**	**92**	**(228)**	**(195)**	**(1,762)**	**290**	**(1,471)**	**(1,415)**
OTHER COMPREHENSIVE INCOME	**3,703**	**(931)**	**2,773**	**2,843**	**(596)**	**(185)**	**(781)**	**(678)**	**3,107**	**(1,115)**	**1,992**	**2,165**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 5 SEGMENT INFORMATION

Definition of operating segments

According to IFRS 8, information disclosed is based on the internal reporting that is used by the Executive Committee to manage Crédit Agricole S.A., to assess performance, and to make decisions about resources to be allocated to the identified operating segments.

Operating segments according to the internal reporting consist of the business lines of the Group.

At 31 December 2021, Crédit Agricole S.A.'s business activities were organised into six operating segments:

- the following five business lines:
  - Asset Gathering,
  - Large customers,
  - Specialised Financial Services,
  - French Retail Banking – LCL,
  - International Retail Banking;
- as well as the "Corporate Centre".

Presentation of business lines

Asset Gathering

This business line brings together:

- the insurance activities of Crédit Agricole Group companies to support customers at every stage of their lives and cover all their property & casualty and life insurance needs in France and abroad, via the following three business lines:
  - Savings and retirement,
  - Death & disability/creditor/group insurance,
  - Property & casualty insurance.

  The partnership agreement signed with Europ Assistance in January 2021 means that the Crédit Agricole Assurances group now offers a comprehensive range of assistance services.
- the asset management activities of the Amundi Group, offering savings solutions for retail clients and investment and technology solutions for institutional investors in Europe, Asia and the Americas through a full range of active and passive management services in traditional or real assets. The acquisition of Lyxor on 31 December 2021 will strengthen Amundi's positioning;
- as well as wealth management activities conducted mainly by Indosuez Wealth Management subsidiaries (CA Indosuez (Switzerland) S.A., CA Indosuez Wealth (Europe), CFM Indosuez Wealth and CA Indosuez).

Large customers

The Large customers division includes the Corporate and Investment bank, which itself consists of two main lines of business most of which are carried out by Crédit Agricole CIB, and Asset servicing for institutions and issuers carried out by CACEIS:

- financing activities, which include corporate banking and structured finance in France and internationally. Structured Finance consists of originating, structuring and financing investment transactions often collateralised by physical assets (planes, boats, office buildings, commodities, etc.) and complex and structured credit instruments;
- capital markets and investment banking activities bring together capital market activities (treasury, foreign exchange, interest rate derivatives, bond markets), and investment banking activities (mergers and acquisitions consulting and primary equity advisory);
- financial services for institutional investors and issuers: CACEIS Bank for custody and depositary services, CACEIS Fund Administration for fund administration services and CACEIS Corporate Trust for issuer services. Since 2019, Kas Bank, the activities of Santander Securities Services ("S3") in Spain and 49.99% of its activities in Latin America are now included in CACEIS.

Specialised Financial Services

Specialised Financial Services comprises the Group entities that provide financial products and services to individual customers, small businesses, corporates and local authorities in France and abroad. These concern:

- consumer finance companies around Crédit Agricole Consumer Finance in France and through its international subsidiaries or partnerships (Agos, Creditplus Bank, Credibom, CACF Spain, FCA Bank, GAC Sofinco and Wafasalaf);
- specialised financial services for corporates, such as factoring and lease finance (Crédit Agricole Leasing & Factoring Group, EFL) and financing specifically for energy and the regions, for corporates, local authorities and farmers, who are actors in the energy transition (through Unifergie, a subsidiary of Crédit Agricole Leasing & Factoring). In December 2021, CAL&F consolidated its strategy to be a key player in the usage economy by acquiring 100% of the capital of Olinn, the leading player in comprehensive equipment financing and management solutions.

French Retail Banking – LCL

LCL is a French Retail Banking network with a strong presence in urban areas. It is organised into four business lines: Retail Banking for individual customers, Retail Banking for small businesses, private banking and corporate banking.

LCL offers a full range of banking products and services, together with asset management, insurance and wealth management products.

International Retail Banking

This business line encompasses international subsidiaries and equity investments that are mainly involved in Retail Banking.

These subsidiaries and equity investments are primarily located in Europe: in Italy with Gruppo Bancario Crédit Agricole Italia, Crédit Agricole Polska in Poland, as well as in Ukraine.

Other subsidiaries operate around the Mediterranean, e.g. Crédit du Maroc and Crédit Agricole Egypt.

Finally, this division includes other banks that are not significant in size.

The international consumer credit, leasing and factoring subsidiaries (subsidiaries of Crédit Agricole Consumer Finance, Crédit Agricole Leasing & Factoring and EFL in Poland, etc.) are not included in this segment, but in "Specialised Financial Services", except Calit in Italy, which is part of International Retail banking.

Corporate Centre

This segment encompasses:

- Crédit Agricole S.A.'s corporate centre function, asset and liability management and management of debt connected with acquisitions of subsidiaries or equity investments and the net impact of tax consolidation for Crédit Agricole S.A.;
- the results of the private equity business and results of various other Crédit Agricole S.A. companies (notably CA Immobilier, Uni-médias, Foncaris and BForBank, etc.);
- the results from services companies including IT and payment companies (CA-GIP et CAPS) and real-estate companies.

The division also includes the technical and volatile impacts related to intragroup transactions.

5.1 Operating segment information

Transactions between operating segments are effected at arm's length.

Segment assets are determined based on balance sheet elements for each operating segment.

							31/12/2021
(in millions of euros)	Asset Gathering	Large customers	Specialised Financial Services	French Retail Banking – LCL	International Retail Banking	Corporate Centre	**Total**
Revenues	6,527	6,318	2,697	3,696	3,113	306	**22,657**
Operating expenses	(3,012)	(4,035)	(1,407)	(2,371)	(2,275)	(721)	**(13,821)**
GROSS OPERATING INCOME	**3,515**	**2,283**	**1,290**	**1,325**	**838**	**(415)**	**8,836**
Cost of risk	(18)	(39)	(505)	(222)	(780)	(12)	**(1,576)**
OPERATING INCOME	**3,497**	**2,244**	**785**	**1,103**	**58**	**(427)**	**7,260**
Share of net income of equity-accounted entities	84	8	308	-	3	(29)	**374**
Net gains (losses) on other assets	-	(39)	(8)	6	(13)	3	**(51)**
Change in value of goodwill[1]	-	-	-	-	497	-	**497**
PRE-TAX INCOME	**3,581**	**2,213**	**1,085**	**1,109**	**545**	**(453)**	**8,080**
Income tax charge	(642)	(512)	(120)	(309)	199	148	**(1,236)**
Net income from discontinued operations	4	-	-	-	1	-	**5**
NET INCOME	**2,943**	**1,701**	**965**	**800**	**745**	**(305)**	**6,849**
Non-controlling interests	523	90	157	36	187	12	**1,005**
NET INCOME GROUP SHARE	**2,420**	**1,611**	**808**	**764**	**558**	**(317)**	**5,844**

(1) Negative goodwill of €497 million following the acquisition of Credito Valtellinese by CA Italia.

							31/12/2021
(in millions of euros)	Asset Gathering	Large customers	Specialised Financial Services	French Retail Banking – LCL	International Retail Banking	Corporate Centre	**Total**
SEGMENT ASSETS							
Of which investments in equity-accounted entities	4,853	276	2,830	-	-	358	**8,317**
Of which goodwill	7,934	1,395	1,337	4,161	796	9	**15,632**
TOTAL ASSETS	**535,639**	**910,894**	**93,409**	**190,601**	**121,172**	**222,240**	**2,073,955**

Refer to the glossary on page 715 for the definition of technical terms.

							31/12/2020
(in millions of euros)	Asset Gathering	Large customers	Specialised Financial Services	French Retail Banking – LCL	International Retail Banking	Corporate Centre	**Total**
Revenues	5,735	6,297	2,526	3,521	2,659	(238)	**20,500**
Operating expenses	(2,870)	(3,783)	(1,288)	(2,319)	(1,753)	(878)	**(12,891)**
GROSS OPERATING INCOME	**2,865**	**2,514**	**1,238**	**1,202**	**906**	**(1,116)**	**7,609**
Cost of risk	(56)	(829)	(732)	(390)	(570)	(29)	**(2,606)**
OPERATING INCOME	**2,809**	**1,685**	**506**	**812**	**336**	**(1,145)**	**5,003**
Share of net income of equity-accounted entities	66	7	344	-	-	(4)	**413**
Net gains (losses) on other assets	3	1	(3)	2	72	-	**75**
Change in value of goodwill[1]	-	-	-	-	-	(903)	**(903)**
PRE-TAX INCOME	**2,878**	**1,693**	**847**	**814**	**408**	**(2,052)**	**4,588**
Income tax charge	(770)	(278)	(69)	(252)	(101)	341	**(1,129)**
Net income from discontinued operations	(24)	-	(134)	-	(8)	(55)	**(221)**
NET INCOME	**2,084**	**1,415**	**644**	**562**	**299**	**(1,766)**	**3,238**
Non-controlling interests	378	85	85	25	92	(119)	**546**
NET INCOME GROUP SHARE	**1,706**	**1,330**	**559**	**537**	**207**	**(1,647)**	**2,692**

(1) Goodwill Crédit Agricole Italia impairment for -€903 million.

							31/12/2020
(in millions of euros)	Asset Gathering	Large customers	Specialised Financial Services	French Retail Banking – LCL	International Retail Banking	Corporate Centre	**Total**
SEGMENT ASSETS							
Of which investments in equity-accounted entities	4,422	262	2,642	72	-	252	**7,650**
Of which goodwill	7,193	1,394	1,119	4,161	792	-	**14,659**
TOTAL ASSETS	**515,737**	**900,834**	**85,375**	**182,304**	**90,472**	**186,340**	**1,961,062**

5.2 Segment information: geographical analysis

The geographical analysis of segment assets and results is based on the place where operations are booked for accounting purposes.

				31/12/2021				31/12/2020
(in millions of euros)	Net income Group share	Of which Revenues	Segment assets	Of which goodwill	Net income Group share	Of which Revenues	Segment assets	Of which goodwill
France (including overseas departments and territories)	2,575	11,979	1,671,323	9,898	1,385	10,888	1,589,508	9,530
Italie	1,174	3,705	143,833	1,227	(67)	3,102	110,037	1,201
Other European Union countries	742	2,923	78,164	3,179	600	3,244	92,246	2,712
Other European countries	412	1,499	35,865	766	81	699	19,751	705
North America	391	1,139	57,000	468	271	1,110	65,364	430
Central and South America	(4)	23	1,086	-	74	104	1,391	-
Africa and Middle East	123	477	11,049	38	85	471	10,126	35
Asia-Pacific (excluding Japan)	327	631	33,628	31	215	590	27,838	25
Japan	104	281	42,007	25	48	292	44,801	21
TOTAL	**5,844**	**22,657**	**2,073,955**	**15,632**	**2,692**	**20,500**	**1,961,062**	**14,659**

5.3 Insurance specificities

(See chapter on "Risk management – Insurance sector risks" on managing this sector risk.)

Gross income from insurance activities

			31/12/2021			31/12/2020
(in millions of euros)	Income statement prior to reclassification of overlay approach	Reclassification related to overlay approach	Income statement post-reclassification of overlay approach	Recognition in accordance with IFRS 9 excluding effect of overlay approach	Effect of overlay approach	Recognition after effect of overlay approach
Written premium	36,454	-	36,454	29,440	-	29,440
Change in unearned premiums	(152)	-	(152)	(224)	-	(224)
Earned premiums	**36,302**	**-**	**36,302**	**29,216**	**-**	**29,216**
Other operating income	**160**	**-**	**160**	**232**	**-**	**232**
Investment income	7,039	(6)	7,033	7,154	(6)	7,148
Investment expenses	(461)	1	(460)	(588)	2	(586)
Gains (losses) on disposals of investments net of impairment and amortisation reversals	(178)	277	99	426	484	910
Change in fair value of investments at fair value through profit or loss	10,115	(1,828)	8,287	(1,779)	2,422	645
Change in impairment on investments	(52)	64	12	27	(483)	(456)
Investment income net of expenses	**16,463**	**(1,492)**	**14,971**	**5,242**	**2,419**	**7,661**
Claims expenses(1)	**(45,588)**	**1,324**	**(44,264)**	**(27,996)**	**(2,227)**	**(30,223)**
Revenue from reinsurance operations	704	-	704	666	-	666
Expenses from reinsurance operations	(820)	-	(820)	(842)	-	(842)
Net reinsurance income (expense)	**(116)**	**-**	**(116)**	**(176)**	**-**	**(176)**
Contract acquisition costs	(2,187)	-	(2,187)	(2,180)	-	(2,180)
Amortisation of investment securities and similar	-	-	-	-	-	-
Administration costs	(2,309)	-	(2,309)	(2,222)	-	(2,222)
Other current operating income (expense)	(447)	-	(447)	(491)	-	(491)
Other operating income (expense)	-	-	-	-	-	-
OPERATING INCOME	**2,278**	**(168)**	**2,110**	**1,625**	**192**	**1,817**
Financing expenses	(282)	-	(282)	(225)	-	(225)
Share of net income of associates	-	-	-	-	-	-
Income tax charge	(322)	(23)	(345)	(558)	102	(456)
Net income from discontinued or held-for-sale operations	(2)	-	(2)	-	-	-
CONSOLIDATED NET INCOME	**1,672**	**(191)**	**1,481**	**842**	**294**	**1,136**
Non-controlling interests	**(75)**	**-**	**(75)**	**80**	**-**	**80**
NET INCOME GROUP SHARE	**1,597**	**(191)**	**1,406**	**762**	**294**	**1,056**

(1) *Including -€24.8 billion of cost of claims at 31 December 2021 (-€23 billion at 31 December 2020), -€1.7 billion of changes in policyholder profit-sharing at 31 December 2021 (-€1 billion at 31 December 2020), -€17.4 billion of changes in technical reserves at 31 December 2021 (€-6 billion at 31 December 2020).*

Refer to the glossary on page 715 for the definition of technical terms.

Breakdown of insurance company investments

(in millions of euros)	31/12/2021	31/12/2020
FINANCIAL ASSETS AT FAIR VALUE THROUGH PROFIT OR LOSS	197,579	175,671
Held for trading financial assets	1,389	936
Other financial instruments at fair value through profit or loss	196,190	174,735
HEDGING DERIVATIVE INSTRUMENTS	42	710
FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME	218,478	229,726
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	218,375	229,508
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	103	218
FINANCIAL ASSETS AT AMORTISED COST	4,511	5,588
INVESTMENT PROPERTY	7,068	6,355
INVESTMENTS IN ASSOCIATES AND JOINT VENTURE	4,467	4,127
TOTAL INSURANCE COMPANY INVESTMENTS	**432,145**	**422,177**

As of 31 December 2021, investments in Insurance entities accounted for by the equity method amount to €4,467 million compared with €4,127 million at 31 December 2020.

			31/12/2021			31/12/2020
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses	Carrying amount	Unrealised gains	Unrealised losses
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	218,375	14,824	(638)	229,508	23,448	(24)
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	103	(2)	(15)	218	21	(10)
TOTAL OF FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME	218,478	14,822	(653)	229,726	23,469	(34)

Reclassification between net income and other comprehensive income for financial assets designated under the overlay approach

			31/12/2021			31/12/2020
(in millions of euros)	Amount reported for the designated financial assets applying IFRS 9	Amount that would have been reported for the designated financial assets applying IAS 39	Amount reclassified in other comprehensive income applying the overlay approach	Amount reported for the designated financial assets applying IFRS 9	Amount that would have been reported for the designated financial assets applying IAS 39	Amount reclassified in other comprehensive income applying the overlay approach
Investment income	726	720	(6)	756	750	(6)
Investment expenses	(7)	(6)	1	(10)	(8)	2
Gains (losses) on disposals of investments net of impairment and amortisation reversals	84	361	277	(1)	483	484
Change in fair value of investments at fair value through profit or loss	1,828	-	(1,828)	(2,422)	-	2,422
Change in impairment on investments	-	64	64	-	(483)	(483)
Investment income net of expenses	**2,631**	**1,139**	**(1,492)**	**(1,677)**	**742**	**2,419**
Claims expenses			**1,324**			**(2,227)**
OPERATING INCOME			(168)			192
Income tax charge			(23)			102
NET INCOME GROUP SHARE			**(191)**			**294**

NOTE 6 NOTES TO THE BALANCE SHEET

6.1 Cash, Central Banks

	31/12/2021		31/12/2020	
(in millions of euros)	Assets	Liabilities	Assets	Liabilities
Cash	1,737		1,593	
Central banks	236,020	1,276	192,676	864
CARRYING AMOUNT	**237,757**	**1,276**	**194,269**	**864**

6.2 Financial assets and liabilities at fair value through profit or loss

Financial assets at fair value through profit or loss

(in millions of euros)	31/12/2021	31/12/2020
Held for trading financial assets	237,341	261,968
Other financial instruments at fair value through profit or loss	192,053	170,494
Equity instruments	40,683	34,183
Debt instruments that do not meet the conditions of the "SPPI" test	75,379	72,410
Assets backing unit-linked contracts	75,991	63,900
Financial assets designated at fair value through profit or loss	-	1
CARRYING AMOUNT	**429,394**	**432,462**
Of which lent securities	*1*	*666*

Financial assets held for trading

(in millions of euros)	31/12/2021	31/12/2020
Equity instruments	**6,832**	**6,221**
Equities and other variable income securities	6,832	6,221
Debt securities	**23,039**	**18,522**
Treasury bills and similar securities	15,092	13,081
Bonds and other fixed income securities	7,883	5,389
Mutual funds	64	52
Loans and receivables	**113,572**	**120,987**
Loans and receivables due from credit institutions	-	-
Loans and receivables due from customers	820	872
Securities bought under repurchase agreements	112,752	120,116
Pledged securities	-	-
Derivative instruments	**93,898**	**116,237**
CARRYING AMOUNT	**237,341**	**261,968**

Securities acquired under repurchase agreements include those that Crédit Agricole S.A. is authorised to use as collateral.

Equity instruments at fair value through profit or loss

(in millions of euros)	31/12/2021	31/12/2020
Equities and other variable income securities	26,233	21,898
Non-consolidated equity investments	14,450	12,285
TOTAL EQUITY INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS	**40,683**	**34,183**

Refer to the glossary on page 715 for the definition of technical terms.

Debt instruments that do not meet the conditions of the "SPPI" test

(in millions of euros)	31/12/2021	31/12/2020
Debt securities	**72,498**	**68,966**
Treasury bills and similar securities	227	178
Bonds and other fixed income securities	12,495	13,660
Mutual funds	59,776	55,128
Loans and receivables	**2,881**	**3,444**
Loans and receivables due from credit institutions	-	-
Loans and receivables due from customers	2,881	3,444
Securities bought under repurchase agreements	-	-
Pledged securities	-	-
TOTAL DEBT INSTRUMENTS THAT DO NOT MEET THE CONDITIONS OF THE "SPPI" TEST	**75,379**	**72,410**

Financial assets designated at fair value through profit or loss

(in millions of euros)	31/12/2021	31/12/2020
Loans and receivables	**-**	**-**
Loans and receivables due from credit institutions	-	-
Loans and receivables due from customers	-	-
Debt securities	**-**	**1**
Treasury bills and similar securities	-	-
Bonds and other fixed income securities	-	1
TOTAL FINANCIAL ASSETS DESIGNATED AT FAIR VALUE THROUGH PROFIT OR LOSS	**-**	**1**

Financial liabilities at fair value through profit or loss

(in millions of euros)	31/12/2021	31/12/2020
Held for trading financial liabilities	207,725	229,265
Financial liabilities designated at fair value through profit or loss	38,663	35,908
CARRYING AMOUNT	**246,388**	**265,173**

This table includes liabilities to holders of UCITS consolidated in Insurance.

Held for trading financial liabilities

(in millions of euros)	31/12/2021	31/12/2020
Securities sold short	41,933	37,179
Securities sold under repurchase agreements	78,737	82,662
Debt securities	2	2
Due to customers	-	-
Due to credit institutions	-	-
Derivative instruments	87,053	109,422
CARRYING AMOUNT	**207,725**	**229,265**

Detailed information on derivative transaction instruments is provided in Note 3.2 relating to market risk, in particular on interest rates.

Financial liabilities designated at fair value through profit or loss

Financial liabilities for which changes in issuer spread are recognised in other comprehensive income and will not be reclassified

	31/12/2021				
(in millions of euros)	Carrying amount	Difference between carrying amount and amount contractually required to pay at maturity	Accumulated amount of change in fair value attributable to changes in own credit risk	Amount of change in fair value during the period attributable to changes in own credit risk	Amount realised at derecognition[1]
Deposits and subordinated liabilities	**3,564**	**-**	**-**	**-**	**-**
Deposits	3,564	-	-	-	-
Subordinated liabilities	-	-	-	-	-
Debt securities	**22,822**	**306**	**387**	**15**	**(1)**
Other financial liabilities	**-**	**-**	**-**	**-**	**-**
TOTAL	**26,386**	**306**	**387**	**15**	**(1)**

(1) The amount realised upon derecognition is transferred to consolidated reserves.

	31/12/2020				
(in millions of euros)	Carrying amount	Difference between carrying amount and amount contractually required to pay at maturity	Accumulated amount of change in fair value attributable to changes in own credit risk	Amount of change in fair value during the period attributable to changes in own credit risk	Amount realised at derecognition[1]
Deposits and subordinated liabilities	**3,629**	**-**	**-**	**-**	**-**
Deposits	3,629	-	-	-	-
Subordinated liabilities	-	-	-	-	-
Debt securities	**21,637**	**823**	**363**	**154**	**(6)**
Other financial liabilities	**-**	**-**	**-**	**-**	**-**
TOTAL	**25,266**	**823**	**363**	**154**	**(6)**

(1) The amount realised upon derecognition is transferred to consolidated reserves.

Pursuant to IFRS 9, Crédit Agricole S.A. calculates changes in fair value attributable to changes in own credit risk using a methodology that allows for them to be separated from changes in value attributable to changes in market conditions.

Basis for calculating own credit risk

The source taken into account for the calculation of own credit risk may vary from one issuer to another. Within Crédit Agricole S.A., the source used is the change in its cost of market refinancing based on the type of issuance.

Calculation of unrealised gains/losses on own credit adjustment (recognised in other comprehensive income)

Crédit Agricole S.A.'s preferred approach is based on the liquidity component of issues. All issues are replicated by a group of vanilla loans/borrowings. Changes in fair value attributable to changes in own credit risk of all issues therefore correspond to those of said loans. These are equal to the changes in fair value of the loan book caused by changes in the cost of refinancing.

Calculation of realised gains/losses on own credit risk (recognised in consolidated reserves)

Crédit Agricole S.A. has elected to transfer fair value changes attributable to changes in own credit risk upon unwinding to consolidated reserves. Accordingly, when there is a total or partial early redemption, a sensitivity-based calculation is done. This consists of measuring the change in fair value attributable to the changes in own credit risk of a given issuance as being the sum of the credit spread sensitivities multiplied by the change in this spread between the issuance date and the redemption date.

Refer to the glossary on page 715 for the definition of technical terms.

Financial liabilities for which changes in issuer spread are recognised in net income

				31/12/2021
(in millions of euros)	Carrying amount	Difference between carrying amount and due on maturity	Accumulated amount of change in fair value attributable to changes in own credit risk	Amount of change in fair value during the period attributable to changes in own credit risk
Deposits and subordinated liabilities	**12,277**	**-**	**-**	**-**
Deposits	12,277	-	-	-
Subordinated liabilities	-	-	-	-
Debt securities	**-**	**-**	**-**	**-**
Other financial liabilities	**-**	**-**	**-**	**-**
TOTAL	**12,277**	**-**	**-**	**-**

				31/12/2020
(in millions of euros)	Carrying amount	Difference between carrying amount and due on maturity	Accumulated amount of change in fair value attributable to changes in own credit risk	Amount of change in fair value during the period attributable to changes in own credit risk
Deposits and subordinated liabilities	**10,642**	**-**	**-**	**-**
Deposits	10,642	-	-	-
Subordinated liabilities	-	-	-	-
Debt securities	**-**	**-**	**-**	**-**
Other financial liabilities	**-**	**-**	**-**	**-**
TOTAL	**10,642**	**-**	**-**	**-**

6.3 Hedging derivative instruments

Detailed information is provided in Note 3.4 on "Hedge accounting".

6.4 Financial assets at fair value through other comprehensive income

			31/12/2021
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	253,842	14,875	(669)
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	2,419	500	(912)
TOTAL	**256,261**	**15,375**	**(1,581)**

			31/12/2020
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss	263,856	23,689	(379)
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	2,216	497	(887)
TOTAL	**266,072**	**24,186**	**(1,266)**

Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss

	31/12/2021		
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Treasury bills and similar securities	83,123	7,101	(470)
Bonds and other fixed income securities	170,719	7,774	(199)
Total Debt securities	**253,842**	**14,875**	**(669)**
Loans and receivables due from credit institutions	-	-	-
Loans and receivables due from customers	-	-	-
Total Loans and receivables	**-**	**-**	**-**
TOTAL DEBT INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT MAY BE RECLASSIFIED TO PROFIT OR LOSS	253,842	14,875	(669)
Income tax charge		(4,044)	222
OTHER COMPREHENSIVE INCOME ON DEBT INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)		**10,831**	**(447)**

	31/12/2020		
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Treasury bills and similar securities	88,142	10,417	(75)
Bonds and other fixed income securities	175,714	13,272	(303)
Total Debt securities	**263,856**	**23,689**	**(378)**
Loans and receivables due from credit institutions	-	-	-
Loans and receivables due from customers	-	-	-
Total Loans and receivables	**-**	**-**	**-**
TOTAL DEBT INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT MAY BE RECLASSIFIED TO PROFIT OR LOSS	263,856	23,689	(379)
Income tax charge		(6,163)	63
OTHER COMPREHENSIVE INCOME ON DEBT INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)		**17,526**	**(316)**

Refer to the glossary on page 715 for the definition of technical terms.

Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss

Other comprehensive income on equity instruments that cannot be reclassified

	31/12/2021		
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Equities and other variable income securities	572	8	(93)
Non-consolidated equity investments	1,847	492	(819)
TOTAL EQUITY INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS	2,419	500	(912)
Income tax charge		(22)	17
OTHER COMPREHENSIVE INCOME ON EQUITY INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)		**478**	**(895)**

	31/12/2020		
(in millions of euros)	Carrying amount	Unrealised gains	Unrealised losses
Equities and other variable income securities	515	8	(88)
Non-consolidated equity investments	1,701	489	(799)
TOTAL EQUITY INSTRUMENTS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS	2,216	497	(887)
Income tax charge		(29)	17
OTHER COMPREHENSIVE INCOME ON EQUITY INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)		**468**	**(870)**

Equity instruments derecognised during the period

	31/12/2021		
(in millions of euros)	Fair value at the date of derecognition	Cumulative gains realised[1]	Cumulative losses realised[1]
Equities and other variable income securities	2	1	-
Non-consolidated equity investments	41	1	(13)
TOTAL INVESTMENTS IN EQUITY INSTRUMENTS	43	2	(13)
Income tax charge		-	-
OTHER COMPREHENSIVE INCOME ON EQUITY INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)[1]		**2**	**(13)**

(1) Realised gains and losses are transferred to consolidated reserves when the instrument in question is derecognised.

	31/12/2020		
(in thousands of euros)	Fair value at the date of derecognition	Cumulative gains realised[1]	Cumulative losses realised[1]
Equities and other variable income securities	332	-	(10)
Non-consolidated equity investments	7	-	(28)
TOTAL INVESTMENTS IN EQUITY INSTRUMENTS	339	-	(37)
Income tax charge		-	6
OTHER COMPREHENSIVE INCOME ON EQUITY INSTRUMENTS THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS (NET OF INCOME TAX)[1]		**-**	**(32)**

(1) Realised gains and losses are transferred to consolidated reserves when the instrument in question is derecognised.

6.5 Financial assets at amortised cost

(in millions of euros)	31/12/2021	31/12/2020
Loans and receivables due from credit institutions	501,347	463,169
Loans and receivables due from customers[1]	459,905	405,937
Debt securities	84,074	84,794
CARRYING AMOUNT	**1,045,326**	**953,900**

(1) At 31 December 2021, as part of the economic support measures in the wake of the Covid-19 health crisis, the amount of French State-guaranteed loans (PGE) granted by Crédit Agricole S.A. totalled €8 billion.

Loans and receivables due from credit institutions

(in millions of euros)	31/12/2021	31/12/2020
CREDIT INSTITUTIONS		
Loans and receivables	93,663	84,991
of which non doubtful current accounts in debit[1]	*7,588*	*6,727*
of which non doubtful overnight accounts and advances[1]	*133*	*173*
Pledged securities	-	1
Securities bought under repurchase agreements	5,878	7,466
Subordinated loans	500	533
Other loans and receivables	75	180
Gross amount	**100,116**	**93,171**
Impairment	(414)	(381)
NET VALUE OF LOANS AND RECEIVABLES DUE FROM CREDIT INSTITUTIONS	**99,702**	**92,790**
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS		
Current accounts	1,353	1,760
Securities bought under repurchase agreements	571	5,085
Term deposits and advances	399,354	363,142
Subordinated loans	367	392
TOTAL CRÉDIT AGRICOLE INTERNAL TRANSACTIONS	**401,645**	**370,379**
CARRYING AMOUNT	**501,347**	**463,169**

(1) These transactions are partly comprised of the item "Net demand loans and deposits with credit institutions" on the Cash Flow Statement.

Refer to the glossary on page 715 for the definition of technical terms.

Loans and receivables due from customers

(in millions of euros)	31/12/2021	31/12/2020
CUSTOMER TRANSACTIONS		
Trade receivables	38,835	23,623
Other customer loans	394,967	356,955
Pledged securities	240	205
Securities bought under repurchase agreements	3,915	3,713
Subordinated loans	56	45
Insurance receivables	176	328
Reinsurance receivables	852	845
Advances in associates' current accounts	95	147
Current accounts in debit	11,721	12,636
Gross amount	**450,857**	**398,497**
Impairment	(8,442)	(9,125)
NET VALUE OF LOANS AND RECEIVABLES DUE FROM CUSTOMERS	**442,415**	**389,372**
FINANCE LEASES		
Property leasing	5,281	5,474
Equipment leases, operating leases and similar transactions	12,662	11,547
Gross amount	**17,943**	**17,021**
Impairment	(453)	(456)
NET VALUE OF LEASE FINANCING OPERATIONS	**17,490**	**16,565**
CARRYING AMOUNT	**459,905**	**405,937**

Debt securities

(in millions of euros)	31/12/2021	31/12/2020
Treasury bills and similar securities	34,528	29,906
Bonds and other fixed income securities	49,631	54,967
Total	**84,159**	**84,873**
Impairment	(85)	(79)
CARRYING AMOUNT	**84,074**	**84,794**

6.6 Transferred assets not derecognised or derecognised with ongoing involvement

Transferred assets not derecognised in full at 31 December 2021

	Transferred assets but still fully recognized				
	Transferred assets				
(in millions of euros)	Carrying amount	Of which securitisation (non-deconsolidating)	Of which securities sold/bought under repurchase agreements	Of which other[1]	Fair value[2]
Held for trading financial assets	**17,526**	**-**	**17,526**	**-**	**17,526**
Equity instruments	326	-	326	-	326
Debt securities	17,200	-	17,200	-	17,200
Loans and receivables	-	-	-	-	-
Other financial instruments at fair value through profit or loss	**-**	**-**	**-**	**-**	**-**
Equity instruments	-	-	-	-	-
Debt securities	-	-	-	-	-
Loans and receivables	-	-	-	-	-
Financial assets at fair value through other comprehensive income	**17,109**	**-**	**17,109**	**-**	**16,750**
Equity instruments	-	-	-	-	-
Debt securities	17,109	-	17,109	-	16,750
Loans and receivables	-	-	-	-	-
Financial assets at amortised cost	**15,579**	**13,257**	**2,082**	**40**	**15,379**
Debt securities	2,122	-	2,082	40	2,122
Loans and receivables	13,257	13,257	-	-	13,257
TOTAL FINANCIAL ASSETS	50,014	13,257	36,717	40	49,655
Finance leases	**-**	**-**	**-**	**-**	**-**
TOTAL TRANSFERRED ASSETS	**50,014**	**13,257**	**36,717**	**40**	**49,655**

(1) Including securities lending without cash collateral.
(2) When the "counterparty (counterparties) to the associated liabilities has (have) recourse only to the transferred assets (IFRS 7.42D, (d))".

Refer to the glossary on page 715 for the definition of technical terms.

Transferred assets but still fully recognized						Transferred assets recognised to the extent of on the entity's continuing involvement		
			Associated liabilities		Assets and associated liabilities			
Carrying amount	Of which securitisation (non-deconsolidating)	Of which securities sold/bought under repurchase agreements	Of which other[1]	Fair value[2]	Net fair value[2]	Initial total carrying amount of assets prior to transfer	Carrying amount of assets still recognised (continuing involvement)	Carrying amount of associated liabilities
17,277	**-**	**17,277**	**-**	**17,277**	**249**	**-**	**-**	**-**
303	-	303	-	303	23	-	-	-
16,974	-	16,974	-	16,974	226	-	-	-
-	-	-	-	-	-	-	-	-
-	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
17,101	**-**	**17,101**	**-**	**17,101**	**(350)**	**-**	**-**	**-**
-	-	-	-	-	-	-	-	-
17,101	-	17,101	-	17,101	(350)	-	-	-
-	-	-	-	-	-	-	-	-
12,829	**10,760**	**2,069**	**-**	**12,829**	**2,550**	**-**	**-**	**-**
2,069	-	2,069	-	2,069	53	-	-	-
10,760	10,760	-	-	10,760	2,497	-	-	-
47,207	**10,760**	**36,447**	**-**	**47,207**	**2,449**	**-**	**-**	**-**
-	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
47,207	**10,760**	**36,447**	**-**	**47,207**	**2,449**	**-**	**-**	**-**

Transferred assets not derecognised in full at 31 December 2020

	Transferred assets but still fully recognized				
	Transferred assets				
(in millions of euros)	Carrying amount	Of which securitisation (non-deconsolidating)	Of which securities sold/bought under repurchase agreements	Of which other[1]	Fair value[2]
Held for trading financial assets	**14,130**	**-**	**14,130**	**-**	**14,130**
Equity instruments	3,173	-	3,173	-	3,173
Debt securities	10,957	-	10,957	-	10,957
Loans and receivables	-	-	-	-	-
Other financial instruments at fair value through profit or loss	**-**	**-**	**-**	**-**	**-**
Equity instruments	-	-	-	-	-
Debt securities	-	-	-	-	-
Loans and receivables	-	-	-	-	-
Financial assets at fair value through other comprehensive income	**28,826**	**-**	**28,673**	**154**	**28,766**
Equity instruments	-	-	-	-	-
Debt securities	28,826	-	28,673	154	28,766
Loans and receivables	-	-	-	-	-
Financial assets at amortised cost	**15,054**	**11,406**	**3,642**	**5**	**15,054**
Debt securities	3,647	-	3,642	5	3,647
Loans and receivables	11,407	11,406	-	-	11,407
TOTAL FINANCIAL ASSETS	58,010	11,406	46,445	159	57,950
Finance leases	**-**	**-**	**-**	**-**	**-**
TOTAL TRANSFERRED ASSETS	**58,010**	**11,406**	**46,445**	**159**	**57,950**

(1) Including securities lending without cash collateral.

(2) When the "counterparty (counterparties) to the associated liabilities has (have) recourse only to the transferred assets (IFRS 7.42D, (d))".

Securitisations

Consolidated securitisations with external investors are a transfer of assets within the meaning of the amendment to IFRS 7. The Group effectively has an indirect contractual obligation to deliver to external investors the cash flows from assets sold to the securitisation fund (although these assets are recorded in the Group balance sheet through the consolidation of the fund). Receivables assigned to the securitisation fund are used as collateral for investors.

Fully self-subscribed consolidated securitisations do not constitute a transfer of assets within the meaning of IFRS 7.

Crédit Agricole Consumer Finance Securitisations

At 31 December 2021, Crédit Agricole Consumer Finance managed seventeen consolidated vehicles for securitisation of retail consumer loans and car dealer financing in Europe. Securitisation transactions carried out within Crédit Agricole Consumer Finance Group are not considered to form part of a deconsolidation transaction under IFRS and have therefore been reintegrated into Crédit Agricole S.A. consolidated financial statements.

The carrying amounts of the relevant assets (net of related liabilities) amounted to €2,309 million at 31 December 2021. They include, in particular, outstanding customer loans with a net carrying amount of €4,748 million. The amount of securities mobilised on the market stood at €4,473 million. The value of securities still available to be mobilised stood at €6,420 million.

CA Italia Securitisations

At 31 December 2021, Crédit Agricole Italia managed one home loan securitisation vehicle. This securitisation transaction is not considered to form part of a deconsolidation transaction under IFRS and has therefore been reintegrated into the Crédit Agricole S.A. consolidated financial statements.

The carrying amounts of the relevant assets amounted to €12,781 million at 31 December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

Transferred assets but still fully recognized						Transferred assets recognised to the extent of on the entity's continuing involvement		
		Associated liabilities			Assets and associated liabilities			
Carrying amount	Of which securitisation (non-deconsolidating)	Of which securities sold/bought under repurchase agreements	Of which other[1]	Fair valve[2]	Net fair value[2]	Initial total carrying amount of assets prior to transfer	Carrying amount of assets still recognised (continuing involvement)	Carrying amount of associated liabilities
13,908	**-**	**13,908**	**-**	**13,908**	**222**	**-**	**-**	**-**
3,123	-	3,123	-	3,123	50	-	-	-
10,785	-	10,785	-	10,785	172	-	-	-
-	-	-	-	-	-	-	-	-
-	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
28,642	**-**	**28,642**	**-**	**28,642**	**124**	**-**	**-**	**-**
-	-	-	-	-	-	-	-	-
28,642	-	28,642	-	28,642	124	-	-	-
-	-	-	-	-	-	-	-	-
13,050	**9,456**	**3,594**	**-**	**13,050**	**2,004**	**-**	**-**	**-**
3,594	-	3,594	-	3,594	53	-	-	-
9,456	9,456	-	-	9,456	1,951	-	-	-
55,600	**9,456**	**46,144**	**-**	**55,600**	**2,350**	**-**	**-**	**-**
-	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
55,600	**9,456**	**46,144**	**-**	**55,600**	**2,350**	**-**	**-**	**-**

6.7 Exposure to sovereign risk

The scope of sovereign exposures recorded covers exposures to Governments, but does not include local authorities. Tax debt is excluded from these amounts.

Exposure to sovereign debt corresponds to an exposure net of impairment (carrying amount) presented both gross and net of hedging.

The Group's exposure to sovereign risk is as follows:

Banking activity

31/12/2021	Exposures Banking activity net of impairment						
	Other financial instruments at fair value through profit or loss						
(in millions of euros)	Held-for-trading financial assets	Other financial instruments at fair value through profit or loss	Financial assets at fair value through other comprehensive income that may be reclassified to profit or loss	Financial assets at amortised cost	Total banking activity before hedging	Hedging	**Total banking activity after hedging**
Germany	-	86	-	57	143	-	**143**
Saudi Arabia	5	-	-	1,300	1,305	-	**1,305**
Argentina	-	-	-	42	42	-	**42**
Austria	9	-	-	195	204	1	**205**
Belgium	-	-	1,847	1,435	3,282	(61)	**3,221**
Brazil	12	-	214	122	348	-	**348**
China	212	-	66	261	539	(1)	**538**
Egypt	1	8	771	328	1,108	-	**1,108**
Spain	-	-	174	1,990	2,164	13	**2,177**
United States	2,780	-	98	906	3,784	(122)	**3,662**
France	-	122	3,670	11,568	15,360	(641)	**14,719**
Hong Kong	91	-	-	1,274	1,365	-	**1,365**
Italy	-	6	3,643	12,526	16,175	(315)	**15,860**
Japan	182	-	440	1,430	2,052	-	**2,052**
Lyban	-	-	-	-	-	-	**-**
Morocco	212	7	202	-	421	-	**421**
Poland	-	-	772	242	1,014	-	**1,014**
United Kingdom	-	-	-	-	-	-	**-**
Russia	-	-	-	-	-	-	**-**
Turkey	-	-	-	-	-	-	**-**
Ukraine	-	-	111	234	345	-	**345**
Venezuela	-	-	-	18	18	-	**18**
Other sovereign countries	916	-	904	4,962	6,782	(1)	**6,781**
TOTAL	**4,420**	**229**	**12,912**	**38,890**	**56,451**	**(1,127)**	**55,324**

Refer to the glossary on page 715 for the definition of technical terms.

31/12/2020	Exposures Banking activity net of impairment						
	Other financial instruments at fair value through profit or loss						
(in millions of euros)	Held-for-trading financial assets	Other financial instruments at fair value through profit or loss	Financial assets at fair value through other comprehensive income that may be reclassified to profit or loss	Financial assets at amortised cost	Total banking activity before hedging	Hedging	**Total banking activity after hedging**
Germany	-	-	-	-	-	-	**-**
Saudi Arabia	-	-	-	890	890	-	**890**
Argentina	-	-	-	44	44	-	**44**
Austria	119	-	-	198	317	(2)	**315**
Belgium	-	14	2,405	1,552	3,971	(209)	**3,762**
Brazil	8	-	112	158	278	-	**278**
China	189	-	34	136	359	(2)	**357**
Egypt	1	7	641	347	996	-	**996**
Spain	-	-	1,303	2,034	3,337	(119)	**3,218**
United States	1,721	-	68	819	2,608	(7)	**2,601**
France	35	285	3,712	12,528	16,560	(706)	**15,854**
Hong Kong	58	-	-	880	938	(1)	**937**
Italy	-	43	3,066	8,075	11,184	(285)	**10,899**
Japan	-	-	246	1,435	1,681	1	**1,682**
Lyban	-	-	-	-	-	-	**-**
Morocco	11	23	244	-	278	-	**278**
Poland	-	-	950	229	1,179	-	**1,179**
United Kingdom	-	-	-	-	-	-	**-**
Russia	-	-	-	-	-	-	**-**
Turkey	-	-	-	-	-	-	**-**
Ukraine	-	-	78	208	286	-	**286**
Venezuela	-	-	-	30	30	-	**30**
Other sovereign countries	1,086	195	808	4,401	6,490	(26)	**6,464**
TOTAL	**3,228**	**567**	**13,667**	**33,964**	**51,426**	**(1,356)**	**50,070**

Insurance activity

For the insurance activity, exposure to sovereign debt is presented as net of impairment, before hedging, and corresponds to an exposure before application of sharing mechanisms between insurer and policyholder specific to life insurance.

Gross exposures *(in millions of euros)*	31/12/2021	31/12/2020
Germany	323	-
Saudi Arabia	-	1
Argentina	6	-
Austria	546	2,484
Belgium	3,992	4,152
Brazil	4	-
China	4	-
Egypt	-	-
Spain	4,648	3,777
United States	60	50
France	50,467	54,004
Hong Kong	-	-
Italy	8,806	9,103
Japan	199	132
Lebanon	-	-
Morocco	2	-
Poland	330	325
United Kingdom	3	6
Russia	7	-
Turkey	10	-
Ukraine	-	-
Venezuela	-	1
Other sovereign countries	2,135	3,297
TOTAL EXPOSURES	**71,542**	**77,332**

6.8 Financial liabilities at amortised cost

(in millions of euros)	31/12/2021	31/12/2020
Due to credit institutions	314,783	264,919
Due to customers	781,177	719,388
Debt securities	171,393	162,547
CARRYING AMOUNT	**1,267,353**	**1,146,854**

Refer to the glossary on page 715 for the definition of technical terms.

Due to credit institutions

(in millions of euros)	31/12/2021	31/12/2020
CREDIT INSTITUTIONS		
Accounts and borrowings	205,620	179,458
of which current accounts in credit[(1)]	*10,335*	*9,167*
of which overnight accounts and deposits[(1)]	*4,241*	*1,953*
Pledged securities	-	-
Securities sold under repurchase agreements	17,103	21,575
TOTAL	**222,723**	**201,033**
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS		
Current accounts in credit	71,492	39,899
Term deposits and advances	20,375	18,903
Securities sold under repurchase agreements	193	5,084
TOTAL	**92,060**	**63,886**
CARRYING AMOUNT	**314,783**	**264,919**

(1) These transactions are partly comprised of the item "Net demand loans and deposits with credit institutions" on the Cash Flow Statement.

As at 31 December 2021, the Group has drawn €162 billion in TLTRO III at the ECB.

Due to customers

(in millions of euros)	31/12/2021	31/12/2020
Current accounts in credit	324,002	291,807
Special savings accounts	344,300	324,407
Other amounts due to customers	108,421	98,927
Securities sold under repurchase agreements	2,124	1,520
Insurance liabilities	938	872
Reinsurance liabilities	676	590
Cash deposits received from ceding and retroceding companies against technical insurance commitments	716	1,265
CARRYING AMOUNT	**781,177**	**719,388**

Debt securities

(in millions of euros)	31/12/2021	31/12/2020
Interest bearing notes	-	-
Interbank securities	7,862	9,078
Negotiable debt securities	61,260	49,228
Bonds[(1)]	99,885	101,380
Other debt securities	2,386	2,861
CARRYING AMOUNT	**171,393**	**162,547**

(1) Includes issues of covered bonds and issues of senior non-preferred bonds.

Crédit Agricole S.A.'s outstanding senior non-preferred securities amounted to €28.8 billion in euro equivalent at 31 December 2021, versus €24.1 billion in euro equivalent at 31 December 2020. Debt securities issued by Crédit Agricole S.A. and held by insurance entities of the Crédit Agricole S.A. group are eliminated for euro contracts. They were also eliminated when they were backing unit-linked contracts with financial risk borne entirely by the policyholder.

6.9 Information on the offsetting of financial assets and financial liabilities

Offsetting – Financial assets

Type of financial instrument *(in millions of euros)*	31/12/2021					
	Offsetting effects on financial assets covered by master netting agreements and similar agreements					
				Other amounts that can be offset under given conditions		
	Gross amounts of recognised financial assets before offsetting	Gross amounts of recognised financial liabilities set off in the financial statements	Net amounts of financial assets presented in the financial statements(3)	Gross amounts of financial liabilities covered by master netting agreements	Amounts of other financial instruments received as collateral, including security deposits	Net amount after all offsetting effects
Derivatives(1)(2)	107,820	-	107,820	74,612	17,954	15,254
Reverse repurchase agreements(4)	253,475	130,117	123,358	9,662	113,017	679
Other financial instruments	-	-	-	-	-	-
TOTAL FINANCIAL ASSETS SUBJECT TO OFFSETTING	**361,295**	**130,117**	**231,178**	**84,274**	**130,971**	**15,933**

(1) Including margin calls but before any XVA impact.
(2) 86% of derivatives on the asset side at the reporting date were subject to offsetting.
(3) The net amount of financial assets shown in the summary statements is equal to the amount shown on the balance sheet as assets.
(4) 99% of repurchase agreements on the assets side at the reporting date were subject to offsetting.

At 31 December 2021, derivative instruments were not subject to accounting clearing within the meaning of IAS 32R, but daily settlement (application of the so-called "settlement to market" mechanism).

Type of financial instrument *(in millions of euros)*	31/12/2020					
	Offsetting effects on financial assets covered by master netting agreements and similar agreements					
				Other amounts that can be offset under given conditions		
	Gross amounts of recognised financial assets before offsetting	Gross amounts of recognised financial liabilities set off in the financial statements	Net amounts of financial assets presented in the financial statements(3)	Gross amounts of financial liabilities covered by master netting agreements	Amounts of other financial instruments received as collateral, including security deposits	Net amount after all offsetting effects
Derivatives(1)(2)	138,368	10	138,358	93,631	24,268	20,459
Reverse repurchase agreements(4)	203,785	67,200	136,586	12,094	123,980	512
Other financial instruments	-	-	-	-	-	-
TOTAL FINANCIAL ASSETS SUBJECT TO OFFSETTING	**342,153**	**67,210**	**274,944**	**105,725**	**148,248**	**20,971**

(1) Including margin calls but before any XVA impact.
(2) 86% of derivatives on the asset side at the reporting date were subject to offsetting.
(3) The net amount of financial assets shown in the summary statements is equal to the amount shown on the balance sheet as assets.
(4) 99% of repurchase agreements on the assets side at the reporting date were subject to offsetting.

The methodology for identifying/listing financial assets and liabilities covered by master netting agreements and other financial instruments received as collateral was reviewed in 2021. The 2020 note was amended accordingly.

At 31 December 2020, derivative instruments were not subject to accounting clearing within the meaning of IAS 32R, but daily settlement (application of the so-called "settlement to market" mechanism).

Refer to the glossary on page 715 for the definition of technical terms.

Offsetting – Financial liabilities

Type of financial instrument *(in millions of euros)*	31/12/2021					
	Offsetting effects on financial liabilities covered by master netting agreements and similar agreements					
				Other amounts that can be offset under given conditions		
	Gross amounts of recognised financial assets before offsetting	Gross amounts of recognised financial assets set off in the financial statements	Net amounts of financial liabilities presented in the financial statements(3)	Gross amounts of financial assets covered by master netting agreements	Amounts of other financial instruments received as collateral, including security deposits	Net amount after all offsetting effects
Derivatives(1)(2)	99,400	-	99,400	74,612	18,168	6,621
Reverse repurchase agreements(4)	228,274	130,117	98,157	9,662	73,179	16,074
Other financial instruments	-	-	-	-	-	-
TOTAL FINANCIAL LIABILITIES SUBJECT TO OFFSETTING	**327,674**	**130,117**	**197,557**	**84,274**	**91,347**	**22,695**

(1) Including margin calls but before any XVA impact.
(2) 93% of derivatives on the liabilities side at the reporting date were subject to offsetting.
(3) The net amount of financial liabilities shown in the summary statements is equal to the amount shown on the balance sheet as liabilities.
(4) 393% of repurchase agreements on the liabilities side at the reporting date were subject to offsetting.

At 31 December 2021, derivative instruments were not subject to accounting clearing within the meaning of IAS 32R, but daily settlement (application of the so-called “settlement to market” mechanism).

Type of financial instrument *(in millions of euros)*	31/12/2020					
	Offsetting effects on financial liabilities covered by master netting agreements and similar agreements					
				Other amounts that can be offset under given conditions		
	Gross amounts of recognised financial liabilities before offsetting	Gross amounts of recognised financial assets set off in the financial statements	Net amounts of financial liabilities presented in the financial statements(3)	Gross amounts of financial assets covered by master netting agreements	Amounts of other financial instruments received as collateral, including security deposits	Net amount after all offsetting effects
Derivatives(1)(2)	124,664	10	124,654	93,631	18,746	12,277
Reverse repurchase agreements(4)	178,064	67,200	110,864	12,094	98,015	755
Other financial instruments	-	-	-	-	-	-
TOTAL FINANCIAL LIABILITIES SUBJECT TO OFFSETTING	**302,728**	**67,210**	**235,518**	**105,725**	**116,761**	**13,032**

(1) Including margin calls but before any XVA impact.
(2) 99% of derivatives on the liabilities side at the reporting date were subject to offsetting.
(3) The net amount of financial liabilities shown in the summary statements is equal to the amount shown on the balance sheet as liabilities.
(4) 99% of repurchase agreements on the liabilities side at the reporting date were subject to offsetting.

The methodology for identifying/listing financial assets and liabilities covered by master netting agreements and other financial instruments received as collateral was reviewed in 2021. The 2020 note was amended accordingly.

At 31 December 2020, derivative instruments were not subject to accounting clearing within the meaning of IAS 32R, but daily settlement (application of the so-called “settlement to market” mechanism).

6.10 Current and deferred tax assets and liabilities

(in millions of euros)	31/12/2021	31/12/2020
Current tax	1,659	1,335
Deferred tax	4,205	2,969
TOTAL CURRENT AND DEFERRED TAX ASSETS	**5,864**	**4,304**
Current tax	1,364	1,363
Deferred tax	1,568	1,971
TOTAL CURRENT AND DEFERRED TAX LIABILITIES	**2,932**	**3,334**

Tax audits

Crédit Agricole CIB Paris tax audit

After an audit of accounts for the 2017 and 2018 financial years, Crédit Agricole CIB was the subject of adjustments as part of proposed corrections received in 2021. Crédit Agricole CIB is disputing the reasoning behind the corrections. A provision has been recognised to cover the estimated risk.

CLSA liability guarantee

In 2013, Crédit Agricole Group sold the CLSA entities to the Chinese group CITICS.

Following tax adjustments made on some CLSA entities in India and the Philippines, CITICS invoked the liability guarantee against Crédit Agricole Group. The adjustments have been challenged with stated arguments. A provision has been recognised to cover the estimated risk.

Crédit Agricole Consumer Finance tax audit

Crédit Agricole Consumer Finance was audited in 2018 and 2019 for the periods 2014-2015 and 2016-2017 respectively, with arrears collected for those periods. In 2021, Crédit Agricole Consumer Finance filed claims with the tax authorities disputing some of those arrears.

Agos Ducato tax audit

Following a prior audit, completed in 2021, Agos Ducato made provisions in its accounts for the impact the audit will have on subsequent years.

Predica tax audit

Predica was the subject of an audit of accounts for the 2015 and 2016 financial years. A proposed correction received in early 2019 remained under dispute. After France's National Tax Commission released an opinion in Predica's favour, the tax authorities dropped their reassessment in 2021 and Predica reversed the corresponding provision.

Net deferred tax assets and liabilities break down as follows:

(in millions of euros)	31/12/2021	31/12/2020
Temporary timing differences – tax	**3,439**	**2,654**
Non-deductible accrued expenses	490	324
Non-deductible provisions for liabilities and charges	2,030	2,172
Other temporary differences(1)	919	158
Deferred tax on reserves for unrealised gains or losses	**(483)**	**79**
Financial assets at fair value through other comprehensive income	(632)	(359)
Cash flow hedges	(79)	242
Gains and losses/Actuarial differences	105	105
Other comprehensive income attributable to changes in own credit risk	93	91
Reclassification of net gains (losses) of designated financial assets applying the overlay approach	30	-
Deferred tax on income and reserves	**(319)**	**236**
of which Reclassification of net gains (losses) of designated financial assets applying the overlay approach	(30)	-
TOTAL DEFERRED TAX	**2,637**	**2,969**

(1) The portion of deferred tax related to tax loss carryforwards was €703 million for 2021 compared with €361 million for 2020.

Deferred tax assets are netted on the balance sheet by tax entity.

In order to assess the level of deferred tax assets to be recognised, Crédit Agricole S.A. takes into account for each company or tax group concerned the dedicated tax status and the earnings projections established during the budgetary process.

Refer to the glossary on page 715 for the definition of technical terms.

6.11 Accrued income and expenses and other assets and liabilities

Accruals, prepayments and sundry assets

(in millions of euros)	31/12/2021	31/12/2020
Other assets	**31,119**	**33,160**
Inventory accounts and miscellaneous	238	217
Collective management of *Livret de développement durable* (LDD) savings account and united	-	-
Sundry debtors[(1)]	27,759	29,585
Settlements accounts	1,146	706
Due from shareholders – unpaid capital	-	29
Other insurance assets	287	327
Reinsurer's share of technical reserves	1,689	2,296
Accruals and deferred income	**7,328**	**7,147**
Items in course of transmission	2,385	2,702
Adjustment and suspense accounts	74	269
Accrued income	3,407	3,021
Prepaid expenses	879	548
Other accruals prepayments and sundry assets	583	607
CARRYING AMOUNT	**38,447**	**40,307**

(1) Including €76 million in respect of the contribution to the Single Resolution Fund in the form of a security deposit at 31 December 2021. The Single Resolution Fund may use the security deposit to provide funding unconditionally and at any time.

The estimated impact of the first-time application of the IFRS IC decision of 21 April 2021 resulted in the creation of a surplus asset of €138 million in accruals, prepayments and sundry assets.

Accruals, prepayments and sundry liabilities

(in millions of euros)	31/12/2021	31/12/2020
Other liabilities[(1)]	**41,067**	**41,283**
Settlements accounts	1,709	1,769
Sundry creditors	37,258	37,541
Liabilities related to trading securities	258	204
Lease liabilities	1,830	1,757
Other insurance liabilities	12	12
Other	-	-
Accruals and deferred income	**12,255**	**11,658**
Items in course of transmission[(2)]	3,211	3,250
Adjustment and suspense accounts	1,080	1,120
Unearned income	1,247	1,233
Accrued expenses	5,696	5,266
Other accruals prepayments and sundry assets	1,021	789
CARRYING AMOUNT	**53,322**	**52,941**

(1) The amounts shown include related debts.
(2) Net amounts are shown.

6.12 Non-current assets held for sale and discontinued operations

Balance sheet of discontinued or held for sale operations

(in millions of euros)	31/12/2021	31/12/2020
Cash, central banks	215	50
Financial assets at fair value through profit or loss	419	5
Hedging derivative Instruments	-	-
Financial assets at fair value through other comprehensive income	704	32
Financial assets at amortised cost	1,308	2,597
Revaluation adjustment on interest rate hedged portfolios	-	-
Current and deferred tax assets	6	26
Accruals, prepayments and sundry assets	222	24
Investments in equity-accounted entities	-	-
Investment property	19	-
Property, plant and equipment	34	13
Intangible assets	38	(13)
Goodwill	-	-
TOTAL ASSETS	**2,965**	**2,734**
Central banks	-	-
Financial liabilities at fair value through profit or loss	-	-
Hedging derivative Instruments	-	-
Financial liabilities at amortised cost	1,143	1,254
Revaluation adjustment on interest rate hedged portfolios	-	-
Current and deferred tax liabilities	20	2
Accruals, prepayments and sundry liabilities	103	25
Insurance company technical reserves	1,280	
Provisions	5	16
Subordinated debt	-	-
Adjustment to fair value of assets held for sale and discontinued operations (excluding taxes)	15	133
TOTAL LIABILITIES AND EQUITY	**2,566**	**1,430**
NET ASSET FROM DISCONTINUED OR HELD-FOR-SALE OPERATIONS	**399**	**1,304**

Income statement from discontinued operations

(in millions of euros)	31/12/2021	31/12/2020
Revenues	129	17
Operating expenses	(113)	(63)
Depreciation, amortisation and impairment of property, plant & equipment and intangible assets	(23)	(32)
Cost of risk	8	4
Pre-tax income	**1**	**(74)**
Share of net income of equity-accounted entities	-	-
Net gains (losses) on other assets	25	-
Change in value of goodwill	-	(55)
Income tax charge	(21)	(4)
Net income	**5**	**(133)**
Income associated with fair value adjustments of discontinued operations	-	(88)
Net income from discontinued operations	**5**	**(221)**
Non-controlling interests	-	-
NET INCOME FROM DISCONTINUED OPERATIONS – GROUP SHARE	**5**	**(221)**

Refer to the glossary on page 715 for the definition of technical terms.

Discontinued operations cash flow statement

(in millions of euros)	31/12/2021	31/12/2020
Net cash flows from (used by) operating activities	25	97
Net cash flows from (used by) investment activities	(100)	(2)
Net cash flows from (used by) financing activities	(3)	(125)
TOTAL	**(78)**	**(30)**

6.13 Joint ventures and associates

Financial information of joint ventures and associates

At 31 December 2021:

- the equity-accounted value of joint ventures totalled €3,618 million (€3,081 million at 31 December 2020);
- the equity-accounted value of associates totalled €4,699 million (€4,569 million at 31 December 2020).

FCA Bank is a joint venture created with Fiat Chrysler Automobiles (FCA), now incorporated into the Stellantis group. The company operates in 18 European countries and manages all financing activities for dealers and customers of brands from the FCA Group: Fiat, Lancia, Alfa Romeo, Maserati, Chrysler, Jeep Europe, as well as brands from other constructors developed under private labelling agreements (Jaguar Land Rover, Ferrari, Morgan, Hymer etc.), across varying geographical scopes. As indicated in Note 2.3 (See "Highlights") the nature of the partnership with Stellantis will inevitably evolve due to agreements that are still being negotiated and that will not be implemented until the beginning of 2023. The equity-accounted value of the investment in FCA Bank was tested under existing agreements; this value would not be called into question by taking into account the conditions envisaged for the transaction under negotiation.

Material associates and joint ventures are presented in the table below. These are the main joint ventures and associates that make up the "Equity-accounted value on the balance sheet".

	31/12/2021					
(in millions of euros)	% of interest	Equity-accounted value	Share of market value	Dividends paid to Group's entities	Share of net income[1]	Share of shareholders' equity[2]
Joint ventures						
FCA Bank	50.0%	2,243	-	140	246	1,931
S3 Latam Holdco 1	34.7%	276	-	-	8	541
SCI Paul Cézanne	49.0%	322	350	-	5	81
Others		777	-	19	29	1,115
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES (JOINT VENTURES)		**3,618**			**288**	**3,668**
Associates						
Icade	19.1%	945	919	57	39	552
Korian	24.4%	875	718	8	15	829
Ramsay Générale de Santé	39.8%	697	941	-	26	426
Altarea	24.7%	635	839	41	(17)	457
GAC Sofinco Auto Finance Co. (ex-GAC CACF)	50.0%	447	-	27	54	447
SCI Heart of La Défense	33.3%	189	227	13	(62)	189
Frey	22.4%	175	183	7	7	172
ABC-CA Fund Management Co.	22.7%	180	-	9	28	180
Wafasalaf	49.0%	137	-	9	13	78
SBI Funds Management Private Limited	25.0%	174	-	6	47	149
Others		245		32	(34)	134
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES (ASSOCIATES)		**4,699**			**116**	**3,613**
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES		**8,317**			**404**	**7,282**

(1) The share of net income from policyholders' deferred profit sharing of the joint ventures and associates of the Asset Gathering activities are classified as revenues in the income statement.
(2) Shareholders' equity Group share in the financial statements of the joint venture or associate when the joint venture or associate is a sub-group.

The market value shown in the table above is the quoted price of the shares on the market at 31 December 2021. This value may not be representative of the selling value since the value in use of equity-accounted entities may be different from the equity-accounted value determined pursuant to IAS 28.

Investments in equity-accounted entities were subject to impairment tests, in case of an indication of impairment, using the same methodology as for goodwill.

(in millions of euros)	% of interest	Equity-accounted value	Share of market value	Dividends paid to Group's entities	Share of net income[1]	Share of shareholders' equity[2]
						31/12/2020
Joint ventures						
FCA Bank	50.0%	2,117	-	-	307	1,811
S3 Latam Holdco 1	34.8%	262	-	-	7	525
Others		702	-	22	(14)	910
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES (JOINT VENTURES)		**3,081**			**300**	**3,246**
Associates						
Icade	19.0%	935	892	56	49	544
Korian	24.3%	768	801	-	18	728
Ramsay Générale de Santé	39.6%	669	785	-	5	401
Altarea	24.7%	583	613	37	5	486
GAC Sofinco Auto Finance Co. (ex-GAC CACF)	50.0%	375	-	26	52	375
SCI Heart of La Défense	33.3%	264	230	10	4	264
Frey	19.4%	146	143	7	6	144
ABC-CA Fund Management Co.	22.7%	143	-	-	16	143
Wafasalaf	49.0%	127	-	-	(9)	71
SBI Funds Management Private Limited	25.2%	123	-	6	39	99
Others		436			16	251
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES (ASSOCIATES)		**4,569**			**200**	**3,506**
NET CARRYING AMOUNT OF INVESTMENTS IN EQUITY-ACCOUNTED ENTITIES		**7,650**			**501**	**6,752**

(1) The share of net income from policyholders' deferred profit sharing of the joint ventures and associates of the Asset Gathering activities are classified as revenues in the income statement.
(2) Shareholders' equity Group share in the financial statements of the joint venture or associate when the joint venture or associate is a sub-group.

Condensed financial information for the material associates and joint ventures of Crédit Agricole S.A. is shown below:

(in millions of euros)	Revenues	Net income	Total assets	Total Equity
				31/12/2021
Joint ventures				
FCA Bank	800	494	24,165	3,863
S3 Latam Holdco 1	90	39	1,215	1,082
SCI Paul Cézanne	9	9	185	176
Associates				
Icade	207	207	12,571	3,737
Korian	61	61	13,738	3,606
Ramsay Générale de Santé	65	65	6,682	1,099
Altarea	(69)	(69)	8,832	2,729
GAC Sofinco Auto Finance Co. (ex-GAC CACF)	252	108	6,155	266
SCI Heart of La Défense	(185)	(185)	1,762	685
Frey	31	31	1,590	821
ABC-CA Fund Management Co.	220	85	616	541
Wafasalaf	112	27	1,595	159
SBI Funds Management Private Limited	218	123	433	404

Refer to the glossary on page 715 for the definition of technical terms.

(in millions of euros)	Revenues	Net income	Total assets	Total Equity
				31/12/2020
Joint ventures				
FCA Bank	836	501	25,767	3,622
S3 Latam Holdco 1	77	29	1,182	1,049
Associates				
Icade	258	258	12,429	3,715
Korian	74	74	11,884	2,620
Ramsay Générale de Santé	13	13	6,715	1,037
Altarea	19	19	9,114	2,939
GAC Sofinco Auto Finance Co. (ex-GAC CACF)	233	104	6,338	789
SCI Heart of La Défense	13	13	1,880	795
Frey	31	31	1,430	743
ABC-CA Fund Management Co.	98	48	512	430
Wafasalaf	102	(18)	1,224	145
SBI Funds Management Private Limited	170	104	301	269

Significant restrictions on joint ventures and associates

Crédit Agricole S.A. has the following restrictions:

Regulatory constraints

The subsidiaries of Crédit Agricole S.A. are subject to prudential regulation and regulatory capital requirements in their host countries. The minimum equity capital (solvency ratio), leverage ratio and liquidity ratio requirements limit the capacity of these entities to pay dividends or to transfer assets to Crédit Agricole S.A.

Legal constraints

The subsidiaries of Crédit Agricole S.A. are subject to legal provisions concerning the distribution of capital and distributable earnings. These requirements limit the ability of the subsidiaries to distribute dividends. In the majority of cases, these are less restrictive than the regulatory limitations mentioned above.

Restriction on assets backing unit-linked contracts for the Insurance business

Assets backing unit-linked contracts of Crédit Agricole S.A. are held for the benefit of policyholders. Assets of the insurance subsidiaries of Crédit Agricole S.A. are mainly held for satisfying their obligation towards their policyholders. Assets transfers to other entities are possible following the legal conditions. However, in case of a transfer, a part of the profit due to the transfer must be intended for the policyholders.

6.14 Investment property

(in millions of euros)	31/12/2020	Changes in scope	Increases (acquisitions)	Decreases (disposals)	Translation adjustments	Other movements	31/12/2021
Gross amount	6,625	146	1,289	(580)	-	(15)	**7,465**
Depreciation and impairment	(103)	(47)	(8)	(1)	-	1	**(158)**
CARRYING AMOUNT[(1)]	**6,522**	**99**	**1,281**	**(581)**	**-**	**(14)**	**7,307**

(1) Including investment property let to third parties.

(in millions of euros)	31/12/2019	Changes in scope	Increases (acquisitions)	Decreases (disposals)	Translation adjustments	Other movements	31/12/2020
Gross amount	6,673	-	253	(308)	-	7	**6,625**
Depreciation and impairment	(97)	-	(5)	4	-	(5)	**(103)**
CARRYING AMOUNT[(1)]	**6,576**	**-**	**248**	**(304)**	**-**	**2**	**6,522**

(1) Including investment property let to third parties.

Fair value of investment properties

The market value of investment property recorded at cost, as valued by "expert appraisers", was €11,336 million at 31 December 2021 compared with €9,955 million at 31 December 2020.

(in millions of euros)		31/12/2021	31/12/2020
Quoted prices in active markets for identical instruments	Level 1	-	-
Valuation based on observable data	Level 2	11,009	9,823
Valuation based on unobservable data	Level 3	327	132
MARKET VALUE OF INVESTMENT PROPERTIES		**11,336**	**9,955**

All investment property are recognised at cost in the balance sheet.

6.15 Property, plant & equipment and intangible assets (excluding goodwill)

Property, plant and equipment used in operations includes the rights of use of assets leased as lessee.

Depreciation and impairment of property, plant and equipment is presented including depreciation on property, plant and equipment leased under operating leases.

(in millions of euros)	31/12/2020	Changes in scope	Increases (acquisitions)[1]	Decreases (disposals and redemptions)	Translation adjustments	Other movements	31/12/2021
PROPERTY, PLANT & EQUIPMENT USED IN OPERATIONS							
Gross amount	10,978	813	808	(329)	87	(28)	**12,329**
Depreciation and impairment	(5,199)	(448)	(764)	223	(49)	4	**(6,233)**
CARRYING AMOUNT	**5,779**	**365**	**44**	**(106)**	**38**	**(24)**	**6,096**
INTANGIBLE ASSETS							
Gross amount	8,214	246	628	(311)	17	(63)	**8,731**
Depreciation and impairment	(5,018)	(123)	(522)	253	(9)	(49)	**(5,468)**
CARRYING AMOUNT	**3,196**	**123**	**106**	**(58)**	**8**	**(112)**	**3,263**

(1) Of which €40.2 million of intangible fixed assets resulting from the preliminary allocation of the goodwill on the initial consolidation of Lyxor by Amundi.

(in millions of euros)	31/12/2019	Changes in scope	Increases (acquisitions)	Decreases (disposals)	Translation adjustments	Other movements[1]	31/12/2020
PROPERTY, PLANT & EQUIPMENT USED IN OPERATIONS							
Gross amount	10,249	99	831	(517)	(118)	434	**10,978**
Depreciation and impairment[1]	(4,651)	(30)	(742)	213	60	(49)	**(5,199)**
CARRYING AMOUNT	**5,598**	**69**	**89**	**(304)**	**(58)**	**385**	**5,779**
INTANGIBLE ASSETS							
Gross amount	7,808	84	601	(236)	(27)	(41)	**8,214**
Depreciation and impairment	(4,645)	-	(476)	154	15	(41)	**(5,018)**
CARRYING AMOUNT	**3,163**	**84**	**125**	**(82)**	**(12)**	**(82)**	**3,196**

(1) Taking into account the effects of first-time adoption of the IFRS IC decision of 26 November 2019 respecting the duration of IFRS 16 leases, the balance of right of use assets in the balance sheet would have been €1,762 million at 31 December 2019 (versus €1,371 million before application of the IFRS IC decision).

Refer to the glossary on page 715 for the definition of technical terms.

6.16 Goodwill

(in millions of euros)	31/12/2020 gross	31/12/2020 net	Increases (acquisitions)	Decreases (Divestments)	Impairment losses during the period	Translation adjustments	Other movements	31/12/2021 gross	31/12/2021 net
Asset Gathering	**7,192**	**7,193**	**663**	**-**	**-**	**78**	**-**	**7,933**	**7,934**
of which insurance	1,213	1,214	-	-	-	-	-	1,213	1,214
of which asset management[(1)]	5,152	5,152	663	-	-	45	-	5,860	5,860
of which international wealth management	827	827	-	-	-	33	-	860	860
French Retail Banking	**5,263**	**4,161**	**-**	**-**	**-**	**-**	**-**	**5,263**	**4,161**
International Retail Banking	**3,208**	**792**	**-**	**-**	**-**	**4**	**-**	**3,217**	**796**
of which Italy	2,871	757	-	-	-	-	-	2,871	757
of which Poland	207	-	-	-	-	-	-	205	-
of which Ukraine	38	-	-	-	-	-	-	43	-
of which other countries	92	35	-	-	-	4	-	98	39
Specialised Financial Services	**2,810**	**1,119**	**218**	**-**	**-**	**-**	**-**	**3,084**	**1,337**
of which Consumer finance (excl.Agos)[(2)]	1,664	926	36	-	-	-	-	1,755	962
of which Consumer finance-Agos	672	103	-	-	-	-	-	672	103
of which Factoring[(3)]	474	90	182	-	-	-	-	657	272
Large customers	**2,620**	**1,394**	**-**	**-**	**-**	**1**	**-**	**2,620**	**1,395**
of which Corporate and investment banking	1,711	485	-	-	-	1	-	1,711	486
of which Asset servicing	909	909	-	-	-	-	-	909	909
Corporate Centre	**-**	**-**	**9**	**-**	**-**	**-**	**-**	**9**	**9**
TOTAL	**21,093**	**14,659**	**890**	**-**	**-**	**83**	**-**	**22,126**	**15,632**
Group share	**19,096**	**12,957**	**675**	**2**	**-**	**67**	**-**	**19,906**	**13,701**
Non-controlling interests	**1,997**	**1,702**	**215**	**(2)**	**-**	**16**	**-**	**2,220**	**1,931**

(1) Of which goodwill of €658 million relating to the Amundi Group at 31 December 2021 following the consolidation of Anatec for €6 million and Lyxor for €652 million.

(2) Goodwill of €37 million at 31 December 2021 following the acquisition of the capital of the CACF Bankia S.A. joint venture resulting in a change in consolidation method from equity-accounted to full consolidation.

(3) Goodwill of €182 million at 31 December 2021 following the consolidation of Olinn in the CALF Group.

Determining the value in use of the CGUs

Goodwill was subject to impairment tests based on the assessment of the value in use of the Cash Generating Units (CGU) with which it is associated. Determining the value in use was based on discounting the CGUs' estimated future cash flows calculated from activities forecasts over a period over four years (2022-2025) developed for Group management purposes, extrapolated over a fifth year in order to merge towards a standardized final year.

The economic scenario on which the projected financial trajectories are based is one of gradual containment of the pandemic and successive waves having less and less impact on business activity. However, the degree of economic recovery varies widely from country to country, depending on how much monetary and fiscal manoeuvring is available to support the economy. Growth will still have been very robust in 2021, after the sharp decline in 2020, and the outlook for 2022 remains healthy. US growth has been resilient, despite the jolts caused by the pandemic; it will remain above its potential in 2022 before gradually returning to its expected level. In the Eurozone, economic activity is not expected to return to its trend level until mid-2022 but inflationary shock is unlikely to change the scenario of a gradual slowdown in otherwise robust growth.

These forecasts are based on (i) inflationary pressures expected to remain limited over time, gradually easing in 2022 as a result of a gradual rebalancing of supply and demand, (ii) a decline in the savings rate that accompanies sustained growth in consumption and offsets lower growth in disposable income, and (iii) investment based on healthy companies and sustained demand as a result of stimulus packages.

Monetary policies should gradually normalise. The ECB is expected to remain accommodative, continuing its asset purchase programme until at least the end of 2022, before gradually withdrawing it, resulting in a limited rise in long-term interest rates. The Fed, which is phasing out quantitative easing by halting its asset purchases in 2022 before raising interest rates, is nevertheless expected to maintain the size of its balance sheet.

As of 31 December 2021, perpetual growth rates, discount rates and capital allocated rates as a proportion of risk-weighted assets were distributed by business line as shown in the table below:

In 2021 (for Crédit Agricole S.A. fully consolidated entities)	Perpetual growth rates	Discount rates	Capital allocated
French Retail Banking – LCL	2.0%	7.6%	9.35%
International Retail Banking – Italy	2.0%	8.8%	9.48%
International Retail Banking – Others	5.0%	16.0%	9.63%
Specialised Financial Services[(1)]	2.0%	7.6% to 9.3%	9.34% to 9.63%
Asset Gathering	2.0%	7.6% to 8.5%	9.39% to 9.67% 80% of the solvency margin (Insurance)
Large customers	2.0%	8.1% to 9.5%	9.39% to 9.53%

(1) The Consumer Credit CGU (excluding Agos) now includes CACF Spain after CACF acquired all shares held by Bankia.

Valuation parameters, in particular the discount rates, were updated to 31 December 2021. Discount rates are determined based on a rolling monthly average over 12 years. The discount rate level is broadly stable compared to the prior financial year.

Perpetual growth rates as of 31 December 2021 remain unchanged from those used as of 31 December 2020.

As in the previous year, prudential requirements include the application of Article 104a of CRD 5 which allows Pillar 2 Requirements (P2R) to be covered with 56.25% of CET1 capital.

Sensitivity of the valuation of CGUs to the main valuation parameters

The sensitivity of the value in use of the CGUs comprising each of the major business segments to the variation of certain valuation parameters is presented in the following table:

	Sensitivity to capital allocated	Sensitivity to discount rates		Sensitivity to cost of risk in the final year		Sensitivity to the cost/income ratio in the final year	
In 2021	+100 bp	-50 bp	+50 bp	-10%	+10%	-100 bp	+100 bp
French Retail Banking – LCL	(4.0%)	+ 8.9%	(7.4%)	+ 2.6%	(2.6%)	+ 3.0%	(3.0%)
International Retail Banking – Italy	(4.3%)	+ 7.2%	(6.2%)	+ 2.7%	(2.7%)	+ 2.7%	(2.7%)
International Retail Banking – Others	(3.1%)	+ 3.9%	(3.6%)	+ 1.3%	(1.3%)	+ 1.4%	(1.4%)
Specialised Financial Services	(5.4%)	+ 10.1%	(8.5%)	+ 9.6%	(9.6%)	+ 4.3%	(4.3%)
Asset Gathering	(0.7%)	+ 8.7%	(7.3%)	NS	NS	+ 1.5%	(1.5%)
Large customers	(7.2%)	+ 7.5%	(6.5%)	+ 0.7%	(0.7%)	+ 2.2%	(2.2%)

Sensitivity analyses have been conducted on goodwill – Group share with variations of the main parameters of valuation applied uniformly for all CGU. These analyses show that the CGUs that have been impaired in recent years, namely the French Retail Banking – LCL CGU and the International Retail Banking – Italy CGU, are less sensitive to deteriorations in the model's parameters than previously. However, the Consumer Credit CGU (excluding Agos) remains sensitive to changes in certain parameters.

- **With regard to operational parameters:**
  - a 50-basis point increase in discount rates would not result in a negative difference between value in use and consolidated value for any of the CGUs.

    On the assumption of a significant increase of 100 basis points in discount rates, the difference would remain positive for the French Retail Banking – LCL and International Retail Banking – Italy CGUs. This margin would still be very slightly positive in the case of the Consumer Credit CGU (excluding Agos) and extremely positive for the other CGUs;
  - a 100-basis point increase in the level of CET1 capital allocated to the CGUs would still result in a positive difference for all CGUs.
- **With regard to operational parameters:**
  - the simulated deterioration assumptions, namely a scenario of a + 10% increase in the cost of risk in the last year of the projection combined with a +100 basis point change in the cost-to-income ratio for the same year, would not result in a negative difference between value in use and the carrying amount for any CGUs other than the Consumer Credit CGU (excluding Agos) for which the difference would be approximately €180 million.

Test on equity-accounted entities, special situation of CA Immobilier

CA Immobilier, which is owned in equal parts by Crédit Agricole S.A. and the Regional Banks, is accounted for under the equity method. In 2021 it created a new subsidiary called Crédit Agricole Services Immobiliers (CA-SIM) to consolidate real estate services for individual customers. The subsidiary is part of the Crédit Agricole Group's plan for a new real estate division. CA Immobilier and some Regional Banks have passed on their real estate management business for private individuals and owner associations to CA-SIM. CA Immobilier has also transferred its Square Habitat network management business to CA-SIM. The planned new real estate division is key to transforming the business line. It required substantial capital expenditure that was funded by a capital increase carried out in early 2021 by the shareholders of CA Immobilier. The aim is to develop innovative solutions that are expected to have a positive impact on the division's profitability and growth in the medium term. Although this capital expenditure has not yet been fully deployed, it falls within the overall plan validated by governance in connection with the project launch and capital increase. The capital expenditure has been capitalised and concerns all of CA-SIM's business segments (Property Management, Transactions, Rental and Sales, Insurance Brokerage, and so on) for which tools have

Refer to the glossary on page 715 for the definition of technical terms.

been adapted or replaced. It also covers the upgrading of the web portal in order to increase the networks' visibility and strengthen the division's digital positioning to give it the impetus it needs. The tools developed for CA-SIM are also available to all Square Habitat networks.

Pursuant to IAS 36.33b, the value in use of the equity-accounted investment in CA Immobilier was assessed on the basis of the discounted value of future cash flows established over a long period, consistent with the projection that the project will create value and lead to a sufficient level of maturity by 2030 to constitute an appropriate terminal year for discounting to infinity. As the contribution from the new CA-SIM division will be negative in the upcoming financial years, in line with the capital expenditure described above and with gradual revenue growth, maintaining a 5-year projection would lead to a significant impairment of the investment in CA Immobilier, which is amounted to €193 million, all things being equal. Such an approach would obviously be misleading given the stable profits of the real estate development division and the CA-SIM division's medium-term earnings prospects.

The business trajectory used was established for the purpose of managing the deployment of the new real estate division. This deployment is significantly changing CA Immobilier's business, with the CA-SIM division growing steadily. In particular it is based on individual trajectories used to value the business passed on to CA-SIM and reflects the goals to develop market share for the entire real estate division and generate the synergies expected from the capital expenditure described above. The maturity projection for the business will remain set for 2030 so that the detailed flow projection period will gradually be reduced until it returns to the usual five-year projection period.

Other valuation parameters were established using the same methodology as for goodwill.

6.17 Insurance company technical reserves

Breakdown of insurance technical reserves

	31/12/2021				
(in millions of euros)	Life	Non-Life	International	Creditor	Total
Insurance contracts	228,907	6,310	28,475	2,115	**265,807**
Investment contracts with discretionary profit-sharing	65,568	-	17,178	-	**82,746**
Investment contracts without discretionary profit-sharing	2,845	-	1,706	-	**4,551**
Deferred participation benefits (liability)	21,491	-	699	-	**22,190**
Other technical reserves	-	-	-	-	**-**
TOTAL TECHNICAL RESERVES	**318,811**	**6,310**	**48,058**	**2,115**	**375,294**
Deferred participation benefits (asset)	(7)	-	-	-	**(7)**
Reinsurer's share of technical reserves	(734)	(530)	(75)	(350)	**(1,689)**
NET TECHNICAL RESERVES	**318,070**	**5,780**	**47,983**	**1,765**	**373,598**

	31/12/2020				
(in millions of euros)	Life	Non-Life	International	Creditor	Total
Insurance contracts	215,228	6,802	24,857	2,066	**248,953**
Investment contracts with discretionary profit-sharing	67,321	-	16,155	-	**83,476**
Investment contracts without discretionary profit-sharing	2,608	-	1,637	-	**4,245**
Deferred participation benefits (liability)	25,556	-	1,284	-	**26,840**
Other technical reserves	-	-	-	-	**-**
TOTAL TECHNICAL RESERVES	**310,713**	**6,802**	**43,933**	**2,066**	**363,514**
Deferred participation benefits (asset)	-	-	-	-	**-**
Reinsurer's share of technical reserves	(1,255)	(617)	(73)	(351)	**(2,296)**
NET TECHNICAL RESERVES	**309,458**	**6,185**	**43,860**	**1,715**	**361,218**

Reinsurers' share in technical reserves and other insurance liabilities is recognised under "Accruals, prepayments and sundry liabilities". The breakdown of insurance company technical reserves is presented before elimination of issues in euro and in units of account subscribed by insurance companies.

Deferred policyholders' profit sharing, before tax, at 31 December 2021 and 31 December 2020 breaks down as follows:

Deferred participation benefits	31/12/2021	31/12/2020
(in millions of euros)	Deferred participation benefits in liabilities (in assets when appropriate)	Deferred participation benefits in liabilities (in assets when appropriate)
Deferred participation on revaluation of financial assets at fair value through other comprehensive income and hedging derivatives	(15,935)	(22,768)
of which deferred participation on revaluation of financial assets at fair value through other comprehensive income[(1)]	*(15,970)*	*(23,371)*
of which deferred participation hedging derivatives	*35*	*603*
Deferred participation on financial assets at fair value through profit or loss adjustment	(4,088)	(1,611)
Other deferred participation	(2,160)	(2,461)
TOTAL PRE-TAX OTHER DEFERRED PARTICIPATION BENEFITS	**(22,183)**	**(26,840)**

(1) See Note 6.4 "Assets at fair value through other comprehensive income".

6.18 Provisions

(in millions of euros)	31/12/2020	01/01/2021[(2)]	Changes in scope	Additions	Reversals, amounts used	Reversals, amounts not used	Translation adjustments	Other movements	31/12/2021
Home purchase schemes risks	445	-	-	5	-	(27)	-	-	**423**
Execution risks of commitments by signature	909	-	12	961	(50)	(807)	33	2	**1,060**
Operational risks	100	-	3	117	(9)	(13)	3	-	**201**
Employee retirement and similar benefits[(1)]	1,696	(133)	95	361	(115)	(40)	11	(201)	**1,674**
Litigation	583	-	50	50	(49)	(81)	2	3	**558**
Equity investments	-	-	-	-	-	-	-	-	**-**
Restructuring	27	-	-	21	(3)	(23)	-	-	**22**
Other risks	437	-	83	244	(58)	(115)	3	15	**609**
TOTAL	**4,197**	**(133)**	**243**	**1,759**	**(284)**	**(1,106)**	**52**	**(181)**	**4,547**

(1) Of which €1,091 million for post-employment benefits under defined-benefit schemes, as detailed in Note 7.4, including €140 million for the provision for long-service awards.
(2) Estimated impact of the first-time application of the IFRS IC decision of 21 April 2021 on calculating commitments relating to certain defined-benefit schemes (see Note 1.1 "Applicable standards and comparability").
As at 1 January 2020, the impact on employee retirement schemes would have been -€213 million.

At 31 December 2021, employee retirement and similar benefits included €307 million (€71 million at 31 December 2020) of provisions arising from social costs of the restructuring plans. The provision for restructuring includes the non-social costs of those plans.

(in millions of euros)	31/12/2019	Changes in scope	Additions	Reversals, amounts used	Reversals, amounts unused	Translation adjustments	Other movements	31/12/2020
Home purchase schemes risks	367	-	78	-	-	-	-	**445**
Execution risks of commitments by signature	910	2	815	(17)	(769)	(28)	(4)	**909**
Operational risks	103	-	53	(23)	(15)	(2)	(16)	**100**
Employee retirement and similar benefits[(1)]	1,667	-	159	(125)	(89)	(5)	89	**1,696**
Litigation	607	-	66	(55)	(29)	(3)	(3)	**583**
Equity investments	-	-	-	-	-	-	-	**-**
Restructuring	33	-	7	(3)	(9)	-	(1)	**27**
Other risks	677	-	148	(56)	(232)	(3)	(97)	**437**
TOTAL	**4,364**	**2**	**1,326**	**(279)**	**(1,143)**	**(41)**	**(32)**	**4,197**

(1) Of which €1,350 million for post-employment benefits under defined-benefit schemes, including €149 million for the provision for long-service awards.

Refer to the glossary on page 715 for the definition of technical terms.

Litigation and exceptional events

Strauss/Wolf/Faudem

US citizens and members of their families who were victims of terrorist attacks attributed to Hamas and committed in Israel between 2001 and 2004 have brought proceedings against Crédit Lyonnais and another bank before a New York court.

They claim that these banks gave support to terrorists as they each kept an account opened (in 1990 in the case of Crédit Lyonnais) by a charity providing aid to Palestinians. The plaintiffs allege that the account was used to transfer funds to Palestinian entities accused of financing Hamas. The plaintiffs, who have not put a figure on the damages they have suffered, are claiming compensation for "injury, anguish and emotional pain".

As the matter and the proceedings currently stand, the plaintiffs have not provided proof that the charity was actually linked to terrorists, nor that Crédit Lyonnais was aware that its client could have been involved (if it were to be proven) in financing terrorism. The Court nonetheless demanded that this be demonstrated by the plaintiffs if they are to win their case. Crédit Lyonnais vigorously denies the plaintiffs' allegations.

Under a ruling made on 28 February 2013, the judge issued a Summary Judgement referring Crédit Lyonnais and the plaintiffs to a jury trial on the merits.

In February 2018, Crédit Lyonnais filed a new motion for a summary judgement based on a recent case-law so that the plaintiffs' claims can be dismissed without such a jury trial. On January 2019 the plaintiffs tried to modify their briefs in order to add new plaintiffs before their action be time-barred. The judge refused this request and two new actions (Fisher and Miller) have been filed before the same court as the one in charge of the procedures Strauss/Wolf. They are similar to the pending actions, their legal analysis are identical and their result will depend on the outcome of the motion for a summary judgement filed by Crédit Lyonnais in February 2018.

From a procedural standpoint they will remain outstanding until then.

On 31 March 2019 the court upheld in its entirety the "motion for summary judgment" filed by Crédit Lyonnais in February 2018. It considered that no reasonable jury could find in favour of the plaintiffs and dismissed all their claims. The plaintiffs appealed against this decision.

On 7 April 2021 the Second Circuit Court of appeals dismissed the Plaintiffs' appeal.

On 3 September 2021, plaintiffs filed a petition for writ of certiorari with the US Supreme Court. On 7 January 2022, the Supreme Court called for the views of the Solicitor General on the advisability of examining this appeal. The Supreme Court will make its decision on this matter after obtaining that opinion.

CIE case (Cheque Image Exchange)

In March 2008, LCL and Crédit Agricole S.A. and ten other banks were served notice of grievances on behalf of the *Conseil de la concurrence* i.e. the French Competition Council (now the *Autorité de la concurrence*).

They were accused of colluding to implement and apply interchange fees for cashing cheques, since the passage of the Cheque Image Exchange system, i.e. between 2002 and 2007. In the opinion of the *Autorité de la concurrence,* these fees constitute anti-competitive price agreements in the meaning of Articles 81 paragraph 1 of the treaty establishing the European Community and Article L. 420-1 of the French Commercial Code, and allegedly caused damage to the economy.

In their defense, the banks categorically refuted the anticompetitiveness of the fees and contested the legality of the proceedings.

In a decision published on 20 September 2010, the *Autorité de la concurrence* stated that the Cheque Image Exchange fee (CEIC) was anti-competitive by its very aim and that it artificially increased the costs borne by remitting banks, which resulted in an unfavourable impact on the prices of banking services. Concerning one of the fees for related services, the fee for cancellation of wrongly cleared transactions (AOCT), and the *Autorité de la concurrence* called on the banks to revise their amount within six months of the notification of the decision.

The accused banks were sanctioned for an overall amount of €384.92 million.

LCL and Crédit Agricole were respectively sentenced to pay €20.7 million and €82.1 million for the CEIC and €0.2 million and €0.8 million for the AOCT.

All of the banks appealed the decision to the Paris Court of Appeal. By a decree of 23 February 2012, the Court overruled the decision, stating that the *Autorité de la concurrence* had not proven the existence of competition restrictions establishing the agreement as having an anti-competitive purpose.

The *Autorité de la concurrence* filed an appeal with the Supreme Court on 23 March 2012.

On 14 April 2015, the French Supreme Court *(Cour de cassation)* overruled the Paris Court of Appeal's decision dated 23 February 2012 and remanded the case to the Paris Court of Appeal with a change in the composition of the Court on the sole ground that the Paris Court of Appeal declared the UFC-Que Choisir and ADUMPE's interventions in the proceedings devoid of purpose without having considered their arguments.

The Supreme Court did not rule on the merits of the case and Crédit Agricole has brought the case before the Paris Court of Appeal.

The Paris Court of Appeal issued a decree on 21 December 2017. It confirmed the decision of the *Autorité de la concurrence* dated 20 September 2010 but reduced from €82,940,000 to €76,560,000 the sanction on Crédit Agricole. LCL's sanction remains unchanged, at an amount of €20,930,000.

As well as the other banks parties to this procedure, LCL and Crédit Agricole filed an appeal with the Supreme Court.

On 29 January 2020, the French Supreme Court *(Cour de cassation)* overruled the Paris Court of Appeal's decision dated 21 December 2017 and referred the case to the same Court with a different composition on the ground that the Paris Court of Appeal had not characterized the existence of restrictions of competition by object.

In a decision dated 2 December 2021, the Paris Court of Appeal overturned the decision of the *Autorité de la concurrence* and ruled that it is not established that the introduction of the CEIC and the AOCT constituted any anti-competitive practices by their object or by their effects.

On 31 December 2021, the *Autorité de la concurrence* appealed to the French Supreme Court *(Cour de cassation)* against this decision.

Office of Foreign Assets Control (OFAC)

In October 2015, Crédit Agricole S.A. and its subsidiary Crédit Agricole Corporate and Investment Bank (Crédit Agricole CIB) reached agreements with the US and New York authorities that had been conducting investigations regarding US dollar transactions with countries subject to US economic sanctions. The events covered by this agreement took place between 2003 and 2008.

Crédit Agricole CIB and Crédit Agricole S.A., which cooperated with the US and New York authorities in connection with their investigations, have agreed to pay a total penalty amount of $787.3 million (i.e. €692.7 million).

Refer to the glossary on page 715 for the definition of technical terms.

The payment of this penalty has been allocated to the pre-existing reserve that had already been taken and, therefore, has not affected the accounts for the second half of 2015.

The agreements with the Board of Governors of the Federal Reserve System (Fed) and the New-York State Department of Financial Services (NYDFS) are with CASA and Crédit Agricole CIB. The agreement with the Office of Foreign Assets Control (OFAC) of the US Department of the Treasury is with Crédit Agricole CIB. Crédit Agricole CIB also entered into separate deferred prosecution agreements (DPAs) with the United States Attorney's Office for the District of Columbia (USAO) and the District Attorney of the County of New York (DANY), the terms of which are three years. On 19 October 2018 the two deferred prosecution agreements with USAO and DANY ended at the end of the three year period, Crédit Agricole CIB having complied with all its obligations under the DPAs.

Crédit Agricole continues to strengthen its internal procedures and its compliance programs regarding laws on international sanctions and will continue to cooperate fully with the US and New York authorities with its home regulators, the European Central Bank and the French Regulatory and Resolution Supervisory Authority (ACPR), and with the other regulators across its worldwide network.

Pursuant to the agreements with NYDFS and the US Federal Reserve, Crédit Agricole's compliance program is subject to regular reviews to evaluate its effectiveness, including a review by an independent consultant appointed by NYDFS for a term of one year and annual reviews by an independent consultant approved by the Federal Reserve.

Euribor/Libor and other indexes

Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB, in their capacity as contributors to a number of interbank rates, have received requests for information from a number of authorities as part of investigations into: (i) the calculation of the Libor (London Interbank Offered Rates) in a number of currencies, the Euribor (Euro Interbank Offered Rate) and certain other market indices; and (ii) transactions connected with these rates and indices. These demands covered several periods from 2005 to 2012.

As part of its cooperation with the authorities, Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB carried out investigations in order to gather the information requested by the various authorities and in particular the American authorities – the DOJ (Department of Justice) and CFTC (Commodity Future Trading Commission) – with which they are in discussions. It is currently not possible to know the outcome of these discussions, nor the date when they will be concluded.

Furthermore, Crédit Agricole CIB is currently under investigation opened by the Attorney General of the State of Florida on both the Libor and the Euribor.

Following its investigation and an unsuccessful settlement procedure, on 21 May 2014, the European Commission sent a statement of objection to Crédit Agricole S.A. and to Crédit Agricole CIB pertaining to agreements or concerted practices for the purpose and/or effect of preventing, restricting or distorting competition in derivatives related to the Euribor.

In a decision dated 7 December 2016, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €114,654,000 for participating in a cartel in euro interest rate derivatives. Crédit Agricole S.A. and Crédit Agricole CIB are challenging this decision and have asked the General Court of the European Union to overturn it.

The Swiss competition authority, COMCO, has conducted an investigation into the market for interest rate derivatives, including the Euribor, with regard to Crédit Agricole S.A. and several Swiss and international banks. This investigation was closed following a settlement procedure under which Crédit Agricole S.A agreed to pay a penalty of CHF4,465,701 and proceedings costs amounting to CHF187,012 without any admission of guilt. Moreover, in June 2016 the South Korean competition authority (KFTC) decided to close the investigation launched in September 2015 into Crédit Agricole CIB and the Libor index on various currencies, Euribor and Tibor indices. The investigation into certain foreign exchange derivatives (ABS-NDF) has been closed by the KFTC according to a decision notified to Crédit Agricole CIB on 20 December 2018.

Concerning the two class actions in the United States of America in which Crédit Agricole S.A. and Crédit Agricole CIB have been named since 2012 and 2013 along with other financial institutions, both as defendants in one ("Sullivan" for the Euribor) and only Crédit Agricole S.A. as defendant for the other ("Lieberman" for Libor), the "Lieberman" class action is at the preliminary stage that consists in the examination of its admissibility; proceedings are still suspended before the US District Court of New York State. Concerning the"Sullivan" class action, Crédit Agricole S.A. and Crédit Agricole CIB introduced a motion to dismiss the applicants' claim. The US District Court of New York State upheld the motion to dismiss regarding Crédit Agricole S.A. and Crédit Agricole CIB in first instance. On 14 June 2019, the plaintiffs appealed this decision.

Since 1 July 2016, Crédit Agricole S.A. and Crédit Agricole CIB, together with other banks, are also party to a new class action suit in the United States ("Frontpoint") relating to the SIBOR (Singapore Interbank Offered Rate) and SOR (Singapore Swap Offer Rate) indices. After having granted a first motion to dismiss filed by Crédit Agricole S.A. and Crédit Agricole CIB, the New York Federal District Court, ruling on a new request by the plaintiffs, excluded Crédit Agricole S.A. from the Frontpoint case on the grounds that it had not contributed to the relevant indexes. The Court considered, however, taking into account recent developments in case law that its jurisdiction could apply to Crédit Agricole CIB, as well as to all the banks that are members of the Sibor index panel. The allegations contained in the complaint regarding the Sibor/USD index and the SOR index were also rejected by the court, therefore the index SIBOR/Singapore dollar alone is still taken into account. On 26 December, the plaintiffs filed a new complaint aimed at reintroducing into the scope of the Frontpoint case the alleged manipulations of the SIBOR and SOR indexes that affected the transactions in US dollars. Crédit Agricole CIB, alongside the other defendants, objected to this new complaint at the hearing held on 2 May 2019 before the New York Federal District Court. On 26 July 2019, the Federal Court granted the defendants' motion to dismiss. The plaintiffs filed a notice of appeal on 26 August 2019.

On 17 March 2021, a three-judge panel of the Court of Appeal of the Second Circuit reversed the dismissal and returned the case to the District Court. The defendants, including Crédit Agricole CIB, requested the Second Circuit Court to rehear the case "en banc" (all the active judges of the Court). This motion was denied by the Second Circuit Court on 6 May 2021. Another motion was filed on 12 May 2021 by the defendants seeking a stay of this decision remanding the case to the District Court, which was rejected on 24 May 2021. On 1 October 2021, the defendants filed a petition for writ of certiorari with the US Supreme Court, which decided on 10 January 2022 not to consider the case. A new petition, currently under review, has been filed by the defendants before the District Court in an attempt to stop this action.

These class actions are civil actions in which the plaintiffs claim that they are victims of the methods used to set the Euribor, Libor, SIBOR and SOR rates, and seek repayment of the sums they allege were unlawfully received, as well as damages and reimbursement of costs and fees paid.

Refer to the glossary on page 715 for the definition of technical terms.

Bonds SSA

Several regulators requested information to Crédit Agricole S.A. and to Crédit Agricole CIB for investigations relating to activities of different banks involved in the secondary trading of Bonds SSA (Supranational, Sub-Sovereign and Agencies) denominated in American dollars. Through the cooperation with these regulators, Crédit Agricole CIB proceeded to internal inquiries to gather the required information available. On 20 December 2018, the European Commission issued a Statement of Objections to a number of banks including Crédit Agricole S.A. and Crédit Agricole CIB within its inquiry on a possible infringement of rules of European Competition law in the secondary trading of Bonds SSA denominated in American dollars. Crédit Agricole S.A. and Crédit Agricole CIB became aware of these objections and issued a response on 29 March 2019, followed by an oral hearing on 10-11 July 2019.

In a decision dated 28 April 2021, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €3,993,000 for participating in a cartel in the secondary trading market of Bonds SSA denominated in American dollars. On 7 July 2021, Crédit Agricole S.A. and Crédit Agricole CIB appealed this decision to the General Court of the European Union.

Crédit Agricole CIB was included with other banks in a putative consolidated class action before the United States District Court for the Southern District of New York. That action was dismissed on 29 August 2018 on the basis that the plaintiffs failed to allege an injury sufficient to give them standing. However the plaintiffs were given an opportunity to attempt to remedy that defect. The plaintiffs filed an amended complaint on 7 November 2018. Crédit Agricole CIB as well as the other defendants filed motions to dismiss the amended complaint. An order issued on 30 September 2019 dismissed the class action against CACIB for lack of personal jurisdiction and, in a subsequent ruling, the Court held that the plaintiffs had in any event failed to state a claim for violation of US antitrust law. In June 2020, the plaintiffs took an appeal from both of the Court's orders. On 19 July 2021, the Second Circuit Court of Appeals affirmed the district court's holding that plaintiffs had failed to state a claim for violation of US antitrust law. Plaintiffs' deadline to seek further review of the district court's decision from the US Supreme Court passed on 2 December 2021 without plaintiffs taking any further action, and the action therefore is concluded.

On 7 February 2019, a second class action was filed against Crédit Agricole CIB and the other defendants named in the class action already pending before the United States District Court for the Southern District of New York. In July 2020, the plaintiffs voluntarily discontinued the action but the claim could be revived.

On 11 July 2018, Crédit Agricole S.A. and Crédit Agricole CIB were notified with other banks of a class action filed in Canada, before the Ontario Superior Court of Justice. Another class action has been filed before the Federal Court of Canada. The action before the Ontario Superior Court of Justice was dismissed on 19 February 2020.

O'Sullivan and Tavera

On 9 November 2017, a group of individuals, (or their families or estates), who claimed to have been injured or killed in attacks in Iraq filed a complaint ("O'Sullivan I") against several banks including Crédit Agricole S.A., and its subsidiary Crédit Agricole Corporate Investment Bank (Crédit Agricole CIB), in US Federal District Court in New York.

On 29 December 2018, the same group of individuals, together with 57 new plaintiffs, filed a separate action ("O'Sullivan II") against the same defendants.

On 21 December 2018, a different group of individuals filed a complaint ("Tavera") against the same defendants.

All three complaints allege that Crédit Agricole S.A., Crédit Agricole CIB, and other defendants conspired with Iran and its agents to violate US sanctions and engage in transactions with Iranian entities in violation of the US Anti-Terrorism Act and the Justice against Sponsors of Terrorism Act. Specifically, the complaints allege that Crédit Agricole S.A., Crédit Agricole CIB, and other defendants processed US dollar transactions on behalf of Iran and Iranian entities in violation of sanctions administered by the US Treasury Department's Office of Foreign Assets Control, which allegedly enabled Iran to fund terrorist organizations that, as is alleged, attacked plaintiffs. The plaintiffs are seeking an unspecified amount of compensatory damages.

On 2 March 2018, Crédit Agricole CIB and other defendants filed a motion to dismiss the "O'Sullivan I" complaint. On 28 March 2019, the Court granted defendants' motion to dismiss. On 22 April 2019, the plaintiffs filed a motion to amend their complaint. Defendants submitted an opposition to that motion on 20 May 2019 and plaintiffs filed a reply on 10 June 2019. On 25 February 2020 the plaintiffs' motion to amend their complaint was denied and their original complaint dismissed with prejudice.

On 28 May 2020, plaintiffs filed a motion requesting that the court enter a final judgment against defendants to allow an appeal. On 11 June 2020, the defendants filed an opposition to plaintiffs' motion, and plaintiffs filed a reply brief on 18 June 2020. On 29 June 2021, the court denied plaintiffs' motion.

On 28 July 2021, the court stayed the O'Sullivan I action pending a decision in the appeal in a related case, Freeman vs. HSBC Holdings, PLC, No. 19-3970 (2d. Cir.). (The O'Sullivan II and Tavera cases have been previously stayed pending that appeal.)

Italian Competition Authority

On 5 October 2018, CA Consumer Finance S.A. ("CACF") and its subsidiary FCA Bank S.p.A. owned at 50% received – together with several other banks and certain car manufacturers – a statement of objections from the *Autorità garante della concorrenza e del mercato* (Italian Competition Authority).

It was alleged in this statement of objections that several banks offering financing solutions for vehicles commercialized by certain car manufacturers have restricted competition as a result of certain exchanges of information, in particular within two professional associations.

In a decision notified on 9 January 2019 the *Autorità garante della concorrenza e del mercato* considered that FCA Bank S.p.A. had participated in this alleged infringement and this infringement was also attributable to CACF.

FCA Bank S.p.A. has been fined €178.9 million. FCA Bank S.p.A. and CACF appealed against this decision before the Administrative Regional Court (TAR) of Lazio. On 4 April 2019, the TAR of Lazio issued an interim relief order staying the execution of the obligation to pay the fine imposed on FCA Bank S.p.A. subject to the provision by FCA Bank S.p.A. of a guarantee covering the amount of the fine.

On 24 November 2020 the TAR of Lazio annulled the decision of the *Autorità garante della concorrenza e del mercato.* On 23 December 2020 the *Autorità garante della concorrenza e del mercato* appealed against this decision before the Italian Council of State. On 3 February 2022, the Italian Council of State dismissed the appeal, thereby confirming definitively the annulment of the decision of the *Autorità garante della concorrenza e del mercato.*

Intercontinental Exchange, Inc. ("ICE")

On 15 January 2019 a class action ("Putnam Bank") was filed before a federal court in New-York (US District Court Southern District of New-York) against the Intercontinental Exchange, Inc. ("ICE") and a number of banks including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole

Securities-USA. This action has been filed by plaintiffs who allege that they have invested in financial instruments indexed to the USD ICE Libor. They accuse the banks of having collusively set the index USD ICE Libor at artificially low levels since February 2014 and made thus illegal profits.

On 31 January 2019 a similar action ("Livonia") has been filed before the US District Court Southern District of New-York, against a number of banks including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Securities-USA. On 1 February 2019, these two class actions were consolidated for pre-trial purposes.

On 4 March 2019, a third class action ("Hawaii Sheet Metal Workers retirement funds") was filed against the same banks in the same court and consolidated with the two previous actions on 26 April 2019.

On 1 July 2019, the plaintiffs filed a "Consolidated Class Action Complaint". On 30 August 2019, the Defendants filed a motion to dismiss against this consolidated complaint. On 26 March 2020, a judgment granted the Defendants Motion to Dismiss. On 24 April 2020, the plaintiffs filed a notice of appeal.

On 30 November 2020, during briefing of the appeal, Plaintiffs' lawyers informed Defendants that all of the named Plaintiffs wished to withdraw from the case and, on 1 December 2020, Plaintiffs' counsel filed the motion to stay the appeal, which Defendants opposed. The court denied the motion on 7 December 2020 and Plaintiffs filed their reply brief on 15 December 2020.

On 28 December 2020, DYJ Holdings Inc. filed a motion for leave to intervene to replace the currents named plaintiffs. On 7 January 2021, Defendants filed a brief in opposition to DYJ Holdings' motion and also filed a motion to dismiss the appeal.

On 6 April 2021, the court granted DYJ Holdings Inc.'s motion for leave to intervene and denied Defendants' motion to dismiss the appeal.

On 10 June 2021, Defendants submitted a supplemental brief addressing merits issues unique to DJY Holdings.

Oral argument was held on 29 November 2021.

Crédit Agricole Consumer Finance Nederland B.V.

The conditions for the review of the interest rates of revolving loans marketed by Crédit Agricole Consumer Finance Nederland BV, a fully owned subsidiary of Crédit Agricole Consumer Finance S.A., and its subsidiaries are the subject of borrowers' claims relating to the criteria for revising these rates and possible overpayments of interests.

On 21 January 2019, in two individual cases concerning two subsidiaries of Crédit Agricole Consumer Finance Nederland BV, the Appeals Committee of KIFID (the Financial Services Complaints Authority) in the Netherlands decided that in case the consumers had no or insufficient information on the specific factors that determine the interest rate, the individual interest rate needed to follow the movement of market interest rates on consumer loans.

Crédit Agricole Consumer Finance Nederland BV implemented a compensation plan for the benefit of the borrowers in May 2020 which takes into account the aforementioned decisions of KIFID. Other institutions in the Netherlands have implemented compensation plans. Crédit Agricole Consumer Finance Nederland B.V. Supervisory Board decided to close this compensation plan on 1 March 2021.

CACEIS Germany

CACEIS Germany has received from the Bavarian tax authorities a claim for the repayment of the dividend tax refunded to a number of its customers in 2010.

This claim amounts to €312 million. It is accompanied by a demand for the payment of €148 million of interests (calculated at the rate of 6% per annum).

CACEIS Germany strongly challenge this claim that it finds to be totally unfounded.

CACEIS Germany filed an appeal against it and requested a stay of enforcement of the payment obligation pending a final decision on the substance. The stay of enforcement was granted for the payment of €148 million of interests and rejected for the repayment of the amount of €312 million. CACEIS appealed against the decision to reject. The rejection being enforceable, the sum of €312 million was paid by CACEIS which, given the ongoing appeal proceedings, recorded a claim for an equivalent amount in its accounts.

Amundi – AMF Procedure

Following a special enquiry conducted between 2017 and 2019, the *Autorité des marchés financiers* (AMF), the French regulatory body, notified Amundi (Amundi AM and Amundi Intermediation)of various complaints on 12 June 2020. These grievances relate to a number of transactions executed in 2014 and 2015 by two former employees (an ex portfolio manager and an ex trader).

Amundi fully cooperated with the regulatory authorities to address this issue.

This case has been subject to a public hearing of AMF Enforcement Committee the 7 July 2021.

On 4 August 2021, the AMF Enforcement Committee imposed a fine of €25 million on Amundi AM and €7 million on Amundi Intermediation, which have been paid, thus closing this procedure.

Home purchase savings plan provision

Deposits collected in home purchase savings accounts and plans during the savings phase

(in millions of euros)	31/12/2021	31/12/2020
HOME PURCHASE SAVINGS PLANS		
Under 4 years old	8,353	6,398
Between 4 and 10 years old	54,232	52,627
Over 10 years old	46,861	48,490
TOTAL HOME PURCHASE SAVINGS PLANS	**109,446**	**107,515**
TOTAL HOME PURCHASE SAVINGS ACCOUNTS	**12,960**	**12,637**
TOTAL DEPOSITS COLLECTED UNDER HOME PURCHASE SAVINGS CONTRACTS	**122,406**	**120,152**

Customer deposits outstanding, excluding government subsidies, are based on the carrying amount at the end of November 2021 for the financial statements at 31 December 2021 and at the end of November 2020 for the financial statements at 31 December 2020.

Refer to the glossary on page 715 for the definition of technical terms.

Outstanding loans granted to holders of home purchase savings accounts and plans

(in millions of euros)	31/12/2021	31/12/2020
Home purchase savings plans	1	2
Home purchase savings accounts	7	12
TOTAL OUTSTANDING LOANS GRANTED UNDER HOME PURCHASE SAVINGS CONTRACTS	**8**	**14**

Provision for home purchase savings accounts and plans

(in millions of euros)	31/12/2021	31/12/2020
HOME PURCHASE SAVINGS PLANS		
Under 4 years old	1	1
Between 4 and 10 years old	30	35
Over 10 years old	392	409
TOTAL HOME PURCHASE SAVINGS PLANS	**423**	**445**
TOTAL HOME PURCHASE SAVINGS ACCOUNTS	**-**	**-**
TOTAL PROVISIONS FOR HOME PURCHASE SAVINGS CONTRACTS	**423**	**445**

(in millions of euros)	31/12/2020	Additions	Reversals	Other movements	31/12/2021
Home purchase savings plans	445	5	(27)	-	423
Home purchase savings accounts	-	-	-	-	-
TOTAL PROVISIONS FOR HOME PURCHASE SAVINGS CONTRACTS	**445**	**5**	**(27)**	**-**	**423**

Age plan is determined based on the date of the midway point in the generation of plans to which they belong.

All of the home purchase savings plans and accounts collected by the Regional Banks are recognised at 100% as liabilities in the consolidated financial statements of Crédit Agricole S.A.

Half of the amount of outstanding loans related to home purchase savings plans and accounts is recognised by Crédit Agricole S.A. and the other half by the Regional Banks in the tables above.

The amounts recognised under provisions represent the portion of risk borne by Crédit Agricole S.A. and LCL.

Consequently, the ratio between the provision booked and the outstanding amounts shown on Crédit Agricole S.A.'s balance sheet is not representative of the level of provisioning for home purchase savings risk.

6.19 Subordinated debt

(in millions of euros)	31/12/2021	31/12/2020
Dated subordinated debt[1]	25,469	23,301
Undated subordinated debt[2]	440	511
Mutual security deposits	191	179
Participating securities and loans	1	61
CARRYING AMOUNT	**26,101**	**24,052**

(1) Includes issues of dated subordinated notes "TSR".

(2) Includes issues of deeply subordinated notes "TSS" and undated subordinated notes "TSDI".

Debt securities issued by Crédit Agricole S.A. and held by insurance entities of Crédit Agricole S.A. are eliminated for euro and unit-linked contracts.

Subordinated debt

The issue of subordinated debt plays a part in regulatory capital management while contributing to refinancing all of Crédit Agricole S.A.'s operation.

The European Directive and Regulation on capital requirements for credit institutions and investment firms – CRD/CRR[1] – sets out the conditions under which subordinated instruments can qualify as regulatory capital and stipulates the terms and conditions for phasing out the qualification of old instruments that do not meet those conditions.

All subordinated debt issuance, whether new or old, is likely to be subject to bail-in in certain circumstances, particularly in the event of resolution of the issuing bank, in accordance with applicable French law transposing the European Directive on the reorganisation and resolution of credit institutions and investment firms (BRRD[2]).

Subordinated debt differs from preferred or non-preferred senior bonds by virtue of its ranking in liquidation (principal and interest) contractually defined by their subordination clause, which refers explicitly to applicable French law, depending on the date on which they were issued (subordinated debt is junior to non-preferred and preferred senior bonds).

Senior non-preferred debt issues

With the law on transparency, the fight against corruption and the modernisation of the economy (also referred to as the "Sapin 2 Law") of 9 December 2016, France created a category of senior debt – senior non-preferred debt – meeting in particular certain eligibility criteria (as defined in the applicable regulation) of the TLAC and MREL ratios (see Articles L. 613-30-3-I-4° and R. 613-28 of the French Monetary and Financial Code).

In the case of a resolution procedure and according to the conditions of the applicable regulations, senior non-preferred securities may be impaired, in whole or in part, or converted into capital (Core Tier 1 capital), as part of the bail-in, before other senior debt (the "senior preferred" debt), but only after the full impairment or conversion into capital of subordinated instruments – including, without limitation, Tier 1 (CET1 and Additional Tier 1) and Tier 2 instruments – and only if those initial impairments or conversions are insufficient to allow for the bail-in of the institution concerned.

In the event of liquidation, senior non-preferred securities will be repaid, if any funds remain, after the full repayment of senior preferred debt but before subordinated debt which may or may not qualify as regulatory capital.

6.20 Total equity

Ownership structure at 31 December 2021

At 31 December 2021, to the knowledge of Crédit Agricole S.A., the distribution of capital and voting rights is as follows:

Shareholders	Number of shares at 31/12/2021	% of the share capital	% of voting rights
SAS Rue La Boétie	1,726,880,218	55.46%	57.08%
Treasury shares[1]	88,423,241	2.84%	-
Employees (ESOP)	158,241,948	5.08%	5.23%
Public	1,140,030,184	36.61%	37.69%
TOTAL	**3,113,575,591**	**100.00%**	**100.00%**

(1) Of which 87,673,241 shares related to share buyback programmes for ordinary shares of Crédit Agricole S.A. launched in 2021 for an amount of €1,058.6 million.

At 31 December 2021, Crédit Agricole S.A.'s share capital stood at €9,340,726,773 divided into 3,113,575,591 fully paid up ordinary shares each with a par value of €3.

SAS Rue La Boétie is wholly-owned by the Crédit Agricole Regional Banks.

Concerning Crédit Agricole S.A. stock, a market-making agreement was signed on 25 October 2006 with Crédit Agricole Cheuvreux S.A., purchased by Kepler, and renamed Kepler Cheuvreux in 2013.

This agreement is automatically renewed every year. So that the operator can conduct the operations stipulated in the agreement with complete independence, and in accordance with the provisions of Regulations EU 596/2014 and 2016/908 and AMF Decision No. 2021-01, the agreement has been allocated a maximum amount of €50 million.

Crédit Agricole S.A.'s share buyback programme, which began on 10 June 2021, was completed in its entirety on 21 September 2021. As at 21 September 2021, a total of 47,616,752 ordinary shares in Crédit Agricole S.A.'s capital had been purchased on the basis of an irrevocable instruction given to an independent investment services provider for a total purchase price of €558.6 million, corresponding to the maximum consideration for the share buyback programme. As announced previously, the shares purchased under this share buyback programme will be cancelled.

To the Company's knowledge, no other shareholder owns 5% or more of the share capital or voting rights, either directly or indirectly or with others.

(1) Directive 2013/36/EU of 26 June 2013 as amended and modified since Directive (EU) 2019/878 of 20 May 2019, including through the Directive (and its transpositions into French law) and Regulation (EU) 575/2013 of 26 June 2013 as supplemented and amended since, including through Regulation (EU) 2019/876 of 20 May 2019.

(2) Directive 2014/59/EU of 15 May 2014 as supplemented and amended since, including through Directive (EU) 2019/879 of 20 May 2019 regarding the loss-absorbing and recapitalisation capacity of credit institutions and investment firms and Directive 98/26/EC.

Refer to the glossary on page 715 for the definition of technical terms.

Earnings per share

	31/12/2021	31/12/2020
Net income Group share during the period *(in millions of euros)*	5,844	2,692
Interests paid to undated deeply subordinated securities *(in millions of euros)*	(353)	(373)
Net income attributable to holders of ordinary shares *(in millions of euros)*	**5,491**	**2,319**
Weighted average number of ordinary shares in circulation during the period	2,990,030,437	2,885,319,047
Adjustment ratio	1.000	1.000
Weighted average number of ordinary shares for calculation of diluted earnings per share	2,990,030,437	2,885,319,047
BASIC EARNINGS PER SHARE *(in euros)*	**1.836**	**0.804**
BASIC EARNINGS PER SHARE FROM ONGOING ACTIVITIES *(in euros)*	1.831	0.880
BASIC EARNINGS PER SHARE FROM DISCONTINUED OPERATIONS *(in euros)*	0.005	(0.077)
DILUTED EARNINGS PER SHARE *(in euros)*	**1.836**	**0.804**
DILUTED EARNINGS PER SHARE FROM ONGOING ACTIVITIES *(in euros)*	1.831	0.880
DILUTED EARNINGS PER SHARE FROM DISCONTINUED OPERATIONS *(in euros)*	0.005	(0.077)

Net income attributable to subordinated and deeply subordinated securities corresponds to the issuance costs and interest accrued on subordinated and deeply subordinated Additional Tier 1 bond issues. This amounts to -€353 million at 31 December 2021.

Taking into consideration the change in the average price of the Crédit Agricole S.A. share, all Crédit Agricole S.A. stock option plans are non-dilutive.

In the absence of any dilutive issue by Crédit Agricole S.A., basic earnings per share are identical to diluted earnings per share.

Dividends

For the 2021 financial year, Crédit Agricole S.A.'s Board of Directors' Meeting of 9 February 2022 decided to recommend to the General Meeting of 24 May 2022 the payment of a cash dividend of €1.05 per share with a payment date of 1 June 2022.

Proposal in respect of the year *(in euros)*	2021	2020	2019	2018	2017
Ordinary dividend	1.05	0.80	-	0.69	0.63
Loyalty dividend	N/A	N/A	N/A	N/A	0.693

Dividends paid during the financial year

Crédit Agricole S.A.'s General Meeting of 12 May 2021 approved the payment of a dividend of €0.80 per share. A choice of payment method for the dividend was offered to each shareholder – in cash or in new Crédit Agricole S.A. share(s). A dividend of €2.3 billion was paid, which breaks down into a payment in shares of €2.0 billion and a payment in cash of €0.3 billion. 175.3 million new shares were thus created.

Appropriation of net income

The proposed appropriation of net income is set out in the draft resolutions to be presented by the Board of Directors at Crédit Agricole S.A.'s Combined General Meeting on 24 May 2022.

Crédit Agricole S.A.'s parent company posted positive net income of €4,461,378,527 in the 2021 financial year.

The Board of Directors decided to propose that the combined General Meeting agree:

- to record that the profit for the financial year amounts to €4,461,378,527;
- to allocate the amount of €59,066,086 to the legal reserve to bring it up to 10% of the share capital, which amounts to €9,340,726,773;
- to record that the distributable earnings amounts to €16,911,111,468, taking into account retained earnings of €12,508,799,027;
- to establish the amount of the regular dividend at €1.05 per share;
- to distribute the dividend paid out of distributable earnings in the amount of €3,176,409,967*;
- to allocate the undistributed balance of €13,734,701,501* to retained earnings.

* This amount will be adjusted where appropriate to reflect the following events:
(a) creation of new shares eligible for dividends before the ex-dividend date;
(b) change in the number of treasury shares at ex-dividend date.

Undated financial instruments

The main issues of undated subordinated and deeply subordinated debt classified in shareholders' equity Group share are:

				At 31 December 2021				
		Amount in currency at 31 December 2020	Partial repurchases and redemptions	Amount in currency at 31 December 2021	Amount in euros at inception rate	Interests paid Group share	Issuance costs net of taxes	Shareholders' equity Group share
Issue date	Currency	*(in millions of units)*	*(in millions of units)*	*(in millions of units)*	*(in millions of euros)*	*(in millions of euros)*	*(in millions of euros)*	*(in millions of euros)*
23/01/2014	USD	1,750	-	1,750	1,283	(945)	(8)	330
08/04/2014(1)	GBP	500	-	103	125	(71)	(1)	53
08/04/2014	EUR	1,000	(1,000)	-	-	-	-	-
19/01/2016	USD	1,250	-	1,250	1,150	(527)	(8)	615
26/02/2019	USD	1,250	-	1,250	1,098	(194)	(7)	897
14/10/2020	EUR	750	-	750	750	(36)	(5)	709
23/06/2021(1)	GBP	-	-	397	482	(19)	(1)	462
Crédit Agricole S.A. Issues	-	-	-	**-**	**4,888**	**(1,792)**	**(30)**	**3,066**
Issues subscribed in-house:								
Group share/Non controlling interests effect		-	-	-	-	88	-	88
Issues subscribed by Crédit Agricole CIB for currency regulation		-	-	-	-	-	-	-
TOTAL		-	-	-	**4,888**	**(1,704)**	**(30)**	**3,154**

(1) Securities from the CYGNUS GBP issue were part of an exchange offer in June 2021 for GBP 397 million with the issue of a new series.

The main issues of undated subordinated and deeply subordinated debt classified in shareholder's equity – Non controlling interests share (insurance) are:

				At 31 December 2020		
		Amount in currency at 31 December 2020	Partial repurchases and redemptions	Amount in currency at 31 December 2021	Amount in euros at inception rate	Income – Non controlling interests
Issue date	Currency	*(in millions of units)*	*(in millions of units)*	*(in millions of units)*	*(in millions of euros)*	*(in millions of euros)*
14/10/2014	EUR	745	-	745	745	(236)
13/01/2015	EUR	1,000	-	1,000	1,000	(255)
Insurance Issues					1,745	(491)
TOTAL	-	-	-	-	**1,745**	**(491)**

Refer to the glossary on page 715 for the definition of technical terms.

Changes relating to undated subordinated and deeply subordinated debt affecting shareholders' equity Group share and non-controlling interests share are as follows:

	Equity-Group share		Non-controlling interests	
(in millions of euros)	31/12/2021	31/12/2020	31/12/2021	31/12/2020
Undated deeply subordinated notes				
Interests paid accounted as reserves	(352)	(368)	(31)	(29)
Changes in nominal amounts	(1,000)	754	-	-
Income tax savings related to interest paid to security holders recognised in net income	109	127	-	-
Issuance costs (net of tax) accounted as reserves	(1)	(5)	-	-
Other	-	-	-	-
Undated subordinated notes				
Interests paid accounted as reserves	-	-	(76)	(76)
Changes in nominal amounts	-	-	-	-
Income tax savings related to interest paid to security holders recognised in net income	22	24	-	-
Issuance costs (net of tax) accounted as reserves	-	-	-	-
Other	-	-	-	-

As undated subordinated and deeply subordinated financial instruments are considered equity instruments issued, the tax effects on the compensation paid are recognised as income tax in the income statement.

6.21 Non-controlling interests

Information on significant non-controlling interests

The table below presents information on the consolidated subsidiaries and structured entities with significant non-controlling interests in relation to the total equity of the Group or of the sub-group level or where the total balance sheet of the entities held by the non-controlling interests is significant.

	31/12/2021				
(in millions of euros)	% of voting rights held by non-controlling interests	% of ownership interests held by non-controlling interests	Net income allocated to non-controlling interests during the reporting period	Accumulated non-controlling interests at the end of the reporting period	Dividends paid to non-controlling interests
Amundi Group	32%	32%	437	2,847	187
Crédit Agricole Italia Group	24%	24%	144	1,285	21
CACEIS Group	30%	30%	58	933	140
Agos SPA	39%	39%	152	455	48
CA Egypt	40%	40%	31	190	-
Other entities[(1)]			183	2,989	52
TOTAL			**1,005**	**8,699**	**449**

(1) *Of which €1,745 million related to the issuance of Additional Tier 1 undated subordinated bonds realised on 14 October 2014 and 13 January 2015 by Crédit Agricole Assurances, accounted for in equity of non-controlling interests.*

(in millions of euros)	% of voting rights held by non-controlling interests	% of ownership interests held by non-controlling interests	Net income allocated to non-controlling interests during the reporting period	Accumulated non-controlling interests at the end of the reporting period	Dividends paid to non-controlling interests
					31/12/2020
Amundi Group	32%	32%	288	2,518	-
Crédit Agricole Italia Group	24%	24%	(71)	1,305	-
CACEIS Group	30%	30%	58	1,030	-
Agos SPA	39%	39%	82	376	64
CA Egypt	40%	40%	26	145	23
Other entities[1]			163	2,904	22
TOTAL			**546**	**8,278**	**109**

(1) *Of which €1,745 million related to the issuance of Additional Tier 1 undated subordinated bonds realised on 14 October 2014 and 13 January 2015 by Crédit Agricole Assurances, accounted for in equity of non-controlling interests.*

Individual summary financial information on significant non-controlling interests

The table below presents summary information on subsidiaries with significant non-controlling interests for Crédit Agricole S.A. on the basis of the IFRS financial statements.

(in millions of euros)	Total assets	Revenues	Net income	Net income and other comprehensive income
				31/12/2021
Amundi Group	28,718	3,136	1,366	1,504
Crédit Agricole Italia Group	104,798	2,336	609	583
CACEIS Group	122,132	1,179	187	157
Agos SPA	17,544	849	389	388
CA Egypt	3,430	204	77	76
TOTAL	**276,622**	**7,704**	**2,628**	**2,708**

(in millions of euros)	Total assets	Revenues	Net income	Net income and other comprehensive income
				31/12/2020
Amundi Group	28,888	2,521	907	757
Crédit Agricole Italia Group	76,328	1,891	217	240
CACEIS Group	120,695	1,129	189	156
Agos SPA	17,309	809	223	222
CA Egypt	2,704	197	66	65
TOTAL	**245,924**	**6,547**	**1,602**	**1,440**

Refer to the glossary on page 715 for the definition of technical terms.

6.22 Breakdown of financial assets and financial liabilities by contractual maturity

The breakdown of balance sheet financial assets and liabilities is made according to contractual maturity date.

The maturities of derivative instruments held for trading and for hedging correspond to their date of contractual maturity.

Equities and other variable-income securities are by nature without maturity; they are classified “Indefinite”.

	31/12/2021					
(in millions of euros)	≤ 3 months	> 3 months up to ≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Indefinite	Total
Cash, central banks	237,757	-	-	-	-	**237,757**
Financial assets at fair value through profit or loss	105,113	32,008	37,610	93,319	161,344	**429,394**
Hedging derivative Instruments	1,537	695	3,822	8,071	-	**14,125**
Financial assets at fair value through other comprehensive income	12,409	16,270	93,319	131,778	2,485	**256,261**
Financial assets at amortised cost	202,431	151,387	453,892	234,853	2,763	**1,045,326**
Revaluation adjustment on interest rate hedged portfolios	3,194					**3,194**
TOTAL FINANCIAL ASSETS BY MATURITY	**562,441**	**200,360**	**588,643**	**468,021**	**166,592**	**1,986,057**
Central banks	1,276	-	-	-	-	**1,276**
Financial liabilities at fair value through profit or loss	101,902	18,147	39,555	86,784	-	**246,388**
Hedging derivative Instruments	1,386	340	4,086	6,546	-	**12,358**
Financial liabilities at amortised cost	889,485	77,685	241,996	58,187	-	**1,267,353**
Subordinated debt	121	35	11,804	13,510	631	**26,101**
Revaluation adjustment on interest rate hedged portfolios	5,105					**5,105**
TOTAL FINANCIAL LIABILITIES BY MATURITY	**999,275**	**96,207**	**297,441**	**165,027**	**631**	**1,558,581**

	31/12/2020					
(in millions of euros)	≤ 3 months	> 3 months up to ≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Indefinite	Total
Cash, central banks	194,269	-	-	-	-	**194,269**
Financial assets at fair value through profit or loss	118,218	30,371	41,300	82,034	160,539	**432,462**
Hedging derivative Instruments	1,526	2,799	4,087	13,333	-	**21,745**
Financial assets at fair value through other comprehensive income	8,929	14,559	95,767	144,523	2,294	**266,072**
Financial assets at amortised cost	180,604	147,308	398,885	224,604	2,499	**953,900**
Revaluation adjustment on interest rate hedged portfolios	7,463					**7,463**
TOTAL FINANCIAL ASSETS BY MATURITY	**511,009**	**195,037**	**540,039**	**464,494**	**165,332**	**1,875,911**
Central banks	864	-	-	-	-	**864**
Financial liabilities at fair value through profit or loss	108,784	20,661	42,541	93,187	-	**265,173**
Hedging derivative Instruments	1,946	598	4,824	7,850	-	**15,218**
Financial liabilities at amortised cost	800,678	67,115	221,858	57,203	-	**1,146,854**
Subordinated debt	335	1,603	5,942	15,483	689	**24,052**
Revaluation adjustment on interest rate hedged portfolios	10,380					**10,380**
TOTAL FINANCIAL LIABILITIES BY MATURITY	**922,987**	**89,977**	**275,165**	**173,723**	**689**	**1,462,541**

NOTE 7 EMPLOYEE BENEFITS AND OTHER COMPENSATION

7.1 Analysis of employee expenses

(in millions of euros)	31/12/2021	31/12/2020
Salaries[(1)(2)]	(5,602)	(4,987)
Contributions to defined-contribution plans	(408)	(402)
Contributions to defined-benefit plans	(35)	(69)
Other social security expenses	(1,313)	(1,195)
Profit-sharing and incentive plans	(296)	(237)
Payroll-related tax	(375)	(343)
TOTAL EMPLOYEE EXPENSES	**(8,029)**	**(7,233)**

(1) Regarding deferred variable compensation paid to market professionals, Crédit Agricole S.A. booked a charge for share-based payments of €60 million at 31 December 2021 compared with €70 million at 31 December 2020.

(2) Of which retirement-related indemnities amounted to €172 million at 31 December 2021, compared with €165 million at 31 December 2020.

7.2 Average headcount

Average headcount	31/12/2021	31/12/2020
France	35,252	35,201
International	40,723	37,319
TOTAL	**75,975**	**72,520**

7.3 Post-employment benefits, defined-contribution plans

"Employers" contribute to a variety of compulsory pension schemes. Plan assets are managed by independent organisations and the contributing companies have no legal or implied obligation to pay additional contributions if the funds do not have sufficient assets to cover all benefits corresponding to services rendered by employees during the year and during prior years.

Consequently, Crédit Agricole S.A. companies have no liability in this respect other than the contributions payable.

Within the Group, there are several compulsory defined-contribution schemes, the main ones being Agirc/Arrco, which are French supplementary retirement plans, and some supplementary plans in place notably within UES Crédit Agricole S.A.

Analysis of supplementary pension plans in France

Business line	Entity	Compulsory supplementary pension plans	Number of employees covered Estimation at 31/12/2021	Number of employees covered Estimation at 31/12/2020
Central Support functions	UES Crédit Agricole S.A.	Agriculture industry plan 1.24%	1,790	1,750
Central Support functions	UES Crédit Agricole S.A.	"Article 83" Group Executive managers plan	215	219
French Retail Banking – LCL	LCL	"Article 83" Group Executive managers plan	268	292
Large customers	Crédit Agricole CIB	"Article 83" type plan	5,199	5,032
Asset Gathering	CAAS/Pacifica/SIRCA/La MDF	Agriculture industry plan 1.24%	4,738	4,443
Asset Gathering	CAAS/Pacifica/CACI/La MDF	"Article 83" Group Executive managers plan	78	79
Asset Gathering	CACI/CA Indosuez Wealth (France) CA Indosuez Wealth (Group)/Amundi	"Article 83" type plan	3,962	3,725

Refer to the glossary on page 715 for the definition of technical terms.

7.4 Post-employment benefits, defined-benefit schemes

Change in actuarial liability

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All Zones	All Zones
Actuarial liability at 31/12/N-1	**1,676**	**1,769**	**3,445**	**3,336**
Impact of IFRIC IAS 19 at opening[2]	(238)	-	(238)	-
Translation adjustments	-	109	109	(55)
Cost of service rended during the period	62	36	98	95
Financial cost	4	19	23	35
Employee contributions	1	15	16	14
Benefit plan changes, withdrawals and settlement	(8)	-	(8)	(18)
Changes in scope	48	1	49	6
Benefits paid (mandatory)	(103)	(70)	(173)	(165)
Tax, administrative costs and bonuses	-	-	-	-
Actuarial gains/(losses) arising from changes in demographic assumptions[1]	15	(14)	1	10
Actuarial gains/(losses) arising from changes in financial assumptions[1]	(38)	(54)	(92)	187
ACTUARIAL LIABILITY AT END OF PERIOD	**1,419**	**1,811**	**3,230**	**3,445**

(1) Of which actuarial gains and losses related to experience adjustments.

(2) Concern the impact of the first-time application of the IFRS IC decision of 21 April 2021 on calculating commitments relating to certain defined-benefit schemes totalling €238 million at 1 January 2021 (see Note 1.1 "Applicable standards and comparability").

As at 1 January 2020, the impact on actuarial liabilities would have been €213 million.

Breakdown of the net charge recognised in the income statement

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All zones	All zones
Service cost	(54)	(37)	(91)	(78)
Income/expenses on net interests	(1)	(3)	(4)	(10)
IMPACT ON PROFIT OR LOSS FOR THE YEAR	**(55)**	**(40)**	**(95)**	**(88)**

Breakdown of income recognised in other comprehensive income on items that may not be reclassified to profit and loss

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All zones	All zones
Revaluation from net liabilities (from net assets)				
Total amount of actuarial gains or losses recognised in other comprehensive income that will not be reclassified to profit or loss at beginning of period	**578**	**341**	**919**	**828**
Translation adjustments	-	10	10	(4)
Actuarial gains/(losses) on assets	(32)	(71)	(103)	(97)
Actuarial gains/(losses) arising from changes in demographic assumptions[1]	15	(14)	1	9
Actuarial gains/(losses) arising from changes in financial assumptions[1]	(38)	(54)	(92)	187
Adjustment of assets restriction's impact	(2)	-	(2)	8
TOTAL AMOUNT OF ACTUARIAL GAINS OR LOSSES RECOGNISED IN OTHER COMPREHENSIVE INCOME THAT WILL NOT BE RECLASSIFIED TO PROFIT OR LOSS AT END OF PERIOD	**(57)**	**(129)**	**(186)**	**103**

(1) Of which actuarial gains/losses related to experience adjustment.

Change in fair value of assets

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All zones	All zones
Fair value of assets at beginning of period	**614**	**1,497**	**2,111**	**2,053**
Translation adjustments	-	100	100	(51)
Interests on asset (income)	3	17	20	25
Actuarial gains/(losses)	25	70	95	97
Employer contributions	2	27	29	62
Employee contributions	-	16	16	14
Benefit plan changes, withdrawals and settlement	-	-	-	-
Changes in scope	-	2	2	-
Tax, administrative costs and bonuses	-	(1)	(1)	(1)
Benefits paid out under the benefit plan	(11)	(67)	(78)	(88)
FAIR VALUE OF ASSETS AT END OF PERIOD	**633**	**1,661**	**2,294**	**2,111**

Change in fair value of reimbursement rights

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All zones	All zones
Fair value of reimbursement rights at beginning of period	**317**	**-**	**317**	**338**
Translation adjustments	-	-	-	-
Interests on reimbursement rights (income)	-	-	-	2
Actuarial gains/(losses)	6	-	6	-
Employer contributions	14	-	14	7
Employee contributions	-	-	-	-
Benefit plan changes, withdrawals and settlement	-	-	-	-
Changes in scope	2	-	2	7
Tax, administrative costs and bonuses	-	-	-	-
Benefits paid out under the benefit plan	(51)	-	(51)	(37)
FAIR VALUE OF REIMBURSEMENT RIGHTS AT END OF PERIOD	**288**	**-**	**288**	**317**

Net position

			31/12/2021	31/12/2020
(in millions of euros)	Eurozone	Outside Eurozone	All zones	All zones
Closing actuarial liability	**(1,419)**	**(1,811)**	**(3,230)**	**(3,445)**
Impact of asset restriction	(6)	(11)	(17)	(16)
Fair value of assets at end of period	633	1,661	2,294	2,111
NET POSITION OF ASSETS/(LIABILITIES) AT END OF PERIOD	**(792)**	**(161)**	**(953)**	**(1,350)**

Defined-benefit schemes: main actuarial assumptions

	31/12/2021		31/12/2020	
(in millions of euros)	Eurozone	Outside Eurozone	Eurozone	Outide Eurozone
Discount rate[1]	0.58%	1.21%	0.35%	0.99%
Actual return on plan assets and on reimbursement rights	5.72%	5.82%	2.39%	7.34%
Expected salary increase rates[2]	1.46%	1.89%	1.40%	1.74%

(1) Discount rates are determined as a function of the average duration of the commitment, that is, the arithmetic mean of durations calculated between the valuation date and the payment date weighted by assumptions of staff turnover. The underlying used is the discount rate by reference to the iBoxx AA.

(2) Depending on the employees concerned (managers or non-managers).

Refer to the glossary on page 715 for the definition of technical terms.

Information on plan assets: allocation of assets[1]

	Eurozone			Outside Eurozone			All Zones		
(in millions of euros)	%	Amount	of which listed	%	Amount	of which listed	%	Amount	of which listed
Equities	9.9%	91	89	25.0%	414	414	19.6%	505	503
Bonds	38.5%	354	344	46.5%	772	772	43.6%	1,126	1,116
Property/Real estate	3.2%	30		11.9%	198		8.8%	228	
Other assets	48.4%	445		16.7%	277		28.0%	722	

(1) Of which fair value of reimbursement rights.

At 31 December 2021, the sensitivity analysis showed that:

- a 50-basis point increase in discount rates would reduce the commitment by 6.21%;
- a 50-basis point decrease in discount rates would increase the commitment by 7.04%.

The benefits expected to be paid in respect of post-employment plans for 2021 are as follows:

- benefits paid by the employer or by reimbursement rights funds: €94 million (compared with €77 million paid in 2020);
- benefits paid by plan assets: €78 million (compared with €88 million paid in 2020).

Crédit Agricole S.A.'s policy on covering employment-related commitments reflects local rules on funding post-employment benefits in countries with minimum funding requirements. Overall, commitments arising from the Group's post-employment obligations were 80% covered at 31 December 2021 (including reimbursement rights).

7.5 Other employee benefits

In France, the Group's main entities pay long-service awards. The amounts vary according to practices and collective bargaining agreements in place.

The provisions funded by Crédit Agricole S.A. for these other employment-related commitments amounted to €583 million at 31 December 2021.

7.6 Share-based payments

7.6.1 Stock option plan

No new plan was implemented in 2021.

7.6.2 Deferred variable compensation settled either in shares or in cash indexed to the share price

The deferred variable compensation plans implemented by the Group take two forms:

- equity-settled plans;
- cash-settled plans indexed to the Crédit Agricole S.A. share price.

Since 1 January 2016, all existing and future deferred variable compensation plans are now cash-settled plans indexed to the Crédit Agricole S.A. share price. The impact of the revaluation of the commitment on the basis of the Crédit Agricole S.A. share price, which is not material, was recognised in equity.

This deferred variable compensation is subject to continued employment and a performance condition. It is broken down into thirds that are payable in March 2022, March 2023 and March 2024.

The expense related to these plans is recognised in compensation expenses. It is spread on a straight-line basis over the vesting period to factor in continued employment, and a liability is recorded in employee expenses, the amount of which is subject to periodical revaluation through profit or loss until the settlement date, depending on the evolution of the share price of Crédit Agricole S.A. and on vesting conditions (continued employment and performance).

7.7 Executive compensation

Senior management includes all members of the Executive Committee, namely the Chief Executive Officer, Deputy Chief Executive Officer, Deputy General Managers for the Group's different divisions, Chief Executive Officers of the main subsidiaries and the Heads of the Group's core business activities.

Compensation and benefits paid to the members of the Executive Committee in 2021 were as follows:

- short-term benefits: €27.9 million for fixed and variable compensation (of which €4.1 million paid in share-indexed instruments), including social security expenses and benefits in kind;
- post-employment benefits: €2.9 million for end-of-career allowances and for the supplementary pension plan for Group executive managers;
- other long-term employee benefits: the amount of long-service awards granted was not material;
- employment contract termination indemnities: not material;
- other share-based payment: not applicable.

Total Directors' fees paid to members of Crédit Agricole S.A.'s Board of Directors in 2021 in consideration for serving as Directors of Crédit Agricole S.A. amounted to €1,489,500.

These amounts included the compensation and benefits paid to the Chief Executive Officer and Deputy Chief Executive Officer of Crédit Agricole S.A.

NOTE 8 LEASES

8.1 Leases for which the Group is the lessee

The item "Property, plant and equipment" in the balance sheet consists of own and leased assets that do not meet the definition of investment properties.

(in millions of euros)	31/12/2021	31/12/2020
Owned property, plant & equipment	4,372	4,104
Right-of-use on lease contracts	1,724	1,675
TOTAL PROPERTY, PLANT & EQUIPMENT USED IN OPERATIONS	**6,096**	**5,779**

Crédit Agricole is also a lessee under lease agreements for IT equipment (photocopiers, computers, etc.) with terms of one to three years. These are low-value and/or short-term leases. Crédit Agricole S.A. has opted to apply the exemptions provided for in IFRS 16 and not to recognise the right-of-use asset and the lease liability for these leases in the balance sheet.

Change in right of use assets

Crédit Agricole S.A. is the lessee of many assets including offices, agencies and computer equipment.

Information relating to the contracts of which Crédit Agricole S.A. is a lessee is presented below:

(in millions of euros)	31/12/2020	Changes in scope	Increases (acquisitions)	Decreases (disposals)	Translation adjustments	Other movements	31/12/2021
PROPERTY/REAL ESTATE							
Gross amount	2,256	151	345	(108)	25	(16)	2,653
Depreciation and impairment	(644)	(34)	(345)	56	(10)	-	(977)
TOTAL PROPERTY/REAL ESTATE	**1,612**	**117**	**-**	**(52)**	**15**	**(16)**	**1,676**
EQUIPMENT							
Gross amount	101	12	21	(27)	-	-	107
Depreciation and impairment	(38)	(7)	(21)	7	-	-	(59)
TOTAL EQUIPMENT	**63**	**5**	**-**	**(20)**	**-**	**-**	**48**
TOTAL RIGHT-OF-USE	**1,675**	**122**	**-**	**(72)**	**15**	**(16)**	**1,724**

(in millions of euros)	31/12/2019	Changes in scope	Increases (acquisitions)	Decreases (disposals)	Translation adjustments	Other movement[(1)]	31/12/2020
PROPERTY/REAL ESTATE							
Gross amount	1,687	-	463	(294)	(31)	431	2,256
Depreciation and impairment	(344)	-	(332)	69	9	(46)	(644)
TOTAL PROPERTY/REAL ESTATE	**1,343**	**-**	**131**	**(225)**	**(22)**	**385**	**1,612**
EQUIPMENT							
Gross amount	43	78	10	(24)	(6)	-	101
Depreciation and impairment	(15)	(16)	(14)	4	2	1	(38)
TOTAL EQUIPMENT	**28**	**62**	**(4)**	**(20)**	**(4)**	**1**	**63**
TOTAL RIGHT-OF-USE	**1,371**	**62**	**127**	**(245)**	**(26)**	**386**	**1,675**

(1) Taking into account the effects of first-time adoption of the IFRS IC decision of 26 November 2019 respecting the duration of IFRS 16 leases, the balance of rights of use in the balance sheet would have been €1,762 million at 31 December 2019 (see Note 1.1 Applicable standards and comparability).

Refer to the glossary on page 715 for the definition of technical terms.

Maturity schedule of rental debts

	31/12/2021			
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Total Lease liabilities
Lease liabilities	334	1,008	488	1,830

	31/12/2020			
(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Total Lease liabilities
Lease liabilities	316	884	557	1,757

Details of rental contract income and expenses

(in millions of euros)	31/12/2021	31/12/2020
Interest expense on lease liabilities	(24)	(27)
TOTAL INTEREST AND SIMILAR EXPENSES (REVENUES)	(24)	(27)
Expense relating to short-term leases	(21)	(15)
Expense relating to leases of low-value assets	(19)	(21)
Expense relating to variable lease payments not included in the measurement of lease liabilities	(13)	(15)
Income from subleasing right-of-use assets	1	1
Gains or losses arising from leaseback transactions	-	-
Gains or losses arising from lease modifications	-	1
TOTAL OPERATING EXPENSES	(52)	(49)
Depreciation for right-of-use	(357)	(380)
TOTAL DEPRECIATION AND AMORTISATION OF PROPERTY, PLANT & EQUIPMENT	(357)	(380)
TOTAL EXPENSE AND INCOME ON LEASE CONTRACTS	**(433)**	**(456)**

Cash flow amounts for the period

(in millions of euros)	31/12/2021	31/12/2020
Total Cash outflow for leases	(443)	(365)

8.2 Leases for which the Group is the lessor

Crédit Agricole S.A. offers its customers leasing activities that take the form of leasing agreements, lease financing with purchase options, finance leasing and long-term leasing arrangements. Lease agreements are classified as finance leases when the terms of the lease transfer substantially all of the risks and benefits inherent in ownership to the lessee.

Other lease agreements are classified as operating leases.

Income from rental contracts

(in millions of euros)	31/12/2021	31/12/2020
Finance leases	**1,000**	**602**
Selling profit or loss	73	58
Finance income on the net investment in the lease	927	544
Income relating to variable lease payments	-	-
Operating leases	**223**	**226**
Lease income	223	226

Schedule of rent payments to be received

(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Total Lease payments receivable	Unearned finance income	Discounted residual value	Financial lease receivables
							31/12/2021
Finance leases	4,361	8,387	4,995	17,743	1,130	951	17,564

(in millions of euros)	≤ 1 year	> 1 year up to ≤ 5 years	> 5 years	Total Lease payments receivable	Unearned finance income	Discounted residual value	Financial lease receivables
							31/12/2020
Finance leases	4,877	8,217	3,491	16,585	1,455	1,614	16,745

Lease agreements expire on their residual maturity date.

The amount by expiry corresponds to the undiscounted contractual amount.

NOTE 9 COMMITMENTS GIVEN AND RECEIVED AND OTHER GUARANTEES

Financing and guarantee commitments and other guarantees include discontinued operations.

Commitments given and received

(in millions of euros)	31/12/2021	31/12/2020
COMMITMENTS GIVEN		
Financing commitments	**167,354**	**165,035**
Commitments given to credit institutions	13,603	16,155
Commitments given to customers	153,751	148,880
Confirmed credit lines	118,775	120,012
Documentary credits	*5,656*	*4,543*
Other confirmed credit lines	*113,119*	*115,469*
Other commitments given to customers	34,976	28,869
Guarantee commitments	**114,894**	**85,784**
Credit institutions	10,644	8,169
Confirmed documentary credit lines	4,434	2,925
Other guarantees	6,210	5,244
Customers	104,250	77,615
Property guarantees	2,183	1,967
Other customer guarantees	102,067	75,648
Securities commitments	**4,972**	**4,487**
Securities to be delivered	4,972	4,487
COMMITMENTS RECEIVED		
Financing commitments	**131,475**	**138,092**
Commitments received from credit institutions	127,520	133,940
Commitments received from customers	3,955	4,152
Guarantee commitments	**359,813**	**334,668**
Commitments received from credit institutions	105,457	94,136
Commitments received from customers	254,356	240,532
Guarantees received from government bodies or similar institutions(1)	*35,660*	*33,501*
Other guarantees received	*218,696*	*207,031*
Securities commitments	**3,699**	**4,095**
Securities to be received	3,699	4,095

(1) As part of the economic support measures in the wake of the COVID-19 health crisis, Crédit Agricole S.A. granted loans for which it received guarantee commitments from the French State (PGE). At 31 December 2021, these guarantee commitments received amounted to €7.1 billion.

Refer to the glossary on page 715 for the definition of technical terms.

Financial instruments given and received as collateral

(in millions of euros)	31/12/2021	31/12/2020
CARRYING AMOUNT OF FINANCIAL ASSETS PROVIDED AS COLLATERAL (INCLUDING TRANSFERRED ASSETS)		
Securities and receivables provided as collateral for the refinancing structures (Banque de France, CRH, etc.)	413,217	397,564
Securities lent	20,220	12,904
Security deposits on market transactions	18,500	19,087
Other security deposits	-	-
Securities sold under repurchase agreements	98,157	110,863
TOTAL CARRYING AMOUNT OF FINANCIAL ASSETS PROVIDED AS COLLATERAL	**550,094**	**540,418**
CARRYING AMOUNT OF FINANCIAL ASSETS RECEIVED IN GUARANTEE		
Other security deposits[1]	-	2,017
Fair value of instruments received as reusable and reused collateral		
Securities borrowed	11	7
Securities bought under repurchase agreements	442,219	434,708
Securities sold short	41,922	37,172
TOTAL FAIR VALUE OF INSTRUMENTS RECEIVED AS REUSABLE AND REUSED COLLATERAL	**484,152**	**471,887**

(1) Security deposits were fully reimbursed following the complete unwinding of the "Switch" guarantee mechanism set up on 16 November 2021.

Receivables pledged as collateral

At 31 December 2021, Crédit Agricole S.A. deposited €297.9 billion of receivables (mainly on behalf of the Regional Banks and subsidiaries) for refinancing transactions to the Banque de France, compared to €274.2 billion at 31 December 2020.

At 31 December 2021, Crédit Agricole S.A. deposited €10.6 billion of receivables for refinancing transactions to the Caisse de Refinancement de l'Habitat on behalf of the Regional Banks, compared to €12.1 billion at 31 December 2020, and €1 billion of receivables were deposited directly by LCL.

At 31 December 2021, €0.1 billion of Regional Bank and €0.74 billion of Crédit Agricole CIB receivables had been pledged as collateral for the covered bonds issued by European Secured Notes Issuer (ESNI), a French securitisation company formed by five banks including Crédit Agricole Group.

At 31 December 2021, €37.7 billion of Regional Bank and €9.2 billion of LCL receivables had been pledged as collateral for the covered bond issues of Crédit Agricole Home Loan SFH, a financial company wholly owned by Crédit Agricole S.A.

As at 31 December 2021, in the context of transactions with EIB/CEB supranationals, Crédit Agricole S.A. deposited €2.5 billion in receivables on behalf of the Regional Banks.

As at 31 December 2021, in the context of refinancing transactions with CDC, Crédit Agricole S.A. deposited €2.7 billion in receivables on behalf of the Regional Banks.

These processes, for which there is no transfer of contractual cash flows, do not form part of the asset transfers.

Guarantees held

Guarantees held and assets received as collateral by Crédit Agricole S.A. which it is allowed to sell or to use as collateral are mostly held within Crédit Agricole S.A. The majority of these are receivables pledged as collateral by the Regional Banks and their main bank subsidiaries to Crédit Agricole S.A., the latter acting as the central body with regard to the external refinancing organisations, in order to obtain refinancing. These receivables (property-related, or loans to businesses or local authorities) are selected and rated for their quality and retained on the balance sheet of the contributing entities.

The majority of these guarantees consist of mortgage liens, collateral or guarantees received, regardless of the quality of the assets guaranteed. They are mainly related to repurchase agreements and securities pledged to guarantee brokerage transactions.

Crédit Agricole S.A. policy is to sell seized collateral as soon as possible. Crédit Agricole S.A. had no such assets at 31 December 2021.

NOTE 10 RECLASSIFICATION OF FINANCIAL INSTRUMENTS

Principles applied by Crédit Agricole S.A.

Reclassifications are performed only under exceptional circumstances and following a decision by the Executive Management of the entity as a result of internal or external changes: significant changes in the entity's activity.

Reclassification performed by Crédit Agricole S.A.

In 2021, Crédit Agricole S.A. did not carry out any reclassification pursuant to paragraph 4.4.1 of IFRS 9.

NOTE 11 FAIR VALUE OF FINANCIAL INSTRUMENTS

Fair value is the price that would be received at the sale of an asset or paid to transfer a liability in a standard transaction between market participants at the valuation date.

Fair value is defined on the basis of the exit price.

The fair values shown below are estimates made on the reporting date using observable market data wherever possible. These are subject to change in subsequent periods due to developments in market conditions or other factors.

The calculations represent best estimates. They are based on a number of assumptions. It is assumed that market participants act in their best economic interest.

To the extent that these models contain uncertainties, the fair values shown may not be achieved upon actual sale or immediate settlement of the financial instruments concerned.

The fair value hierarchy of financial assets and liabilities is broken down according to the general observability criteria of the valuation inputs, pursuant to the principles defined under IFRS 13.

Level 1 of the hierarchy applies to the fair value of financial assets and liabilities quoted in active markets.

Level 2 of the hierarchy applies to the fair value of financial assets and liabilities with observable inputs. This agreement includes market data relating to interest rate risk or credit risk when the latter can be revalued based on observable Credit Default Swap (CDS) spreads. Securities bought or sold under repurchase agreements subject of an active market, depending on the underlying and the maturity of the transaction are also included in Level 2 of the hierarchy, as are financial assets and liabilities with a demand component for which fair value is measured at unadjusted amortised cost.

Level 3 of the hierarchy indicates the fair value of financial assets and financial liabilities for which there is no observable data or for which some parameters can be remeasured based on internal models that use historical data. These are mainly parameters related to credit or early redemption risk.

In some cases, market values are close to carrying amounts. These include:

- variable-rate assets or liabilities for which changes in interest rates do not significantly affect fair value since the interest rates for these instruments adjust frequently to market rates;
- short-term assets or liabilities where the redemption value is considered to be close to the market value;
- instruments executed on a regulated market (e.g. regulated savings) for which the prices are set by the public authorities;
- demand assets and liabilities;
- transactions for which there is no reliable observable data.

Refer to the glossary on page 715 for the definition of technical terms.

11.1 Fair value of financial assets and liabilities recognised at amortised cost

Amounts presented below include accruals and prepayments and, in the case of assets, are net of impairment.

Financial assets recognised at amortised cost and measured at fair value on the balance sheet

(in millions of euros)	Value at 31/12/2021	Estimated fair value at 31/12/2021	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
FINANCIAL ASSETS NOT MEASURED AT FAIR VALUE ON BALANCE SHEET					
LOANS AND RECEIVABLES	**961,252**	**1,013,430**	**-**	**584,481**	**428,949**
Loans and receivables due from credit institutions	**501,347**	**514,706**	**-**	**514,125**	**581**
Current accounts and overnight loans	9,074	9,751	-	9,719	32
Accounts and long-term loans	484,881	497,431	-	497,077	354
Pledged securities	-	-	-	-	-
Securities bought under repurchase agreements	6,450	6,471	-	6,471	-
Subordinated loans	868	970	-	775	195
Other loans and receivables	74	83	-	83	-
Loans and receivables due from customers	**459,905**	**498,724**	**-**	**70,356**	**428,368**
Trade receivables	56,230	64,207	-	32,010	32,197
Other customer loans	387,229	417,233	-	22,685	394,548
Pledged securities	240	240	-	240	-
Securities bought under repurchase agreements	3,915	3,916	-	3,879	37
Subordinated loans	49	58	-	18	40
Insurance receivables	176	176	-	5	171
Reinsurance receivables	851	852	-	-	852
Advances in associates' current accounts	94	96	-	24	72
Current accounts in debit	11,121	11,946	-	11,495	451
DEBT SECURITIES	**84,074**	**85,822**	**61,466**	**11,330**	**13,026**
Treasury bills and similar securities	34,503	35,515	32,377	2,895	243
Bonds and other fixed income securities	49,571	50,307	29,089	8,435	12,783
TOTAL FINANCIAL ASSETS OF WHICH FAIR VALUE IS DISCLOSED	**1,045,326**	**1,099,252**	**61,466**	**595,811**	**441,975**

(in millions of euros)	Value at 31/12/2020	Estimated fair value at 31/12/2020	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
FINANCIAL ASSETS NOT MEASURED AT FAIR VALUE ON BALANCE SHEET					
LOANS AND RECEIVABLES	869,106	912,066	-	559,762	352,304
Loans and receivables due from credit institutions	**463,169**	**477,113**	**-**	**476,319**	**794**
Current accounts and overnight loans	8,660	8,825	-	8,706	119
Accounts and long-term loans	440,878	454,463	-	454,018	445
Pledged securities	-	-	-	-	-
Securities bought under repurchase agreements	12,551	12,608	-	12,608	-
Subordinated loans	925	1,038	-	808	230
Other loans and receivables	155	179	-	179	-
Loans and receivables due from customers	**405,937**	**434,953**	**-**	**83,443**	**351,510**
Trade receivables	40,064	40,267	-	21,403	18,864
Other customer loans	349,072	376,748	-	46,807	329,941
Pledged securities	205	205	-	205	-
Securities bought under repurchase agreements	3,713	3,713	-	3,460	253
Subordinated loans	44	45	-	6	39
Insurance receivables	328	328	-	4	324
Reinsurance receivables	845	845	-	5	840
Advances in associates' current accounts	146	148	-	18	130
Current accounts in debit	11,520	12,654	-	11,535	1,119
DEBT SECURITIES	84,794	86,402	57,496	12,952	15,954
Treasury bills and similar securities	29,887	30,500	25,536	4,735	229
Bonds and other fixed income securities	54,907	55,902	31,960	8,217	15,725
TOTAL FINANCIAL ASSETS OF WHICH FAIR VALUE IS DISCLOSED	**953,900**	**998,468**	**57,496**	**572,714**	**368,258**

Refer to the glossary on page 715 for the definition of technical terms.

Financial liabilities recognised at amortised cost and measured at fair value on the balance sheet

(in millions of euros)	Value at 31/12/2021	Estimated fair value at 31/12/2021	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
FINANCIAL LIABILITIES NOT MEASURED AT FAIR VALUE ON BALANCE SHEET					
Due to credit institutions	**314,783**	**326,932**	**-**	**325,812**	**1,120**
Current accounts and overnight loans	86,068	86,368	-	86,368	-
Accounts and term deposits	211,419	223,234	-	222,114	1,120
Pledged securities	-	-	-	-	-
Securities sold under repurchase agreements	17,296	17,330	-	17,330	-
Due to customers	**781,177**	**785,168**	**-**	**438,111**	**347,057**
Current accounts in credit	324,002	325,419	-	325,419	-
Special savings accounts	344,300	344,301	-	-	344,301
Other amounts due to customers	108,421	110,989	-	110,502	487
Securities sold under repurchase agreements	2,124	2,124	-	2,124	-
Insurance liabilities	938	938	-	58	880
Reinsurance liabilities	676	681	-	8	673
Cash deposits received from ceding and retroceding companies against technical insurance commitments	716	716	-	-	716
Debt securities	**171,393**	**176,503**	**53,681**	**122,263**	**559**
Subordinated debt	**26,101**	**27,526**	**3,132**	**24,289**	**105**
TOTAL FINANCIAL LIABILITIES OF WHICH FAIR VALUE IS DISCLOSED	**1,293,454**	**1,316,129**	**56,813**	**910,475**	**348,841**

(in millions of euros)	Value at 31/12/2020	Estimated fair value at 31/12/2020	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
FINANCIAL LIABILITIES NOT MEASURED AT FAIR VALUE ON BALANCE SHEET					
Due to credit institutions	**264,919**	**277,020**	**-**	**275,768**	**1,252**
Current accounts and overnight loans	51,019	51,055	-	51,055	-
Accounts and term deposits	187,241	199,274	-	198,136	1,138
Pledged securities	-	-	-	-	-
Securities sold under repurchase agreements	26,659	26,691	-	26,577	114
Due to customers	**719,388**	**719,762**	**-**	**392,282**	**327,480**
Current accounts in credit	291,807	291,822	-	291,822	-
Special savings accounts	324,407	324,408	-	-	324,408
Other amounts due to customers	98,927	99,280	-	98,867	413
Securities sold under repurchase agreements	1,520	1,520	-	1,520	-
Insurance liabilities	872	872	-	67	805
Reinsurance liabilities	590	595	-	6	589
Cash deposits received from ceding and retroceding companies against technical insurance commitments	1,265	1,265	-	-	1,265
Debt securities	**162,547**	**167,751**	**85,192**	**81,912**	**647**
Subordinated debt	**24,052**	**24,626**	**6,650**	**17,870**	**106**
TOTAL FINANCIAL LIABILITIES OF WHICH FAIR VALUE IS DISCLOSED	**1,170,906**	**1,189,159**	**91,842**	**767,832**	**329,485**

11.2 Information about financial instruments measured at fair value

Valuation mechanism

Financial instruments are valued by management information systems and checked by a team that reports to the Risk Management department and is independent from the market operators.

Valuations are based on the following:

- prices or inputs obtained from independent sources and/or validated by the Market Risk department using a series of available sources such as market data providers, market consensus and broker data;
- models approved by the quantitative teams in the Market Risk department.

The valuation produced for each instrument is a mid-market valuation, which does not take account of the direction of the trade, the bank's aggregate exposure, market liquidity or counterparty quality. Adjustments are then made to the market valuations to incorporate those factors, as well as the potential uncertainties inherent in the models or inputs used.

The main types of valuation adjustments are the following:

Mark-to-Market adjustments

These adjustments correct any potential variance between the mid-market valuation of an instrument obtained using internal valuation models and the associated inputs and the valuation obtained from external sources or market consensus data. This adjustment can be either positive or negative.

Bid/ask reserves

These adjustments incorporate the bid/ask spread for a given instrument in order to reflect the price at which the position could be reversed. These adjustments are always negative.

Uncertainty reserves

These adjustments constitute a risk premium taken into account by all market participants. These adjustments are always negative:

- input uncertainty reserves seek to incorporate in the valuation of an instrument any uncertainty that might exist as regards one or more of the inputs used;
- model uncertainty reserves seek to incorporate in the valuation of an instrument any uncertainty that might exist due to the choice of model used.

In addition, in accordance with IFRS 13 "Fair value measurement", Crédit Agricole S.A. prices in to the fair value calculated for its OTC derivatives (i.e. those traded over the counter) various adjustments linked to:

- default risk or credit rating (Credit Valuation Adjustment/Debit Valuation Adjustment);
- future funding costs and benefits (Funding Valuation Adjustment);
- liquidity risk associated with collateral (Liquidity Valuation Adjustment).

Credit Valuation Adjustment (CVA)

The CVA (Credit Valuation Adjustment) is a mark-to-market adjustment to incorporate the market value of the default risk (risk of non-payment of amounts due in the event of default or deterioration in credit quality) in the value of OTC derivatives of our counterparties. This adjustment is calculated per counterparty based on the positive future exposure of the trading portfolio (taking into account any netting or collateral agreements, where such exist) weighted by the probabilities of default and losses given default.

The methodology used maximises the use of market inputs/prices (probabilities of default are derived in priority directly from any existing listed CDS, proxies of listed CDS and other credit instruments where these are deemed sufficiently liquid). This adjustment is always negative and reduces the fair value of the OTC derivative assets held in the portfolio.

Debit Valuation Adjustment (DVA)

The Debit Valuation Adjustment (DVA) is a mark-to-market adjustment that aims to incorporate the market value of the default risk (potential losses to which Crédit Agricole S.A. may expose its counterparties in the event of default or a deterioration in its creditworthiness) in the value of perfectly collateralised OTC derivatives. This adjustment is calculated by collateral contract type on the basis of negative future exposure profiles of the trading portfolio weighted by default probabilities (Crédit Agricole S.A.) and losses incurred in the event of default.

The methodology used maximises the use of market inputs/prices (use of CASA CDS to determine default probabilities). This adjustment is always positive and reduces the fair value of the OTC derivative liabilities held in the portfolio.

Funding Valuation Adjustment (FVA)

The Funding Valuation Adjustment (FVA) is a mark-to-market adjustment that aims to incorporate the additional future funding costs and benefits based on ALM (Asset & Liability Management) funding costs in the value of not collateralised or imperfectly collateralised OTC derivatives. This adjustment is calculated per counterparty based on the future exposure of the trading portfolio (taking into account any netting or collateral agreements, where such exist) weighted by ALM funding spreads.

As regards the scope of "cleared" derivatives, an FVA adjustment called IMVA (Initial Margin Value Adjustment) is calculated to take into account the future financing costs and gains of the initial margins to be posted with the main derivatives clearing houses until the portfolio matures.

Liquidity Valuation Adjustment (LVA)

The LVA (Liquidity Valuation Adjustment) is the positive or negative valuation adjustment intended to reflect both the potential absence of collateral payments for counterparties with a CSA (Credit Support Annex), as well as the non-standard remuneration of CSAs.

Therefore, the LVA reflects the profit or loss resulting from additional liquidity costs. It is calculated on the scope of OTC derivatives with CSAs.

Refer to the glossary on page 715 for the definition of technical terms.

Breakdown of financial instruments at fair value by valuation model

Amounts presented below include accruals and prepayments and are net of impairment.

Financial assets measured at fair value

(in millions of euros)	31/12/2021	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
HELD FOR TRADING FINANCIAL ASSETS	**237,341**	**27,611**	**202,972**	**6,758**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	820	-	1	819
Securities bought under repurchase agreements	112,752	-	110,629	2,123
Pledged securities	-	-	-	-
Held for trading securities	29,871	27,227	2,257	387
Treasury bills and similar securities	*15,092*	*13,830*	*1,262*	*-*
Bonds and other fixed income securities	*7,883*	*6,675*	*995*	*213*
Mutual funds	*64*	*64*	*-*	*-*
Equities and other variable income securities	*6,832*	*6,658*	*-*	*174*
Derivative instruments	93,898	384	90,085	3,429
OTHER FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS	**192,053**	**120,390**	**57,391**	**14,272**
Equity instruments at fair value through profit or loss	**40,683**	**25,443**	**7,550**	**7,690**
Equities and other variable income securities	26,233	22,658	2,369	1,206
Non-consolidated equity investments	14,450	2,785	5,181	6,484
Debt instruments that do not meet the conditions of the "SPPI" test	**75,379**	**41,499**	**27,443**	**6,437**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	2,881	-	2,879	2
Debt securities	72,498	41,499	24,564	6,435
Treasury bills and similar securities	*227*	*4*	*223*	*-*
Bonds and other fixed income securities	*12,495*	*1,884*	*9,894*	*717*
Mutual funds	*59,776*	*39,611*	*14,447*	*5,718*
Assets backing unit-linked contracts	**75,991**	**53,448**	**22,398**	**145**
Treasury bills and similar securities	486	467	19	-
Bonds and other fixed income securities	4,132	523	3,609	-
Equities and other variable income securities	11,015	2,045	8,969	1
Mutual funds	60,358	50,413	9,801	144
Financial assets designated at fair value through profit or loss	**-**	**-**	**-**	**-**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	-	-	-	-
Debt securities	-	-	-	-
Treasury bills and similar securities	*-*	*-*	*-*	*-*
Bonds and other fixed income securities	*-*	*-*	*-*	*-*
FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME	**256,261**	**233,092**	**22,642**	**527**
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	2,419	616	1,276	527
Equities and other variable income securities	*572*	*17*	*366*	*189*
Non-consolidated equity investments[(1)]	*1,847*	*599*	*910*	*338*
Debt instruments at fair value through other comprehensive income that may be reclassified to profit and loss	253,842	232,476	21,366	-
Loans and receivables due from credit institutions	*-*	*-*	*-*	*-*
Loans and receivables due from customers	*-*	*-*	*-*	*-*
Debt securities	*253,842*	*232,476*	*21,366*	*-*
Treasury bills and similar securities	*83,123*	*82,843*	*280*	*-*
Bonds and other fixed income securities	*170,719*	*149,633*	*21,086*	*-*
HEDGING DERIVATIVE INSTRUMENTS	**14,125**	**-**	**14,124**	**1**
TOTAL FINANCIAL ASSETS MEASURED AT FAIR VALUE	**699,780**	**381,093**	**297,129**	**21,558**
Transfers from Level 1: Quoted prices in active markets for identical instruments			988	-
Transfers from Level 2: Valuation based on observable data		1,093		495
Transfers from Level 3: Valuation based on unobservable data		-	543	
TOTAL TRANSFERS TO EACH LEVEL		**1,093**	**1,531**	**495**

(1) *SAS Rue La Boétie shares held by the* ***Caisse régionale de la Corse*** *have been included in Non-consolidated equity investments in Level 2 for €85 million.*

Level 1 to Level 2 transfers mainly involve treasury bills, bonds and other fixed-income securities for €1,094 million and €988 million.

Level 3 to Level 2 transfers mainly involve securities received under repurchase agreements from credit institutions and customers, debt securities and trading derivative instruments for €718 million.

Level 2 to Level 3 transfers mainly involve trading derivative instruments for €36 million.

(in millions of euros)	31/12/2020	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
HELD FOR TRADING FINANCIAL ASSETS	**261,968**	**22,633**	**233,963**	**5,372**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	872	-	141	731
Securities bought under repurchase agreements	120,116	-	118,489	1,627
Pledged securities	-	-	-	-
Held for trading securities	24,743	22,541	1,775	427
Treasury bills and similar securities	*13,081*	*11,774*	*1,307*	-
Bonds and other fixed income securities	*5,389*	*4,767*	*466*	*156*
Mutual funds	*52*	*52*	-	-
Equities and other variable income securities	*6,221*	*5,948*	*2*	*271*
Derivative instruments	116,237	92	113,558	2,587
OTHER FINANCIAL INSTRUMENTS AT FAIR VALUE THROUGH PROFIT OR LOSS	**170,494**	**108,855**	**50,714**	**10,925**
Equity instruments at fair value through profit or loss	**34,183**	**21,410**	**7,170**	**5,603**
Equities and other variable income securities	21,898	18,823	2,126	949
Non-consolidated equity investments	12,285	2,587	5,044	4,654
Debt instruments that do not meet the conditions of the "SPPI" test	**72,410**	**43,018**	**24,102**	**5,290**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	3,444	-	3,443	1
Debt securities	68,966	43,018	20,659	5,289
Treasury bills and similar securities	*178*	*4*	*174*	-
Bonds and other fixed income securities	*13,660*	*2,003*	*10,951*	*706*
Mutual funds	*55,128*	*41,011*	*9,534*	*4,583*
Assets backing unit-linked contracts	**63,900**	**44,426**	**19,442**	**32**
Treasury bills and similar securities	*498*	*489*	*9*	-
Bonds and other fixed income securities	*4,382*	*1,145*	*3,237*	-
Equities and other variable income securities	*8,378*	*1,543*	*6,835*	-
Mutual funds	*50,642*	*41,249*	*9,361*	*32*
Financial assets designated at fair value through profit or loss	**1**	**1**	**-**	**-**
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	-	-	-	-
Debt securities	1	1	-	-
Treasury bills and similar securities	-	-	-	-
Bonds and other fixed income securities	*1*	*1*	-	-
FINANCIAL ASSETS AT FAIR VALUE THROUGH OTHER COMPREHENSIVE INCOME	**266,072**	**246,573**	**19,264**	**235**
Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss	2,216	956	1,025	235
Equities and other variable income securities	*515*	*15*	*460*	*40*
Non-consolidated equity investments[(1)]	*1,701*	*941*	*565*	*195*
Debt instruments at fair value through other comprehensive income that may be reclassified to profit and loss	263,856	245,617	18,239	-
Loans and receivables due from credit institutions	-	-	-	-
Loans and receivables due from customers	-	-	-	-
Debt securities	*263,856*	*245,617*	*18,239*	-
Treasury bills and similar securities	*88,142*	*87,838*	*304*	-
Bonds and other fixed income securities	*175,714*	*157,779*	*17,935*	-
HEDGING DERIVATIVE INSTRUMENTS	**21,745**	**16**	**21,729**	**-**
TOTAL FINANCIAL ASSETS MEASURED AT FAIR VALUE	**720,279**	**378,077**	**325,670**	**16,532**
Transfers from Level 1: Quoted prices in active markets for identical instruments			1,532	12
Transfers from Level 2: Valuation based on observable data		154		183
Transfers from Level 3: Valuation based on unobservable data		1	1,319	
TOTAL TRANSFERS TO EACH LEVEL		**155**	**2,851**	**195**

*(1) SAS Rue La Boétie shares held by the **Caisse régionale de la Corse** have been included in Non-consolidated equity investments in Level 2 for €66 million.*

Level 1 to Level 2 transfers mainly involve options listed on the underlying equity.

Level 1 to Level 3 transfers involve bonds and other fixed-income securities.

Level 2 to Level 1 transfers mainly involve treasury bills, bonds and other fixed-income securities.

Level 2 to Level 3 transfers mainly involve securities bought/sold under repurchase agreements and trading derivative instruments.

Level 3 to Level 1 transfers involve bonds and other fixed-income securities.

Level 3 to Level 2 transfers mainly involve securities bought/sold under repurchase agreements from credit institutions, from customers and trading derivative instruments. Several positions can now be observed.

Refer to the glossary on page 715 for the definition of technical terms.

Financial liabilities measured at fair value

(in millions of euros)	31/12/2021	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
Held for trading financial liabilities	**207,725**	**41,860**	**163,951**	**1,914**
Securities sold short	41,933	41,621	292	20
Securities sold under repurchase agreements	78,737	-	78,037	700
Debt securities	2	-	2	-
Due to credit institutions	-	-	-	-
Due to customers	-	-	-	-
Derivative instruments	87,053	239	85,620	1,194
Financial liabilities designated at fair value through profit or loss	**38,663**	**11,227**	**20,480**	**6,956**
Hedging derivative Instruments	**12,358**	**-**	**11,645**	**713**
TOTAL FINANCIAL LIABILITIES MEASURED AT FAIR VALUE	**258,746**	**53,087**	**196,076**	**9,583**
Transfers from Level 1: Quoted prices in active markets for identical instruments			1	12
Transfers from Level 2: Valuation based on observable data		5		280
Transfers from Level 3: Valuation based on unobservable data		-	1,065	
TOTAL TRANSFERS TO EACH LEVEL		**5**	**1,066**	**292**

Liability transfers to and from Level 3 mainly involve securities sold under repurchase agreements from credit institutions, trading derivatives and financial liabilities at fair value through profit or loss.

(in millions of euros)	31/12/2020	Quoted prices in active markets for identical instruments: Level 1	Valuation based on observable data: Level 2	Valuation based on unobservable data: Level 3
Held for trading financial liabilities	**229,265**	**37,022**	**190,351**	**1,892**
Securities sold short	37,179	36,931	248	-
Securities sold under repurchase agreements	82,662	-	81,925	737
Debt securities	2	-	2	-
Due to credit institutions	-	-	-	-
Due to customers	-	-	-	-
Derivative instruments	109,422	91	108,176	1,155
Financial liabilities designated at fair value through profit or loss	**35,908**	**9,943**	**20,255**	**5,710**
Hedging derivative Instruments	**15,218**	**-**	**14,607**	**611**
TOTAL FINANCIAL LIABILITIES MEASURED AT FAIR VALUE	**280,391**	**46,965**	**225,213**	**8,213**
Transfers from Level 1: Quoted prices in active markets for identical instruments			1,057	-
Transfers from Level 2: Valuation based on observable data		64		1,136
Transfers from Level 3: Valuation based on unobservable data		-	628	
TOTAL TRANSFERS TO EACH LEVEL		**64**	**1,685**	**1,136**

Level 1 to Level 2 transfers mainly involve options listed on the underlying equity.

Level 2 to Level 1 transfers mainly involve negotiable debt securities.

Level 3 to Level 1 transfers had no impact in 2020.

Level 3 to Level 2 transfers mainly involve securities received under repurchase agreements and interest rate swaps. The review of the observability analysis of the derivatives and the financial liabilities measured at fair value by option amounts to €500 million and are relating to repurchase agreements.

Level 2 to Level 3 transfers mainly result from better identification of fair value levels on transactions already present at 31 December 2019 for €425 million and a review of the observability analysis for €624 million.

Financial instruments classified in Level 1

Level 1 comprises all derivatives quoted in an active market (options, futures, etc.), regardless of their underlying (interest rate, exchange rate, precious metals, major stock indexes), as well as equities and bonds quoted in an active market.

A market is considered as being active if quoted prices are readily and regularly available from exchange, brokers, dealers, pricing services or regulatory agencies, and those prices represent actual and regularly occurring market transactions on an arm's length basis.

Corporate, government and agency bonds that are valued on the basis of prices obtained from independent sources, deemed to be enforceable and updated regularly, are classified in Level 1. This covers the bulk of sovereign and agency bonds and corporate securities held. Issuers whose bonds are not quoted are classified in Level 3.

Financial instruments classified in Level 2

The main financial instruments classified in Level 2 are:

Liabilities designated at fair value

Financial liabilities designated at fair value are classified in Level 2 when their embedded derivative is deemed to be classified in Level 2.

Over-the-counter derivatives

The main OTC derivatives classified in Level 2 are those valued using inputs considered to be observable and where the valuation technique does not generate any significant exposure to a model risk.

Level 2 therefore mainly includes:

- linear derivative products such as interest rate swaps, currency swaps and forward FX. They are valued using simple models widely used in the market, based either on directly observable inputs (foreign exchange rates, interest rates), or inputs derived from observable market prices (currency swaps);
- non-linear vanilla instruments such as caps, floors, swaptions, currency options, equity options and credit default swaps, including digital options. They are valued using simple models widely used in the market, based either on directly observable inputs (foreign exchange rates, interest rates, share prices) or inputs that can be derived from observable market prices (volatilities);
- certain structured products on which market quotations exist and on an ongoing basis and valued in a market consensus model;
- securities listed on a market deemed inactive and for which independent valuation data are available;
- futures and options listed on shares with insufficient volumes.

Financial instruments classified in Level 3

Financial instruments classified in Level 3 are those which do not meet the conditions for classification in Level 1 or 2. They are therefore mainly financial instruments with a high model risk whose valuation requires substantial use of unobservable inputs.

All or part of the initial margin on all new transactions classified in Level 3 is reserved at the date of initial recognition. It is written back into the profit or loss account either spread over the period during which the inputs are considered to be unobservable or in full on the date when the inputs become observable, or when the transaction is completed.

Level 3 therefore mainly includes:

Securities

Securities classified in Level 3 mainly include:

- unlisted shares or bonds for which no independent valuation is available;
- ABSs and CLOs for which there are indicative independent quotes but which are not necessarily executable;
- ABSs, CLOs and super senior and mezzanine CDO tranches where it cannot be demonstrated that the market is active.

Liabilities designated at fair value

Financial liabilities designated at fair value are classified in Level 3 when their embedded derivative is deemed to be classified in Level 3.

Over-the-counter derivatives

Unobservable income includes complex financial instruments that are significantly exposed to model risk or that involve parameters that are considered unobservable.

The aggregate of these principles is mapped for observability according to the three levels indicating for each product, currency and maturity the classification used.

The following are classified mainly in Level 3:

- interest rate exposures or very long-dated currency swaps or covering emerging currencies;
- equity exposures, mainly through products traded on overly shallow option markets or indexed to volatility or equity/equity correlations and long-dated;
- exposures to non-linear long-dated products (interest rate or currency) on major currencies/indexes;
- non-linear exposures to emerging market currencies;
- complex derivatives.

The main exposures involved are:

- structured interest rates products known as "path dependent", whose future cash flows depend on past fixings observed on IR swap rates. These products valuation resort to complex models;
- securitisation swaps generating an exposure to the prepayment rate. The prepayment rate is determined on the basis of historical data on similar portfolios. The assumptions and inputs used are checked regularly on the basis of actual prepayments;
- hybrid products: those products flow depend on correlation between two different types of underlying products, such as interest rates, indexes, FX rate, credit spread;
- CDOs based on corporate credit baskets. These are no longer significant;
- certain portfolios of complex equity derivatives;
- securities under repurchase agreements, for long maturities or in emerging currencies, or related to complex underlying securities.

Refer to the glossary on page 715 for the definition of technical terms.

Net change in financial instruments measured at fair value according to Level 3

Financial assets measured at fair value according to Level 3

		Held for trading financial assets									
						Held for trading securities					
(in millions of euros)	Total Financial assets measured at fair value according to Level 3	Loans and receivables due from credit institutions	Loans and receivables due from customers	Securities bought under repurchase agreements	Pledged securities	Treasury bills and similar securities	Bonds and other fixed income securities	Mutual funds	Equities and other variable income securities	Held for trading securities	Derivative instruments
Closing balance (31/12/2020)	**16,532**	**-**	**731**	**1,627**	**-**	**-**	**156**	**-**	**271**	**427**	**2,587**
Gains or losses during the period[1]	827	-	7	(272)	-	-	9	-	5	14	224
Recognised in profit or loss	*799*	-	*(9)*	*(272)*	-	-	*9*	-	*5*	*14*	*216*
Recognised in other comprehensive income	*28*	-	*16*	-	-	-	-	-	-	-	*8*
Purchases	6,840	-	380	2,029	-	-	66	-	169	235	672
Sales	(1,753)	-	(271)	-	-	-	(8)	-	(271)	(279)	-
Issues	22	-	-	-	-	-	-	-	-	-	22
Settlements	(887)	-	(38)	(763)	-	-	(1)	-	-	(1)	(85)
Reclassifications	(14)	-	10	-	-	-	-	-	-	-	-
Changes associated with scope during the period	39	-	-	-	-	-	-	-	-	-	-
Transfers	(48)	-	-	(498)	-	-	(9)	-	-	(9)	9
Transfers to Level 3	*495*	-	-	-	-	-	-	-	-	-	*17*
Transfers from Level 3	*(543)*	-	-	*(498)*	-	-	*(9)*	-	-	*(9)*	*(8)*
CLOSING BALANCE (31/12/2021)	**21,558**	**-**	**819**	**2,123**	**-**	**-**	**213**	**-**	**174**	**387**	**3,429**

	Other financial instruments at fair value through profit or loss									
	Equity instruments at fair value through profit or loss		Debt instruments that do not meet the conditions of the "SPPI" test							
							Debt securities			
(in millions of euros)	Equity and other variable income securities	Non-consolidated equity investments	Loans and receivables due from credit institutions	Loans and receivables due from customers	Securities bought under repurchase agreements	Pledged securities	Treasury bills and similar securities	Bonds and other fixed income securities	Mutual funds	Debt securities
Closing balance (31/12/2020)	**949**	**4,654**	**-**	**-**	**-**	**-**	**1**	**706**	**4,583**	**5,290**
Gains or losses during the period[1]	136	71	-	1	-	-	-	(3)	616	612
Recognised in profit or loss	*135*	*64*	*-*	*1*	*-*	*-*	*-*	*(3)*	*615*	*612*
Recognised in other comprehensive income	*1*	*7*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*
Purchases	191	1,612	-	17	-	-	-	60	1,410	1,473
Sales	(95)	(150)	-	(5)	-	-	-	(46)	(885)	(930)
Issues	-	-	-	-	-	-	-	-	-	-
Settlements	-	-	-	-	-	-	-	-	-	-
Reclassifications	-	-	-	-	-	-	-	-	-	-
Changes associated with scope during the period	-	-	-	-	-	-	-	-	(7)	(7)
Transfers	25	297	-	(11)	-	-	(4)	-	1	(3)
Transfers to Level 3	*25*	*321*	*-*	*-*	*-*	*-*	*-*	*-*	*1*	*1*
Transfers from Level 3	*-*	*(24)*	*-*	*(11)*	*-*	*-*	*(4)*	*-*	*-*	*(4)*
CLOSING BALANCE (31/12/2021)	**1,206**	**6,484**	**-**	**2**	**-**	**-**	**(3)**	**717**	**5,718**	**6,435**

	Other financial instruments at fair value through profit or loss								
	Assets backing unit-linked contracts				Financial assets designated at fair value through profit or loss				
							Debt securities		
(in millions of euros)	Treasury bills and similar securities	Bonds and other fixed income securities	Equities and other variable income securities	Mutual funds	Loans and receivables due from credit institutions	Loans and receivables due from customers	Treasury bills and similar securities	Bonds and other fixed income securities	Debt securities
Closing balance (31/12/2020)	**-**	**-**	**-**	**32**	**-**	**-**	**-**	**-**	**-**
Gains or losses during the period[1]	-	-	-	46	-	-	-	-	-
Recognised in profit or loss	*-*	*-*	*-*	*46*	*-*	*-*	*-*	*-*	*-*
Recognised in other comprehensive income	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*
Purchases	-	-	1	66	-	-	-	-	-
Sales	-	-	-	-	-	-	-	-	-
Issues	-	-	-	-	-	-	-	-	-
Settlements	-	-	-	-	-	-	-	-	-
Reclassifications	-	-	-	-	-	-	-	-	-
Changes associated with scope during the period	-	-	-	-	-	-	-	-	-
Transfers	-	-	-	-	-	-	-	-	-
Transfers to Level 3	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*
Transfers from Level 3	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*	*-*
CLOSING BALANCE (31/12/2021)	**-**	**-**	**1**	**144**	**-**	**-**	**-**	**-**	**-**

Refer to the glossary on page 715 for the definition of technical terms.

	Financial assets at fair value through other comprehensive income							
	Equity instruments at fair value through other comprehensive income that will not be reclassified to profit or loss		Debt instruments at fair value through other comprehensive income that may be reclassified to profit or loss					
					Debt securities			
(in millions of euros)	Equities and other variable income securities	Non-consolidated equity investments	Loans and receivables due from credit institutions	Loans and receivables due from customers	Treasury bills and similar securities	Bonds and other fixed income securities	Debt securities	Hedging derivative instruments
Closing balance (31/12/2020)	**40**	**195**	**-**	**-**	**-**	**-**	**-**	**-**
Gains or losses during the period[1]	(1)	(1)	-	-	(4)	(6)	(10)	-
Recognised in profit or loss	-	*2*	-	-	*(4)*	*(6)*	*(10)*	-
Recognised in other comprehensive income	*(1)*	*(3)*	-	-	-	-	-	-
Purchases	39	125	-	-	-	-	-	-
Sales	-	(23)	-	-	-	-	-	-
Issues	-	-	-	-	-	-	-	-
Settlements	-	-	-	-	-	-	-	-
Reclassifications	-	(24)	-	-	-	-	-	-
Changes associated with scope during the period	1	45	-	-	-	-	-	-
Transfers	110	21	-	-	4	6	10	-
Transfers to Level 3	*110*	*21*	-	-	-	-	-	-
Transfers from Level 3	-	-	-	-	*4*	*6*	*10*	-
CLOSING BALANCE (31/12/2021)	**189**	**338**	**-**	**-**	**-**	**-**	**-**	**-**

(1) This balance includes the gains and losses of the period made on assets reported on the balance sheet at the closing date, for the following amounts:

Gains/losses for the period from Level 3 assets held at the end of the period	**827**
Recognised in profit or loss	799
Recognised in other comprehensive income	28

Financial liabilities measured at fair value according to Level 3

		Held for trading financial liabilities							
(in millions of euros)	**Total**	Securities sold short	Securities sold under repurchase agreements	Debt securities	Due to credit institutions	Due to customers	Derivative Instruments	Financial liabilities designated at fair value through profit or loss	Hedging derivative instruments
Closing balance (31/12/2020)	**8,213**	**-**	**737**	**-**	**-**	**-**	**1,155**	**5,710**	**611**
Gains or losses during the period[1]	**(128)**	-	(286)	-	-	-	(92)	97	153
Recognised in profit or loss	**(138)**	-	*(286)*	-	-	-	*(102)*	*97*	*153*
Recognised in other comprehensive income	**10**	-	-	-	-	-	*10*	-	-
Purchases	**965**	9	700	-	-	-	249	7	-
Sales	**(183)**	-	-	-	-	-	(4)	(179)	-
Issues	**3,138**	-	-	-	-	-	1	3,137	-
Settlements	**(1,648)**	-	(22)	-	-	-	(97)	(1,478)	(51)
Reclassifications	**-**	-	-	-	-	-	-	-	-
Changes associated with scope during the period	**-**	-	-	-	-	-	-	-	-
Transfers	**(774)**	11	(430)	-	-	-	(17)	(338)	-
Transfers to Level 3	**292**	*11*	-	-	-	-	*8*	*272*	-
Transfers from Level 3	**(1,065)**	-	*(430)*	-	-	-	*(25)*	*(610)*	-
CLOSING BALANCE (31/12/2021)	**9,583**	**20**	**700**	**-**	**-**	**-**	**1,194**	**6,956**	**713**

(1) This balance includes the gains and losses of the period made on liabilities reported on the balance sheet at the closing date, for the following amounts:

Gains/losses for the period from Level 3 assets held at the end of the period	**(128)**
Recognised in profit or loss	(138)
Recognised in other comprehensive income	10

Gains and losses recognised in profit or loss relating to financial instruments held for trading and designated at fair value through profit or loss and derivative instruments are recognised in "Net gains (losses) on financial instruments at fair value through profit or loss"; gains and losses recognised in profit or loss relating to financial assets at fair value through equity are recognised in "Net gains (losses) on financial instruments at fair value through profit or loss through other comprehensive income".

Sensitivity analysis for financial instruments measured using the Level 3 valuation model

The use of unobservable inputs introduces uncertainty, which we have assessed below using a sensitivity calculation on instruments valued using these inputs.

Scope of interest rate derivatives

As regards interest rate derivatives, two key inputs are considered to be unobservable and of such a type that they result in the classification of the associated products in Level 3: correlation and prepayment rates (i.e. early redemption).

Correlation

Many products are sensitive to a correlation parameter. However, this parameter is not unique and there are many different types of correlation, including:

- forward correlation between two successive indices in the same currency, e.g.: 2-year CMS/10-year CMS;
- Interest rate/interest rate correlation (different indices) – e.g. 3M USD LIBOR/3M EUR LIBOR;
- interest rate/FX correlation (or Quanto), e.g. USD/JPY – USD;
- equity/equity correlation;
- equity/FX correlation;
- equity/interest rate correlation;
- FX/FX correlation.

Prepayment rate

The prepayment rate is the rate of early repayment on securitisation portfolios, whether voluntary or involuntary (default). Exposure to this risk factor may stem from two types of source: direct exposure to these asset classes, or certain "securitisation" swaps, i.e. where the variations in their nominal amounts are adjusted automatically to the nominal amount of the underlying portfolio, with no marked-to-market payment. The prepayment rate plays a significant part in their valuation.

Calculation of impact

With respect to correlation

The results presented below have been obtained by applying the following distinct risk shocks:

- correlations between successive indices in the same currency (i.e. CMS correlations);
- cross assets correlations (e.g.: Equity/FX or IR/Equity) and between two interest-rate curves in different currencies.

The result of the stress test is the sum of the absolute values obtained. For each type of correlation we considered absolute values by currency, maturity and portfolio, thus making a conservative assumption. For the CMS correlations, we considered the various underlyings independently (e.g. 1y10y, 2y10y).

The quantity expressed is a sensitivity for a normalised market variation assumption that is not intended to measure the impact of extreme variations.

With respect to the prepayment rate

Direct exposure to assets comprising a pre-payment risk concerns securitisations such as RMBS and CLO and mezzanine CDO tranches. These exposures are marginal. They can be taken into account through sensitivity to a 1 bp change in credit spreads. This sensitivity being very low (< €50 thousand/bp), exposure to pre-payment rate is thus considered to be negligible.

The pre-payment rate is not an observable market parameter and the valuation model used for the securitisation swaps is particularly conservative. The valuation used is defined as the lower of the valuation obtained using a very fast pre-payment rate and using a very slow pre-payment rate. A "normal" variation in the pre-payment rate will therefore have no material impact on the marked to market, so no Day One is used for these products.

11.3 Estimated impact of inclusion of the margin at inception

(in millions of euros)	31/12/2021	31/12/2020
Deferred margin at beginning of period	**138**	**66**
Margin generated by new transactions during the period	124	61
Amortisation and cancelled/reimbursed/matured transactions	(83)	(63)
Effects of inputs or products reclassified as observable during the period	(5)	(6)
Other movements[(1)]	11	80
DEFERRED MARGIN AT END OF PERIOD	**185**	**138**

(1) The amount of €80 million recorded in Other movements is linked to the revision of the historical method for calculating day one on the non-linear scope during financial year 2020.

The first day margin on market transactions falling within Level 3 of fair value is reserved on the balance sheet and recognised in profit or loss as time passes or when unobservable parameters become observable again.

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 12 SCOPE OF CONSOLIDATION AS AT 31 DECEMBER 2021

12.1 Information on subsidiaries

12.1.1 Restrictions on controlled entities

Regulatory, legal or contractual provisions may limit Crédit Agricole S.A.'s ability to have free access to the assets of its subsidiaries and to settle the Group's liabilities.

Crédit Agricole S.A. has the following restrictions:

Regulatory constraints

The subsidiaries of Crédit Agricole S.A. are subject to prudential regulation and regulatory capital requirements in their host countries. The minimum equity capital (solvency ratio), leverage ratio and liquidity ratio requirements limit the capacity of these entities to pay dividends or to transfer assets to Crédit Agricole S.A.

Legal constraints

The subsidiaries of Crédit Agricole S.A. are subject to legal provisions concerning the distribution of capital and distributable earnings. These requirements limit the ability of the subsidiaries to distribute dividends. In the majority of cases, these are less restrictive than the regulatory limitations mentioned above.

Contractual constraints related to guarantees

Constraints related to guarantees: Crédit Agricole S.A. encumbers certain financial assets to raise funds through securitisation or refinancing with central banks. Once pledged as guarantees, the assets can no longer be used by Crédit Agricole S.A. This mechanism is described in Note 9 "Commitments given and received and other guarantees".

Restriction on assets backing unit-linked contracts for the Insurance business

Assets backing unit-linked contracts of Crédit Agricole S.A. are held for the benefit of policyholders. Assets of the insurance subsidiaries of Crédit Agricole S.A. are mainly held for satisfying their obligation towards their policyholders. Assets transfers to other entities are possible following the legal conditions. However, in case of a transfer, a part of the profit due to the transfer must be intended for the policyholders.

Other constraints

Some Crédit Agricole S.A. subsidiaries must obtain prior approval from their regulatory authorities for the distribution of dividends.

The dividend payment of CA Egypt is subject to the prior approval of the local regulator.

12.1.2 Support for structured entities under Group control

Crédit Agricole CIB has contractual arrangements with some consolidated structured entities that equate to commitments to provide financial support.

To meet its funding needs, Crédit Agricole CIB uses structured debt issuance vehicles to raise cash on financial markets. Securities issued by these entities are fully underwritten by Crédit Agricole CIB. At 31 December 2021, the outstanding volume of these issues was €7.9 billion.

As part of its third-party securitisation business, Crédit Agricole CIB provides liquidity facilities to its ABCP conduits. At 31 December 2021, these liquidity facilities totalled €39 billion.

Crédit Agricole S.A. provided no other financial support for any structured entities consolidated at 31 December 2021 and 31 December 2020.

12.1.3 Securitisation transactions and dedicated funds

Various Group entities conduct securitisation transactions on their own account as part of collateralised refinancing transactions. Depending on the circumstances, these transactions can be wholly or partially placed with investors, sold under repurchase agreements or kept on the issuer's balance sheet as liquid securities reserves that can be used to manage refinancing.

Following the IFRS 9 decision tree, these transactions are considered to form part of deconsolidating or non-deconsolidating transactions: for non-deconsolidating transactions, the assets are retained on the consolidated balance sheet of Crédit Agricole S.A.

For more details on these securitisation transactions and on the indication of the carrying amount of the assets concerned and associated liabilities, see Note 6.6 "Transferred assets not derecognised or derecognised with ongoing involvement".

12.2 Composition of the scope

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control		% interest	
						31/12/2021	31/12/2020	31/12/2021	31/12/2020
Algeria									
	Crédit Agricole CIB Algérie Bank Spa	■	E2	S	Corporate and investment banking	-	100.0	-	97.8
Australia									
	Crédit Agricole CIB Australia Ltd.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
Austria									
	Amundi Austria GmbH	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	FCA Bank GmbH	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS AUSTRIA GMBH	▲	01	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
Belgium									
	AMUNDI ASSET MANAGEMENT BELGIUM	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
	Benelpart	■	-	S	Corporate and investment banking	100.0	100.0	97.4	97.4
	CA Indosuez Wealth (Europe) Belgium Branch	■	-	B	Asset Gathering	100.0	100.0	97.8	97.8
	CACEIS Bank, Belgium Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS Belgium	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	Crédit Agriciole CIB (Belgique)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Eurofactor S.A. – NV (Benelux)	■	-	B	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA BANK S.P.A, BELGIAN BRANCH	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Financière des Scarabées	■	-	S	Corporate and investment banking	100.0	100.0	98.7	98.7
	Lafina	■	-	S	Corporate and investment banking	100.0	100.0	97.7	97.7
	LEASYS SPA Belgian Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	RENTYS	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	SNGI Belgium	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Sofipac	■	-	S	Corporate and investment banking	98.6	98.6	96.0	96.0
Brazil									
	Banco Crédit Agricole Brasil S.A.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	CA Indosuez Wealth (Brazil) S.A. DTVM	■	04	S	Asset Gathering	100.0	100.0	97.8	97.8
	FIC-FIDC	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	100.0
	Fundo A de Investimento Multimercado	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	97.8
	SANTANDER CACEIS BRASIL DTVM S.A.	▲	-	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
	SANTANDER CACEIS BRASIL PARTICIPACOES S.A	▲	-	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
Bulgaria									
	Amundi Czech Republic Asset Management Sofia Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
Canada									
	Crédit Agricole CIB (Canada)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
Chile									
	AMUNDI ASSET MANAGEMENT AGENCIA EN CHILE	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
China									
	ABC-CA Fund Management CO	▲	-	A	Asset Gathering	33.3	33.3	22.6	22.7
	Amundi BOC Wealth Management Co. Ltd	■	-	S	Asset Gathering	55.0	55.0	37.4	37.5
	Crédit Agricole CIB China Ltd.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB China Ltd. Chinese Branch	■	-	B	Corporate and investment banking	100.0	100.0	97.8	97.8
	GAC – SOFINCO 2014-01	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	GAC – Sofinco Auto Finance Co.	▲	-	A	Specialised Financial Services	50.0	50.0	50.0	50.0
	HUI JU TONG 2019-1	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	HUI JU TONG 2020-2	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	HUI TONG 2018-2	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	HUI TONG 2018-3	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	HUI TONG 2019-1	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
Colombia									
	SANTANDER CACEIS COLOMBIA S.A., SOCIEDAD FIDUCIARIA	▲	-	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
Czech Republic									
	Amundi Czech Republic Asset Management, A.S.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Czech Republic, Investicni Spolecnost, A.S.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
Denmark									
	FCA Capital Danmark A/S	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS DANMARK, FILIAL AF LEASYS SPA	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
Egypt									
	Crédit Agricole Egypt S.A.E.	■	-	S	International Retail Banking	60.5	60.5	60.2	60.2
Finland									
	AMUNDI ASSET MANAGEMENT FINLAND BRANCH	■	I2	B	Asset Gathering	100.0	-	67.9	-
	Crédit Agricole CIB (Finlande)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	FCA CAPITAL DANMARK A/S, Finland Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
France									
	ACAJOU	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	ACTICCIA VIE[1]	■	-	CSE	Asset Gathering	99.2	99.1	99.2	99.1
	ACTICCIA VIE 3[1]	■	-	CSE	Asset Gathering	99.3	99.3	99.3	99.3
	ACTICCIA VIE 90 C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	ACTICCIA VIE 90 N2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	ACTICCIA VIE 90 N3 C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	ACTICCIA VIE 90 N4[1]	■	-	CSE	Asset Gathering	99.9	100.0	99.9	100.0
	ACTICCIA VIE 90 N6 C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	ACTICCIA VIE N2 C[1]	■	-	CSE	Asset Gathering	99.3	99.3	99.3	99.3
	ACTICCIA VIE N4[1]	■	-	CSE	Asset Gathering	99.7	99.7	99.7	99.7
	ACTIONS 50 3DEC[1]	■	-	CSE	Asset Gathering	99.8	100.0	99.8	100.0
	AGRICOLE RIVAGE DETTE[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Alsolia	■	E4	S	Specialised Financial Services	-	100.0	-	100.0
	ALTA VAI HOLDCO P	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	ALTAREA	▲	-	A	Asset Gathering	24.7	24.7	24.7	24.7
	AM AC FR ISR PC 3D[1]	■	-	CSE	Asset Gathering	67.5	81.9	67.5	81.9
	AM DESE FIII DS3IMDI[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	AM.AC.EU.ISR-P-3D[1]	■	-	CSE	Asset Gathering	47.6	36.0	47.6	36.0
	AM.AC. MINER.-P-3D[1]	■	-	CSE	Asset Gathering	86.2	86.3	86.2	86.3
	AM.AC.USA ISR P 3D[1]	■	-	CSE	Asset Gathering	58.8	58.9	58.8	58.9
	AM.ACT. EMER.-P-3D[1]	■	-	CSE	Asset Gathering	45.3	42.8	45.3	42.8
	AM.RDT PLUS -P-3D[1]	■	-	CSE	Asset Gathering	50.7	48.6	50.7	48.6
	AMIRAL GROWTH OPP A[1]	■	-	CSE	Asset Gathering	51.1	51.1	51.1	51.1
	AMUN TRESO CT PC 3D[1]	■	-	CSE	Asset Gathering	2.0	56.2	2.0	56.2
	AMUN.ACT. REST.P-C[1]	■	-	CSE	Asset Gathering	31.1	37.9	31.1	37.9
	AMUN.TRES.EONIA ISR E FCP 3DEC[1]	■	-	CSE	Asset Gathering	78.4	61.8	78.4	61.8
	AMUNDI	■	-	S	Asset Gathering	68.1	68.3	67.9	68.1
	AMUNDI AC.FONC. PC 3D[1]	■	-	CSE	Asset Gathering	58.1	59.8	58.1	59.8
	AMUNDI ACTIONS FRANCE C 3DEC[1]	■	-	CSE	Asset Gathering	46.3	54.9	46.3	54.9
	AMUNDI AFD AV DURABL P1 FCP 3DEC[1]	■	-	CSE	Asset Gathering	74.8	78.8	74.8	78.8
	AMUNDI ALLOCATION C[1]	■	-	CSE	Asset Gathering	99.4	99.3	99.4	99.3
	AMUNDI ASSET MANAGEMENT	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI CAP FU PERI C[1]	■	I1	CSE	Asset Gathering	98.0	-	98.0	-
	Amundi ESR	■	O1	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI Finance	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI Finance Emissions	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI GBL MACRO MULTI ASSET P[1]	■	E1	CSE	Asset Gathering	-	70.1	-	70.1
	AMUNDI GRD 24 FCP[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	AMUNDI HORIZON 3D[1]	■	-	CSE	Asset Gathering	66.6	66.3	66.6	66.3

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	AMUNDI Immobilier	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI India Holding	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI Intermédiation	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI Issuance	■	E4	S	Asset Gathering	-	100.0	-	68.1
	AMUNDI IT Services	■	-	S	Asset Gathering	99.6	99.6	68.9	69.1
	AMUNDI KBI ACTION PC[1]	■	-	CSE	Asset Gathering	88.2	87.7	88.2	87.7
	AMUNDI KBI ACTIONS C[1]	■	-	CSE	Asset Gathering	90.2	89.9	90.2	89.9
	AMUNDI KBI AQUA C[1]	■	-	CSE	Asset Gathering	79.1	74.3	79.1	74.3
	AMUNDI OBLIG EURO C[1]	■	-	CSE	Asset Gathering	51.8	49.6	51.8	49.6
	AMUNDI PATRIMOINE C 3DEC[1]	■	-	CSE	Asset Gathering	85.7	85.7	85.7	85.7
	AMUNDI PE Solution Alpha	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	AMUNDI Private Equity Funds	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI PULSACTIONS[1]	■	-	CSE	Asset Gathering	56.8	57.5	56.8	57.5
	AMUNDI SONANCE VIE 7 3DEC[1]	■	-	CSE	Asset Gathering	97.5	97.4	97.5	97.4
	AMUNDI SONANCE VIE N8 3DEC[1]	■	-	CSE	Asset Gathering	100.0	98.6	100.0	98.6
	AMUNDI TRANSM PAT C[1]	■	-	CSE	Asset Gathering	98.1	98.6	98.1	98.6
	AMUNDI VALEURS DURAB[1]	■	-	CSE	Asset Gathering	69.3	63.3	69.3	63.3
	AMUNDI Ventures	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI-CSH IN-PC[1]	■	-	CSE	Asset Gathering	74.7	78.4	74.7	78.4
	AMUNDI OBLIGMONDEP[1]	■	-	CSE	Asset Gathering	73.7	70.8	73.7	70.8
	ANATEC	■	I1	S	Asset Gathering	100.0	-	67.9	-
	Angle Neuf	■	-	S	Asset Gathering	100.0	100.0	95.6	95.6
	ANTINEA FCP[1]	■	-	CSE	Asset Gathering	21.7	37.3	21.7	37.3
	ARC FLEXIBOND-D[1]	■	-	CSE	Asset Gathering	2.5	7.1	2.5	7.1
	ARCAPARK SAS	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	ARTEMID[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	ASSUR&ME	■	E5	CSE	Asset Gathering	-	100.0	-	100.0
	ATOUT EUROPE C FCP 3DEC[1]	■	-	CSE	Asset Gathering	85.2	84.7	85.2	84.7
	ATOUT FRANCE C FCP 3DEC[1]	■	-	CSE	Asset Gathering	41.6	41.8	41.6	41.8
	ATOUT PREM S ACTIONS 3DEC[1]	■	-	CSE	Asset Gathering	99.9	99.9	99.9	99.9
	ATOUT VERT HORIZON FCP 3 DEC[1]	■	-	CSE	Asset Gathering	35.1	35.2	35.1	35.2
	Auxifip	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	AXA EUR.SM.CAP E 3D[1]	■	-	CSE	Asset Gathering	92.6	93.0	92.6	93.0
	B IMMOBILIER[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Bforbank S.A.	▲	-	A	Asset Gathering	50.0	50.0	50.0	50.0
	BFT CREDIT OPPORTUNITES -I-C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	BFT EQUITY PROTEC 44[1]	■	I1	CSE	Asset Gathering	100.0	-	100.0	-
	BFT FRAN FUT-C SI.3D[1]	■	-	CSE	Asset Gathering	53.1	50.0	53.1	50.0
	BFT INVESTMENT MANAGERS	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	BFT opportunité[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	BFT PAR VIA EQ EQ PC[1]	■	I2	CSE	Asset Gathering	46.9	-	46.9	-
	BFT SEL RDT 23 PC[1]	■	-	CSE	Asset Gathering	100.0	99.6	100.0	99.6
	BFT STATERE P (C)[1]	■	E1	CSE	Asset Gathering	-	42.7	-	42.7
	BFT VALUE PREM OP CD[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CA EDRAM OPPORTUNITES[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CA Grands Crus	■	-	S	Corporate Centre	77.9	77.9	77.9	77.9
	CA Indosuez	■	01	S	Asset Gathering	100.0	100.0	97.8	97.8
	CA Indosuez Gestion	■	-	S	Asset Gathering	100.0	100.0	97.8	97.8
	CA Indosuez Wealth (Group)	■	E4	S	Asset Gathering	-	100.0	-	97.8
	CA MASTER EUROPE[1]	■	E1	CSE	Asset Gathering	-	46.1	-	46.1
	CA MASTER PATRIMOINE FCP 3DEC[1]	■	-	CSE	Asset Gathering	98.3	98.6	98.3	98.6
	CA VITA INFRASTRUCTURE CHOICE FIPS c.I.A.[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CA VITA PRIVATE DEBT CHOICE FIPS cl.A[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CA VITA PRIVATE EQUITY CHOICE[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2013 COMPARTIMENT 5 A5[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2013 FCPR B1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2013 FCPR C1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	CAA 2013 FCPR D1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2013-2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2013-3[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2014 COMPARTIMENT 1 PART A1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2014 INVESTISSMENT PART A3[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2015 COMPARTIMENT 1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2015 COMPARTIMENT 2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA 2016[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA COMMERCES 2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA INFRASTRUCTURE[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA INFRASTRUCTURE 2017[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA INFRASTRUCTURE 2018 – COMPARTIMENT 1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA INFRASTRUCTURE 2019[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PR FI II C1 A1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIV EQY 19 CF A[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIV.FINANC. COMP.1 A1 FIC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIV.FINANC. COMP.2 A2 FIC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2017[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2017 BIS[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2017 FRANCE INVESTISSEMENT[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2017 MEZZANINE[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2017 TER[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2018 – COMPARTIMENT 1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2018 – COMPARTIMENT FRANCE INVESTISSEMENT[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2019 COMPARTIMENT 1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2019 COMPARTIMENT BIS[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CAA PRIVATE EQUITY 2019 COMPARTIMENT TER[1]	■	-	CSE	Asset Gathering	90.9	100.0	90.9	100.0
	CAA SECONDAIRE IV[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CACEIS Bank	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS Corporate Trust	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS Fund Administration	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS S.A.	■	-	S	Corporate and investment banking	69.5	69.5	69.5	69.5
	CACI NON VIE[1]	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	CACI VIE[1]	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	CADEISDA 2DEC[1]	■	-	CSE	Asset Gathering	49.0	40.0	49.0	40.0
	CAIRS Assurance S.A.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Caisse régionale de Crédit Agricole mutuel de la Corse	■	-	S	Corporate Centre	99.9	99.9	49.9	49.9
	CALIE Europe Succursale France(1)	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	CALIFORNIA 09[1]	■	-	CSE	Asset Gathering	82.5	67.3	82.5	67.3
	CAREPTA R 2016[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Cariou Holding	■	-	S	Corporate Centre	50.0	71.4	50.0	71.4
	CEDAR	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	CFM Indosuez Conseil en Investissement	■	-	S	Asset Gathering	70.2	70.2	67.5	67.5
	CFM Indosuez Conseil en Investissement, Succursale de Nouméa	■	-	B	Asset Gathering	70.2	70.2	67.5	67.5
	CHORELIA N2 PART C[1]	■	-	CSE	Asset Gathering	87.7	87.8	87.7	87.8
	CHORELIA N4 PART C[1]	■	-	CSE	Asset Gathering	88.3	88.5	88.3	88.5
	CHORELIA N5 PART C[1]	■	-	CSE	Asset Gathering	77.2	77.7	77.2	77.7
	CHORELIA N6 PART C[1]	■	-	CSE	Asset Gathering	81.1	81.8	81.1	81.8

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	CHORELIA N7 C[1]	■	-	CSE	Asset Gathering	87.5	87.7	87.5	87.7
	CHORELIA PART C[1]	■	-	CSE	Asset Gathering	84.8	85.1	84.8	85.1
	Chorial Allocation	■	-	CSE	Asset Gathering	99.7	99.7	67.9	68.2
	CL Développement de la Corse	■	-	S	Corporate Centre	100.0	99.9	100.0	99.9
	Clifap	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	CNP ACP 10 FCP[1]	■	-	CSE	Asset Gathering	100.0	98.2	100.0	98.2
	Compagnie Française de l'Asie (CFA)	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	COMPARTIMENT DS3 – IMMOBILIER VAUGIRARD[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	COMPARTIMENT DS3 – VAUGIRARD[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CPR AM	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	CPR CONSO ACTIONNAIRE FCP P[1]	■	-	CSE	Asset Gathering	50.3	51.8	50.3	51.8
	CPR CROIS.REA.-P[1]	■	-	CSE	Asset Gathering	26.8	28.3	26.8	28.3
	CPR EUR.HI.DIV.P 3D[1]	■	-	CSE	Asset Gathering	41.1	44.3	41.1	44.3
	CPR EUROLAND ESG P[1]	■	-	CSE	Asset Gathering	16.7	5.4	16.7	5.4
	CPR FOCUS INF.-P-3D[1]	■	-	CSE	Asset Gathering	10.1	39.5	10.1	39.5
	CPR GLO SILVER AGE P[1]	■	-	CSE	Asset Gathering	95.1	95.1	95.1	95.1
	CPR OBLIG 12 M.P 3D[1]	■	-	CSE	Asset Gathering	92.7	90.2	92.7	90.2
	CPR REF. ST.EP.R.0-100 FCP 3DEC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CPR REFL RESP 0-100 I 3DEC[1]	■	E1	CSE	Asset Gathering	-	99.3	-	99.3
	CPR REFL. RESP.0-100 P FCP 3DEC[1]	■	E1	CSE	Asset Gathering	-	85.4	-	85.4
	CPR REFLEX STRATEDIS 0-100 P 3D[1]	■	-	CSE	Asset Gathering	100.0	99.8	100.0	99.8
	CPR RENAI. JAP.-P-3D[1]	■	-	CSE	Asset Gathering	37.6	35.0	37.6	35.0
	CPR SILVER AGE P 3DEC[1]	■	-	CSE	Asset Gathering	58.6	55.7	58.6	55.7
	Crealfi	■	-	S	Specialised Financial Services	51.0	51.0	51.0	51.0
	Crédit Agricole – Group Infrastructure Platform	▲	-	JV	Corporate Centre	57.7	57.7	53.7	53.7
	Crédit Agricole Agriculture	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Crédit Agricole Assurances (CAA)	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Crédit Agricole Assurances Solutions	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Crédit Agricole Capital Investissement et Finance (CACIF)	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	Crédit Agricole CIB Air Finance S.A.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB Financial Solutions	■	-	CSE	Corporate and investment banking	99.9	99.9	97.7	97.7
	Crédit Agricole CIB Global Banking	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB S.A.	■	-	S	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB Transactions	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole Consumer Finance	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Crédit Agricole Creditor Insurance (CACI)	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Crédit Agricole Home Loan SFH	■	-	CSE	Corporate Centre	100.0	100.0	100.0	100.0
	Crédit Agricole Immobilier	▲	-	JV	Corporate Centre	50.0	50.0	50.0	50.0
	Crédit Agricole immobilier Corporate et Promotion	▲	I2	JV	Corporate Centre	50.0	-	50.0	-
	Crédit Agricole Immobilier Promotion	▲	-	JV	Corporate Centre	50.0	50.0	50.0	50.0
	Crédit Agricole Immobilier Services	▲	E4	JV	Corporate Centre	-	50.0	-	50.0
	Crédit Agricole Leasing & Factoring	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Crédit Agricole Payment Services	■	-	CSE	Corporate Centre	50.0	51.3	50.0	50.3
	Crédit Agricole Public Sector SCF	■	-	CSE	Corporate Centre	100.0	100.0	100.0	100.0
	Crédit Agricole Régions Développement	■	-	S	Corporate Centre	72.3	73.6	72.3	73.6
	Crédit Agricole Immobilier Services	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	Crédit Agricole Services Immobiliers	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	Crédit Agricole S.A.	●	-	Parent	Corporate Centre	100.0	100.0	100.0	100.0
	Crédit LIFT	■	E4	S	Specialised Financial Services	-	100.0	-	100.0
	Crédit Lyonnais Développement Économique (CLDE)	■	-	S	Asset Gathering	100.0	100.0	95.6	95.6

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Delfinances	■	-	CSE	Corporate Centre	100.0	100.0	100.0	100.0
	DIRECT LEASE	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	Doumer Finance S.A.S.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	DS Campus(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	EFFITHERMIE FPCI(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	EPARINTER EURO BD(1)	■	-	CSE	Asset Gathering	23.9	54.1	23.9	54.1
	ESNI (compartiment Crédit Agricole CIB)	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	97.8
	ESNI (compartiment Crédit Agricole S.A.)	■	-	CSE	Corporate Centre	100.0	100.0	100.0	100.0
	ESTER FINANCE TECHNOLOGIES	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Etoile Gestion	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Eucalyptus FCT	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	EUROPEAN CDT SRI PC(1)	■	-	CSE	Asset Gathering	55.6	44.6	55.6	43.8
	FCA CAPITAL France S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Leasing France	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCPR CAA 2013(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR CAA COMP TER PART A3(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR CAA COMPART BIS PART A2(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR CAA COMPARTIMENT 1 PART A1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR CAA France croissance 2 A(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA 2007 A(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA 2007 C2(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA 2008 A1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA 2008 A2(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA 2008 A3(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR PREDICA SECONDAIRE I A1(1)	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	FCPR PREDICA SECONDAIRE I A2(1)	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	FCPR PREDICA SECONDAIRES II A(1)	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	FCPR PREDICA SECONDAIRES II B(1)	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	FCPR UI CAP AGRO(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCPR UI CAP SANTÉ A(1)	■	E1	CSE	Asset Gathering	-	99.8	-	99.8
	FCT BRIDGE 2016-1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCT CAA – Compartment 2017-1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCT CAA COMPARTIMENT CESSION DES CRÉANCES LCL	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	FCT CAREPTA – COMPARTIMENT 2014-1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCT CAREPTA – COMPARTIMENT 2014-2(1)	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	FCT CAREPTA – COMPARTIMENT RE-2016-1(1)	■	-	CSE	Asset Gathering	100.0	97.8	100.0	97.8
	FCT CAREPTA – RE 2015 -1(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCT CFN DIH	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	FCT Crédit Agricole Habitat 2017 Compartiment Corse	■	-	CSE	Corporate Centre	100.0	100.0	99.9	99.9
	FCT Crédit Agricole Habitat 2018 Compartiment Corse	■	-	CSE	Corporate Centre	100.0	100.0	99.9	99.9
	FCT Crédit Agricole Habitat 2019 Compartiment Corse	■	-	CSE	Corporate Centre	100.0	100.0	99.9	99.9
	FCT Crédit Agricole Habitat 2020 Compartiment Corse	■	-	CSE	Corporate Centre	100.0	100.0	99.9	99.9
	FCT GINGKO DEBT CONSO 2015-1	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT GINGKO PERSONAL LOANS 2016-1	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT GINGKO SALES FINANCE 2015-1	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT GINKGO MASTER REVOLVING LOANS	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT GINKGO PERSONAL LOANS 2020-01	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT GINKGO SALES FINANCE 2017-1	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCT MID CAP 2 05/12/22(1)	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FCT True Sale (Compartiment LCL)	■	-	CSE	Asset Gathering	100.0	100.0	95.6	95.6

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	FDA 18 -0- 3D[1]	■	01	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FDC A3 P[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FEDERIS CORE EU CR 19 MM[1]	■	-	CSE	Asset Gathering	43.7	43.7	43.7	43.7
	Federval[1]	■	-	CSE	Asset Gathering	97.9	97.9	97.9	97.9
	FIMO Courtage	■	-	S	Asset Gathering	100.0	100.0	94.6	94.6
	Finamur	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Financière Lumis	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Finaref Assurances S.A.S.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Finaref Risques Divers	■	E4	S	Asset Gathering	-	100.0	-	100.0
	Fininvest	■	-	S	Corporate and investment banking	98.3	98.3	96.2	96.2
	FIRECA	■	-	S	Corporate Centre	51.0	51.0	51.0	51.0
	Fletirec	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Foncaris	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	FONCIERE HYPERSUD	▲	-	JV	Asset Gathering	51.4	51.4	51.4	51.4
	FONDS AV ECH FIA G[1]	■	I2	CSE	Asset Gathering	100.0	-	100.0	-
	FONDS AV ECHUS FIA A[1]	■	-	CSE	Asset Gathering	100.0	80.9	100.0	80.9
	FONDS AV ECHUS FIA B[1]	■	I2	CSE	Asset Gathering	100.0	-	100.0	-
	FONDS AV ECHUS FIA F[1]	■	I2	CSE	Asset Gathering	100.0	-	100.0	-
	FPCI Cogeneration France I[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FR0010671958 PREDIQUANT A5[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	FREY	▲	-	A	Asset Gathering	19.4	19.4	19.4	19.4
	FREY RETAIL VILLEBON	▲	-	JV	Asset Gathering	47.5	47.5	47.5	47.5
	Grands Crus Investissements (GCI)	■	-	S	Corporate Centre	52.1	52.1	52.1	52.1
	GRD 44[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD 44 N°3[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD 44 N2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD 44 N4 PART CD[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD 44 N5[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD 54[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD ACT.ZONE EURO[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD CAR 39 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD FCR 99 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD IFC 97 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD02[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD03[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD05[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD07[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD08[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD09[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD10[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD11[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD12[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD13[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD14[1]	■	-	CSE	Asset Gathering	97.8	97.8	97.8	97.8
	GRD17[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD18[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD19[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD20[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	GRD21[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	HASTINGS PATRIM AC[1]	■	-	CSE	Asset Gathering	36.7	42.3	36.7	42.3
	HDP BUREAUX[1]	■	-	S	Asset Gathering	95.0	95.0	95.0	95.0
	HDP HOTEL[1]	■	-	S	Asset Gathering	95.0	95.0	95.0	95.0
	HDP LA HALLE BOCA[1]	■	-	S	Asset Gathering	95.0	95.0	95.0	95.0
	Héphaïstos Multidevises FCT	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	HOLDING EUROMARSEILLE	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	HYMNOS P 3D[1]	■	-	CSE	Asset Gathering	90.7	74.0	90.7	74.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	IAA CROISSANCE INTERNATIONALE[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Icade	▲	-	A	Asset Gathering	19.1	19.0	19.1	19.0
	IDIA	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	IDIA DEVELOPPEMENT	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	IDIA PARTICIPATIONS	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	IMEFA 177[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	IMEFA 178[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	IMEFA 179[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	IND.CAP EMERG.-C-3D[1]	■	-	CSE	Asset Gathering	32.7	42.0	32.7	42.0
	INDO ALLOC MANDAT C[1]	■	-	CSE	Asset Gathering	94.0	92.4	94.0	92.4
	INDOS.EURO.PAT.PD 3D[1]	■	-	CSE	Asset Gathering	34.5	43.2	34.5	43.2
	INDOSUEZ ALLOCATION[1]	■	-	CSE	Asset Gathering	100.0	99.5	100.0	99.5
	INDOSUEZ CAP EMERG.M[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	INFRA FOCH TOPCO	▲	-	A	Asset Gathering	35.7	35.7	35.7	35.7
	Interfimo	■	-	S	Asset Gathering	99.0	99.0	94.6	94.6
	INVEST RESP S3 3D[1]	■	-	CSE	Asset Gathering	53.9	74.6	53.9	74.6
	IRIS HOLDING FRANCE	■	-	S	Asset Gathering	80.1	80.1	80.1	80.1
	Issy Pont[1]	■	-	CSE	Asset Gathering	90.0	75.0	90.0	75.0
	IUB Holding	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
	KORIAN	▲	-	A	Asset Gathering	24.4	24.3	24.4	24.3
	La Route Avance	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	LCL	■	-	S	Asset Gathering	95.6	95.6	95.6	95.6
	LCL 3 TEMPO AV 11/16[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	LCL 6 HORIZ. AV 0615[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	LCL AC.DEV. DU.EURO[1]	■	-	CSE	Asset Gathering	87.5	87.7	87.5	87.7
	LCL AC.EMERGENTS 3D[1]	■	-	CSE	Asset Gathering	38.6	43.2	38.6	43.2
	LCL AC.MDE HS EU.3D[1]	■	-	CSE	Asset Gathering	43.1	38.1	43.1	38.1
	LCL ACT RES NATUREL[1]	■	-	CSE	Asset Gathering	50.5	45.7	50.5	45.7
	LCL ACT.E-U ISR 3D[1]	■	-	CSE	Asset Gathering	28.3	26.9	28.3	26.9
	LCL ACT.OR MONDE[1]	■	-	CSE	Asset Gathering	56.0	49.5	56.0	49.5
	LCL ACT.USA ISR 3D[1]	■	-	CSE	Asset Gathering	87.2	87.0	87.2	87.0
	LCL ACTIONS EURO C[1]	■	-	CSE	Asset Gathering	36.9	36.7	36.9	36.7
	LCL ACTIONS EURO FUT[1]	■	-	CSE	Asset Gathering	77.1	76.3	77.1	76.3
	LCL ACTIONS MONDE FCP 3 DEC[1]	■	-	CSE	Asset Gathering	43.0	43.3	43.0	43.3
	LCL ALLOCATION DYNAMIQUE 3D FCP[1]	■	-	CSE	Asset Gathering	95.7	95.4	95.7	95.4
	LCL BDP ECHUS D[1]	■	I2	CSE	Asset Gathering	100.0	-	100.0	-
	LCL BP ECHUS B[1]	■	I1	CSE	Asset Gathering	100.0	-	100.0	-
	LCL COM CARB STRA P[1]	■	I1	CSE	Asset Gathering	93.5	-	93.5	-
	LCL COMP CB AC MD P[1]	■	I1	CSE	Asset Gathering	61.9	-	61.9	-
	LCL DEVELOPPEM. PME C[1]	■	-	CSE	Asset Gathering	67.5	67.9	67.5	67.9
	LCL DOUBLE HORIZON A[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	LCL ECHUS E[1]	■	E1	CSE	Asset Gathering	-	-	-	-
	LCL Emissions	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	LCL FLEX 30[1]	■	-	CSE	Asset Gathering	54.7	49.4	54.7	49.4
	LCL INVEST.EQ C[1]	■	-	CSE	Asset Gathering	93.6	93.4	93.6	93.4
	LCL INVEST. PRUD.3D[1]	■	-	CSE	Asset Gathering	93.4	92.7	93.4	92.7
	LCL L.GR.B.AV 17 C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	LCL MGEST 60 3DEC[1]	■	E1	CSE	Asset Gathering	-	88.1	-	88.1
	LCL MGEST FL.0-100[1]	■	-	CSE	Asset Gathering	89.3	92.5	89.3	92.5
	LCL OBL.CREDIT EURO[1]	■	-	CSE	Asset Gathering	87.2	84.4	87.2	84.4
	LCL TRIPLE TEMPO AV (FEV.2015)[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	LEASYS France S.A.S	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS RENT FRANCE SAS	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LF PRE ZCP 12 99 LIB[1]	■	-	CSE	Asset Gathering	100.0	72.4	100.0	72.4
	L'IMMOBILIER D'A COTE	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	LINXO	■	I2	S	Corporate Centre	50.0	-	44.5	-
	LINXO GROUP	■	I2	S	Corporate Centre	50.0	-	44.5	-

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Lixxbail	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Lixxcourtage	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Lixxcredit	■	E5	S	Specialised Financial Services	-	100.0	-	100.0
	LMA S.A.	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	Londres Croissance C16	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	LOUVOIS PLACEMENT[1]	■	E1	CSE	Asset Gathering	-	40.1	-	40.1
	LYXOR ASSET MANAGEMENT	■	I3	S	Asset Gathering	100.0	-	67.9	-
	LYXOR INTERMEDIATION	■	I3	S	Asset Gathering	100.0	-	67.9	-
	LYXOR INTERNATIONAL ASSET MANAGEMENT	■	I3	S	Asset Gathering	100.0	-	67.9	-
	M.D.F.89 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Médicale de France	■	04	S	Asset Gathering	100.0	100.0	100.0	100.0
	Merisma	■	E5	CSE	Corporate and investment banking	-	100.0	-	97.8
	Molinier Finances	■	-	S	Corporate and investment banking	100.0	100.0	97.1	97.1
	NORMANDIE SEINE IMMOBILIER	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	OBJECTIF DYNAMISME FCP[1]	■	-	CSE	Asset Gathering	96.3	98.3	96.3	98.3
	OBJECTIF LONG TERME FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OBJECTIF MEDIAN FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OBJECTIF PRUDENCE FCP[1]	■	-	CSE	Asset Gathering	87.9	77.3	87.9	77.3
	OLINN BUSINESS SOLUTIONS	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN FG	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN INVEST	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN IT	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN LEASING	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN MOBILE	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN SAS	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OLINN SERVICES	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	OPCI CAA CROSSROADS[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OPCI Camp Invest[1]	■	-	CSE	Asset Gathering	80.1	80.1	80.1	80.1
	OPCI ECO CAMPUS SPPICAV[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OPCI GHD SPPICAV PROFESSIONNELLE[1]	■	-	CSE	Asset Gathering	90.0	90.0	90.0	90.0
	OPCI Immanens	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	OPCI Immo Emissions	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	OPCI Iris Invest 2010[1]	■	-	CSE	Asset Gathering	80.1	80.1	80.1	80.1
	OPCI MASSY BUREAUX[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OPCI Messidor[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	OPCIMMO LCL SPPICAV 5DEC[1]	■	-	CSE	Asset Gathering	97.4	97.5	97.4	97.5
	OPCIMMO PREM SPPICAV 5DEC[1]	■	-	CSE	Asset Gathering	95.4	95.0	95.4	95.0
	OPTALIME FCP 3DEC[1]	■	-	CSE	Asset Gathering	99.6	99.6	99.6	99.6
	OXLIN	■	I2	S	Corporate Centre	50.0	-	44.5	-
	Pacific EUR FCC	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	Pacific IT FCT	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	Pacific USD FCT	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	Pacifica	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	PATRIMOINE ET COMMERCE	▲	-	A	Asset Gathering	20.3	20.8	20.3	20.8
	PED EUROPE[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Peg – Portfolio Eonia Garanti	■	E2	CSE	Asset Gathering	-	97.2	-	66.5
	PORT EX ABS RET P[1]	■	-	CSE	Asset Gathering	98.9	99.6	98.9	99.6
	PORT.METAUX PREC.A-C[1]	■	-	CSE	Asset Gathering	98.6	97.7	98.6	97.7
	PORTF DET FI EUR AC[1]	■	-	CSE	Asset Gathering	99.6	98.9	99.6	98.9
	Predica	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Predica 2005 FCPR A[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predica 2006 FCPR A[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Predica 2006-2007 FCPR[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDICA 2010 A1[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDICA 2010 A2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDICA 2010 A3[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDICA ENERGIES DURABLES[1]	■	-	S	Asset Gathering	60.0	58.8	60.0	58.8
	Predica OPCI Bureau[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predica OPCI Commerces[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predica OPCI Habitation[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDICA SECONDAIRES III[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predicant A1 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predicant A2 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Predicant A3 FCP[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDIPARK[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Prediquant Eurocroissance A2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Prediquant opportunité[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDIQUANT PREMIUM[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREDIWATT[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	RAMSAY – GÉNÉRALE DE SANTÉ	▲	-	A	Asset Gathering	39.6	39.6	39.6	39.6
	RAVIE FCP 5DEC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	RED CEDAR	■	-	CSE	Asset Gathering	100.0	100.0	67.9	68.4
	RETAH PART C[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	RSD 2006 FCP 3DEC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	RUE DU BAC (SCI)	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	S.A.S. Evergreen Montrouge	■	-	CSE	Corporate Centre	100.0	100.0	100.0	100.0
	S.A. RESICO[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SAS CRISTAL	▲	-	A	Asset Gathering	46.0	46.0	46.0	46.0
	SAS DEFENSE CB3	▲	-	JV	Asset Gathering	25.0	25.0	25.0	25.0
	SAS PARHOLDING	▲	E2	A	Asset Gathering	-	50.0	-	50.0
	SAS PREDI-RUNGIS[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	SCI 1 TERRASSE BELLINI	▲	-	JV	Asset Gathering	33.3	33.3	33.3	33.3
	SCI ACADÉMIE MONTROUGE	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI BMEDIC HABITATION[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI CAMPUS MÉDICIS SAINT-DENIS[1]	■	-	S	Asset Gathering	70.0	70.0	70.0	70.0
	SCI CAMPUS RIMBAUD SAINT-DENIS[1]	■	-	S	Asset Gathering	70.0	70.0	70.0	70.0
	SCI CARPE DIEM	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI D2 CAM	▲	-	JV	Corporate Centre	50.0	50.0	50.0	50.0
	SCI EUROMARSEILLE 1	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI EUROMARSEILLE 2	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI FÉDÉRALE PÉREIRE VICTOIRE[1]	■	-	S	Asset Gathering	99.0	99.0	99.0	99.0
	SCI FÉDÉRALE VILLIERS[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI FEDERLOG[1]	■	-	S	Asset Gathering	99.9	99.9	99.9	99.9
	SCI FEDERLONDRES[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI FEDERPIERRE[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI FONDIS	▲	-	A	Asset Gathering	25.0	25.0	25.0	25.0
	SCI GRENIER VELLEF[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI HEART OF LA DÉFENSE	▲	-	A	Asset Gathering	33.3	33.3	33.3	33.3
	SCI Holding Dahlia[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI ILOT 13	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI IMEFA 001[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 002[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 003[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 004[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 005[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 006[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 008[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 009[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 010[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 011[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	SCI IMEFA 012[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 013[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 016[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 017[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 018[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 020[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 022[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 025[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 032[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 033[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 034[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 035[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 036[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 037[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 038[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 039[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 042[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 043[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 044[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 047[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 048[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 051[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 052[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 054[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 057[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 058[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 060[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 061[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 062[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 063[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 064[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 067[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 068[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 069[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 072[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 073[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 074[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 076[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 077[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 078[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 079[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 080[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 081[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 082[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 083[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 084[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 085[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 089[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 091[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 092[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 096[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 100[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 101[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 102[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 103[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 104[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 105[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 107[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	SCI IMEFA 108[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 109[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 110[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 112[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 113[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 115[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 116[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 117[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 118[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 120[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 121[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 122[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 123[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 126[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 128[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 129[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 131[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 132[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 140[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 148[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 149[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 150[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 155[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 156[1]	■	-	S	Asset Gathering	90.0	90.0	90.0	90.0
	SCI IMEFA 157[1]	■	-	S	Asset Gathering	90.0	90.0	90.0	90.0
	SCI IMEFA 158[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 159[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 164[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 169[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	SCI IMEFA 170[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 171[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 172[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 173[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 174[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 175[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI IMEFA 176[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI LE VILLAGE VICTOR HUGO[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI MEDI BUREAUX[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI PACIFICA HUGO[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI Paul Cézanne	▲	I3	JV	Asset Gathering	49.0	-	49.0	-
	SCI PORTE DES LILAS – FRÈRES FLAVIEN[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI Quentyvel	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	SCI TANGRAM[1]	■	-	CSE	Asset Gathering	90.7	95.7	90.7	95.7
	SCI VALHUBERT[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI VAUGIRARD 36-44[1]	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SCI VICQ D'AZIR VELLEFAUX[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	SCI WAGRAM 22/30	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	SCI WASHINGTON	▲	E2	A	Asset Gathering	-	34.0	-	34.0
	SCPI LFP MULTIMMO[1]	■	-	CSE	Asset Gathering	46.5	41.6	46.5	41.6
	SH PREDICA ÉNERGIES DURABLES SAS[1]	■	-	S	Asset Gathering	99.9	99.9	99.9	99.9
	Shark FCC	■	E1	CSE	Corporate and investment banking	-	100.0	-	-
	SNC Kalliste Assur	■	E4	S	Corporate Centre	-	100.0	-	49.9
	SNGI	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	SO.GI.CO	▲	E4	JV	Corporate Centre	-	50.0	-	50.0
	SO.GI.CO	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	Société d'Epargne Foncière Agricole (SEFA)	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Société Générale Gestion (S2G)	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Sodica	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	Sofinco Participations	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	SOLIDARITE AMUNDI P[1]	■	-	CSE	Asset Gathering	70.7	79.2	70.7	79.2
	SOLIDARITE INITIATIS SANTÉ[1]	■	-	CSE	Asset Gathering	76.9	79.6	76.9	79.6
	SONANCE VIE 4 FCP[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	SONANCE VIE 5 FCP 3DEC[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	SONANCE VIE 6 FCP[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	SONANCE VIE 9[1]	■	-	CSE	Asset Gathering	98.0	98.2	98.0	98.2
	Spirica	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	SQUARE HABITAT FRANCHE-COMTÉ	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	SQUARE HABITAT TOULOUSE 31	▲	I2	JV	Corporate Centre	50.0	-	33.2	-
	Société Européenne de Développement d'Assurances	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Société Européenne de Développement du Financement	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	TCB	■	-	S	Corporate and investment banking	98.7	98.7	97.4	97.4
	TOUR MERLE (SCI)	▲	-	JV	Asset Gathering	50.0	50.0	50.0	50.0
	TRIA 6 ANS N 16 PT C[1]	■	I2	CSE	Asset Gathering	50.0	-	50.0	-
	TRIAN 6 ANS N10 C[1]	■	-	CSE	Asset Gathering	81.5	82.1	81.5	82.1
	TRIANANCE 6 AN 12 C[1]	■	-	CSE	Asset Gathering	84.0	84.4	84.0	84.4
	TRIANANCE 6 AN 13 C[1]	■	I1	CSE	Asset Gathering	85.1	-	85.1	-
	TRIANANCE 6 AN 14 C[1]	■	I1	CSE	Asset Gathering	89.4	-	89.4	-
	TRIANANCE 6 ANS[1]	■	E1	CSE	Asset Gathering	-	61.9	-	61.9
	TRIANANCE 6 ANS 5 C[1]	■	-	CSE	Asset Gathering	78.9	79.2	78.9	79.2
	TRIANANCE 6 ANS N 11[1]	■	-	CSE	Asset Gathering	82.7	83.2	82.7	83.2
	TRIANANCE 6 ANS N 15[1]	■	I2	CSE	Asset Gathering	86.3	-	86.3	-
	TRIANANCE 6 ANS N 9[1]	■	-	CSE	Asset Gathering	3.3	79.7	3.3	79.7
	TRIANANCE 6 ANS N2 C[1]	■	E1	CSE	Asset Gathering	-	74.8	-	74.8
	TRIANANCE 6 ANS N3[1]	■	-	CSE	Asset Gathering	3.0	70.5	3.0	70.5
	TRIANANCE 6 ANS N6[1]	■	-	CSE	Asset Gathering	84.0	84.6	84.0	84.6
	TRIANANCE 6 ANS N7 C[1]	■	E1	CSE	Asset Gathering	-	82.1	-	82.1
	TRIANANCE 6 ANS N8 C[1]	■	E1	CSE	Asset Gathering	-	86.6	-	86.6
	Triple P FCC	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	TSUBAKI OFF (FCT)	■	E1	CSE	Corporate and investment banking	-	100.0	-	-
	TSUBAKI ON (FCT)	■	E1	CSE	Corporate and investment banking	-	100.0	-	-
	UBAF	▲	-	JV	Corporate and investment banking	47.0	47.0	46.0	46.0
	Ucafleet	▲	-	A	Specialised Financial Services	35.0	35.0	35.0	35.0
	UI CAP SANTÉ 2[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Unifergie	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Uni-medias	■	-	S	Corporate Centre	100.0	100.0	100.0	100.0
	UNIPIERRE ASSURANCE (SCPI)[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	VENDOME INV.FCP 3DEC[1]	■	-	CSE	Asset Gathering	90.2	92.0	90.2	92.0
	VENDOME SEL EURO PC[1]	■	-	CSE	Asset Gathering	8.8	43.6	8.8	43.6
	Via Vita	■	E2	S	Asset Gathering	-	100.0	-	100.0
Germany									
	A-BEST ELEVEN UG	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	A-BEST NINETEEN	▲	I2	SJV	Specialised Financial Services	50.0	-	50.0	-
	A-BEST SIXTEEN	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Amundi Deutschland GmbH	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	CACEIS Bank S.A., Germany Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS FONDS SERVICE GMBH	■	I1	S	Corporate and investment banking	69.5	-	69.5	-
	Crédit Agricole CIB (Allemagne)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	CRÉDIT AGRICOLE LEASING GERMAN BRANCH	■	I2	B	Specialised Financial Services	100.0	-	100.0	-
	Creditplus Bank AG	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	EUROFACTOR GmbH	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA Bank Germany GmbH	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA VERSICHERUNGS-SERVICE GMBH	▲	I2	JV	Specialised Financial Services	50.0	-	50.0	-
	FERRARI FINANCIAL SERVICES GMBH	▲	-	JV	Specialised Financial Services	50.0	50.0	25.0	25.0
	LEASYS SPA GERMAN BRANCH	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	LYXOR INTERNATIONAL ASSET MANAGEMENT German Branch	■	I3	B	Asset Gathering	100.0	-	67.9	-
	RETAIL AUTOMOTIVE CP GERMANY 2016 UG	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	RETAIL AUTOMOTIVE CP GERMANY 2021 UG	■	I2	CSE	Specialised Financial Services	100.0	-	100.0	-
Greece									
	AMUNDI Hellas MFMC S.A.	■	E1	S	Asset Gathering	-	100.0	-	68.1
	Crédit Agricole Life	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	FCA Bank Gmbh, Hellenic Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Capital Hellas S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Insurance Hellas S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
Guernesey									
	Crédit Agricole CIB Finance (Guernsey) Ltd.	■	-	CSE	Corporate and investment banking	99.9	99.9	97.7	97.7
Hong Kong									
	AMUNDI ASSET MANAGEMENT HONG KONG BRANCH	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
	AMUNDI Hong Kong Ltd.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	CA Indosuez (Suisse) S.A. Hong Kong Branch	■	-	B	Asset Gathering	100.0	100.0	97.8	97.8
	Crédit Agricole Asia Shipfinance Ltd.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB (Hong-Kong)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole Securities (Asia) Limited Hong Kong	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
Hungary									
	Amundi Investment Fund Management Private Limited Company	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
India									
	Crédit Agricole CIB (Inde)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB Services Private Ltd.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	State Bank of India Fund Management	▲	-	A	Asset Gathering	37.0	37.0	25.0	25.2
Irland									
	Amundi Intermédiation Dublin Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Ireland Ltd	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	ARES CAPITAL LIMITED	■	E1	S	Specialised Financial Services	-	100.0	-	61.0
	CACEIS Bank, Ireland Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS Ireland Limited	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACI LIFE LIMITED	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	CACI NON LIFE LIMITED	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	CACI Reinsurance Ltd.	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	CORSAIR 1.52% 25/10/38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CORSAIR 1.5255% 25/04/35[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CORSAIRE FINANCE IRELAND 0.83% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CORSAIRE FINANCE IRELAND 1.24% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	CORSAIRE FINANCE IRELANDE 0.7% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	EFL Lease Abs 2017-1 Designated Activity Company	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	EFL LEASE ABS 2021-1 DESIGNATED ACTIVITY COMPANY	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	ERASMUS FINANCE	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA BANK SPA, IRISH BRANCH	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Capital Re Limited	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	FIXED INCOME DERIVATIVES – STRUCTURED FUND PLC	■	-	CSE	Asset Gathering	100.0	100.0	97.8	97.8
	KBI Fund Managers Limited	■	-	S	Asset Gathering	87.5	87.5	67.9	68.1
	KBI Global Investors (North America) Limited	■	-	S	Asset Gathering	87.5	87.5	67.9	68.1
	KBI Global Investors Limited	■	-	S	Asset Gathering	87.5	87.5	67.9	68.1
	PIMCO GLOBAL BND FD-CURNC EX[1]	■	-	CSE	Asset Gathering	31.6	52.9	31.6	52.9
	PREMIUM GR 0% 28[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 0.508% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 0.63% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 1.24% 25/04/35[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 1.531% 25-04-35[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 1.55% 25-07-40[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN 4.52%06-21 EMTN[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	PREMIUM GREEN 4.54%06-13.06.21[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	PREMIUM GREEN 4.5575%21 EMTN[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	PREMIUM GREEN 4.56%06-21[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	PREMIUM GREEN 4.7% EMTN 08/08/21[1]	■	E1	CSE	Asset Gathering	-	100.0	-	100.0
	PREMIUM GREEN 4.72%12-250927[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN PLC 1.095% 25-10-38[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN PLC 4.30%2021[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV 06/22[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV 07/22[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV 07-22[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV 22[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV 26/07/22[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV2027[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN TV23/05/2022 EMTN[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PREMIUM GREEN4.33%06-29/10/21[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Space Holding (Ireland) Limited	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
Italy									
	A-BEST EIGHTEEN	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	A-BEST FIFTEEN	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	A-BEST FOURTEEN	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	A-BEST SEVENTEEN	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	A-BEST TWELVE	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Agos	■	-	S	Specialised Financial Services	61.0	61.0	61.0	61.0
	AGOSCOM S.R.L	■	-	B	Specialised Financial Services	100.0	100.0	61.0	61.0
	AMUNDI Real Estate Italia SGR S.p.A.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI SGR S.p.A.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	BANCO PICCOLO CREDITO VALTELLINESE S.P.A.	■	I3	S	International Retail Banking	100.0	-	75.6	-
	CA Assicurazioni	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	CA Indosuez Wealth (Europe) Italy Branch	■	I2	B	Asset Gathering	100.0	-	97.8	-
	CA Indosuez Wealth Italy S.P.A.	■	E1	S	Asset Gathering	-	100.0	-	97.8
	CACEIS Bank, Italy Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACI DANNI[1]	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	CACI VITA[1]	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	CLICKAR SRL	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Crédit Agricole CIB (Italie)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole Friuladria S.p.A.	■	-	S	International Retail Banking	99.6	82.4	75.3	62.3
	Crédit Agricole Group Solutions	■	-	CSE	International Retail Banking	100.0	100.0	75.5	74.4
	Crédit Agricole Italia	■	-	S	International Retail Banking	75.6	75.6	75.6	75.6
	Crédit Agricole Leasing Italia	■	-	S	International Retail Banking	100.0	100.0	79.3	79.3

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Crédit Agricole Vita S.p.A.	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	CREVAL COVERED BOND S.R.L.	▲	I3	JV	International Retail Banking	60.0	-	45.4	-
	CREVAL PIU'FACTOR S.P.A.	■	I3	S	International Retail Banking	100.0	-	75.6	-
	Eurofactor Italia S.p.A.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	FAST THREE SRL	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Bank	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	GENERALFINANCE S.P.A.	▲	I3	JV	International Retail Banking	46.8	-	35.4	-
	GLOBAL BROKER S.P.A.	▲	I3	JV	International Retail Banking	30.0	-	22.7	-
	ItalAsset Finance SRL	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	97.8
	Leasys	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS RENT SPA	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Nexus 1[1]	■	-	CSE	Asset Gathering	97.2	88.8	97.2	88.8
	NIXES SIX (LTD)	▲	-	SJV	Specialised Financial Services	50.0	50.0	50.0	50.0
	RAJNA IMMOBILIARE S.R.L.	▲	I3	JV	International Retail Banking	50.0	-	37.8	-
	SONDRIO CITTA' FUTURA S.R.L.	▲	I3	JV	International Retail Banking	49.0	-	37.0	-
	STELLINE REAL ESTATE S.P.A.	■	I3	S	International Retail Banking	100.0	-	75.6	-
	SUNRISE SPV 20 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV 30 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV 40 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV 50 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV Z60 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV Z70 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV Z80 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV Z90 SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	SUNRISE SPV Z92 SRL	■	I2	CSE	Specialised Financial Services	100.0	-	61.0	-
	SUNRISE SPV Z93 SRL	■	I2	CSE	Specialised Financial Services	100.0	-	61.0	-
	SUNRISE SRL	■	-	CSE	Specialised Financial Services	100.0	100.0	61.0	61.0
	VALTELLINA GOLF CLUB S.P.A.	▲	I3	JV	International Retail Banking	43.1	-	32.6	-
	VAUGIRARD ITALIA '	■	I2	S	Asset Gathering	100.0	-	100.0	-
	VAUGIRARD SOLARE[1]	■	I2	S	Asset Gathering	100.0	-	100.0	-
Japan									
	AMUNDI Japan	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Crédit Agricole CIB (Japon)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole Life Insurance Company Japan Ltd.	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	Crédit Agricole Securities Asia BV (Tokyo)	■	-	B	Corporate and investment banking	100.0	100.0	97.8	97.8
	UBAF (Japon)	▲	-	B	Corporate and investment banking	47.0	47.0	46.0	47.0
Luxembourg									
	0057514 AUC[1]	■	E1	CSE	Asset Gathering	-	59.2	-	59.2
	1827 A2EURC[1]	■	-	CSE	Asset Gathering	30.0	61.1	30.0	61.1
	37785 QXEURC[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	56055 A5 EUR[1]	■	-	CSE	Asset Gathering	99.1	99.5	99.1	99.5
	56055 AEURHC[1]	■	-	CSE	Asset Gathering	43.0	51.6	43.0	51.4
	5880 AEURC[1]	■	-	CSE	Asset Gathering	76.6	59.2	76.6	59.2
	5884 AEURC[1]	■	-	CSE	Asset Gathering	6.1	30.6	6.1	30.6
	5922 AEURHC[1]	■	-	CSE	Asset Gathering	58.6	54.0	58.6	54.0
	5940 AEURC[1]	■	I2	CSE	Asset Gathering	51.6	-	51.6	-
	78752 AEURHC[1]	■	-	CSE	Asset Gathering	43.8	41.1	43.8	41.1
	A FD EQ E CON AE(C)[1]	■	-	CSE	Asset Gathering	18.7	61.8	18.7	61.8
	A FD EQ E FOC AE (C)[1]	■	-	CSE	Asset Gathering	55.5	67.4	55.5	67.4

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	AF INDEX EQ JAPAN AE CAP[1]	■	-	CSE	Asset Gathering	80.5	80.1	80.5	80.1
	AF INDEX EQ USA A4E[1]	■	-	CSE	Asset Gathering	62.3	63.0	62.3	63.0
	AFCPRGLLIFEAEC[1]	■	E1	CSE	Asset Gathering	-	42.2	-	42.2
	AIJPMGBIGOAHE[1]	■	-	CSE	Asset Gathering	78.2	82.3	78.2	82.3
	AIMSCIWOAE[1]	■	-	CSE	Asset Gathering	5.4	4.6	5.4	4.6
	AMUN NEW SIL RO AEC[1]	■	I2	CSE	Asset Gathering	40.2	-	40.2	-
	AMUNDI B GL AGG AEC[1]	■	-	CSE	Asset Gathering	5.6	9.6	5.6	9.6
	AMUNDI BGEB AEC[1]	■	-	CSE	Asset Gathering	37.0	49.1	37.0	49.1
	AMUNDI EMERG MKT BD-M2EURHC[1]	■	-	CSE	Asset Gathering	77.9	63.2	77.9	63.2
	AMUNDI EQ E IN AHEC[1]	■	-	CSE	Asset Gathering	43.9	41.2	43.9	41.2
	AMUNDI GLB MUL-ASSET-M2EURC[1]	■	-	CSE	Asset Gathering	51.7	47.5	51.7	47.5
	AMUNDI GLO M/A CONS-M2 EUR C[1]	■	-	CSE	Asset Gathering	79.3	76.2	79.3	76.2
	AMUNDI GLOBAL SERVICING	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Luxembourg S.A.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI SF – DVRS S/T BD-HEUR[1]	■	I2	CSE	Asset Gathering	46.6	-	46.6	-
	AMUNDI-EUR EQ GREEN IM-IEURC[1]	■	-	CSE	Asset Gathering	25.6	65.5	25.6	65.5
	AMUNDI-GL INFLAT BD-MEURC[1]	■	-	CSE	Asset Gathering	38.7	57.5	38.7	57.5
	APLEGROSENIEUHD[1]	■	-	CSE	Asset Gathering	15.7	50.9	15.7	50.9
	BA-FII EUR EQ O-GEUR[1]	■	-	CSE	Asset Gathering	52.1	51.9	52.1	51.9
	CA Indosuez Wealth (Asset Management)	■	-	S	Asset Gathering	100.0	100.0	97.8	97.8
	CA Indosuez Wealth (Europe)	■	-	S	Asset Gathering	100.0	100.0	97.8	97.8
	CACEIS Bank, Luxembourg Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CHORELIA N3 PART C[1]	■	-	CSE	Asset Gathering	86.1	86.3	86.1	86.3
	CPR INV MEGATRENDS R EUR-ACC[1]	■	I2	CSE	Asset Gathering	43.6	-	43.6	-
	CPR I-SM B C-AEURA[1]	■	-	CSE	Asset Gathering	91.8	64.0	91.8	64.0
	CPR-CLIM ACT-AEURA[1]	■	-	CSE	Asset Gathering	21.0	43.0	21.0	43.0
	CPRGLODISOPARAC[1]	■	-	CSE	Asset Gathering	45.6	43.6	45.6	43.6
	Crédit Agricole CIB Finance Luxembourg S.A.	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole Life Insurance Europe	■	-	S	Asset Gathering	100.0	100.0	99.9	99.9
	EUROPEAN MARKETING GROUP	■	I2	S	Specialised Financial Services	100.0	-	100.0	-
	EXANE 1 OVERDR CC[1]	■	-	CSE	Asset Gathering	71.7	72.1	71.7	72.1
	FE AMUNDI INC BLDR-IHE C[1]	■	-	CSE	Asset Gathering	90.6	80.2	90.6	80.2
	FRANKLIN DIVER-DYN-I ACC EU[1]	■	-	CSE	Asset Gathering	54.4	48.0	54.4	48.0
	FRANKLIN GLB MLT-AS IN-IAEUR[1]	■	-	CSE	Asset Gathering	69.0	76.1	69.0	76.1
	Fund Channel	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	IGSF-GBL GOLD FD-I C[1]	■	-	CSE	Asset Gathering	50.4	25.9	50.4	25.9
	INDOFIIFLEXEG[1]	■	-	CSE	Asset Gathering	46.4	47.3	46.4	47.3
	INDO-GBL TR-PE[1]	■	-	CSE	Asset Gathering	58.2	59.4	58.2	59.4
	INDOSUEZ NAVIGATOR G[1]	■	-	CSE	Asset Gathering	49.4	42.5	49.4	42.5
	Investor Service House S.A.	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	JPM US EQY ALL CAP-C HDG[1]	■	-	CSE	Asset Gathering	90.1	88.7	90.1	88.7
	JPM US SEL EQ PLS-CA EUR HD[1]	■	-	CSE	Asset Gathering	62.6	66.0	62.6	66.0
	JPMORGAN F-JPM US VALUE-CEHA[1]	■	-	CSE	Asset Gathering	41.0	84.5	41.0	84.5
	JPMORGAN F-US GROWTH-C AHD[1]	■	-	CSE	Asset Gathering	20.8	31.5	20.8	31.5
	LRP – CPT JANVIER 2013 0.30 13-21 11/01A[1]	■	-	CSE	Asset Gathering	84.6	84.2	84.6	84.2
	LYXOR FUND SOLUTION	■	I3	S	Asset Gathering	100.0	-	67.9	-
	Partinvest S.A.	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	PREDICA INFRASTRUCTURE S.A.	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
	PurpleProtAsset 1,36% 25/10/2038[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	PurpleProtAsset 1.093% 20/10/2038[1]	■	-	CSE	Asset Gathering	100.0	100.0	100.0	100.0
	Space Lux	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
Malaisia									
	AMUNDI Malaysia Sdn Bhd	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
Mauritius									
	GSA Ltd	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
Mexico									
	AMUNDI ASSET MANAGEMENT MEXICO BRANCH	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
	Banco Santander CACEIS México, S.A., Institución de Banca Múltiple	▲	-	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
	Pioneer Global Investments LTD Mexico city Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
Monaco									
	CFM Indosuez Gestion	■	-	S	Asset Gathering	70.2	70.2	66.6	66.6
	CFM Indosuez Wealth	■	-	S	Asset Gathering	70.2	70.2	67.5	67.5
	LCL Succursale de Monaco	■	-	B	Asset Gathering	95.6	95.6	95.6	95.6
Morocco									
	Crédit du Maroc	■	-	S	International Retail Banking	78.7	78.7	78.7	78.7
	Crédit du Maroc Leasing et Factoring	■	-	S	Specialised Financial Services	100.0	100.0	85.8	85.8
	FCA DEALER SERVICES ESPANA S.A., Morocco Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	SIFIM	■	-	S	International Retail Banking	100.0	100.0	78.7	78.7
	Themis Courtage	▲	-	A	Specialised Financial Services	49.0	49.0	49.0	48.9
	WAFA Gestion	▲	-	A	Asset Gathering	34.0	34.0	23.1	23.2
	Wafasalaf	▲	-	A	Specialised Financial Services	49.0	49.0	49.0	49.0
Netherlands									
	A-BEST 21	▲	I2	SJV	Specialised Financial Services	50.0	-	50.0	-
	AMUNDI ASSET MANAGEMENT NEDERLAND	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
	CACEIS Bank, Netherlands Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	Crédit Agricole Consumer Finance Nederland	■	02	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Crédit Agricole Securities Asia BV	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	De Kredietdesk B.V.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	EUROFACTOR NEDERLAND	■	-	B	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA Capital Nederland B.V.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Financierings Data Netwerk B.V.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	Finata Zuid-Nederland B.V.	■	-	S	Specialised Financial Services	98.1	98.1	98.1	98.1
	IDM lease maatschappij B.V.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Iebe Lease B.V.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	INTERBANK NV	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Krediet '78 B.V.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	LEASYS Nederland	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	MAGOI BV	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	MATSUBA BV	■	-	CSE	Specialised Financial Services	100.0	100.0	100.0	100.0
	NIXES SEVEN SRL	▲	E1	SJV	Specialised Financial Services	-	50.0	-	50.0
	NL Findio B.V	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	RIBANK NV	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Sinefinair B.V.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Sufinair B.V.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
Norway									
	FCA Capital Norge AS	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
Poland									
	AMUNDI Polska	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Arc Broker	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
	CALIE Europe Succursale Pologne[1]	■	E1	B	Asset Gathering	-	100.0	-	100.0
	Carefleet S.A.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	CDT AGRI ZYCIE TU'	■	I1	S	Asset Gathering	100.0	-	100.0	-

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	Crédit Agricole Bank Polska S.A.	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
	Crédit Agricole Polska S.A.	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
	Crédit Agricole Service sp z o.o.	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
	EFL Finance S.A.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	EFL Services	■	E4	S	Specialised Financial Services	-	100.0	-	100.0
	EUROFACTOR POLSKA S.A.	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Europejski Fundusz Leasingowy (E.F.L.)	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA BANK SPA ODDZIAL W POLSCE, Polska Branch	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS POLSKA	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	TRUCK CARE Sp	■	01	S	Specialised Financial Services	70.0	70.0	70.0	70.0
Portugal									
	ARES LUSITANI STC, S.A	■	I2	CSE	Specialised Financial Services	100.0	-	100.0	-
	Credibom	■	-	S	Specialised Financial Services	100.0	100.0	100.0	100.0
	Eurofactor S.A. (Portugal)	■	-	B	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA Capital IFIC	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	GNB SEGUROS	■	01	S	Asset Gathering	100.0	100.0	100.0	100.0
	LEASYS PORTUGAL S.A	▲	01	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	THETIS FINANCE 2015-1	■	E1	CSE	Specialised Financial Services	-	100.0	-	100.0
Qatar									
	CACIB Qatar Financial Center Branch	■	-	B	Corporate and investment banking	100.0	100.0	97.8	97.8
Romania									
	Amundi Asset Management S.A.I S.A.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Crédit Agricole Romania	■	E2	S	International Retail Banking	-	100.0	-	100.0
Russia									
	Crédit Agricole CIB AO	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
Saudi Arabia									
	CRÉDIT AGRICOLE CIB ARABIA FINANCIAL COMPANY	■	I2	S	Asset Gathering	100.0	-	97.8	-
Serbia									
	Crédit Agricole Banka Srbija a.d. Novi Sad	■	04	S	International Retail Banking	100.0	100.0	100.0	100.0
Singapore									
	Amundi Intermédiation Asia PTE Ltd	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI Singapore Ltd.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Azqore S.A. Singapore Branch	■	-	B	Asset Gathering	80.0	80.0	78.2	80.0
	CA Indosuez (Suisse) S.A. Singapore Branch	■	-	B	Asset Gathering	100.0	100.0	97.8	97.8
	Crédit Agricole CIB (Singapour)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Fund Channel Singapore Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.1
	UBAF (Singapour)	▲	-	B	Corporate and investment banking	47.0	47.0	46.0	47.0
Slovakia									
	Amundi Czech Republic Asset Management Bratislava Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
South Korea									
	Crédit Agricole CIB (Corée du Sud)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole Securities (Asia) Limited Seoul Branch	■	-	B	Corporate and investment banking	100.0	100.0	97.8	97.8
	NH-AMUNDI ASSET MANAGEMENT	▲	-	A	Asset Gathering	30.0	30.0	20.4	20.4
	UBAF (Corée du Sud)	▲	-	B	Corporate and investment banking	47.0	47.0	46.0	47.0
Spain									
	A-BEST THIRTEEN	▲	E1	SJV	Specialised Financial Services	-	50.0	-	50.0
	AMUNDI Iberia S.G.I.I.C S.A.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	CA Indosuez Wealth (Europe) Spain Branch	■	-	B	Asset Gathering	100.0	100.0	97.8	97.8
	CACEIS BANK SPAIN, S.A.U.	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	CACEIS FUND ADMINISTRATION SPAIN S.A.U	■	01	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	Crédit Agricole CIB (Espagne)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	CRÉDIT AGRICOLE CONSUMER FINANCE SPAIN EFC	■	01	S	Specialised Financial Services	100.0	51.0	100.0	51.0
	Crédit Agricole Leasing & Factoring, Sucursal en Espana	■	-	B	Specialised Financial Services	100.0	100.0	100.0	100.0
	FCA Capital España EFC S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Dealer services España, S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LEASYS RENT ESPANA S.L.U	▲	I2	SJV	Specialised Financial Services	50.0	-	50.0	-
	LEASYS SPA, Spanish Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	Predica – Prévoyance Dialogue du Crédit Agricole(1)	■	-	B	Asset Gathering	100.0	100.0	100.0	100.0
	Sabadell Asset Management, S.A., S.G.I.I.C.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Santander CACEIS Latam Holding 1,S.L.	▲	01	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
	Santander CACEIS Latam Holding 2,S.L.	▲	01	JV	Corporate and investment banking	50.0	50.0	34.7	34.7
	VAUGIRARD AUTOVIA SLU[1]	■	-	CSE	Asset Gathering	94.8	100.0	94.8	100.0
	Vaugirard Infra S.L.	■	-	S	Asset Gathering	100.0	100.0	100.0	100.0
Sweden									
	AMUNDI ASSET MANAGEMENT SWEDEN BRANCH	■	I2	B	Asset Gathering	100.0	-	67.9	-
	Crédit Agricole CIB (Suède)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	FCA Capital Sverige	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
Switzerland									
	AMUNDI Suisse	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Azqore	■	-	S	Asset Gathering	80.0	80.0	78.2	78.2
	CA Indosuez (Suisse) S.A. Switzerland Branch	■	-	B	Asset Gathering	100.0	100.0	97.8	97.8
	CA Indosuez (Switzerland) S.A.	■	-	S	Asset Gathering	100.0	100.0	97.8	97.8
	CA Indosuez Finanziaria S.A.	■	-	S	Asset Gathering	100.0	100.0	97.8	97.8
	CACEIS Bank, Switzerland Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	CACEIS Switzerland S.A.	■	-	S	Corporate and investment banking	100.0	100.0	69.5	69.5
	FCA Capital Suisse S.A.	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
Taiwan									
	Amundi Taiwan Limited	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	Crédit Agricole CIB (Taipei)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
Ukraine									
	CRÉDIT AGRICOLE BANK	■	-	S	International Retail Banking	100.0	100.0	100.0	100.0
United Arab Emirates									
	AMUNDI ASSET MANAGEMENT DUBAI (OFF SHORE) BRANCH	■	-	B	Asset Gathering	100.0	100.0	67.9	68.4
	Crédit Agricole CIB (ABU DHABI)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB (Dubai DIFC)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB (Dubai)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
United Kingdom									
	AMUNDI (UK) Ltd.	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1
	AMUNDI ASSET MANAGEMENT LONDON BRANCH	■	-	B	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Intermédiation London Branch	■	-	B	Asset Gathering	100.0	100.0	67.9	68.1
	CACEIS Bank, UK Branch	■	-	B	Corporate and investment banking	100.0	100.0	69.5	69.5
	Crédit Agricole CIB (Royaume-Uni)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB Holdings Ltd.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB Pension Limited Partnership	■	-	CSE	Corporate and investment banking	100.0	100.0	97.8	97.8
	ER CAPITAL LTD	▲	I2	SJV	Specialised Financial Services	50.0	-	50.0	-
	FCA Automotive Services UK Ltd	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	FCA Dealer Services UK Ltd	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

Principal place of business	Crédit Agricole S.A. scope of consolidation	(1)	(a)	(b)	Activity	% control 31/12/2021	% control 31/12/2020	% interest 31/12/2021	% interest 31/12/2020
	FERRARI FINANCIAL SERVICES GMBH, UK Branch	▲	-	B	Specialised Financial Services	50.0	50.0	50.0	50.0
	Leasys UK Ltd	▲	-	JV	Specialised Financial Services	50.0	50.0	50.0	50.0
	LYXOR ASSET MANAGEMENT UK LLP	■	I3	S	Asset Gathering	100.0	-	67.9	-
	Succursale Crédit Agricole S.A.	■	-	B	Corporate Centre	100.0	100.0	100.0	100.0
United States									
	Amundi Asset Management US Inc	■	01	S	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Distributor US Inc	■	01	S	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Holdings US Inc	■	01	S	Asset Gathering	100.0	100.0	67.9	68.1
	Amundi Pioneer Institutional Asset Management Inc	■	E4	S	Asset Gathering	-	100.0	-	68.1
	Amundi US inc	■	01	S	Asset Gathering	100.0	100.0	67.9	68.1
	Atlantic Asset Securitization LLC	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	Crédit Agricole America Services Inc.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole CIB (Etats-Unis)	■	-	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole CIB (Miami)	■	02	B	Corporate and investment banking	97.8	97.8	97.8	97.8
	Crédit Agricole Global Partners Inc.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole Leasing (USA) Corp.	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	Crédit Agricole Securities (USA) Inc	■	-	S	Corporate and investment banking	100.0	100.0	97.8	97.8
	La Fayette Asset Securitization LLC	■	-	CSE	Corporate and investment banking	100.0	100.0	-	-
	LYXOR ASSET MANAGEMENT HOLDING CORP	■	I3	S	Asset Gathering	100.0	-	67.9	-
	LYXOR ASSET MANAGEMENT INC	■	I3	S	Asset Gathering	100.0	-	67.9	-
	Vanderbilt Capital Advisors LLC	■	-	S	Asset Gathering	100.0	100.0	67.9	68.1

(1) UCITS, unit funds and SCIs held by insurance entities.

Branches are mentioned in italic.

(a) Scope changes

Inclusions (I) into the scope of consolidation

I1: Breach of threshold

I2: Creation

I3: Acquisition (including controlling interests)

Exclusions (E) from the scope of consolidation

E1: Discontinuation of business (including dissolution and liquidation)

E2: Sale to non Group companies or deconsolidation following loss of control

E3: Deconsolidated due to non-materiality

E4: Merger or takeover

E5: Transfer of all assets and liabilities

Other (O)

01: Change of company name

02: Change in consolidation method

03: First time listed in the Note on scope of consolidation

04: Entities classified as Non-current Assets Held for Sale and Discontinued Operations

(b) Type of entity and control nature

Subsidiary

Branch

Consolidated structured entity

Joint venture

Structured joint venture

Joint operation

Associate

Structured associate

(1) Consolidation Method: ■ Full ▲ Equity Accounted ● Parent

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 13 INVESTMENTS IN NON-CONSOLIDATED COMPANIES AND STRUCTURED ENTITIES

13.1 Non-consolidated equity investments

These securities, which are recorded at fair value through profit or loss or at fair value through other comprehensive income that will not be reclassified to profit or loss, are variable-income securities representing a significant portion of the share capital of the companies that issued them and are intended to be held on a long-term basis.

This line item amounted to €16,297 million at 31 December 2021, compared with €13,986 million at 31 December 2020. At 31 December 2021, the main investment in non-consolidated companies where percentage of control is greater than 20% and which have significant value on the balance sheet is Crédit Logement (shares A and B). The Group's investment represents 32.50% of Crédit Logement's capital and amounts to €499 million but does not confer any significant influence over this entity, which is jointly held by various French banks and companies.

13.1.1 Non-consolidated controlled entities

Information relating to conventional entities under exclusive control, under joint control and subject to significant influence, and to controlled structured entities not included in the scope of consolidation are available on the Crédit Agricole S.A. website at the time of publication of the Universal Registration Document.

13.1.2 Material non-consolidated equity investments

Material equity investments accounting for a fraction of capital greater than or equal to 10% and not included in the scope of consolidation are presented in a table available online on the Crédit Agricole website at the time of publication of the Universal Registration Document.

13.2 Non-consolidated structured entities

IFRS 12 defines a structured entity as an entity that has been designed so that voting or similar rights are not the dominant factor in deciding who controls the entity, such as when any voting rights relate to the administrative tasks only and the relevant activities are directed by means of contractual arrangements.

Information on the nature and extent of interests held

At 31 December 2021, Crédit Agricole S.A. group entities had interests in certain non-consolidated structured entities, the main characteristics of which are presented below on the basis of their type of activity:

Securitisation

Crédit Agricole S.A., mainly through its subsidiaries in the Large customers business line, is tasked with structuring securitisation vehicles through the purchase of trade or financial receivables. The vehicles fund such purchases by issuing multiple tranches of debt and equity investments, with repayment being linked to the performance of the assets in such vehicles. Crédit Agricole S.A. invests in and provides liquidity facilities to the securitisation vehicles it has sponsored on behalf of customers.

Asset management

Crédit Agricole S.A., through its subsidiaries in the Asset Gathering business line, structures and manages entities on behalf of customers wishing to invest in specific assets in order to obtain the best possible return having regard to the chosen level of risk. Crédit Agricole S.A. entities may thus either be required to hold interests in such entities in order to ensure a successful launch or to guarantee the performance of such structures.

Investment funds

Entities in the Crédit Agricole S.A. Asset Gathering business line invest in companies established to meet investor demand in connection with treasury management and with the investment of insurance premiums received from insurance company customers, in accordance with the regulatory provisions in the French Insurance Code. Insurance company investments cover commitments to policyholders over the life of insurance policies. Their value and returns are correlated to these commitments.

Structured finance

Lastly, Crédit Agricole S.A., via its subsidiaries in the Large customers business line, is involved in special purpose asset acquisition entities. These entities may take the form of asset financing companies or lease financing companies. In structured entities, the financing is secured by the asset. The Group's involvement is often limited to the financing or to financing commitments.

Sponsored entities

Crédit Agricole S.A. sponsors structured entities in the following instances:

- Crédit Agricole S.A. is involved in establishing the entity and that involvement, which is remunerated, is deemed essential for ensuring the proper completion of transactions;
- structuring takes place at the request of Crédit Agricole S.A. and it is the main user thereof;
- Crédit Agricole S.A. transfers its own assets to the structured entity;
- Crédit Agricole S.A. is the manager;
- the name of a subsidiary or of the parent company of Crédit Agricole S.A. is linked to the name of the structured entity or of the financial instruments issued by it.

Crédit Agricole S.A. has sponsored non-consolidated structured entities in which it does not hold an interest at 31 December 2021.

Gross revenues from sponsored entities mainly comprise interest expense and income in securitisation and investment funds, in which Crédit Agricole Assurances and Crédit Agricole CIB do not hold any interests at the reporting date. For Crédit Agricole Assurances, these amount to -€4 million.

Information on the risks related to interests

Financial support for structured entities

In 2021, Crédit Agricole S.A. did not provide financial support to any non-consolidated structured entities.

At 31 December 2021, Crédit Agricole S.A. did not intend to provide financial support to any non-consolidated structured entities.

Interests in non-consolidated structured entities by type of activities

At 31 December 2021 and 31 December 2020, the Group's involvement in non-consolidated structured entities is disclosed in the following tables, for each group of spo

	31/12/2021			
	Securitisation vehicles			
		Maximum loss		
(in millions of euros)	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure
Financial assets at fair value through profit or loss	5	5	-	5
Financial assets at fair value through other comprehensive income	-	-	-	-
Financial assets at amortised cost	494	494	-	494
TOTAL ASSETS RECOGNISED RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**499**	**499**	**-**	**499**
Equity instruments	-	-	-	-
Financial liabilities at fair value through profit or loss	3	3	-	3
Liabilities	63	-	-	-
TOTAL LIABILITIES RECOGNISED RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**66**	**3**	**-**	**3**
Commitments given	**-**	**6**	**-**	**6**
Financing commitments	-	6	-	6
Guarantee commitments	-	-	-	-
Other	-	-	-	-
Provisions for execution risks – commitments given	-	-	-	-
TOTAL COMMITMENTS (NET OF PROVISION) TO NON-CONSOLIDATED STRUCTURED ENTITIES	**-**	**6**	**-**	**6**
TOTAL BALANCE SHEET RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**433**	**-**	**-**	**-**

(1) Non-sponsored structured entities generate no specific risk related to the nature of the entity. Information concerning these exposures is set out in Note 3.1 "Credit risk" and Note 3.2 "Market risk". These are investment funds in which the Group is not a manager, and structured financing entities in which the Group has only granted a loan.

	31/12/2020			
	Securitisation vehicles			
		Maximum loss		
(in millions of euros)	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure
Financial assets at fair value through profit or loss	6	6	-	6
Financial assets at fair value through other comprehensive income	-	-	-	-
Financial assets at amortised cost	-	-	-	-
TOTAL ASSETS RECOGNISED RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**6**	**6**	**-**	**6**
Equity instruments	-	-	-	-
Financial liabilities at fair value through profit or loss	21	1	-	1
Liabilities	11	-	-	-
TOTAL LIABILITIES RECOGNISED RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**31**	**1**	**-**	**1**
Commitments given	**-**	**75**	**-**	**75**
Financing commitments	-	18	-	18
Guarantee commitments	-	-	-	-
Other	-	57	-	57
Provisions for execution risks – commitments given	-	-	-	-
TOTAL COMMITMENTS (NET OF PROVISION) TO NON-CONSOLIDATED STRUCTURED ENTITIES	**-**	**75**	**-**	**75**
TOTAL BALANCE SHEET RELATING TO NON-CONSOLIDATED STRUCTURED ENTITIES	**25**	**-**	**-**	**-**

(1) Non-sponsored structured entities generate no specific risk related to the nature of the entity. Information concerning these exposures is set out in Note 3.1 "Credit risk" and Note 3.2 "Market risk". These are investment funds in which the Group is not a manager, and structured financing entities in which the Group has only granted a loan.

Refer to the glossary on page 715 for the definition of technical terms.

nsored structured entities that are significant to the Group:

31/12/2021											
Asset management				Investments funds[1]				Structured finance[1]			
	Maximum loss				Maximum loss				Maximum loss		
Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure
1,999	1,999	-	1,999	37,022	37,022	-	37,022	5	5	-	5
-	-	-	-	1	1	-	1	-	-	-	-
-	-	-	-	253	253	-	253	1,949	1,949	-	1,949
1,999	1,999	-	1,999	37,276	37,276	-	37,276	1,954	1,954	-	1,954
-	-	-	-	-	-	-	-	-	-	-	-
576	576	-	576	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	374	-	-	-
576	576	-	576	-	-	-	-	374	-	-	-
-	18,249	429	17,819	-	-	-	-	-	856	-	856
-	-	-	-	-	-	-	-	-	812	-	812
-	18,261	429	17,831	-	-	-	-	-	44	-	44
-	-	-	-	-	-	-	-	-	-	-	-
-	(12)	-	(12)	-	-	-	-	-	-	-	-
-	18,249	429	17,819	-	-	-	-	-	856	-	856
91,180	-	-	-	384,855	-	-	-	1,580	-	-	-

31/12/2020											
Asset management				Investments funds[1]				Structured finance[1]			
	Maximum loss				Maximum loss				Maximum loss		
Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure	Carrying amount	Maximum exposure to losses	Guarantees received and other credit enhancements	Net exposure
3,179	3,179	-	3,179	43,077	43,077	-	43,077	17	17	-	17
-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	207	207	-	207	2,007	2,007	-	2,007
3,179	3,179	-	3,179	43,284	43,284	-	43,284	2,024	2,024	-	2,024
-	-	-	-	-	-	-	-	-	-	-	-
799	799	-	799	33	2	-	2	-	-	-	-
-	-	-	-	-	-	-	-	416	-	-	-
799	799	-	799	33	2	-	2	416	-	-	-
-	18,210	399	17,811	-	277	-	277	-	1,044	-	1,044
-	-	-	-	-	-	-	-	-	974	-	974
-	18,242	399	17,843	-	-	-	-	-	70	-	70
-	-	-	-	-	277	-	277	-	-	-	-
-	(32)	-	(32)	-	-	-	-	-	-	-	-
-	18,210	399	17,811	-	277	-	277	-	1,044	-	1,044
113,940	-	-	-	362,928	-	-	-	1,461	-	-	-

Maximum exposure to losses

The maximum exposure to loss risk on financial instruments corresponds to the value recognised on the balance sheet, with the exception of option sale derivatives and CDS (credit default swaps) for which the exposure corresponds to assets for the notional amount and to liabilities for the notional amount less the marked-to-market. The maximum exposure to loss risk on commitments given corresponds to the notional amount and the provision for commitments given in the amount recognised on the balance sheet.

NOTE 14 EVENTS SUBSEQUENT TO 31 DECEMBER 2021

No major event has taken place subsequent to the reporting date.

Refer to the glossary on page 715 for the definition of technical terms.

STATUTORY AUDITORS' REPORT ON THE CONSOLIDATED FINANCIAL STATEMENTS

This is a free translation into English of the Statutory Auditors' report issued in French and is provided solely for the convenience of English speaking readers. This report includes information specifically required by European regulations or French law, such as information about the appointment of Statutory Auditors. This report should be read in conjunction with, and construed in accordance with, French law and professional auditing standards applicable in France.

(For the year ended 31 December 2021)

To the General Meeting of Shareholders of Crédit Agricole S.A.,

OPINION

In compliance with the engagement entrusted to us by your General Meeting of Shareholders, we have audited the accompanying consolidated financial statements of Crédit Agricole S.A. for the year ended 31 December 2021.

In our opinion, the consolidated financial statements give a true and fair view of the assets and liabilities and of the financial position of the Group at 31 December 2021 and of the results of its operations for the year then ended in accordance with International Financial Reporting Standards as adopted by the European Union.

The audit opinion expressed above is consistent with our report to the Audit Committee.

BASIS FOR OPINION

Audit framework

We conducted our audit in accordance with professional standards applicable in France. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under these standards are further described in the "Responsibilities of the Statutory Auditors relating to the audit of the consolidated financial statements" section of our report.

Independence

We conducted our audit engagement in compliance with the independence rules provided for in the French Commercial Code (Code de commerce) and the French Code of Ethics (Code de déontologie) for Statutory Auditors for the period from 1 January 2021 to the date of our report, and, in particular, we did not provide any non-audit services prohibited by Article 5(1) of Regulation (EU) No. 537/2014.

JUSTIFICATION OF ASSESSMENTS - KEY AUDIT MATTERS

Due to the global crisis related to the COVID-19 pandemic, the financial statements of this period have been prepared and audited under specific conditions. Indeed, this crisis and the exceptional measures taken in the context of the state of sanitary emergency have had numerous consequences for companies, particularly on their operations and their financing, and have led to greater uncertainties on their future prospects. Those measures, such as travel restrictions and remote working, have also had an impact on the companies' internal organisation and the performance of the audits.

It is in this complex and evolving context that, in accordance with the requirements of Articles L. 823-9 and R. 823-7 of the French Commercial Code relating to the justification of our assessments, we inform you of the key audit matters relating to the risks of material misstatement that, in our professional judgement, were the most significant in our audit of the consolidated financial statements, as well as how we addressed those risks.

These matters were addressed as part of our audit of the consolidated financial statements as a whole, and therefore contributed to the opinion we formed as expressed above. We do not provide a separate opinion on specific items of the consolidated financial statements.

Credit risk and estimate of expected losses on performing and non-performing loans

Identified risk	Our response
In accordance with IFRS 9, the Crédit Agricole S.A. Group recognises loss allowances in respect of expected credit losses (ECL) on exposures that are performing ("Stage 1" and "Stage 2") and non-performing ("Stage 3"). Given the significant judgement required in determining such loss allowances, especially in the context of the COVID-19 crisis, we deemed their estimate to be a key audit matter for the following main entities and risk segments: • Crédit Agricole CIB: loss allowances on performing exposures (Stage 1 and Stage 2) for financing granted to companies in the transport, tourism and energy sectors, as well as those on all non performing exposures (Stage 3), due to an uncertain economic environment, the complexity of identifying exposures presenting a risk of non-recovery and the degree of judgement needed to estimate recovery flows; • Retail Banking: loss allowances on exposures in Stages 1 and 2, particularly for the corporate and professional segments; • Consumer Finance: loss allowances on exposures in Stages 1, 2 and 3 in France and Italy. As at 31 December 2021, the loss allowances for expected losses related to all eligible exposures (excluding Credit Agricole internal transactions) amounted to €10.6 billion, including: • €4.0 billion of loss allowances on performing exposures (€1.5 billion for Stage 1 and €2.5 billion for Stage 2); • €6.7 billion of loss allowances on non-performing exposures (Stage 3). See Notes 1.2 and 3.1 to the consolidated financial statements.	We examined the procedures implemented by the Risk department to classify loans (Stages 1, 2 or 3) and measure the amount of recorded loss allowances. We examined the methods used to take into account the effects of the COVID-19 crisis, the macroeconomic forecasts and the treatment of measures to support the economy used for the calculation of loss allowances, as well as the related financial information. We tested what we deemed to be the key controls implemented by the main entities for the annual portfolio reviews, the updating of credit ratings, the identification of sectors impacted by the COVID-19 crisis, performing or non-performing exposures, and the measurement of loss allowances. We also read the main findings of the main Crédit Agricole S.A. Group entities' specialised committees in charge of monitoring performing and non-performing loans. Regarding loss allowances on Stages 1 and 2, we: • asked experts to assess the economic scenarios used, the methods and measurements for various loss allowances inputs and calculation models. We examined in particular the adaptations made to take into account the impacts of measures dedicated to support the economy; • examined the methodology used by the Risk department to identify a significant increase in credit risk ("SICR") and accounting treatments implemented to take into account measures to support the economy; • tested the controls that we deemed to be of key importance in relation to the transfer of the data used to calculate loss allowances or the reconciliations between the bases used for their calculation and the accounting records; • carried out independent loss allowance calculations based on samples, compared the calculated amount with the amount booked and examined the adjustments made by management where applicable; • assessed the analyses carried out by management on the Crédit Agricole CIB corporate bank's exposures with a negative outlook with a focus on sectors hit hard by the COVID-19 crisis. Regarding individually calculated loss allowances in Stage 3: • For Crédit Agricole CIB, we: – examined the estimates used for impaired significant counterparties; – examined, based on a credit files sample, the factors underlying the main assumptions used to assess expected cash inflows, taking into account in particular the collateral value. • For Consumer Finance, we checked the consistency between data used in the calculation of loss allowances and data available in the management IT systems and based on samples, tested the quality of historical data used in the statistical estimates. Lastly, we examined the disclosures in relation to credit risk coverage provided in the notes to the consolidated financial statements.

Refer to the glossary on page 715 for the definition of technical terms.

Measurement of goodwill and badwill

Identified risk	Our response
Goodwill is tested for impairment whenever there are objective indications of impairment and otherwise at least once a year. These tests are based on a comparison between the carrying amount of each Cash Generating Unit (CGU) and its recoverable amount, defined as the higher of fair value less costs to sell and value in use. Value in use is determined by discounting the estimated future cash flows generated by the CGU, as defined in the four-year financial forecasts determined by each entity's management for the purpose of its business monitoring and extended over one year. The capital allocation rate is determined by considering, if applicable, any specific requirements set by the regulator (Pillar 2 in particular). We deemed the measurement of goodwill to be a key audit matter as impairment tests necessarily require management to make decisions concerning the key assumptions to use, in particular for determining financial forecasts and discount rates. In addition, we deemed the measurement of the badwill relating to the acquisition of Credito Valtellinese by Crédit Agricole Italia to be a key audit matter, given the importance of the assumptions used to determine the identifiable assets and liabilities. As at 31 December 2021, goodwill recorded in the balance sheet amounts to €15.6 billion. See Notes 1.2 and 6.16 to the consolidated financial statements. The badwill recorded in the income statement following the acquisition of Credito Valtellinese amounted to €497 million. See Note 2.2.4.	We obtained an understanding of the processes implemented by the Crédit Agricole S.A. Group to assess the need for impairment of goodwill. We brought in valuation experts to our audit teams to assess the assumptions used to determine the discount rates and the perpetual growth rates used as well as the models used for calculating discounted cash flows. We tested the calculations and compared the main assumptions (capital allocation rate, discount rate, perpetual growth rate, etc.) with external sources. We examined the financial forecasts prepared by the management of each entity concerned and used in the model to: • check their consistency with those that have been presented to the governance bodies (Board of Directors or Supervisory Board) of the entities or sub-groups, and the justification of potential adjustments made; • assess the main underlying assumptions, including for the determination of the terminal year. These assumptions were assessed in view of the economic environment affected by the COVID-19 crisis, the former financial forecasts and the actual performance over prior periods; • conduct sensitivity analyses of the value in use to some of the assumptions (level of capital allocated, discount rate, cost of risk, cost to income ratio). We also examined the disclosures provided in the notes to the consolidated financial statements on the results of these impairment tests and the level of sensitivity to various measurement inputs. With regard to the measurement of badwill relating to the acquisition of Credito Valtellinese, our work consisted in particular of: • assessing, alongside our valuation experts, the assumptions used by management to measure identifiable assets and liabilities; • controlling the recognition of the allocation of goodwill on initial consolidation; • examining the disclosures provided in the notes to the consolidated financial statements.

Legal, tax and compliance risks

Identified risk	Our response
The Crédit Agricole S.A. Group is the subject of judicial proceedings and several investigations and requests for regulatory information from various regulators. These are mainly related to the Euribor/Libor and SSA bond matters with the authorities from various countries (USA, UK) and the European Union. They also concern ongoing actions by the Italian competition authority and the Dutch credit mediator and supervisory body for the consumer finance business line. Various tax investigations are also ongoing in France and some of the countries in which the Group operates (including Germany). The decision to recognise a provision or a receivable and the amount to be recorded requires, by its nature, the use of judgement, due to the difficulty in assessing the outcome of pending litigation or uncertainties regarding certain tax treatments. Given the importance of judgement, these assessments carry a significant risk of material misstatement in the consolidated financial statements and are therefore a key audit matter. The various ongoing investigations, requests for information and actions of certain authorities, as well as the main tax inspections as of 31 December 2021, are presented in Notes 1.2, 6.10 and 6.18 to the consolidated financial statements.	We obtained an understanding of the process implemented by management to assess the risks arising from these litigations and tax uncertainties, as well as the provisions or receivables, where applicable, through quarterly inquiries with management and more specifically with the Legal, Tax and Compliance departments of the Group and its main subsidiaries. Our audit work involved: • assessing the assumptions made to determine provisions or receivables based on available information (documentation prepared by the Legal or Tax department or external counsel of Crédit Agricole S.A. and main Group entities, correspondence from regulators and minutes of Legal Risks Committee meetings); • reading the analyses and conclusions of the Group's legal advisors and their responses to our requests for confirmation; • regarding more specifically tax risks, examining, with our tax specialists, the responses provided by the Group to the relevant authorities as well as the risk assessment made by the Group; • assessing, accordingly, the level of provisions or receivables as at 31 December 2021. Lastly, we examined the related disclosures provided in the notes to the consolidated financial statements.

Refer to the glossary on page 715 for the definition of technical terms.

Measurement of certain Crédit Agricole CIB financial assets and liabilities and Crédit Agricole Assurances financial assets classified in level 3

Identified risk

Within the Large Corporate business line of the Crédit Agricole S.A. Group, Crédit Agricole CIB originates, structures, sells and trades derivative financial instruments, for corporates, financial institutions and large issuers. Moreover, the issue of debt instruments, some of which are "hybrid", to the Group's international and domestic customers contributes to the management of the Crédit Agricole CIB medium- and long-term refinancing:

- Derivative financial instruments held for trading are recorded on the balance sheet at fair value through profit or loss.
- "Hybrid" debt issued is recognised in financial liabilities at fair value through profit or loss by option.

Financial instruments whose measurement requires the use of significant unobservable market inputs are classified in level 3 fair value. The classification of such instruments by level of fair value and their measurement require judgement from management, in particular regarding:

- the definition of the observability mapping of the valuation inputs;
- the use of internal and non-standard valuation models;
- the valuation of inputs not supported by observable market data;
- the assessment of valuation adjustments designed to take into account uncertainties in the models, inputs used or counterparty and liquidity risks.

Moreover, insurance investments of Credit Agricole Assurances classified in level 3 are mostly units of venture capital funds ("FCPR") and unlisted equity securities measured using assumptions that are not supported by observable market data. The valuation process of these instruments, which takes into account liquidity and counterparty risks when appropriate, has become more complex in the context of COVID-19 crisis.

Taking into account the uncertain economic environment, we consider that the valuation of these financial assets and liabilities of Crédit Agricole CIB and insurance assets of Crédit Agricole Assurances which are classified in level 3, to be a key audit matter, due to the expert judgement and variety and complexity of the methods used for their valuation.

Within assets, Crédit Agricole CIB's derivative financial instruments and Credit Agricole Assurances' insurance assets are recorded in the balance sheet of the Crédit Agricole S.A. Group as financial assets at fair value which, in level 3, represent €21.6 billion at 31 December 2021.

Within liabilities, Crédit Agricole CIB's derivative financial instruments and structured debt issues are recorded in the balance sheet of the Crédit Agricole S.A. Group as financial liabilities at fair value which, in level 3, represent €9.6 billion at 31 December 2021.

See Notes 1.2, 6.2 and 11.2 to the consolidated financial statements.

Our response

We obtained an understanding of the processes and controls implemented by Crédit Agricole CIB to identify, measure and recognise derivative financial instruments and structured debt issues classified in level 3.

We examined the controls that we deemed of key importance and that were mainly performed by the Risk department, such as the review of the observability mapping, the independent verification of measurement inputs and the internal approval of valuation models. We also examined the processes for recording valuation adjustments and the accounting classification of financial products.

With the support of our specialists in the valuation of financial instruments, we carried out independent valuations, analysed those performed by Crédit Agricole CIB as well as the assumptions, inputs, methodologies and models used at 31 December 2021. In particular, we examined the documentation relating to developments in the observability mapping during the period.

We also examined the main valuation adjustments recorded and management's justification of the main valuation differences with respect to counterparties observed in margin calls and losses and/or gains in the event of the disposal of financial products.

For insurance investments of Credit Agricole Assurances classified in level 3, we performed the following procedures:

- we updated our understanding of the internal control environment and valuation processes of these financial assets;
- for assets measured using internal valuation models:
  - we examined the adequacy of the underlying assumptions, methods and inputs used taking into account market practices and the context of the COVID-19 crisis,
  - we analysed the values determined and recorded at 31 December 2021;
- for assets measured by management companies external to Crédit Agricole Assurances:
  - we compared the measurements used at 31 December 2021 with the reports provided by asset management companies,
  - for assets directly impacted by the health and economic crisis: we examined independent valuation reports and the correct analysis of underlying risks,
  - for assets measured before the closing date, we examined the analyses performed by the Group to ensure there was no material difference between the recorded values and the values at the closing date;
- we assessed the appropriateness of the disclosures provided in the notes to the consolidated financial statements.

Specific technical reserves in relation to insurance policies

Identified risk

Within the Insurance business line of the Crédit Agricole S.A. Group, insurance liabilities are recognised as technical reserves in compliance with French consolidation standards and the applicable regulations, as permitted under IFRS 4.

These technical reserves include specific provisions that require judgement in their determination. These include:

- the reserve for increasing risks of dependence, established where the present value of the insurer's commitments (payment of services) is greater than the projected contributions of policyholders;
- reserves for claims related to non-life insurance policies to cover the total cost of claims incurred, but not yet reported or valued.

For life insurance policies and financial contracts containing discretionary participation features, the Group conducts an annual liability adequacy test to ensure that insurance liabilities are adequate to meet estimated future cash flows after projected management fees.

Considering the sensitivity of the above specific reserves and of the liability adequacy test to the different underlying assumptions used, especially in the context of the COVID-19 crisis (asset yield forecasts, policyholders' behaviour, insurer management's decisions, period of independent living or probability of occurrence of a state of dependency, future premiums, statistical models and expert assessments used for valuing late claims, discount rate, etc.), we deemed specific technical reserves and liability adequacy tests to be a key audit matter.

Net insurance technical reserves amount to €373.6 billion as at 31 December 2021.

See Notes 1.2, 4.6 and 6.17 to the consolidated financial statements.

Our response

For the main specific reserves mentioned in the column opposite, we performed the following procedures with the support of our actuaries:

- obtaining an understanding of the compliance of the Group's methodology for measuring these reserves;
- obtaining an understanding of the control environment relating to the management or valuation of losses, the design of forecast models or stochastic models and the determination of the main assumptions to the model (asset yield, future premiums, mortality tables, probability of occurrence of a state of dependency, projected period of dependent living, discount rate, etc.);
- obtaining an understanding of the results of the controls implemented by the Group to check the accuracy of management data used to calculate the reserves;
- analysing certain assumptions or data in the light of market practice, the historical data and the economic context related to the COVID-19 crisis;
- examining the controls that we deemed of key importance in relation to the information systems supporting the processing of technical data and accounting entries;
- recalculating certain reserves.

More specifically for the liability adequacy test, we examined the sensitivity of the result to scenarios of changes in the main financial and portfolio assumptions in order to check that the provisions remain sufficient in these different scenarios.

Refer to the glossary on page 715 for the definition of technical terms.

SPECIFIC VERIFICATIONS

As required by legal and regulatory provisions and in accordance with professional standards applicable in France, we have also performed the specific verifications on the information pertaining to the Group presented in the management report of the Board of Directors.

We have no matters to report as to its fair presentation and its consistency with the consolidated financial statements.

We attest that the information pertaining to the Group presented in the management report includes the consolidated non-financial information statement required under Article L. 225-102-1 of the French Commercial Code. However, in accordance with Article L. 823-10 of the French Commercial Code, we have not verified the fair presentation and consistency with the consolidated financial statements of the information given in that statement, which will be the subject of a report by an independent third party.

OTHER VERIFICATIONS AND INFORMATION PURSUANT TO LEGAL AND REGULATORY REQUIREMENTS

Presentation of the consolidated financial statements to be included in the annual financial report

In accordance with professional standards applicable to the Statutory Auditors' procedures for annual and consolidated financial statements presented according to the European single electronic reporting format, we have verified that the presentation of the consolidated financial statements to be included in the annual financial report referred to in paragraph I of Article L. 451-1-2 of the French Monetary and Financial Code (Code monétaire et financier) and prepared under the Chief Executive Officer's responsibility, complies with this format, as defined by European Delegated Regulation No. 2019/815 of 17 December 2018. As it relates to the consolidated financial statements, our work included verifying that the markups in the financial statements comply with the format defined by the aforementioned Regulation.

On the basis of our work, we conclude that the presentation of the consolidated financial statements to be included in the annual financial report complies, in all material respects, with the European single electronic reporting format.

It is not our responsibility to ensure that the consolidated financial statements to be included by the Company in the annual financial report filed with the AMF correspond to those on which we carried out our work.

Appointment of the Statutory Auditors

We were appointed Statutory Auditors of Crédit Agricole S.A. by the General Meeting of Shareholders held on 19 May 2004 for PricewaterhouseCoopers Audit and in 1985 for Ernst & Young et Autres.

At 31 December 2021, PricewaterhouseCoopers Audit and Ernst & Young et Autres were in the eighteenth and thirty-seventh consecutive year of their engagement, respectively.

RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE CONSOLIDATED FINANCIAL STATEMENTS

Management is responsible for preparing consolidated financial statements giving a true and fair view in accordance with International Financial Reporting Standards as adopted by the European Union, and for implementing the internal control procedures it deems necessary for the preparation of consolidated financial statements that are free of material misstatement, whether due to fraud or error.

In preparing the consolidated financial statements, management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern, and using the going concern basis of accounting, unless it expects to liquidate the Company or to cease operations.

The Audit Committee is responsible for monitoring the financial reporting process and the effectiveness of internal control and risk management systems, as well as, where applicable, any internal audit systems, relating to accounting and financial reporting procedures.

The consolidated financial statements were approved by the Board of Directors.

RESPONSIBILITIES OF THE STATUTORY AUDITORS RELATING TO THE AUDIT OF THE CONSOLIDATED FINANCIAL STATEMENTS

Objective and audit approach

Our role is to issue a report on the consolidated financial statements. Our objective is to obtain reasonable assurance about whether the consolidated financial statements as a whole are free of material misstatement. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with professional standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions taken by users on the basis of these consolidated financial statements.

As specified in Article L. 823-10-1 of the French Commercial Code, our audit does not include assurance on the viability or quality of the Company's management.

As part of an audit conducted in accordance with professional standards applicable in France, the Statutory Auditors exercise professional judgement throughout the audit.

They also:

- identify and assess the risks of material misstatement in the consolidated financial statements, whether due to fraud or error, design and perform audit procedures in response to those risks, and obtain audit evidence considered to be sufficient and appropriate to provide a basis for their opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;
- obtain an understanding of the internal control procedures relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control;
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management and the related disclosures in the notes to the consolidated financial statements;
- assess the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. This assessment is based on the audit evidence obtained up to the date of the audit report. However, future events or conditions may cause the Company to cease to continue as a going concern. If the Statutory Auditors conclude that a material uncertainty exists, they are required to draw attention in the audit report to the related disclosures in the consolidated financial statements or, if such disclosures are not provided or are inadequate, to issue a qualified opinion or a disclaimer of opinion;
- evaluate the overall presentation of the consolidated financial statements and assess whether these statements represent the underlying transactions and events in a manner that achieves fair presentation;
- obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Group to express an opinion on the consolidated financial statements. The Statutory Auditors are responsible for the management, supervision and performance of the audit of the consolidated financial statements and for the opinion expressed thereon.

Report to the Audit Committee

We submit a report to the Audit Committee which includes, in particular, a description of the scope of the audit and the audit program implemented, as well as the results of our audit. We also report any significant deficiencies in internal control that we have identified regarding the accounting and financial reporting procedures.

Our report to the Audit Committee includes the risks of material misstatement that, in our professional judgement, were the most significant for the audit of the consolidated financial statements and which constitute the key audit matters that we are required to describe in this report.

We also provide the Audit Committee with the declaration provided for in Article 6 of Regulation (EU) No. 537/2014, confirming our independence within the meaning of the rules applicable in France, as defined in particular in Articles L. 822-10 to L. 822-14 of the French Commercial Code and in the French Code of Ethics for Statutory Auditors. Where appropriate, we discuss any risks to our independence and the related safeguard measures with the Audit Committee.

Neuilly-sur-Seine and Paris-La Défense, 23 March 2022

The Statutory Auditors

PricewaterhouseCoopers Audit	ERNST & YOUNG et Autres
Agnès Hussherr	Olivier Durand

Refer to the glossary on page 715 for the definition of technical terms.

7

PARENT COMPANY FINANCIAL STATEMENTS

- **Annual financial statements** 640
  - Balance sheet at 31 December 2021 640
  - Off-balance sheet at 31 December 2021 641
  - Income statement at 31 December 2021 642
- **Notes to the financial statements** 643
- **Statutory Auditors' report on the financial statements** 686

Refer to the glossary on page 715 for the definition of technical terms.

Key figures

NET INCOME

€4,461 M

Revenues

€3,796 M

BALANCE SHEET TOTAL

€782,987 M

Crédit Agricole internal transactions (assets)

€403,616 M

Financial investments

€65,350 M

Equity excluding FGBR

€55,073 M

Refer to the glossary on page 715 for the definition of technical terms.

ANNUAL FINANCIAL STATEMENTS

Approved by the Board of Directors of Crédit Agricole S.A. on 09 February 2022 and submitted for the approval of the Ordinary General Meeting on 24 May 2022

BALANCE SHEET AT 31 DECEMBER 2021

Assets

(in millions of euros)	Notes	31/12/2021	31/12/2020
MONEY MARKET AND INTERBANK ITEMS		249,554	211,641
Cash, Central banks		77,727	54,426
Treasury bills and similar securities	5-28	15,503	15,567
Loans and receivables due from credit institutions	3-28	156,324	141,648
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS	3	403,616	372,327
LOANS AND RECEIVABLES DUE FROM CUSTOMERS	4	5,256	4,473
SECURITIES TRANSACTIONS		41,701	46,898
Bonds and other fixed Income securities	5-28	41,658	46,859
Equities and other variable-income securities	5	43	39
FIXED ASSETS		65,497	63,875
Equity investments and other long-term securities	6-7	1,094	1,023
Investments in subsidiaries and affiliates	6-7	64,256	62,721
Intangible assets	7	35	19
Property, plant and equipment	7	112	112
DUE FROM SHAREHOLDERS – UNPAID CAPITAL		-	-
TREASURY SHARES	8	1,068	11
ACCRUALS, PREPAYMENTS AND SUNDRY ASSETS		16,295	17,464
Other assets	9	5,212	5,628
Accruals and deferred income	9	11,083	11,836
TOTAL ASSETS		**782,987**	**716,689**

Refer to the glossary on page 715 for the definition of technical terms.

Equity and Liabilities

(in millions of euros)	Notes	31/12/2021	31/12/2020
MONEY MARKET AND INTERBANK ITEMS		**245,761**	**218,200**
Central banks		49	24
Due to credit institutions	11	245,712	218,176
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS	**11**	**92,992**	**64,624**
DUE TO CUSTOMERS	**12-28**	**234,976**	**225,851**
DEBT SECURITIES ISSUED	**13**	**105,023**	**103,865**
ACCRUALS, DEFERRED INCOME AND SUNDRY LIABILITIES		**20,393**	**25,917**
Other liabilities	14-28	7,475	12,758
Accruals and deferred income	14	12,918	13,159
PROVISIONS AND SUBORDINATED DEBT		**27,482**	**26,245**
Provisions	15-16-17	1,236	1,242
Subordinated debt	19	26,246	25,003
FUND FOR GENERAL BANKING RISK (FGBR)	**18**	**1,287**	**1,239**
EQUITY EXCLUDING FGBR	**20**	**55,073**	**50,748**
Share capital		9,341	8,750
Share premiums		14,127	12,536
Reserves		14,622	14,612
Revaluation adjustments		-	-
Regulated provisions and investment subsidies		13	8
Retained earnings		12,509	14,597
Net income/(loss) for the financial year		4,461	245
TOTAL EQUITY AND LIABILITIES		**782,987**	**716,689**

OFF-BALANCE SHEET AT 31 DECEMBER 2021

(in millions of euros)	Notes	31/12/2021	31/12/2020
COMMITMENTS GIVEN		**24,172**	**26,357**
Financing commitments	27	7,512	8,267
Guarantee commitments	27	16,652	18,081
Securities commitments	27	8	9
COMMITMENTS RECEIVED		**124,335**	**137,758**
Financing commitments	27	122,437	129,170
Guarantee commitments	27	1,898	8,588
Securities commitments	27	-	-

Refer to the glossary on page 715 for the definition of technical terms.

INCOME STATEMENT AT 31 DECEMBER 2021

(in millions of euros)	Notes	31/12/2021	31/12/2020
Interest and similar income	29	9,874	9,620
Interest and similar expenses	29	(10,999)	(10,856)
Revenues from variable income securities	30	3,947	1,952
Fee and commission income	31	1,486	1,177
Fee and commission expenses	31	(565)	(563)
Net gains (losses) on trading book	32	(30)	139
Net gains (losses) on short term investment portfolios and similar	33	121	61
Other banking income	34	67	27
Other banking expenses	34	(105)	(61)
REVENUES		**3,796**	**1,496**
Operating expenses	35	(669)	(770)
Depreciation, amortisation and impairment of property, plant & equipment and intangible assets		(6)	(7)
GROSS OPERATING INCOME		**3,121**	**719**
Cost of risk	36	-	(4)
OPERATING INCOME		**3,121**	**715**
Net gains (losses) on fixed assets	37	1,118	(715)
PRE-TAX INCOME		**4,239**	**-**
Net extraordinary items		-	-
Income tax	38	275	286
Net allocation to FGBR and regulated provisions		(53)	(41)
NET INCOME		**4,461**	**245**

Refer to the glossary on page 715 for the definition of technical terms.

NOTES TO THE FINANCIAL STATEMENTS

Note 1 Legal and financial background and significant events during the financial year 644
- 1.1 Legal and financial background 644
- 1.2 Crédit Agricole internal transactions 644
- 1.3 Significant events in financial year 2021 646

Note 2 Accounting policies and principles 647
- 2.1 Loans and financing commitments 647
- 2.2 Securities portfolio 649
- 2.3 Fixed assets 652
- 2.4 Amounts due to customers and credit institutions 652
- 2.5 Debt securities 652
- 2.6 Provisions 652
- 2.7 Fund for General Banking Risk (FGBR) 653
- 2.8 Transactions on forward financial instruments and options 653
- 2.9 Foreign currency transactions 653
- 2.10 Consolidation of foreign branches 654
- 2.11 Off-balance sheet commitments 654
- 2.12 Employee profit-sharing and incentive plans 654
- 2.13 Post-employment benefits 654
- 2.14 Stock options and share subscriptions offered to employees under the Employee Savings Scheme 655
- 2.15 Extraordinary income and expenses 655
- 2.16 Income tax charge 655

Note 3 Loans and receivables due from credit institutions – Analysis by residual maturity 655

Note 4 Loans and receivables due from customers 656
- 4.1 Loans and receivables due from customers – Analysis by residual maturity 656
- 4.2 Loans and receivables due from customers – Analysis by geographic area 656
- 4.3 Loans and receivables due from customers – Doubtful loans and impairment losses by geographic area 656
- 4.4 Loans and receivables due from customers – Analysis by customer type 657

Note 5 Trading, short-term investment, long-term investment and medium-term portfolio securities 657
- 5.1 Trading, short-term investment, long-term investment and medium-term portfolio securities (excluding treasury bills) – Breakdown by major category of counterparty 658
- 5.2 Breakdown of listed and unlisted fixed-income and variable income securities 658
- 5.3 Treasury bills, bonds and other fixed-income securities – Analysis by residual maturity 659
- 5.4 Treasury bills, bonds and other fixed-income securities – Analysis by geographic area 659

Note 6 Equity investments and subsidiary securities 660
- 6.1 Estimated values of equity investments 664

Note 7 Movements in fixed assets 665
- 7.1 Financial investments 665
- 7.2 Property, plant & equipment and intangible assets 665

Note 8 Treasury shares 666

Note 9 Accruals, prepayments and sundry assets 666

Note 10 Impairment losses deducted from assets 666

Note 11 Due to credit institutions – Analysis by residual maturity 667

Note 12 Due to customers 667
- 12.1 Due to customers – Analysis by residual maturity 667
- 12.2 Due to customers – Analysis by geographic area 667
- 12.3 Due to customers – Analysis by customer type 668

Note 13 Debt securities 668
- 13.1 Debt securities – Analysis by residual maturity 668
- 13.2 Bonds (by currency of issuance) 669

Note 14 Accruals, deferred income and sundry liabilities 669

Note 15 Provisions 670

Note 16 Home purchase savings 672

Note 17 Employment-related commitments – Post-employment benefits, defined-benefit schemes 673

Note 18 Fund for General Banking Risk (FGBR) 674

Note 19 Subordinated debt – Analysis by residual maturity 674

Note 20 Changes in equity (before appropriation) 675

Note 21 Composition of equity 675

Note 22 Transactions with subsidiaries and affiliates and equity investments 676

Note 23 Foreign currency denominated transactions 676

Note 24 Foreign exchange transactions, foreign currency denominated loans and borrowing 676

Note 25 Transactions involving forward financial instruments 677
- 25.1 Transactions on forward financial instruments – Notional outstanding by residual maturity 678
- 25.2 Forward financial instruments – Fair value 679

Note 26 Information on counterparty risk on derivative products 679

Note 27 commitments and guarantees given and received 680

Note 28 Clearing of securities borrowings and centralised savings 680
- 28.1 Securities borrowing 680
- 28.2 Centralised savings 681

Note 29 Net interest and similar revenues 681

Note 30 Revenues from variable-income securities 681

Note 31 Net fee and commission income 682

Note 32 Net gains (losses) on trading book 682

Note 33 Gains (Losses) on short-term investment portfolios and similar 682

Note 34 Other banking income and expenses 683

Note 35 Operating expenses 683

Note 36 Cost of risk 684

Note 37 Net gains (losses) on fixed assets 684

Note 38 Income tax 685

Note 39 Presence in non-cooperative States and territories 685

NOTE 1 LEGAL AND FINANCIAL BACKGROUND AND SIGNIFICANT EVENTS DURING THE FINANCIAL YEAR

1.1 Legal and financial background

Crédit Agricole S.A. is a French Public Limited Company (Société Anonyme) with a share capital of €9,340,727 thousand (i.e. 3,113,575,591 shares with a par value of €3 each).

At 31 December 2021, the share capital of Crédit Agricole S.A. broke down as follows:

- 55.46% owned by SAS Rue La Boétie;
- 41.70% free float (including employees).

In addition, Crédit Agricole S.A. had 88,423,241 treasury shares at 31 December 2021, i.e. 2.84% of its capital, compared with 1,090,000 treasury shares at 31 December 2020.

Crédit Agricole S.A. coordinates the activities of the Regional Banks, is responsible for exercising administrative, technical and financial control over them and has right of supervision in accordance with the French Monetary and Financial Code. By virtue of its duties as a central body, as confirmed by the banking Law, it is responsible for ensuring the cohesion and proper functioning of the network, as well as each Regional Bank's compliance with operating standards. It guarantees their liquidity and solvency. Moreover, in 1988, the Regional Banks granted a guarantee to third-party creditors of Crédit Agricole S.A. on a joint and several basis up to the aggregate amount of their own funds. This guarantee may be exercised in the event of an asset shortfall at Crédit Agricole S.A. identified in the course of its bankruptcy or dissolution.

1.2 Crédit Agricole internal transactions

Internal financing mechanisms

Affiliation with the Crédit Agricole network also means being part of a system of financial relationships that operates as described below:

Regional Banks' current accounts

Each Regional Bank holds a current account with Crédit Agricole S.A., which records the financial movements resulting from internal financial transactions within the Group. This account, which may be in credit or debit, is presented in the balance sheet under "Crédit Agricole internal transactions – Current Accounts".

Special savings accounts

Funds held in special savings accounts (popular savings passbook accounts (*Livret d'épargne populaire*), sustainable and inclusive development passbook accounts (*Livret de développement durable et solidaire*), home purchase savings schemes and accounts, popular savings plans, youth passbook accounts (*Livrets Jeunes*) and passbook savings accounts (*Livret A*)) are collected by the Regional Banks on behalf of Crédit Agricole S.A. These funds are required to be transferred to the latter. Crédit Agricole S.A. recognises them on its balance sheet as "Due to customers".

Time deposits and advances

The Regional Banks also collect savings funds (passbook accounts, bonds, warrants, certain term accounts and similar accounts etc.) on behalf of Crédit Agricole S.A. These funds are transferred to Crédit Agricole S.A., and are recognised as such on its balance sheet.

Special savings accounts and time deposits and advances are used by Crédit Agricole S.A. to make "advances" (loans) to the Regional Banks, with a view to funding their medium and long-term loans.

A series of four internal financial reforms has been implemented. These reforms have permitted the transfer back to the Regional Banks, in the form of so-called "mirror advances" (with maturities and interest rates precisely matching those of the savings funds received) of first 15%, 25%, then 33% and, since 31 December 2001, 50% of the savings resources, which they are free to use at their discretion.

Since 1 January 2004, the financial margins generated by the centralised management of funds collected (and not transferred back via mirror advances) are shared by the Regional Banks and Crédit Agricole S.A. and are determined by using replacement models and applying market rates.

Furthermore, the Regional Banks may be refinanced in the form of advances negotiated at market price with Crédit Agricole S.A.

Transfer of Regional Banks' liquidity surpluses

The Regional Banks may use their monetary deposits (demand deposits, non-centralised time deposits and negotiable certificates of deposit) to finance lending to their customers. Surpluses must be transferred to Crédit Agricole S.A. where they are booked as current or time accounts, under "Crédit Agricole internal transactions".

Foreign currency transactions

The Regional Banks' foreign currency transactions are refinanced through Crédit Agricole S.A.

Medium and long-term notes issued by Crédit Agricole S.A.

These are placed mainly on the market or by the Regional Banks with their customers. They are booked by Crédit Agricole S.A. under liabilities either as "Debt securities" or as "Provisions and subordinated debt", depending on the type of securities issued.

TLTRO III mechanism

The ECB set out a third series of long-term refinancing operations in March 2019, the terms and conditions of which were reviewed in September 2019 and again in March and April 2020 and December 2020, in connection with the Covid-19 situation.

The TLTRO III mechanism aims to provide long-term refinancing, with a subsidy in the event of reaching a lending performance target based on growth of lending to firms and households, which is applied over the three-year maturity of the TLTRO operation, with an additional subsidy, awarding a first additional and temporary incentive for the one-year period from June 2020 to June 2021, followed by a second additional and temporary incentive for the one-year period from June 2021 to June 2022.

The accounting treatment adopted by the Group, which is unchanged from that applied in 2020, consists of recognizing the subsidies as soon as the Group considers that it has reasonable assurance that the level of eligible outstandings will enable it to meet the conditions necessary to obtain these subsidies when they become due to the ECB, i.e. at the end of the TLTRO III operation, and to attach this subsidy to the period to which it relates on a prorata basis.

Refer to the glossary on page 715 for the definition of technical terms.

The Group evaluated the interest accrued at the rate of the -50 bp Deposit Facility floored at -100 bp for the special interest rate period (1 January 2021 – 23 June 2021 for the period pertaining to financial year 2021), considering that the thresholds specific to the first incentive were achieved during the reference period. Over the special additional interest rate period (24 June 2021 – 31 December 2021 for the period pertaining to financial year 2021), the interest rate applied was also the rate of the -50 bp Deposit Facility floored at -100 bp,taking into account the achievement of the target for the level of eligible credits applicable to the second incentive period.

As a result, the Group believes that it will benefit from all of the subsidies at the end of this financing period, given that the conditions for benefiting from them have been met by December 31, 2021.

As at 31 December 2021, the Group had drawn €162 billion in TLTRO III from the ECB.

Hedging of liquidity and solvency risks, and banking resolution

Under the legal internal financial strength mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code (CMF), Crédit Agricole S.A., as the central body of the Crédit Agricole network, must take all necessary measures to ensure the liquidity and solvency of each affiliated credit institution, as well as the network as a whole. As a result, each member of the network benefits from this internal financial solidarity.

The general provisions of the CMF (*Code monétaire et financier* — French Monetary and Financial Code) have been reflected reflected in the internal provisions setting out the operational measures required for this legal solidarity mechanism.

In the initial public offering of Crédit Agricole S.A., CNCA (now Crédit Agricole S.A.) signed an agreement with the Regional Banks in 2001 aiming notably at governing internal relations within the Crédit Agricole network. In particular, the agreement provides for the creation of a fund for bank liquidity and solvency risks (FRBLS) designed to enable Crédit Agricole S.A. to fulfil its role as central body by providing assistance to any affiliated members that may experience difficulties. The main provisions of this agreement are set out in Chapter III of the Registration Document filed by Crédit Agricole S.A. with France's *Commission des Opérations de Bourse* on 22 October 2001 under number R. 01-453.

The European banking crisis management framework was adopted in 2014 by EU Directive 2014/59 (known as the "Bank Recovery and Resolution Directive — BRRD"), incorporated into French law by Order 2015-1024 of 20 August 2015, which also adapted French law to the provisions of European Regulation 806/2014 of 15 July 2014 establishing uniform rules and a uniform procedure for the resolution of credit institutions and certain investment firms in the framework of a single resolution mechanism and a single resolution fund. Directive (EU) 2019/879 of 20 May 2019, known as "BRRD 2", amended the BRRD and was incorporated into French law by Order 2020-1636 of 21 December 2020.

This framework, which includes measures to prevent and to resolve banking crises, is intended to preserve financial stability, ensure the continuity of activities, services and operations of institutions whose failure could significantly impact the economy, protect depositors, and avoid or limit to the greatest extent possible, the use of public financial support as much as possible. In this context, the European Resolution Authorities, including the Single Resolution Board, have been given very broad powers to take all necessary measures in connection with the resolution of all or part of a credit institution or the group to which it belongs.

For cooperative banking groups, the "extended single point of entry" (extended SPE) resolution strategy is favoured by the resolution authorities, whereby resolution tools would be applied simultaneously at the level of Crédit Agricole S.A. and the affiliated entities. In this respect, and in the event of a resolution of the Crédit Agricole Group, the scope comprising Crédit Agricole S.A. (in its capacity as central body) and its affiliated entities would be considered as a whole as the expanded single entry point. Given the foregoing and the solidarity mechanisms that exist within the network, a member of the Crédit Agricole network cannot be put individually in resolution.

The Resolution authority may initiate resolution proceedings against a credit institution where it considers that: the institution has failed or is likely to fail, there is no reasonable prospect that another private measure will prevent the failure within a reasonable time, a resolution measure is necessary, and a liquidation procedure would be inadequate to achieve the targets of the resolution mentioned above.

The resolution authorities may use one or more resolution tools, as described below, with the target of recapitalising or restoring the viability of the institution. The resolution tools should be implemented in such a way that equity holders (shares, mutual shares, CCIs, CCAs) bear losses first, with creditors following up immediately, provided that they are not excluded from bail-in legally speaking or by a decision of the resolution authorities. French law also provides for a protective measure when certain resolution tools or decisions are implemented, such as the principle that equity holders and creditors of an institution in resolution may not incur greater losses than those they would have incurred if the institution had been liquidated in the context of a judicial liquidation procedure under the French Commercial Code (Code de Commerce) (NCWOL principle referred to in Article L. 613-57.I of the CMF). Thus, investors are entitled to claim compensation if the treatment they receive in a resolution is less favourable than the treatment they would have received if the institution had been subject to normal insolvency proceedings.

In the event that the resolution authorities decide to put the Crédit Agricole Group in resolution, they will first write down the par value CET1 instruments (shares, mutual shares, CCI and CCA), additional Tier 1 and Tier 2 instruments, in order to absorb losses, and then possibly convert the additional Tier 1 and Tier 2 instruments into equity securities[1]. Then, if the resolution authorities decide to use the bail-in tool, the latter would be applied to debt instruments[2], resulting in the partial or total write-down of these instruments or their conversion into equity in order to absorb losses.

With respect to the central body and all affiliated entities, the resolution authorities may decide to implement, in a coordinated manner, impairment or conversion measures and, where applicable, internal bailouts. In such an event, the impairment or conversion measures and, where applicable, internal bailout measures would apply to all entities within the Crédit Agricole network, regardless of the entity in question and regardless of the origin of the losses.

The creditor hierarchy in resolution is defined by the provisions of Article L. 613-55-5 of the CMF, effective as at the date of implementation of the resolution.

Equity holders and creditors of the same rank or with identical rights in liquidation will then be treated equally, regardless of the Group entity of which they are creditors.

The scope of this bail-in, which also aims to recapitalise the Crédit Agricole Group, is based on capital requirements at the consolidated level.

Investors must therefore be aware that there is a significant risk that holders of shares, mutual shares, CCIs and CCAs and holders of debt instruments of a member of the network will lose all or part of their investment if a resolution procedure is implemented on the Group, regardless of the entity of which they are a creditor.

(1) Articles L. 613-48 and L. 613-48-3 of the CMF.

(2) Articles L. 613-55 and L. 613-55-1 of the CMF.

The other resolution tools available to the resolution authorities are essentially the total or partial transfer of the activities of the institution to a third party or to a bridge institution and the separation of the assets of the institution.

This resolution framework does not affect the legal internal financial solidarity mechanism enshrined in Article L. 511-31 of the French Monetary and Financial Code, which applies to the Crédit Agricole network, as defined in Article R. 512-18 of the same Code. Crédit Agricole S.A. considers that, in practice, this mechanism should be implemented prior to any resolution procedure.

The implementation of a resolution procedure to the Crédit Agricole Group would thus mean that the legal internal solidarity mechanism had failed to remedy the failure of one or more network entities, and hence of the network as a whole. It would also limit the likelihood that the conditions for triggering the guarantee covering the liabilities of Crédit Agricole S.A. (granted in 1988 to its third-party creditors by the Regional Banks on a joint and several basis, and up to the aggregate amount of their own funds) are met. Note that this guarantee may be triggered in the event of an asset shortfall following Crédit Agricole S.A.'s bankruptcy or dissolution.

Specific guarantee provided by the Regional Banks to Crédit Agricole S.A. (Switch)

The Switch guarantee mechanism, established on 23 December 2011 and supplemented by an initial amendment in 2013 and twice amended in 2016, forms part of the financial relationship between Crédit Agricole S.A., as central body, and the mutual network of Crédit Agricole Regional Banks. The most recent amendments to these guarantees took effect retroactively on 1 July 2016, replacing the previous guarantees, and expire on 1 March 2027, subject to total or partial early termination or extension in accordance with the terms of the contract. A first partial termination corresponding to 35% of the Switch guarantees took place on 2 March 2020, a second one corresponding to 15% of the mechanism took place on 1 March 2021 and a last one corresponding to the residual part of 50% of the mechanism took place on 16 November 2021.

1.3 Significant events in financial year 2021

Specific guarantee provided by the Regional Banks to Crédit Agricole S.A. (Switch)

On 1 March 2021 and on 16 November 2021, Crédit Agricole S.A. unwound respectively an additional 15% and the entire residual part of 50% of the Switch guarantee mechanism set up between the Regional Banks and Crédit Agricole S.A.

The Switch guarantee mechanism represents a transfer to the Regional Banks of a share of the regulatory prudential requirements that apply to Crédit Agricole S.A. for its insurance activities in return for a fixed compensation of the Regional Banks.

Dividend payout for financial year 2020

The Crédit Agricole S.A. Ordinary General Meeting of Wednesday 12 May 2021 decided on an exceptional mechanism for the payment of the dividend for financial year 2020, in the amount of €0.80 per share, with a scrip dividend payment option. This option, available from Thursday 20 May to Thursday 3 June 2021, was elected by 84.8% of Crédit Agricole S.A. shareholders, including the majority shareholder, SAS Rue La Boétie.

As a result of this transaction, 175,330,851 new ordinary shares were issued, and delivered and admitted for trading on Euronext Paris on 9 June 2021. The new shares, which bear dividend rights from 1 January 2021, will be immediately fungible with the ordinary shares making up the share capital of Crédit Agricole S.A.

The cash dividend was paid out on Wednesday 9 June 2021.

Share buyback programmes

After obtaining all necessary authorisations from the supervisory authorities, in 2021 Crédit Agricole S.A. carried out on the market two share buyback programmes for a total amount of €1.05 billion.

The first programme, launched on 10 June and completed on 21 September, made possible the acquisition of 47,616,752 shares for an amount of €558.6 million.

The second programme started on 5 October and ended on 14 December. It involved the acquisition of 40,056,489 shares for €500 million.

The shares acquired under these two share buyback programmes, currently held in treasury, will be cancelled in 2022.

Capital increase reserved for employees

The capital increase of Crédit Agricole S.A. reserved for employees, with the subscription period running from 8 to 22 October 2021, was completed definitively on 2 December 2021. 26,484 Crédit Agricole Group employees, in France and 17 other countries, subscribed for a total amount of close to €205.6 million.

The proposed investment scheme was a standard offer with a subscription price including a 20% rebate on the share price. The issue and delivery of the new shares to employees took place on 02 December 2021.

This capital increase created 21,556,100 new shares, thereby bringing the total number of shares comprising the share capital of Crédit Agricole S.A. to 3,113,575,591.

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 2 ACCOUNTING POLICIES AND PRINCIPLES

Crédit Agricole S.A. prepares its financial statements in accordance with the accounting principles applicable to banks in France.

The presentation of the financial statements of Crédit Agricole S.A. complies with the provisions of ANC Regulation 2014-07 which combines in a single regulation all accounting standards applicable to credit institutions.

Changes in accounting policies and the presentation of the financial statements compared with the previous financial year relate to the following:

Regulations/Recommendations	Date of first-time application: transactions or financial years from
Update of Recommendation 2013-02 of 7 November 2013 relating to the measurement and recognition of retirement and similar benefit obligations for annual financial statements and consolidated financial statements prepared in accordance with French accounting standards	Immediate

2.1 Loans and financing commitments

Receivables from credit institutions, Crédit Agricole Group entities and customers are governed by ANC Regulation 2014-07.

They are presented according to their residual maturity or their nature:

- demand and time deposits for credit institutions;
- current accounts, term deposits and advances for Crédit Agricole internal transactions;
- trade receivables, other facilities and ordinary accounts for customers.

In accordance with regulations, the customers category also includes transactions with financial customers.

Subordinated loans and repurchase agreements (represented by certificates or securities) are included under the various categories of loans and receivables according to counterparty type (interbank, Crédit Agricole, customers).

Loans are recorded on the balance sheet at par value.

Under ANC Regulation 2014-07, the fees and commissions received, and the marginal transaction costs borne are deferred over the effective term of the loan and are thus included in the outstanding amount of the relevant loan.

Accrued interest on loans is recognised on the balance sheet under accrued interest and taken to profit or loss.

Financing commitments recognised off-balance sheet represent irrevocable commitments to cash advances and guarantee commitments that have not resulted in fund movements.

The application of ANC Regulation 2014-07 led the entity to recognise loans with a credit risk in accordance with the rules set out in the following paragraphs.

The use of external and/or internal ratings systems helps assess the level of credit risk.

Loans and financing commitments are divided into performing and doubtful loans.

Performing loans

So long as loans are not classified as doubtful, they are classified as either performing or underperforming and remain as initially classified.

Provisions for credit risk on performing and underperforming loans

For credit exposures, Crédit Agricole S.A. recognises provisions on the liabilities side of its balance sheet to cover the expected credit risks over the coming twelve months (exposures classified as performing) and/or over the life of the exposure if the credit quality of the exposure has been significantly underperforming (exposures classified as underperforming).

These provisions are determined as part of a specific monitoring process and are based on estimates reflecting changes in the level of expected credit loss.

Definition of expected credit loss ("ECL")

ECL is defined as the weighted expected probable value of the discounted credit loss (principal and interest). It represents the present value of the difference between the contractual cash flows and the expected cash flows (including principal and interest).

The ECL approach is designed to anticipate as early as possible the recognition of expected credit losses.

ECL governance and measurement

The governance of the measurement system of provisioning parameters is based on the structures put in place for the Basel system. The Group's Risk Management Department is responsible for defining the methodological framework and supervising the loan loss provisioning system.

The Crédit Agricole Group primarily relies on the internal rating system and current Basel processes to generate the parameters needed to calculate the ECL. The assessment of changes in credit risk relies on a model for loss anticipation and extrapolation on the basis of reasonable scenarios. All available, relevant, reasonable and documentable information, including forward-looking information, has been used.

The formula includes the probability of default, loss given default and exposure at default parameters.

These calculations are broadly based on the internal models used as part of the regulatory framework, but with adjustments to determine an economic ECL.

The accounting approach also requires the recalculation of certain Basel parameters, in particular to eliminate internal recovery costs or floors that are imposed by the regulator in the regulatory calculation of Loss Given Default ("LGD").

The manner in which ECL is calculated should be assessed on the basis of the type of products: loans and receivables due from customers and financing commitments.

The expected credit losses for the coming 12 months make up a percentage of the lifetime expected credit losses, and represent the lifetime cash flow shortfalls in the event of a default during the 12 months following the reporting period (or a shorter period if the expected lifetime of the financial instrument is less than 12 months), weighted by the probability of default within 12 months.

Expected credit losses are discounted at the effective interest rate determined upon initial recognition of the outstanding amount.

Provisioning parameters are measured and updated using the methodologies defined by the Crédit Agricole Group and thereby establishing a first reference level, or shared base, for provisioning.

Backtesting of the models and parameters used is done at least annually.

The forward looking macro-economic data are factored into a methodological framework that is applicable at two levels:

- at the Crédit Agricole Group level, in determining a shared framework for factoring in forward looking inputs when projecting the PD and LGD parameters over the repayment horizon of transactions;
- at the level of each entity in respect of its own portfolios. Crédit Agricole S.A. applies additional forward looking parameters to the performing and underperforming loans and receivables due from customers and financial commitments portfolios that are exposed to additional losses not covered in the scenarios defined at the Group level due to the local economic and/or structural factors.

Significant deterioration in credit risk

Crédit Agricole S.A. assesses, for each loan, the deterioration in credit risk since origination to each period-end. Based on this assessment of the change in credit risk, the entities must classify their exposure into different risk categories (exposures qualified as performing/exposures qualified as underperforming/non-performing exposures).

To assess significant deterioration, the Crédit Agricole Group employs a process based on two levels of analysis:

- the first level is based on absolute and relative Group criteria and rules that apply to all Group entities;
- the second level is specific to each entity and linked to an expert assessment, based on additional forward looking parameters exposing it to additional losses not covered in the scenarios defined at the Group level through local economic and/or structural factors, of the risk held by each entity in its portfolios that may lead to an adjustment in the Group's performing to underperforming reclassification criteria (switching a portfolio or sub-portfolio to ECL at maturity).

Each loan is, subject to exceptions, assessed for significant deterioration. Contagion is not required for the downgrading of same-counterparty loans from performing to underperforming. The monitoring of significant deterioration must look at changes in the credit risk of the main debtor without regard to guarantees, including transactions that are guaranteed by the shareholder.

Possible losses in respect of portfolios of small loans with similar characteristics may be estimated on a statistical basis rather than individually assessed.

To measure a significant deterioration of credit risk since initial recognition, it is necessary to look back at the internal rating and PD (Probability of Default) at origination.

Origination means the trading date, on which the entity became bound by the contractual terms of the loan. For financing and guarantee commitments, origination means the date on which the irrevocable commitment was made.

In the absence of an internal rating model, the Crédit Agricole Group uses the absolute threshold of non-payment for over 30 days as the maximum threshold for significant deterioration and classification as underperforming loan.

For loans measured based on an internal rating systems (in particular exposures monitored by an advanced approach), the Crédit Agricole Group considers that all of the information incorporated into such rating systems allows for a more relevant assessment than just the non-payment for over 30 days criterion.

If deterioration since origination is no longer observed, the provision may be reduced to 12-month expected credit losses (reclassification to performing loans).

Where certain significant deterioration factors or indicators may not be identifiable at the level of a loan by itself, the assessment of significant deterioration is made at the level of portfolios, groups of portfolios or parts of outstanding portfolios.

Portfolios can be created for the collective assessment of deterioration for instruments that share common characteristics, such as:

- type of loan;
- credit risk rating (including internal Basel II rating for entities with an internal ratings system);
- type of collateral;
- date of initial recognition;
- remaining term until maturity;
- business sector;
- geographic location of the borrower;
- the value of collateral relative to the financial assets, if this has an impact on the probability of default (for example, non-recourse loans in certain countries or loan-to-value ratios);
- distribution channel, purpose of financing, etc.

Differentiation of significant deterioration by market is therefore possible (home loans, consumer finance, loans to farmers or small businesses, corporate finance, etc.).

The grouping of outstandings for the purpose of collective credit risk assessment may change over time, as new information becomes available.

Increases and reversals of provisions for credit risk on performing and underperforming loans are recognised under cost of risk.

Doubtful loans

These are loans of all types, including collateralised, with an identified credit risk corresponding to one or more of the following situations:

- a payment generally more than 90 days past due, unless specific circumstances point to the fact that the delay is due to reasons independent of the debtor's financial situation;
- the entity believes that the debtor is unlikely to settle its credit obligations unless it avails itself of certain measures such as enforcement of collateral security right.

A loan in default is said to be doubtful when one or more events occur which have a negative effect on the estimated future cash flows. The following events are observable data, indicative of doubtful loans:

- significant financial difficulties of the issuer or borrower;
- a breach of contract, such as default or overdue payment;
- the granting, by the lender(s) to the borrower, for economic or contractual reasons related to financial difficulties of the borrower, of one or more favours that the lender(s) would not have considered under other circumstances;
- the growing probability of bankruptcy or financial restructuring of the borrower;
- the disappearance of an active market for the financial asset due to financial difficulties;
- the purchase or creation of a financial asset with a significant discount, which reflects the credit losses suffered.

It is not necessarily possible to isolate a particular event. The doubtful nature of an outstanding amount may result from the combined effect of several events.

A defaulting counterparty returns to a sound situation only after a period of observation that makes it possible to confirm that the debtor is no longer doubtful (assessment by the Risk Management Department).

Refer to the glossary on page 715 for the definition of technical terms.

Crédit Agricole S.A. makes a distinction between doubtful loans and irrecoverable loans:

- **Doubtful loans**

  All doubtful loans that do not fall into the irrecoverable loans category are classified as doubtful loans.

- **Irrecoverable doubtful loans**

  Loans for which the prospects of recovery are highly impaired and that are likely to be written off over time.

Interest continues to accrue on doubtful loans but no longer accrues once the loan is classified as irrecoverable.

The classification as doubtful loan may be discontinued and the loan is once again classified as performing loans.

Impairment resulting from credit risk on doubtful loans

Once a loan is doubtful, the likely loss is recognised by Crédit Agricole S.A. by means of impairment losses deducted from the asset on the balance sheet. This impairment represents the difference between the carrying amount of the loan and the estimated future flows discounted at the effective interest rate, having regard to the financial position of the counterparty, its economic outlook as well as any guarantees net of the cost of realising them.

Probable losses in respect of off-balance sheet commitments are covered by provisions recognised as equity and liabilities.

Loans and receivables provided by Crédit Agricole S.A. to the Regional Banks do not represent a direct risk for Crédit Agricole S.A. with respect to the corresponding customer loans made by the Regional Banks. They do, however, represent a potential indirect risk with respect to the financial strength of the Regional Banks. Accordingly, Crédit Agricole S.A. has not made any provisions for such loans and receivables to the Regional Banks.

Accounting treatment of impairments

Impairment losses and reversals for non-recovery of doubtful loans are recognised under cost of risk.

In accordance with ANC Regulation 2014-07, the Group elected to recognise the increase in the carrying amount resulting from the reversal of impairment due to the passage of time under cost of risk.

Write-offs

Decisions as to when to apply a write-off are taken on the basis of expert opinion. Crédit Agricole S.A. makes such determinations in conjunction with its Risk Management department, according to its business knowledge.

Loans that become irrecoverable are written off and the corresponding impairment reversed.

Country risks

Country risks (or risks on international commitments) consist of the total amount of unimpaired loans, both on and off-balance sheet, carried by an institution directly or via hive-off vehicles, involving private or public debtors residing in the countries identified by the French Regulatory and Resolution Supervisory Authority (Autorité de contrôle prudentiel et de résolution — ACPR), or where settlement thereof depends on the position of public or private debtors residing in those countries.

Restructured loans

Loans restructured due to financial difficulties are those for which the entity has amended the original financial terms (interest rate, term etc.) for economic or legal reasons linked to the financial difficulties of the borrower, under conditions that would not have been considered under other circumstances.

The definition of loans restructured due to financial difficulty is therefore comprised of two cumulative criteria:

- contract modification or debt refinancing (concessions);
- a customer who is in a financial difficulty (a debtor facing, or about to face, difficulties in honouring financial commitments).

This definition of restructuring must be applied to each agreement and not at client level (no contagion).

They consist of loans classified as doubtful and performing loans at the time of restructuring.

Restructured loans do not include loans whose characteristics have been renegotiated on a commercial basis with counterparties not showing any insolvency problems.

The reduction of future cash flows granted to a counterparty, or the postponing of these flows as part of a restructuring, shall result in the recognition of a discount. It represents future loss of cash flow discounted at the original effective rate.

It is equal to the difference between:

- the par value of the loan; and
- the sum of theoretical future cash flows from the restructured loan, discounted at the original effective interest rate (defined at the date of the financing commitment).

The discount recognised when a loan is restructured is accounted for under cost of risk.

Loans restructured due to the debtor's financial position are rated in accordance with Basel rules and are impaired on the basis of the estimated credit risk.

Once the restructuring has been carried out, the exposure continues to be classified as "restructured" for an observation period of at least two years, if the exposure was performing when restructured, and 3 years if the exposure was in default when restructured. These periods are extended in the event of the occurrence of certain events (e.g. further incidents).

2.2 Securities portfolio

The rules on the recognition of credit risk and the impairment of fixed-income securities are defined by Articles 2311-1 to 2391-1 and by Articles 2211-1 to 2251-13 of ANC Regulation 2014-07.

These securities are presented in the financial statements according to their asset class: treasury bills (treasury bonds and similar securities), bonds and other fixed-income securities (negotiable debt securities and interbank market instruments), equities and other variable income securities.

They are classified in portfolios defined by regulation (trading, long-term investment, short-term investment, medium term portfolio, fixed assets, other long-term equity investments, equity investments, investments in subsidiaries and affiliates), depending on the management objective of the entity and the characteristics of the instrument at the time the product is subscribed.

Trading securities

Trading securities are those that are originally:

- bought with the intention of selling them in the near future, or sold with the intention of repurchasing them in the near future; or
- held by the institution as a result of its market-making activity. The classification of these securities as trading securities depends on the effective turnover of the securities and on a significant trading volume taking into account market opportunities.

These securities must be tradable on an active market and market prices thus available must represent real transactions regularly undertaken in the market on an arm's length basis.

Trading securities also include:

- securities bought or sold as part of specialised management of a trading portfolio, including forward financial instruments, securities or other financial instruments that are managed collectively and on which there is an indication of recent short term profit taking;
- securities on which there is a commitment to sell as part of an arbitrage transaction on an organised exchange for financial instruments or similar market;
- borrowed securities (including, as applicable, borrowed securities used in securities lending, reclassified to "trading securities lending") as part of lending transactions classified as trading securities and offset by the debt relating to securities lending posted to the liabilities side of the balance sheet.

Except as provided in ANC Regulation 2014-07, trading securities may not be reclassified to another accounting category; they continue to be presented and measured as trading securities until they are removed from the balance sheet after being sold, fully repaid or written off.

Trading securities are recognised on the date they are purchased in the amount of their purchase price, excluding transaction expenses and including accrued interest.

Liabilities relating to securities sold short are recognised on the liabilities side of the institution's balance sheet for the selling price excluding transaction expenses.

At each reporting date, securities are measured at the most recent market price. The overall amount of differences resulting from price changes is recorded in the income statement under "Net gains (losses) on trading books".

Investment securities

This category consists of securities that do not fall into any other category.

The securities are recorded at purchase price, including transaction expenses.

Bonds and other fixed Income securities

These securities are recognised at purchase price including interest then accrued. The difference between the purchase price and the redemption value is staggered over the residual maturity of the security on an actuarial basis.

Revenues are recorded in the income statement under "Interest and similar income from bonds and other fixed-income securities".

Equities and other variable-income securities

Equities are recognised in the balance sheet at purchase value including acquisition costs. The associated dividends are recorded as income under "Revenues from variable income securities".

Revenues from Undertakings for Collective Investment are recognised when received under the same heading.

At each reporting date, short-term investment securities are measured at the lower of acquisition cost and market value. If the current value of a holding or of a homogeneous set of securities (calculated from market prices at the reporting date, for example) is lower than its carrying amount, an impairment loss is recorded for the unrealised loss without offset against any gains recognised on other categories of securities. Gains from hedging within the meaning of ANC Regulation 2014-07, in the form of purchases or sales of forward financial instruments, are factored in for the purposes of calculating impairment losses. Potential gains are not recorded.

In addition, impairment intended to take into account counterparty risk and recognised under cost of risk is booked in fixed-income securities as follows:

- in the case of listed securities, impairment is based on market value, which intrinsically reflects credit risk. However, if Crédit Agricole S.A. has specific information on the issuer's financial position that is not reflected in the market value, a specific impairment loss is recorded;
- in the case of unlisted securities, impairment is recorded in the same way as for loans and receivables due from customers based on identified probable losses (see Note 2.1 "Loans and financing commitments – Impairment resulting from identified credit risk").

Sales of securities are deemed to take place on a first-in, first-out basis.

Depreciation and reversals and gains or losses on disposals of short-term investment securities are recorded under "Net gains (losses) on short-term investment portfolios and similar" in the income statement.

Long-term investment securities

Long-term investment securities are fixed-income securities with a fixed maturity date that have been acquired or transferred to this category with the manifest intention of holding them until maturity.

This category only includes securities for which Crédit Agricole S.A. has the necessary financial ability to continue holding them until maturity and that are not subject to any legal or other restriction that could interfere with its intention to hold them until maturity.

Long-term investment securities are recognised at purchase price, including acquisition costs and accrued interest.

The difference between the purchase price and the repayment price is staggered over the residual maturity of the security.

Impairment is not booked for long-term investment securities if their market value falls below cost. On the other hand, if the impairment arises from a risk relating specifically to the issuer of the security, impairment is recorded under "Cost of risk".

In the case of the disposal or reclassification to another category of long-term investment securities representing a material amount, the institution is no longer authorised, during the current financial year and the two subsequent financial years, to classify securities previously bought or to be bought as long-term investment securities, in accordance with ANC Regulation 2014-07.

Medium-term portfolio securities

In accordance with ANC Regulation 2014-07, these securities are "investments made on a normal basis, with the sole aim of securing a gain in the medium term, with no intention of investing in the issuer's business on a long-term basis or taking an active part in its management".

Securities can only be included in this category if the activity is carried out to a significant extent and on an ongoing basis within a structured framework and gives the institution a recurring return mainly in the form of gains on disposals.

Crédit Agricole S.A. meets these conditions and some of its securities can be classified in this category.

Medium term portfolio securities are recorded at purchase price, including transaction expenses.

Refer to the glossary on page 715 for the definition of technical terms.

They are recognised at the end of the reporting period at the lower of historical cost or value in use, which is determined on the basis of the issuer's general outlook and the estimated residual maturity.

For listed companies, value in use is generally the average market price over a sufficiently long period of time, depending on the estimated time horizon for holding the securities, to mitigate the impact of substantial fluctuations in market prices.

Impairment losses are booked for any unrealised losses calculated for each holding and are not offset against any unrealised gains. They are recorded under "Net gains (losses) on short-term investment portfolios and similar" along with impairment losses and reversals on these securities.

Unrealised gains are not recognised.

Investments in subsidiaries and affiliates, equity investments and other long-term equity investments

- Investments in subsidiaries and affiliates are investments in companies that are under exclusive control and that are or are liable to be fully consolidated into a consolidated unit.
- Equity investments are investments (other than investments in subsidiaries and affiliates), of which the long-term ownership is judged beneficial to the institution, in particular because it allows it to exercise influence or control over the issuer.
- Other long-term equity investments consist of securities held with the intention of promoting long-term business relations by creating a special relationship with the issuer, but with no influence on the issuer's management due to the small percentage of voting rights held.

These securities are recognised at purchase price, including transaction expenses.

At the reporting date, the value of these securities is measured individually, based on value in use, and they are recorded on the balance sheet at the lower of historical cost or value in use.

This represents what the institution would be prepared to pay to acquire them having regard to its reasons for holding them.

The estimation of the value in use may be based on various factors such as the profitability and profitability prospects of the issuing company, its shareholders' equity, economic conditions or the average stock market price in recent months or the mathematical value of the security.

When value in use of securities is lower than historical cost, impairment losses are booked for these unrealised losses and are not offset against any unrealised gains.

Depreciation and reversals and gains or losses on disposals of these securities are recorded under "Net gains (losses) on fixed assets".

Market price

The market price at which the various categories of securities are measured is determined as follows:

- securities traded on an active market are measured at the latest price;
- if the market on which the security is traded is not or no longer considered active or if the security is unlisted, Crédit Agricole S.A. determines the likely value at which the security concerned would be traded using valuation techniques. Firstly, these techniques take into account recent transactions carried out in normal competition conditions. If required, Crédit Agricole S.A. uses valuation techniques commonly used by market participants to price these securities, when it has been demonstrated that these techniques provide reliable estimates of prices obtained in actual market transactions.

Recording dates

Crédit Agricole S.A. records securities classified as long-term investment securities on the settlement date. Other securities, regardless of type or classification, are recognised on the trading date.

Securities bought/sold under repurchase agreements

Securities sold under repurchase agreements are kept on the balance sheet. The amount received, representing the liability to the buyer, is recorded as a liability.

Securities bought under repurchase agreements are not recorded on the balance sheet, but the amount paid, representing the receivable from the seller, is recorded as an asset on the balance sheet.

Securities sold under repurchase agreements are subject to the accounting treatment applying to the portfolio from which they originate.

Reclassification of securities

In accordance with ANC Regulation 2014-07, the following securities reclassifications are allowed:

- from "trading portfolio" to "long-term investment portfolio" or "short-term investment portfolio" in the case of exceptional market conditions or, for fixed-income securities that are no longer tradable in an active market and if the entity has the intention and ability to hold the securities for the foreseeable future or until maturity;
- from "short-term investment portfolio" to "long-term investment portfolio" in the case of exceptional market conditions or for fixed-income securities that are no longer tradable in an active market.

In 2021, Crédit Agricole S.A. did not carry out any reclassification of securities under ANC Regulation 2014-07.

Treasury shares buyback

Treasury shares bought back by Crédit Agricole S.A., including shares and stock options held to hedge stock option plans, are recognised as assets under a specific balance sheet heading.

They may, where necessary, be impaired where the current value is below the purchase price, except for transactions connected with employee free share allocation plans and stock option and share subscription plans under ANC Regulation 2014-03 (General plan of accounts).

2.3 Fixed assets

Crédit Agricole S.A. applies ANC Regulation 2014-03 relating to the depreciation, amortisation and impairment of assets.

It applies component accounting for all of its property, plant and equipment. In accordance with the provisions thereof, the depreciable amount takes account of the potential residual value of fixed assets.

The acquisition cost of fixed assets includes the purchase price plus any incidental expenses, namely expenses directly or indirectly incurred in connection with bringing the asset into service or “into inventory”.

Land is recorded at acquisition cost.

Property and equipment are measured at acquisition cost less accumulated depreciation and impairment losses since the time they were placed in service.

Purchased software is measured at acquisition cost less accumulated amortisation and impairment losses since acquisition.

Proprietary software is measured at cost less accumulated amortisation and impairment losses since completion.

Intangible assets other than software, patents and licences are not amortised. They may be subject to impairment.

Technical merger losses are recognised in the balance sheet under the asset headings to which they are allocated in “Other property, plant & equipment, intangible assets, financial assets, etc.”. Losses are amortised, impaired and written off in the same way as the underlying asset.

Fixed assets are depreciated over their estimated useful life.

The following components and depreciation periods have been adopted by Crédit Agricole S.A. as a result of the application of the measures on component accounting for fixed assets. These depreciation periods must be adjusted according to the type of asset and its location:

Component	Depreciation period
Land	Not depreciable
Structural works	30 to 80 years
Non-structural works	8 to 40 years
Plant and equipment	5 to 25 years
Fixtures and fittings	5 to 15 years
Computer equipment	4 to 7 years (declining or straight-line)
Special equipment	4 to 5 years (declining or straight-line)

Based on available information, Crédit Agricole S.A. has concluded that impairment testing would not lead to any change in the existing depreciable base.

2.4 Amounts due to customers and credit institutions

Amounts due to credit institutions, Crédit Agricole entities and customers are presented in the financial statements according to their residual maturity or their nature:

- demand and time deposits for credit institutions;
- current accounts, term deposits and advances for Crédit Agricole internal transactions;
- special savings accounts and other amounts due to customers (notably including financial customers).

Special savings accounts are presented after offsetting the claim on the savings fund (in respect of regulated savings centralised by the Caisse des Dépôts et Consignations).

Repurchase agreements represented by certificates or securities are included under these various headings, according to counterparty type.

Accrued interest on these deposits is recognised under accrued interest and taken to profit or loss.

2.5 Debt securities

Debt securities are presented according to their form: interest-bearing notes, interbank market instruments, negotiable debt securities, bonds and other debt securities, excluding subordinated securities, which are classified in liabilities under “Subordinated debt”.

Interest accrued but not yet due is recognised under accrued interest and taken to profit or loss.

Issue or redemption premiums on bonds are amortised over the maturity period of each bond. The corresponding charge is recorded under “Interest and similar expenses on bonds and other fixed-income securities”.

Redemption premiums and debt issue premiums represented by securities are amortised using the actuarial amortisation method.

Crédit Agricole also amortises borrowing expenses in its parent company’s financial statements.

Fee and commission expenses on financial services paid to the Regional Banks are recognised as expenses under “Fee and commission expenses”.

2.6 Provisions

Crédit Agricole S.A. applies ANC Regulation 2014-03 for the recognition and measurement of provisions.

Provisions include provisions relating to financing commitments, retirement and early retirement liabilities, litigation and various risks.

The provisions also include country risks. All these risks are reviewed quarterly.

Provisions are set aside for country risks following an analysis of the types of transactions, the term of commitments, their form (receivables, securities, market products) as well as country quality.

Crédit Agricole S.A. partially hedges provisions on these foreign currency-denominated receivables by buying foreign currency to limit the impact of changes in foreign exchange rates on provision levels.

The provision for home purchase savings scheme imbalance risk is designed to cover obligations in the event of unfavourable movements in home purchase savings schemes. These obligations are: i) to pay a fixed interest rate on the savings contract determined at inception for an undefined period of time; and ii) to grant a loan to home purchase savings schemes and account savers at a rate fixed at inception of the contract. The provision is calculated for each generation of home purchase savings plans (HPSPs) and for all home purchase savings accounts, with no netting of obligations between generations.

Refer to the glossary on page 715 for the definition of technical terms.

The amount of these obligations is calculated taking account notably of:

- saver behaviour, as well as an estimate of the amount and term of the loans that will be granted in the future. These estimates are based on historical observations over a long period;
- the yield curve for market rates and reasonably foreseeable trends.

This provision is calculated in accordance with Part 6 "Regulated Savings" of Book II "Special Transactions" of ANC Regulation 2014-07.

2.7 Fund for General Banking Risk (FGBR)

The funds for general banking risks are provisioned by Crédit Agricole S.A. at the discretion of its management to meet any banking operations related charges or risks whose incidence is not certain.

Provisions are released to cover any incidence of these risks during a given financial year. At 31 December 2021, the Fund for General Banking Risk (FGBR) corresponds to the Fund for Bank Liquidity and Solvency Risks (FRBLS) intended to enable Crédit Agricole S.A. to fulfill its role as central body.

2.8 Transactions on forward financial instruments and options

Hedging and market transactions on forward interest rate, currency or equity instruments are recorded in accordance with the provisions of ANC Regulation 2014-07.

Commitments relating to these transactions are recorded off-balance sheet at the par value of the contracts: this amount represents the volume of pending transactions.

Gains or losses relating to these transactions are recorded on the basis of the type of instrument and the strategy used:

Hedging transactions

Gains or losses realised on hedging transactions (category "b" Article 2522-1 of ANC Regulation 2014-07) are recorded on the income statement symmetrically with the recognition of income and expenses on the hedged item and under the same accounting heading.

Income and expenses relating to forward financial instruments used for hedging and managing Crédit Agricole S.A.'s overall interest rate risk (Category "c" Article 2522-1 of ANC Regulation 2014-07) are recorded pro rata temporis under "Interest and similar income (expenses) – Net gains (losses) on macro-hedging transactions". Unrealised gains and losses are not recorded.

Market transactions

Market transactions include:

- isolated open positions (category "a" Article 2522-1 of ANC Regulation 2014-07);
- specialised management of a trading portfolio (category "d" Article 2522 of ANC Regulation 2014-07).

They are measured in reference to their market value on the reporting date.

If there is an active market, the instrument is stated at the available market price. In the absence of an active market, fair value is determined using internal valuation techniques and models.

Instruments:

- For isolated open positions traded on organised or similar exchanges, all realised and unrealised gains and losses are recognised.
- For isolated open positions traded over the counter, gains and losses are posted to profit and loss on a pro rata temporis basis. In addition, only unrealised losses are recognised through a provision. Realised gains and losses are taken to profit or loss when the transaction is settled.
- As part of a trading portfolio, all realised and unrealised gains and losses are recognised.

Counterparty risk on derivative instruments

In accordance with ANC Regulation 2014-07, Crédit Agricole S.A. makes a credit valuation adjustment to the market value of its derivative assets to reflect counterparty risk. For this reason, Credit Valuation Adjustments (CVAs) are only made to derivatives recognised as isolated open positions and as part of a trading portfolio (derivatives classified in categories "a" and "d" Article 2522-1 of the aforementioned regulation).

The CVA makes it possible to calculate counterparty losses expected by Crédit Agricole S.A.

The CVA is calculated on the basis of an estimate of expected losses based on the probability of default and loss given default. The methodology used maximises the use of observable market inputs.

It is based:

- primarily on market parameters such as registered and listed CDS (or Single Name S/N CDS) or index-based CDS;
- in the absence of registered CDS on the counterparty, an approximation based on a basket of S/N CDS of counterparties with the same rating operating in the same sector and located in the same area.

In certain circumstances, historical default data may also be used.

2.9 Foreign currency transactions

At each reporting date, receivables and liabilities as well as foreign exchange contracts included in off-balance sheet commitments denominated in foreign currencies are translated using the exchange rate at the reporting date.

Income received and expenses paid are recorded at the exchange rate on the transaction date. Accrued income and expenses not yet due are translated at the closing rate.

Foreign currency denominated assets held on a long-term basis, including allocations to branches, fixed assets, long-term investment securities, subsidiary securities and equity investments in foreign currencies financed in euros remain converted at the exchange rate on the day of acquisition (historical exchange rate). A provision may be booked if there is a permanent deterioration in exchange rates affecting Crédit Agricole S.A.'s foreign equity investments.

At each reporting date, forward foreign exchange transactions are measured at the relevant forward exchange rate. Recognised gains or losses are recorded on the income statement under "Net gains (losses) on trading book – Net gains (losses) on foreign exchange transactions and similar financial instruments".

Pursuant to the implementation of ANC Regulation 2014-07, Crédit Agricole S.A. has instituted multi-currency accounting to enable it to monitor its foreign exchange position and to measure its exposure to this risk.

2.10 Consolidation of foreign branches

Branches keep separate accounts that comply with the accounting rules in force in the countries in which they are based.

At each reporting date, the branches' balance sheets and income statements are adjusted according to French accounting rules, translated into euros and integrated with the accounts of their head office after the elimination of intra-group transactions.

The rules for translation into euros are as follows:

- balance sheet items are translated at the closing rate;
- income and expenses paid and received are recorded at the exchange rate on the transaction date, whereas accrued income and expenses are translated at the closing rate.

Gains or losses resulting from this translation are recorded on the balance sheet under "Accruals, prepayments and sundry assets" or "Accruals, deferred income and sundry liabilities".

2.11 Off-balance sheet commitments

Off-balance sheet items mainly reflect the unused portion of financing commitments and guarantee commitments given and received.

A charge is booked to provisions for commitments given if there is a probability that calling in the commitment will result in a loss for Crédit Agricole S.A.

Reported off-balance sheet items do not mention commitments on forward financial instruments or foreign exchange transactions. Similarly, they do not include commitments received concerning treasury bonds, similar securities and other securities pledged as collateral.

2.12 Employee profit-sharing and incentive plans

Employee profit-sharing is recognised in the income statement in the financial year in which the employees' rights are earned.

Incentive plans are covered by the 21 June 2011 agreement.

The cost of employee profit-sharing and incentive plans is included in "Employee expenses".

2.13 Post-employment benefits

Retirement, early-retirement and end-of-career allowance commitments – defined-benefit schemes

Crédit Agricole S.A. has applied ANC Recommendation 2013-02 relating to the measurement and recognition of retirement and similar benefit obligations, repealed and incorporated into ANC Regulation 2014-03.

This recommendation was amended by the ANC on 5 November 2021. Based on it, defined-benefit schemes in which benefits are contingent both on length of service, for a maximum amount that cannot exceed a ceiling and on being employed by the entity at the time a staff member reaches retirement age, benefit entitlements can be allocated on a straight-line basis based on:

- either the staff members employment start date;
- or the yearly anniversary date used to determine the vesting of benefit rights.

In accordance with this regulation, Crédit Agricole S.A. sets aside provisions to cover its retirement and similar benefit obligations falling within the category of defined-benefit schemes.

These commitments are stated based on a set of actuarial, financial and demographic assumptions, and in accordance with the Projected Unit Credit method. The charge is calculated based on the discounted future benefit.

In financial year 2021, Crédit Agricole S.A. started applying the determination of attributing benefits on a straight-line basis from the date on which each year of service applies to the vesting of benefit entitlement (i.e. convergence with IFRS IC decision of April 2021 relative to IAS 19). The impacts on the level of actuarial liability amount to €9.083 million (as presented in Note 17 to the financial statements).

The impact of the first application is recognised through retained earnings (see Note 20 on equity): it totals €9.083 million as a contra entry to €9.083 million in terms of retirement obligation provisions (see Note 15 "Provisions").

Crédit Agricole S.A. has opted for method 2 which allows in particular for the recognition of gains or losses arising from changes to defined-benefit schemes when the curtailment or settlement occurs.

The regulation also allows for the recognition of actuarial gains and losses using the "corridor method" or any other method that results in faster recognition in profit or loss.

Crédit Agricole S.A. elected to immediately recognise the actuarial gains and losses in profit or loss, and accordingly the amount of the provision is equal to:

- the present value of the obligation to provide the defined benefits at the reporting date, calculated in accordance with the actuarial method advised by the regulation;
- less, where applicable, the fair value of plan assets. These may be represented by an eligible insurance policy. In the event that the obligation is fully covered by such a policy, the fair value thereof is deemed to be the value of the corresponding obligation — i.e. the amount of the corresponding actuarial liability.

Retirement plans – defined-contribution schemes

Employers contribute to a variety of compulsory pension schemes. Plan assets are managed by independent organisations and the contributing companies have no legal or implied obligation to pay additional contributions if the funds do not have sufficient assets to cover all benefits corresponding to services rendered by employees during the financial year and during prior financial years.

Consequently, Crédit Agricole S.A. has no liabilities in this respect other than its on-going contributions.

The amount of contributions under the terms of these pension schemes is shown under "Employee expenses".

Refer to the glossary on page 715 for the definition of technical terms.

2.14 Stock options and share subscriptions offered to employees under the Employee Savings Scheme

Stock option plans

Stock option plans granted to certain categories of employees are recorded when exercised. Exercise gives rise to either an issue of shares, recorded in accordance with requirements relating to capital increases, or the transfer to employees of treasury shares, previously purchased by Crédit Agricole S.A. and recognised in accordance with the terms set out in the "Treasury shares buyback" section.

Share subscriptions under the Employee Savings Scheme

Share subscriptions offered to employees under the Employee Savings Scheme, with a maximum discount of 30%, do not have a vesting period but are subject to a five-year lock-up period. These share subscriptions are recognised in accordance with requirements relating to capital increases.

2.15 Extraordinary income and expenses

These comprise income and expenses that are extraordinary in nature and relate to transactions that do not form part of Crédit Agricole S.A.'s ordinary activities.

2.16 Income tax charge

In general, only the current tax liability is recognised in the parent company's financial statements.

The tax charge appearing in the income statement is the corporate income tax due in respect of the financial year. It includes the effect of the 3.3% additional social contribution on profits.

Revenues from loans and securities portfolios are recognised net of tax credits.

Crédit Agricole S.A. has had a tax consolidation mechanism in place since 1990. At 31 December 2021, 1,230 entities had signed tax consolidation agreements with Crédit Agricole S.A. Under these agreements, each company that is part of the tax consolidation mechanism recognises in its financial statements the tax that it would have had to pay in the absence of tax consolidation.

Given that the legislative intent when introducing the tax credit for competitiveness and employment (*Crédit d'Impôt pour la Compétitivité et l'Emploi* – CICE) was to reduce employee expenses, Crédit Agricole S.A. chose to recognise the CICE (Article 244 quater C of the French General Tax Code) as a reduction in employee expenses and not as a reduction in tax.

NOTE 3 LOANS AND RECEIVABLES DUE FROM CREDIT INSTITUTIONS – ANALYSIS BY RESIDUAL MATURITY

							31/12/2021	31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
CREDIT INSTITUTIONS								
Loans and receivables:								
• demand	2,506	-	-	-	2,506	1	**2,507**	**2,018**
• time	33,539	10,182	80,448	7,999	132,168	2,077	**134,245**	**124,181**
Pledged securities	-	-	-	-	-	-	**-**	**-**
Securities bought under repurchase agreements	263	-	-	-	263	-	**263**	**-**
Subordinated loans	264	1,160	6,787	11,064	19,275	34	**19,309**	**15,449**
Total	**36,572**	**11,342**	**87,235**	**19,063**	**154,212**	**2,112**	**156,324**	**141,648**
Impairment							**-**	**-**
NET CARRYING AMOUNT							**156,324**	**141,648**
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS								
Current accounts	1,382	-	-	-	1,382	3	**1,385**	**1,819**
Time deposits and advances	45,370	87,053	185,843	82,859	401,125	141	**401,266**	**364,976**
Securities bought under repurchase agreements	-	571	-	-	571	-	**571**	**5,114**
Subordinated loans	-	-	32	360	392	2	**394**	**418**
Total	**46,752**	**87,624**	**185,875**	**83,219**	**403,470**	**146**	**403,616**	**372,327**
Impairment							**-**	**-**
NET CARRYING AMOUNT							**403,616**	**372,327**
TOTAL							**559,940**	**513,975**

NOTE 4 LOANS AND RECEIVABLES DUE FROM CUSTOMERS

4.1 Loans and receivables due from customers – Analysis by residual maturity

	31/12/2021							31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
Trade receivables	-	-	-	-	-	-	-	-
Other customer loans	1,319	1,301	2,107	504	5,231	5	**5,236**	**4,287**
Pledged securities	-	-	-	-	-	-	**-**	**-**
Current accounts in debit	20	-	-	-	20	-	**20**	**187**
Impairment							**-**	**(1)**
NET CARRYING AMOUNT							**5,256**	**4,473**

4.2 Loans and receivables due from customers – Analysis by geographic area

(in millions of euros)	31/12/2021	31/12/2020
France (including DOM-TOM)	3,367	3,203
Other EU countries	1,880	1,261
Other European countries	4	6
North America	-	-
Central and South America	-	-
Africa and Middle East	-	-
Asia and Oceania (excl. Japan)	-	-
Japan	-	-
Non-allocated and international organisations	-	-
TOTAL PRINCIPAL	5,251	4,470
Accrued interest	5	4
Impairment	**-**	**(1)**
NET CARRYING AMOUNT	**5,256**	**4,473**

4.3 Loans and receivables due from customers – Doubtful loans and impairment losses by geographic area

	31/12/2021					31/12/2020				
(in millions of euros)	Gross outstanding	O/w doubtful loans	O/w irrecoverable loans	Impairment of doubtful loans	Impairment of irrecoverable loans	Gross outstanding	O/w doubtful loans	O/w irrecoverable loans	Impairment of doubtful loans	Impairment of irrecoverable loans
France (including DOM-TOM)	3,372	1	1	-	-	3,207	1	1	(1)	(1)
Other EU countries	1,880	-	-	-	-	1,261	-	-	-	-
Other European countries	4	-	-	-	-	6	-	-	-	-
North America	-	-	-	-	-	-	-	-	-	-
Central and South America	-	-	-	-	-	-	-	-	-	-
Africa and Middle East	-	-	-	-	-	-	-	-	-	-
Asia and Oceania (excl. Japan)	-	-	-	-	-	-	-	-	-	-
Japan	-	-	-	-	-	-	-	-	-	-
Non-allocated and international organisations	-	-	-	-	-	-	-	-	-	-
TOTAL	**5,256**	**1**	**1**	**-**	**-**	**4,474**	**1**	**1**	**(1)**	**(1)**

Refer to the glossary on page 715 for the definition of technical terms.

4.4 Loans and receivables due from customers – Analysis by customer type

	31/12/2021					31/12/2020				
(in millions of euros)	Gross outstanding	O/w doubtful loans	O/w irrecoverable loans	Impairment of doubtful loans	Impairment of irrecoverable loans	Gross outstanding	O/w doubtful loans	O/w irrecoverable loans	Impairment of doubtful loans	Impairment of irrecoverable loans
Individual customers	-	-	-	-	-	-	-	-	-	-
Farmers	-	-	-	-	-	-	-	-	-	-
Other small businesses	-	-	-	-	-	-	-	-	-	-
Financial institutions	3,407	-	-	-	-	2,657	-	-	-	-
Corporates	1,849	1	1	-	-	1,815	1	1	(1)	(1)
Local authorities	-	-	-	-	-	2	-	-	-	-
Other customers	-	-	-	-	-	-	-	-	-	-
TOTAL	**5,256**	**1**	**1**	**-**	**-**	**4,474**	**1**	**1**	**(1)**	**(1)**

NOTE 5 TRADING, SHORT-TERM INVESTMENT, LONG-TERM INVESTMENT AND MEDIUM-TERM PORTFOLIO SECURITIES

					31/12/2021	31/12/2020
(in millions of euros)	Trading securities[1]	Investment securities	Medium-term portfolio securities	Long-term investment securities	Total	Total
Treasury bills and similar securities	-	4,589	-	10,802	**15,391**	**15,450**
• o/w residual net premium	-	102	-	1,010	**1,112**	**1,171**
• o/w residual net discount	-	(2)	-	(45)	**(47)**	**(42)**
Accrued interest	-	34	-	80	**114**	**119**
Impairment	-	-	-	(2)	**(2)**	**(2)**
NET CARRYING AMOUNT	**-**	**4,623**	**-**	**10,880**	**15,503**	**15,567**
Bonds and other fixed-income securities[1]:	-	-	-	-	**-**	**-**
Issued by public bodies	-	4,632	-	5,208	**9,840**	**8,247**
Other issuers	-	9,981	-	21,725	**31,706**	**38,487**
• o/w residual net premium	-	160	-	163	**323**	**395**
• o/w residual net discount	-	(13)	-	(37)	**(50)**	**(41)**
Accrued interest	-	51	-	61	**112**	**125**
Impairment	-	-	-	-	**-**	**-**
NET CARRYING AMOUNT	**-**	**14,664**	**-**	**26,994**	**41,658**	**46,859**
Equities and other variable-income securities	40	5	-	-	**45**	**40**
Accrued interest	-	-	-	-	**-**	**-**
Impairment	-	(2)	-	-	**(2)**	**(1)**
NET CARRYING AMOUNT	**40**	**3**	**-**	**-**	**43**	**39**
TOTAL	**40**	**19,290**	**-**	**37,874**	**57,204**	**62,465**
Estimated values	40	19,603	-	37,873	**57,516**	**63,075**

(1) Of which €1,436 million of subordinated debt (excluding accrued interest) at 31 December 2021 and €3,209 million at 31 December 2020.

5.1 Trading, short-term investment, long-term investment and medium-term portfolio securities (excluding treasury bills) – Breakdown by major category of counterparty

(in millions of euros)	31/12/2021	31/12/2020
Government and central banks (including central governments)	6,340	4,674
Credit institutions	22,989	26,037
Financial institutions	1,936	4,774
Local authorities	3,500	3,574
Corporates, insurance companies and other customers	6,826	7,715
Other and non-allocated	-	-
TOTAL PRINCIPAL	**41,591**	**46,774**
Accrued interest	112	125
Impairment	**(2)**	**(1)**
NET CARRYING AMOUNT	**41,701**	**46,898**

5.2 Breakdown of listed and unlisted fixed-income and variable income securities

	31/12/2021				31/12/2020			
(in millions of euros)	Bonds and other fixed Income securities	Treasury bills and similar securities	Equities and other variable-income securities	Total	Bonds and other fixed Income securities	Treasury bills and similar securities	Equities and other variable-income securities	Total
Fixed-income and variable income securities	41,546	15,391	45	**56,982**	46,734	15,450	40	**62,225**
• o/w listed securities	30,954	15,391	-	**46,345**	35,645	15,450	-	**48,096**
• o/w unlisted securities(1)	10,592	-	45	**10,637**	14,089	-	40	**14,129**
Accrued interest	112	114	-	**226**	125	119	-	**244**
Impairment	**-**	**(2)**	**(2)**	**(4)**	**-**	**(2)**	**(1)**	**(3)**
NET CARRYING AMOUNT	**41,658**	**15,503**	**43**	**57,204**	**46,859**	**15,567**	**39**	**62,466**

(1) UCITS break down as follows: no foreign UCITS comprising capitalisation UCITS.

— Breakdown of UCITS by type at 31 December 2021

(in millions of euros)	Inventory value	Net asset value
Money market UCITS	40	-
UCITS Bonds	-	-
Equity UCITS	3	4
Other UCITS	-	-
TOTAL	**43**	**4**

Refer to the glossary on page 715 for the definition of technical terms.

5.3 Treasury bills, bonds and other fixed-income securities – Analysis by residual maturity

							31/12/2021	31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
BONDS AND OTHER FIXED-INCOME SECURITIES								
Gross amount	4,674	5,961	20,452	10,459	41,546	112	**41,658**	**56,952**
Impairment	-	-	-	-	-	-	**-**	**-**
NET CARRYING AMOUNT	**4,674**	**5,961**	**20,452**	**10,459**	**41,546**	**112**	**41,658**	**56,952**
TREASURY BILLS AND SIMILAR SECURITIES								
Gross amount	2,989	719	5,250	6,433	15,391	114	**15,505**	**15,873**
Impairment	-	-	-	-	-	-	**(2)**	**(2)**
NET CARRYING AMOUNT	**2,989**	**719**	**5,250**	**6,433**	**15,391**	**114**	**15,503**	**15,871**

5.4 Treasury bills, bonds and other fixed-income securities – Analysis by geographic area

	31/12/2021		31/12/2020	
(in millions of euros)	Gross outstanding	O/w doubtful loans	Gross outstanding	O/w doubtful loans
France (including DOM-TOM)	31,469	-	36,651	-
Other EU countries	18,569	-	20,493	-
Other European countries	1,653	-	1,592	-
North America	3,818	-	2,628	-
Central and South America	-	-	-	-
Africa and Middle East	306	-	306	-
Asia and Oceania (excl. Japan)	467	-	150	-
Japan	655	-	364	-
TOTAL PRINCIPAL	**56,937**	**-**	**62,184**	**-**
Accrued interest	226	-	244	-
Impairment	**(2)**	**-**	**(2)**	**-**
NET CARRYING AMOUNT	**57,161**	**-**	**62,426**	**-**

NOTE 6 EQUITY INVESTMENTS AND SUBSIDIARY SECURITIES

				(in millions of original currency)		*(in millions of euro equivalents)*						*(in millions of euro equivalents)*
				Financial information		Carrying amount of securities held						
Company	Address	Currency	Share capital 31/12/2021	Equity other than share capital 31/12/2021	Percentage of share capital held *(as a %)* 31/12/2021	Gross amount	Net amount	Loans and receivables granted by the Company and not yet paid back	Amount of guarantees and other commitments given by the Company	Revenues or gross revenues (ex VAT) of the last financial year ended[2]	Net income for the last financial year ended 31/12/2021	Dividends received by the Company during financial year
INVESTMENTS WHOSE CARRYING AMOUNT EXCEEDS 1% OF CRÉDIT AGRICOLE S.A.'S SHARE CAPITAL												
1) Investments in banking related parties (more than 50% owned)												
BFORBANK	Tour Europlaza, 20 avenue André Prothin, 92927 Paris Cedex, France	EUR	184	(17)[1]	50	144	125	296	-	33	(23)	-
Crédit Agricole Italia	Via Universita No. 1 43121 Parma, Italy	EUR	979	5,367[1]	76	5,469	3,884	1,835	-	1,561	168[1]	68
Crédit Agricole Serbia	Brace Ribnikara 4-6, 21000 Novi Sad, Republic of Serbia	RSD	10,661	2,189[1]	100	268	112	215	206	42	7	-
Crédit du Maroc	48-58, boulevard Mohamed V, Casablanca, Morocco	MAD	1,088	3,647[1]	79	376	376	214	3	214	9[1]	3
EFL S.A.	Pl. Orlat Lwowskich 1, 53 605 Wroclaw, Poland	PLN	674	287[1]	100	341	247	1,110	577	98	14[1]	12
Crédit Agricole Ukraine	42/4 Pushkinska Street, Kiev 01004, Ukraine	UAH	1,222	3,950[1]	100	360	232	26	3	113	30[1]	29
Crédit Agricole Polska SA	Pl. Orlat Lwowskich 1, 53 605 Wroclaw, Poland	PLN	1	1,349[1]	100	664	516	88	-	8	1[1]	-
Crédit Agricole Corporate and Investment Bank	12, place des États-Unis, CS 70052, 92547 Montrouge Cedex, France	EUR	7,852	6,409[1]	97	19,052	19,052	67,037	16	4,815	1,155[1]	996
Amundi	91-93, boulevard Pasteur, Immeuble Cotentin, 75015 Paris	EUR	506	4,241[1]	68	4,231	4,231	2,076	-	348	324[1]	399
Crédit Agricole Leasing & Factoring	12, place des États-Unis, CS 30002, 92548 Montrouge Cedex, France	EUR	195	214[1]	100	839	839	21,300	5,678	245	155[1]	68
Crédit Agricole Consumer Finance	1, rue Victor-Basch CS 70001, 91068 Massy Cedex, France	EUR	554	3,924[1]	100	7,607	7,607	21,370	8,538	921	58[1]	373
LCL	18, rue de la République, 69002 Lyon, France	EUR	2,038	3,551[1]	95	11,847	10,507	34,705	131	3,215	311[1]	364

Refer to the glossary on page 715 for the definition of technical terms.

			(in millions of original currency)			*(in millions of euro equivalents)*		*(in millions of euro equivalents)*				
			Financial information			**Carrying amount of securities held**						
Company	**Address**	**Currency**	**Share capital 31/12/2021**	**Equity other than share capital 31/12/2021**	**Percentage of share capital held *(as a %)* 31/12/2021**	**Gross amount**	**Net amount**	**Loans and receivables granted by the Company and not yet paid back**	**Amount of guarantees and other commitments given by the Company**	**Revenues or gross revenues (ex VAT) of the last financial year ended[(2)]**	**Net income for the last financial year ended 31/12/2021**	**Dividends received by the Company during financial year**
Crédit Agricole Home Loan SFH	12, place des États-Unis, 92127 Montrouge Cedex, France	EUR	550	3[(1)]	100	550	550	-	-	4	-	-
Foncaris	12, place des États-Unis, 92127 Montrouge Cedex, France	EUR	225	107[(1)]	100	320	320	-	224	31	7	9
Caisse régionale Corse	1, avenue Napoleon III, BP 308, 20193 Ajaccio, France	EUR	99	43	100	99	99	1,541	2	85	13	-
2) Investments in credit institutions (10% to 50% of share capital owned)												
Banco Espirito Santo	Avenida de Libertade 195, 1250 Lisbonne, Portugal	EUR	N/A	N/A	12	683	-	-	-	N/A	N/A	-
Crédit Agricole Egypt SAE	P/O Box 364, 11835 New Cairo, Egypt	EGP	1,243	4,648[(1)]	47	258	258	27	-	204	76	-
Crédit Logement	50, boulevard Sébastopol, 75003 Paris, France	EUR	1,260	306[(1)]	16	208	208	-	-	201	99	21
Caisse de Refinancement de l'Habitat	35, Rue La Boétie, 75008 Paris, France	EUR	540	23[(1)]	29	166	166	-	-	2	-	-
3) Investments in other subsidiaries and affiliates (more than 50% of share capital owned)												
Crédit Agricole Assurances	50-56, rue de la Procession, 75015 Paris, France	EUR	1,490	7,531[(1)]	100	10,515	10,515	1,389	-	1,189	1,127[(1)]	1,246
Crédit Agricole Capital Investissement & Finance	100, boulevard du Montparnasse, 75014 Paris, France	EUR	688	448[(1)]	100	1,145	1,145	-	-	(15)	(17)[(1)]	-
Crédit Agricole Immobilier	12, place des États-Unis, 92545 Montrouge Cedex, France	EUR	157	131[(1)]	50	133	133	160	-	105	1[(1)]	1
Delfinances	12, place des États-Unis, 92127 Montrouge Cedex, France	EUR	151	38[(1)]	100	171	171	-	-	2	2[(1)]	1
Evergreen Montrouge	12, place des États-Unis, 92127 Montrouge Cedex, France	EUR	475	(212)[(1)]	100	475	475	1	-	73	(2)[(1)]	-

(1) Data for financial year 2020.

(2) Revenues of subsidiaries other than the Regional Banks.

			(in millions of original currency)			*(in millions of euro equivalents)*		*(in millions of euro equivalents)*				
			Financial information			Carrying amount of securities held						
Company	Address	Currency	Share capital 31/12/2021	Equity other than share capital 31/12/2021	Percentage of share capital held *(as a %)* 31/12/2021	Gross amount	Net amount	Loans and receivables granted by the Company and not yet paid back	Amount of guarantees and other commitments given by the Company	Revenues or gross revenues (ex VAT) of the last financial year ended[(2)]	Net income for the last financial year ended 31/12/2021	Dividends received by the Company during financial year
IUB HOLDING	12, place des États-Unis, 92127 Montrouge Cedex, France	EUR	37	(47)	100	112	2	-	-	-	(6)	-
CACEIS	1-3, place Valhubert, 75013 Paris, France	EUR	941	1,546[(1)]	70	1,771	1,771	5,197	1,002	183	174[(1)]	328
4) Other investments (<50% of share capital owned)												
Deposit resolution guarantee fund	65, rue de la Victoire, 75009 Paris, France	EUR	-	2	-	328	328			-	-	-
INVESTMENTS WHOSE CARRYING AMOUNT IS UNDER 1% OF CRÉDIT AGRICOLE S.A.'S SHARE CAPITAL		**EUR**				**621**	**559**					**27**
TOTAL SUBSIDIARIES AND EQUITY INVESTMENTS						**68,753**	**64,428**	**158,587**	**16,380**	**-**	**-**	**3,945**
Fundable advances and accrued interest		EUR				922	922	-	-	- -	-	-
CARRYING AMOUNT						**69,675**	**65,350**	**158,587**	**16,380**	**-**	**-**	**3,945**

(1) *Data for financial year 2020.*

(2) *Revenues of subsidiaries other than the Regional Banks.*

Determining the value in use of subsidiaries and equity investments

Equity investments were subject to impairment tests based on the assessment of the value in use. Determining the value in use was based on discounting the estimated future cash flows from subsidiaries and equity investments over a period of four years (2022-2025) developed for Group management purposes, extrapolated over a fifth year in order to merge towards a standardised final end.

The economic scenario on which the projected financial trajectories are based is that of the gradual control of the epidemic and a gradually decreasing impact of subsequent waves on business. The rate of economic recovery however varies broadly from country to country worldwide, depending on the budgetary and monetary resources available to support the economy. 2021 saw very vigorous growth, after the 2020 plunge, and the 2022 outlook remains solid. US growth is holding up well despite the upheaval wrought by the public health situation; it remains above its potential in 2022 and then gradually returns to it. In the euro zone, while activity is not expected to return to its trend level until mid-2022, the inflationary shock should not alter the scenario suggesting growth will gradually decelerate but remain robust.

These projections are based on (i) inflationary pressures which should remain limited in time, gradually ebbing in 2022 thanks to a gradual rebalancing of supply and demand, (ii) a drop in the rate of savings that accompanies a sustained increase in consumer spending and offsets a weaker growth in disposable income, (iii) investments relying on companies in good health of companies and on demand supported by stimulus measures.

Monetary policies should gradually normalise. The ECB is expected to remain accommodating, maintaining asset purchases at least until the end of 2022, before their gradual withdrawal, resulting in a limited rise in long-term rates. The Fed, which is gradually phasing out its monetary easing by ending its asset purchases in 2022 before raising interest rates, should nevertheless maintain the size of its balance sheet.

Refer to the glossary on page 715 for the definition of technical terms.

At 31 December 2021, perpetual growth rates, discount rates and CET1 capital allocation rates as a proportion of risk-weighted assets were distributed by business lines as shown in the table below:

In 2021 (Crédit Agricole S.A. business lines)	Perpetual growth rates	Discount rate(s)	Capital allocated
Retail banking in France – LCL	2.0%	7.6%	9.35%
International retail banking – Italy	2.0%	8.8%	9.48%
International retail banking – other	5.0%	16.0%	9.63%
Specialised Financial Services[1]	2.0%	7.6% to 9.3%	9.34% to 9.63%
Asset gathering	2.0%	7.6% to 8.5%	9.39% to 9.67% 80% of the solvency margin (Insurance)
Large customers	2.0%	8.1% to 9.5%	9.39% to 9.53%

(1) The value in use of consumer finance (excluding Agos) now includes CACF Spain following the acquisition by CACF of all the securities held by Bankia.

The valuation parameters, in particular the discount rates, were updated at 31 December 2021. The discount rates are determined based on an average monthly rolling average over 12 years. The discount rate level was overall stable compared to the previous financial year.

Perpetual growth rates to infinity at 31 December 2021 remain unchanged from those used at 31 December 2020.

As last year, the regulatory prudential requirements include the application of Article 104a of CRD 5 which authorises fulfilling Pillar 2 requirements (P2R) with 56.25% of CET1 own funds.

6.1 Estimated values of equity investments

(in millions of euros)	31/12/2021 Carrying amount	31/12/2021 Estimated value	31/12/2020 Carrying amount	31/12/2020 Estimated value
INVESTMENTS IN SUBSIDIARIES AND AFFILIATES				
Unlisted securities	62,111	89,457	62,313	80,957
Listed securities	4,867	15,565	4,867	13,178
Advances available for consolidation	913	913	515	515
Accrued interest	-	-	-	-
Impairment	(3,635)	-	(4,974)	-
NET CARRYING AMOUNT	64,256	105,935	62,721	94,650
EQUITY INVESTMENTS AND OTHER LONG-TERM EQUITY INVESTMENTS				
Equity investments				
Unlisted securities	1,446	1,122	1,390	1,076
Listed securities	-	-	-	-
Advances available for consolidation	9	9	9	9
Accrued interest	-	-	-	-
Impairment	(690)	-	(690)	-
Subtotal equity investments	**765**	**1,131**	**709**	**1,085**
Other long-term equity investments				
Unlisted securities	329	331	314	316
Listed securities	-	-	-	-
Advances available for consolidation	-	-	-	-
Accrued interest	-	-	-	-
Impairment	-	-	-	-
Subtotal other long-term equity investments	**329**	**331**	**314**	**316**
NET CARRYING AMOUNT	1,094	1,462	1,023	1,401
TOTAL EQUITY INVESTMENTS	**65,350**	**107,397**	**63,744**	**96,051**

(in millions of euros)	31/12/2021 Carrying amount	31/12/2021 Estimated value	31/12/2020 Carrying amount	31/12/2020 Estimated value
TOTAL GROSS AMOUNTS				
Unlisted securities	63,886		64,017	
Listed securities	4,867		4,867	
TOTAL	**68,753**		**68,884**	

Estimated values are determined on the basis of the value-in-use of securities; this is not necessarily the market value.

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 7 MOVEMENTS IN FIXED ASSETS

7.1 Financial investments

(in millions of euros)	01/01/2021	Increases (acquisitions)	Decreases (disposals and redemptions)	Other movements[1]	31/12/2021
INVESTMENTS IN SUBSIDIARIES AND AFFILIATES					
Gross amount	67,180	42	(244)	-	66,978
Advances available for consolidation	515	430	(32)	-	913
Accrued interest	-	-	-	-	-
Impairment	(4,974)	(5)	1,344	-	(3,635)
NET CARRYING AMOUNT	**62,721**	**467**	**1,068**	**-**	**64,256**
EQUITY INVESTMENTS AND OTHER LONG-TERM EQUITY INVESTMENTS					
Equity investments					
Gross amount	1,390	66	(10)	-	1,446
Advances available for consolidation	9	-	-	-	9
Accrued interest	-	-	-	-	-
Impairment	(690)	-	-	-	(690)
Subtotal equity investments	**709**	**66**	**(10)**	**-**	**765**
Other long-term equity investments					
Gross amount	314	15	-	-	329
Advances available for consolidation	-	-	-	-	-
Accrued interest	-	-	-	-	-
Impairment	-	-	-	-	-
Subtotal other long-term equity investments	**314**	**15**	**-**	**-**	**329**
NET CARRYING AMOUNT	**1,023**	**81**	**(10)**	**-**	**1,094**
TOTAL	**63,744**	**548**	**1,058**	**-**	**65,350**

(1) "Other movements" namely include the impact of foreign exchange rate fluctuations on the value of fixed assets accounted for in foreign currencies.

7.2 Property, plant & equipment and intangible assets

(in millions of euros)	01/01/2021	Increases (acquisitions)	Decreases (disposals and redemptions)	Other movements[1]	31/12/2021
PROPERTY, PLANT AND EQUIPMENT					
Gross amount	136	-	-	-	136
Depreciation, amortisation and impairment	(24)	-	-	-	(24)
Technical merger losses on property, plant and equipment					
Gross amount	-	-	-	-	-
Depreciation, amortisation and impairment	-	-	-	-	-
NET CARRYING AMOUNT	**112**	**-**	**-**	**-**	**112**
INTANGIBLE ASSETS					
Gross amount	104	22	-	-	126
Depreciation, amortisation and impairment	(85)	(6)	-	-	(91)
Technical merger losses on intangible losses					
Gross amount	-	-	-	-	-
Depreciation, amortisation and impairment	-	-	-	-	-
NET CARRYING AMOUNT	**19**	**16**	**-**	**-**	**35**
TOTAL	**131**	**16**	**-**	**-**	**147**

(1) "Other movements" namely include the impact of foreign exchange rate fluctuations on the value of fixed assets accounted for in foreign currencies.

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 8 TREASURY SHARES

(in millions of euros)	Trading securities	Investment securities	Fixed assets	31/12/2021 Total	31/12/2020 Total
Number	750,000	-	87,673,241	**88,423,241**	**1,090,000**
Carrying amounts	9	-	1,059	**1,068**	**11**
Market values	9	-	1,100	**1,109**	**11**

Par value per share: €3.00.

NOTE 9 ACCRUALS, PREPAYMENTS AND SUNDRY ASSETS

(in millions of euros)	31/12/2021	31/12/2020
OTHER ASSETS[1]		
Financial options bought	7	12
Inventory accounts and miscellaneous	-	-
Miscellaneous debtors[2]	5,204	5,613
Collective management of Livret de développement durable (LDD) savings account securities	-	-
Settlement accounts	1	3
NET CARRYING AMOUNT	**5,212**	**5,628**
ACCRUALS AND DEFERRED INCOME		
Items in course of transmission	5,551	5,296
Adjustment and suspense accounts	1,723	2,204
Unrealised losses and deferred losses on financial instruments	-	-
Prepaid expenses	1,427	1,834
Accrued income on commitments on forward financial instruments	1,953	2,047
Other accrued income	96	92
Deferred charges	322	360
Other accruals and deferred income	11	3
NET CARRYING AMOUNT	**11,083**	**11,836**
TOTAL	**16,295**	**17,464**

(1) Amounts including accrued interest.

(2) Of which €64.23 million in respect of the contribution to the Single Resolution Fund in the form of a security deposit. The Resolution Fund may use the security deposit to provide funding, at any time and without condition.

NOTE 10 IMPAIRMENT LOSSES DEDUCTED FROM ASSETS

(in millions of euros)	Balance at 01/01/2021	Depreciation	Reversals and utilisations	Accretion	Other movements	Balance at 31/12/2021
Interbank and similar items	2	-	-	-	-	2
Loans and receivables due from customers	1	-	-	-	(1)	-
Securities transactions	1	8	(7)	-	-	2
Fixed assets	5,664	6	-	-	-	5,670
Other assets	163	-	-	-	-	163
TOTAL	**5,831**	**14**	**(7)**	**-**	**(1)**	**5,837**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 11 DUE TO CREDIT INSTITUTIONS – ANALYSIS BY RESIDUAL MATURITY

							31/12/2021	31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
CREDIT INSTITUTIONS								
Accounts and borrowings:								
• demand	8,813	-	-	-	8,813	2	**8,815**	**7,142**
• time	30,278	19,289	157,290	28,878	235,735	879	**236,614**	**211,014**
Pledged securities	-	-	-	-	-	-	**-**	**-**
Securities sold under repurchase agreements	283	-	-	-	283	-	**283**	**20**
CARRYING AMOUNT	39,374	19,289	157,290	28,878	244,831	881	245,712	218,176
CRÉDIT AGRICOLE INTERNAL TRANSACTIONS								
Current accounts	71,957	-	-	-	71,957	-	**71,957**	**40,241**
Time deposits and advances	1,807	2,680	11,324	4,064	19,875	968	**20,843**	**19,270**
Securities sold under repurchase agreements	-	192	-	-	192	-	**192**	**5,113**
CARRYING AMOUNT	73,764	2,872	11,324	4,064	92,024	968	92,992	64,624
TOTAL	**113,138**	**22,161**	**168,614**	**32,942**	**336,855**	**1,849**	**338,704**	**282,800**

NOTE 12 DUE TO CUSTOMERS

12.1 Due to customers – Analysis by residual maturity

							31/12/2021	31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
Current accounts in credit	191	-	-	-	191	-	**191**	**555**
Special savings accounts	201,567	22,122	6,334	1,329	231,352	(16)	**231,336**	**220,034**
• demand	124,333	-	-	-	124,333	(16)	**124,317**	**114,154**
• time	77,234	22,122	6,334	1,329	107,019	-	**107,019**	**105,880**
Other amounts due to customers:	434	353	1,688	622	3,097	232	**3,329**	**5,114**
• demand	180	-	-	-	180	-	**180**	**291**
• time	254	353	1,688	622	2,917	232	**3,149**	**4,823**
Pledged securities	120	-	-	-	120	-	**120**	**148**
CARRYING AMOUNT	**202,312**	**22,475**	**8,022**	**1,951**	**234,760**	**216**	**234,976**	**225,851**

12.2 Due to customers – Analysis by geographic area

(in millions of euros)	31/12/2021	31/12/2020
France (including DOM-TOM)	231,858	222,846
Other EU countries	1,238	2,763
Other European countries	1,664	-
North America	-	-
Central and South America	-	-
Africa and Middle East	-	-
Asia and Oceania (excl. Japan)	-	-
Japan	-	-
Non-allocated and international organisations	-	-
TOTAL PRINCIPAL	234,760	225,609
Accrued interest	216	242
CARRYING AMOUNT	**234,976**	**225,851**

Note: At 31/12/2021, as a consequence of Brexit, transactions with the United Kingdom are included in other European countries or foreign currencies.

12.3 Due to customers – Analysis by customer type

(in millions of euros)	31/12/2021	31/12/2020
Individual customers	190,292	181,376
Farmers	15,136	15,007
Other small businesses	18,547	16,770
Financial institutions	1,153	3,013
Corporates	2,860	3,076
Local authorities	785	801
Other customers	5,987	5,566
TOTAL PRINCIPAL	234,760	225,609
Accrued interest	216	242
CARRYING AMOUNT	**234,976**	**225,851**

NOTE 13 DEBT SECURITIES

13.1 Debt securities – Analysis by residual maturity

	31/12/2021							31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
Interest bearing notes	-	-	-	-	-	-	-	-
Money-market securities	580	1,351	3,918	1,180	7,029	137	**7,166**	**8,120**
Negotiable debt securities[1]	2,095	392	-	30	2,517	-	**2,517**	**3,144**
Bonds	5,074	8,061	37,106	15,498	65,739	631	**66,370**	**68,398**
Other debt securities	1,319	1,487	16,360	9,661	28,827	143	**28,970**	**24,203**
NET CARRYING AMOUNT	**9,068**	**11,291**	**57,384**	**26,369**	**104,112**	**911**	**105,023**	**103,865**

(1) Of which €828 million issued abroad.

Refer to the glossary on page 715 for the definition of technical terms.

13.2 Bonds (by currency of issuance)

(in thousands of euros)	Residual maturity ≤1 year	Residual maturity >1 year ≤5 years	Residual maturity >5 years	31/12/2021 Outstanding amount	31/12/2020 Outstanding amount
EURO	**12,668**	**32,615**	**14,637**	**59,920**	**61,470**
Fixed-rate	10,624	31,559	12,511	54,694	52,869
Floating-rate	2,044	1,056	2,126	5,226	8,601
OTHER EU CURRENCIES	**-**	**-**	**-**	**-**	**429**
Fixed-rate	-	-	-	-	429
Floating-rate	-	-	-	-	-
DOLLAR	**-**	**1,252**	**88**	**1,340**	**1,743**
Fixed-rate	-	1,252	88	1,340	1,591
Floating-rate	-	-	-	-	152
YEN	**183**	**1,037**	**88**	**1,308**	**1,622**
Fixed-rate	183	1,037	88	1,308	1,622
Floating-rate	-	-	-	-	-
OTHER CURRENCIES	**284**	**2,202**	**685**	**3,171**	**2,505**
Fixed-rate	284	1,961	685	2,930	2,271
Floating-rate	-	241	-	241	234
TOTAL PRINCIPAL	**13,135**	**37,106**	**15,498**	**65,739**	**67,769**
Fixed-rate	11,091	35,809	13,372	60,272	58,782
Floating-rate	2,044	1,297	2,126	5,467	8,987
Accrued interest	-	-	-	631	629
CARRYING AMOUNT	**13,135**	**37,106**	**15,498**	**66,370**	**68,398**

Note: At 31/12/2021, as a consequence of Brexit, transactions with the United Kingdom are included in other European countries or foreign currencies.

NOTE 14 ACCRUALS, DEFERRED INCOME AND SUNDRY LIABILITIES

(in millions of euros)	31/12/2021	31/12/2020
OTHER LIABILITIES[(1)]		
Counterparty transactions (trading securities)	-	-
Liabilities relating to stock lending transactions	-	-
Financial options sold	-	-
Settlement and negotiation accounts	-	-
Sundry creditors	7,421	12,711
Payments on securities in process	54	47
CARRYING AMOUNT	**7,475**	**12,758**
ACCRUALS AND DEFERRED INCOME		
Items in course of transmission	6,921	5,975
Adjustment and suspense accounts	2,183	3,001
Unrealised gains and deferred gains on financial instruments	-	-
Unearned income	1,920	2,335
Accrued expenses on commitments on forward financial instruments	1,385	1,318
Other accrued expenses	492	514
Other accruals and deferred income	17	16
CARRYING AMOUNT	**12,918**	**13,159**
TOTAL	**20,393**	**25,917**

(1) Amounts include accrued interest.

NOTE 15 PROVISIONS

(in millions of euros)	Balance at 01/01/2021	Depreciation	Reversals, amounts used	Reversals, amounts unused	Other movements	Balance at 31/12/2021
Provisions for employee retirement and similar benefits	319	4	-	-	(42)	281
Provisions for other employment-related commitments	4	-	-	-	-	4
Provisions for financing commitment execution risks	22	1	-	-	-	23
Provisions for tax disputes[1]	44	15	-	(23)	-	36
Provisions for other litigation	32	4	-	-	-	36
Provisions for country risk	-	-	-	-	-	-
Provisions for credit risks[2]	18	2	-	-	-	20
Provisions for restructuring	-	-	-	-	-	-
Provisions for tax[3]	408	21	-	(14)	-	415
Provisions on equity investments[4]	-	-	-	-	-	-
Provisions for operational risks	-	42	-	-	-	42
Provisions for home purchase savings scheme imbalance risks	330	4	-	(26)	-	308
Other provisions[5]	65	52	(7)	(39)	-	71
CARRYING AMOUNT	**1,242**	**145**	**(7)**	**(102)**	**(42)**	**1,236**

(1) Provisions for already notified tax adjustments.
(2) These provisions are prepared on a collective basis primarily based on estimates drawn from the Basel models.
(3) Mainly comprises tax liabilities due to subsidiaries under the tax consolidation mechanism.
(4) Including joint ventures, EIGs, property risks of equity instruments.
(5) Including provisions for economic interest group investment risks.

CIE case (Cheque Image Exchange)

In March 2008, LCL and Crédit Agricole S.A. and ten other banks were served notice of grievances on behalf of the *Conseil de la Concurrence*, i.e. the French Competition Council (now the French Competition Authority—*Autorité de la Concurrence*).

They were accused of colluding to implement and apply interchange fees for cashing cheques, since the passage of the Cheque Image Exchange system, i.e. between 2002 and 2007. In the opinion of the French Competition Authority, these fees constitute anti-competitive price agreements in the meaning of Articles 81 paragraph 1 of the treaty establishing the European Community and Article L. 420-1 of the French Commercial Code, and allegedly caused damage to the economy.

In their defense, the banks categorically refuted the anticompetitiveness of the fees and contested the legality of the proceedings.

In a decision published on 20 September 2010, the French Competition Authority stated that the Cheque Image Exchange fee (CEIC) was anti-competitive by its very aim and that it artificially increased the costs borne by remitting banks, which resulted in an unfavourable impact on the prices of banking services. Concerning one of the fee and commission expenses for related services, the fee for cancellation of wrongly cleared transactions (*Annulation d'Opérations Compensées à Tort* – AOCT), the French Competition Authority called on the banks to revise their amount within six months of the notification of the decision.

The accused banks were sanctioned for an overall amount of €384.92 million.

LCL and Crédit Agricole were respectively sentenced to pay €20.7 million and €82.1 million for the CEIC and €0.2 million and €0.8 million for the AOCT.

All of the banks appealed the decision to the Paris Court of Appeal. By a decree of 23 February 2012, the Court overruled the decision, stating that the French Competition Authority had not proven the existence of competition restrictions establishing the agreement as having an anti-competitive purpose.

The French Competition Authority filed an appeal with the Supreme Court on 23 March 2012.

On 14 April 2015, the French Supreme Court (*Cour de cassation*) overruled the Paris Court of Appeal's decision dated 23 February 2012 and remanded the case to the Paris Court of Appeal with a change in the composition of the Court on the sole ground that the Paris Court of Appeal declared the *UFC-Que Choisir and ADUMPE*'s interventions in the proceedings devoid of purpose without having considered their arguments.

The Supreme Court did not rule on the merits of the case and Crédit Agricole has brought the case before the Paris Court of Appeal.

The Paris Court of Appeal issued a decision on 21 December 2017. It confirmed the decision of the French Competition Authority dated 20 September 2010 but reduced from €82,940,000 to €76,560,000 the sanction on Crédit Agricole. LCL's sanction remains unchanged, at an amount of €20,930,000.

As well as the other banks parties to this procedure, LCL and Crédit Agricole filed an appeal with the Supreme Court.

On 29 January 2020, the French Supreme Court (Cour de cassation) overruled the Paris Court of Appeal's decision dated 21 December 2017 and referred the case to the same Court with a different composition on the ground that the Paris Court of Appeal had not characterized the existence of restrictions of competition by object.

By a decree of 2 December 2021, the Paris Court of Appeal reversed the decision of the French Competition Authority and ruled that the introduction of the CEIC and the AOCT had not been established to constitute anti-competitive practices, either by their purpose or by their effect.

The French Competition Authority filed an appeal against this decision to the Supreme Court on 31 December 2021. A provision for €41.6 million was recorded at 31 December 2021.

Refer to the glossary on page 715 for the definition of technical terms.

Euribor/Libor and other indexes

Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB, in their capacity as contributors to a number of interbank rates, have received requests for information from a number of authorities as part of investigations into: (i) the calculation of the Libor (London Interbank Offered Rates) in a number of currencies, the Euribor (Euro Interbank Offered Rate) and certain other market indexes; and (ii) transactions connected with these rates and indices. These demands covered several periods from 2005 to 2012.

As part of its cooperation with the authorities, Crédit Agricole S.A. and its subsidiary Crédit Agricole CIB carried out investigations in order to gather the information requested by the various authorities and in particular the American authorities – the DOJ (Department of Justice) and CFTC (Commodity Future Trading Commission) – with which they are in discussions. It is currently not possible to know the outcome of these discussions, nor the date on which they will be concluded.

Following its investigation and an unsuccessful settlement procedure, on 21 May 2014, the European Commission sent a statement of objection to Crédit Agricole S.A. and to Crédit Agricole CIB pertaining to agreements or concerted practices for the purpose and/or effect of preventing, restricting or distorting competition in derivatives related to the Euribor.

In a decision dated 7 December 2016, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €114,654,000 for participating in a cartel in euro interest rate derivatives. Crédit Agricole S.A. and Crédit Agricole CIB are challenging this decision and have asked the European Court of Justice to overturn it.

In the two class actions in the United States of America in which Crédit Agricole S.A. and Crédit Agricole CIB have been named since 2012 and 2013 along with other financial institutions, both as defendants in one ("Sullivan" for the Euribor) and only Crédit Agricole S.A. as defendant for the other ("Lieberman" for Libor), the "Lieberman" class action is at the preliminary stage that consists in the examination of its admissibility; proceedings are still suspended before the US District Court of New York State. In the "Sullivan" class action, Crédit Agricole S.A. and Crédit Agricole CIB introduced a motion to dismiss the plaintiffs' claim. The US District Court of New York State upheld the motion to dismiss regarding Crédit Agricole S.A. and Crédit Agricole CIB in first instance. On 14 June 2019, the plaintiffs appealed this decision.

Since 1 July 2016, Crédit Agricole S.A. and Crédit Agricole CIB, together with other banks, are also party to a new *class action* suit in the United States ("Frontpoint") relating to the SIBOR *(Singapore Interbank Offered Rate)* and SOR *(Singapore Swap Offer Rate)* indexes. After having granted a first motion to dismiss filed by Crédit Agricole S.A. and Crédit Agricole CIB, the New York Federal District Court, ruling on a new petition by the plaintiffs, excluded Crédit Agricole S.A. from the Frontpoint case on the grounds that it had not contributed to the relevant indexes.

These class actions are civil actions in which the plaintiffs claim that they are victims of the methods used to set the Euribor, Libor, Sibor and SOR rates, and seek repayment of the sums they allege were unlawfully received, as well as damages and reimbursement of costs and fees paid.

SSA Bonds

Several regulators have requested information from Crédit Agricole S.A. and Crédit Agricole CIB for investigations relating to the activities of a number of banks involved in the secondary trading of Bonds SSA (Supranational, Sub-Sovereign and Agencies) denominated in American dollars. Through the cooperation with these regulators, Crédit Agricole CIB proceeded to internal inquiries to gather the required information available. On 20 December 2018, the European Commission issued a Statement of Objections to a number of banks including Crédit Agricole S.A. and Crédit Agricole CIB within its inquiry on a possible infringement of rules of European Competition law in the secondary trading of Bonds SSA denominated in American dollars. Crédit Agricole S.A. and Crédit Agricole CIB became aware of these objections and issued a response on 29 March 2019, followed by an oral hearing on 10-11 July 2019.

In a decision dated 28 April 2021, the European Commission jointly fined Crédit Agricole S.A. and Crédit Agricole CIB €3,993,000 for participating in a cartel in the secondary trading market of SSA bonds denominated in US dollars. On 7 July 2021, Crédit Agricole S.A. and Crédit Agricole CIB appealed this decision to the European Court of Justice.

On 11 July 2018, Crédit Agricole S.A. and Crédit Agricole CIB were notified with other banks of a class action filed in Canada, before the Ontario Superior Court of Justice. Another class action has been filed before the Federal Court of Canada. The action before the Ontario Superior Court of Justice was dismissed on 19 February 2020.

Intercontinental Exchange, Inc. ("ICE")

On 15 January 2019 a class action ("Putnam Bank") was filed before a federal court in New York (US District Court Southern District of New York) against Intercontinental Exchange, Inc. ("ICE") and a number of banks including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Securities-USA. This action was filed by plaintiffs who allege that they have invested in financial instruments indexed to the USD ICE Libor. They accuse the banks of having collusively set the index USD ICE Libor at artificially low levels since February 2014 and made thus illegal profits.

On 31 January 2019 a similar action ("Livonia") was filed before the US District Court Southern District of New York, against a number of banks including Crédit Agricole S.A., Crédit Agricole CIB and Crédit Agricole Securities-USA. On 1 February 2019, these two class actions were consolidated for pre-trial purposes.

On 4 March 2019, a third class action (Hawaii Sheet Metal Workers Retirement Funds) was filed against the same banks in the same court and consolidated with the two previous actions on 26 April 2019. On 1 July 2019, the plaintiffs filed a consolidated class action complaint.

On 30 August 2019, the defendants filed a motion to dismiss against this consolidated complaint.

On 26 March 2020, a judgment granted the defendants' motion to dismiss. On 24 April 2020 the plaintiffs filed a notice of appeal.

On 30 November 2020, during briefing of the appeal, Plaintiffs' lawyers informed Defendants that all of the named Plaintiffs wished to withdraw from the case and, on 1 December 2020, Plaintiffs' counsel filed the motion to stay the appeal, which Defendants opposed. The court denied the motion on 7 December 2020 and Plaintiffs filed their reply brief on 15 December 2020.

On 28 December 2020, DYJ Holdings Inc. filed a motion for leave to intervene to replace the currents named plaintiffs. On 7 January 2021, defendants filed a brief in opposition to DYJ Holdings' motion and also filed a motion to dismiss the appeal.

On 6 April 2021, the court granted DYJ Holdings Inc.'s motion for leave to intervene and dismissed the defendants' motion.

On 10 June 2021, the defendants filed a supplemental brief addressing substantive issues relating to the investments of DYJ Holdings Inc.

Oral arguments were heard on 29 November 2021.

NOTE 16 HOME PURCHASE SAVINGS

Deposits collected in home purchase savings accounts and schemes during the savings phase

(in thousands of euros)	31/12/2021	31/12/2020
HOME PURCHASE SAVINGS SCHEMES		
Seniority of less than 4 years	7,536	5,725
Seniority of more than 4 and less than 10 years	50,280	48,700
Seniority of more than 10 years	42,848	44,322
TOTAL HOME PURCHASE SAVINGS SCHEMES	100,665	98,747
Total home purchase savings accounts (HPSPs)	11,611	11,293
TOTAL DEPOSITS IN HOME PURCHASE SAVINGS CONTRACTS	**112,276**	**110,041**

Provision for home purchase savings accounts and schemes

(in thousands of euros)	31/12/2021	31/12/2020
HOME PURCHASE SAVINGS SCHEMES		
Seniority of less than 4 years	-	-
Seniority of more than 4 and less than 10 years	-	-
Seniority of more than 10 years	308	331
TOTAL HOME PURCHASE SAVINGS SCHEMES	308	331
Total home purchase savings accounts (HPSPs)	-	-
TOTAL PROVISION FOR HOME PURCHASE SAVINGS CONTRACTS	**308**	**331**

(in thousands of euros)	01/01/2021	Depreciation	Reversals	31/12/2021
Home purchase savings schemes	331		23	308
Home purchase savings accounts	-		-	0
TOTAL PROVISION FOR HOME PURCHASE SAVINGS CONTRACTS	**331**	**0**	**23**	**308**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 17 EMPLOYMENT-RELATED COMMITMENTS – POST-EMPLOYMENT BENEFITS, DEFINED-BENEFIT SCHEMES

Change in actuarial liability

(in thousands of euros)	31/12/2021	31/12/2020
ACTUARIAL LIABILITY AT THE START OF THE REPORTING PERIOD	318	328
Current service cost	11	11
Financial cost	-	2
Employee contributions	-	-
Benefit plan changes, withdrawals and settlement	-	2
Changes in scope	(7)	6
Severance payments	-	-
Benefits paid (mandatory)	(51)	(36)
Actuarial (gains)/losses	9	5
Other movements[1]	-	-
ACTUARIAL LIABILITY AT THE REPORTING DATE	**280**	**318**

(1) The actuarial liability excludes commitments for "long-service awards".

Breakdown of charge recognised in the income statement

(in thousands of euros)	31/12/2021	31/12/2020
Service cost	11	11
Financial cost	-	2
Expected return on assets	-	-
Past service cost	-	-
Net actuarial (gains)/losses	4	5
(Gains)/losses on plan withdrawals and settlements	-	-
(Gains)/losses due to changes in asset restrictions	-	-
NET CHARGE RECOGNISED IN INCOME STATEMENT	**15**	**18**

Changes in fair value of plan assets

(in thousands of euros)	31/12/2021	31/12/2020
Fair value of assets/reimbursement rights at the beginning of the reporting period	282	303
Expected return on assets	-	-
Actuarial gains/(losses)[1]	6	2
Employer contributions	14	7
Employee contributions	-	-
Benefit plan changes, withdrawals and settlement	-	-
Changes in scope	2	6
Severance payments	-	-
Benefits paid out under the benefit plan	(51)	(36)
Other movements	-	-
FAIR VALUE OF ASSETS/REIMBURSEMENT RIGHTS AT THE REPORTING DATE	**253**	**282**

(1) Interest on reimbursement rights.

Net position

(in thousands of euros)	31/12/2021	31/12/2020
ACTUARIAL LIABILITY AT THE REPORTING DATE	(280)	(318)
Impact of asset restriction	-	-
Fair value of assets at end of period	253	283
NET POSITION (LIABILITIES)/ASSETS AT THE REPORTING DATE	**(27)**	**(35)**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 18 FUND FOR GENERAL BANKING RISK (FGBR)

(in millions of euros)	31/12/2021	31/12/2020
Fund for general banking risk	1,287	1,239
CARRYING AMOUNT	**1,287**	**1,239**

NOTE 19 SUBORDINATED DEBT – ANALYSIS BY RESIDUAL MATURITY

							31/12/2021	31/12/2020
(in millions of euros)	≤3 months	>3 months ≤1 year	>1 year ≤5 years	>5 years	Total principal	Accrued interest	Total	Total
FIXED-TERM SUBORDINATED DEBT	-	1	11,706	8,947	20,654	205	**20,859**	**18,968**
Euro	-	1	8,476	4,023	12,500	103	**12,603**	**13,146**
Other EU currencies	-	-	-	-	-	-	**-**	**418**
Swiss Franc	-	-	116	-	116	1	**117**	**111**
Dollar	-	-	1,327	3,539	4,866	72	**4,938**	**3,303**
Yen	-	-	529	482	1,011	4	**1,015**	**1,222**
Other currencies	-	-	1,258	903	2,161	25	**2,186**	**768**
Participating securities and loans	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Other subordinated term loans	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
UNDATED SUBORDINATED DEBT[1]	-	-	-	5,360	5,360	27	**5,387**	**6,035**
Euro	-	-	-	933	933	1	**934**	**1,937**
Other EU currencies	-	-	-	-	-	-	**-**	**554**
Swiss Franc	-	-	-	-	-	-	**-**	**-**
Dollar	-	-	-	3,830	3,830	25	**3,855**	**3,544**
Yen	-	-	-	-	-	-	**-**	**-**
Other currencies	-	-	-	597	597	1	**598**	**-**
Investment of own funds of Local Banks	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Mutual security deposits	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
CARRYING AMOUNT	**-**	**1**	**11,706**	**14,307**	**26,014**	**232**	**26,246**	**25,003**

(1) Residual maturity of undated subordinated debt classified by default in >5 years.

Note: At 31/12/2021, as a consequence of Brexit, transactions with the United Kingdom are included in other European countries or foreign currencies.

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 20 CHANGES IN EQUITY (BEFORE APPROPRIATION)

Changes in equity

(in millions of euros)	Share capital	Legal reserve	Statutory reserve	Share premiums, other reserves and retained earnings	Translation/ revaluation adjustments	Regulated provisions and investment subsidies	Net income	Total equity
	Total equity							
BALANCE AT 31/12/2019	8,654	860	341	38,463		12	2,016	50,346
Dividends paid in respect of 2019	-	-	-	-	-	-	-	-
Change in share capital	96	-	-	-	-	-	-	96
Change in share premiums and reserves	-	5	-	60	-	-	-	65
Appropriation of 2019 parent company net income	-	-	-	2,016	-	-	(2,016)	-
Retained earnings	-	-	-	-	-	-	-	-
Net income/(loss) for 2020	-	-	-	-	-	-	245	245
Other changes	-	-	-	-	-	(4)	-	(4)
BALANCE AT 31/12/2020	8,750	865	341	40,539		8	245	50,748
Dividends paid in respect of 2020	-	-	-	(2,333)	-	-	-	(2,333)
Change in share capital	591	-	-	-	-	-	-	591
Change in share premiums and reserves	-	10	-	1,591	-	-	-	1,601
Appropriation of 2020 parent company net income	-	-	-	245	-	-	(245)	-
Retained earnings	-	-	-	-	-	-	-	-
Net income/(loss) for 2021	-	-	-	-	-	-	4,461	4,461
Other changes	-	-	-	-	-	5	-	5
BALANCE AT 31/12/2021	**9,341**	**875**	**341**	**40,042**	**-**	**13**	**4,461**	**55,073**

The amount of dividends paid by Crédit Agricole S.A. in 2021 amounted to -€2,333 million, after the neutralisation of dividends on treasury shares in the amount of €136 million.

€591 million capital increase reserved for employees on 2 December 2021.

NOTE 21 COMPOSITION OF EQUITY

(in millions of euros)	31/12/2021	31/12/2020
Total equity excl. FGBR	55,073	50,748
Fund for general banking risk	1,287	1,239
TOTAL EQUITY	**56,360**	**51,987**

In addition, subordinated debt amounted to €26,246 million at 31 December 2021 compared to €25,003 million at 31 December 2020.

NOTE 22 TRANSACTIONS WITH SUBSIDIARIES AND AFFILIATES AND EQUITY INVESTMENTS

	Transactions with subsidiaries and affiliates and equity investments	
(in thousands of euros)	Balance at 31/12/2021	Balance at 31/12/2020
LOANS AND RECEIVABLES	**572,732**	**532,281**
Credit and other financial institutions	556,913	524,691
Customers	5,224	2,229
Bonds and other fixed Income securities	10,595	5,361
LIABILITIES	**187,892**	**200,170**
Credit institutions and other financial institutions	187,101	197,681
Customers	791	2,489
Debt securities and subordinated debt	-	-
COMMITMENTS GIVEN	**23,945**	**15,732**
Financing commitments given to credit institutions	7,512	446
Financing commitments given to customers	-	-
Guarantees given to credit institutions	9,595	8,743
Guarantees given to customers	6,238	6,543
Securities acquired with repurchase options	-	-
Other commitments given	-	-

NOTE 23 FOREIGN CURRENCY DENOMINATED TRANSACTIONS

Analysis of the balance sheet by currency

	31/12/2021		31/12/2020	
(in millions of euros)	Assets	Equity and Liabilities	Assets	Equity and Liabilities
Euro	748,009	728,318	686,862	669,054
Other EU currencies	1,873	206	3,248	2,124
Swiss Franc	7,933	4,856	7,813	4,964
Dollar	12,766	20,930	10,234	16,130
Yen	187	7,163	164	6,970
Other currencies	3,144	5,288	1,157	1,889
GROSS AMOUNT	**773,912**	**766,761**	**709,478**	**701,131**
Receivables, related liabilities and accruals and deferred income	13,569	16,226	13,043	15,558
Impairment	(4,494)	-	(5,832)	-
TOTAL	**782,987**	**782,987**	**716,689**	**716,689**

Note: At 31/12/2021, as a consequence of Brexit, transactions with the United Kingdom are included in other European countries or foreign currencies.

NOTE 24 FOREIGN EXCHANGE TRANSACTIONS, FOREIGN CURRENCY DENOMINATED LOANS AND BORROWING

	31/12/2021		31/12/2020	
(in millions of euros)	To be received	To be delivered	To be received	To be delivered
SPOT FOREIGN EXCHANGE TRANSACTIONS	**371**	**372**	**155**	**155**
• Foreign currencies	3	369	139	151
• Euros	368	3	16	4
FORWARD CURRENCY TRANSACTIONS	**21,663**	**21,654**	**17,741**	**18,024**
• Foreign currencies	19,266	4,291	15,601	4,022
• Euros	2,397	17,363	2,140	14,002
FOREIGN CURRENCY DENOMINATED LOANS AND BORROWINGS	**12**	**68**	**25**	**259**
TOTAL	**22,046**	**22,094**	**17,921**	**18,438**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 25 TRANSACTIONS INVOLVING FORWARD FINANCIAL INSTRUMENTS

			31/12/2021	31/12/2020
(in millions of euros)	Hedging transactions	Non-hedging transactions	Total	Total
FUTURES AND FORWARDS	**519,279**	**274,341**	**793,620**	**887,341**
Exchange-traded[1]	-	-	-	-
Interest rate futures	-	-	-	-
Currency forwards	-	-	-	-
Equity and stock index forwards	-	-	-	-
Other forwards	-	-	-	-
Over-the-counter[1]	**519,279**	**274,341**	**793,620**	**887,341**
Interest rate swaps	515,986	274,341	790,327	883,229
Other interest rate forwards	-	-	-	-
Currency forwards	2,417	-	2,417	2,942
FRAs	-	-	-	-
Equity and stock index forwards	876	-	876	1,170
Other forwards	-	-	-	-
OPTIONS	**945**	**-**	**945**	**1,365**
Exchange-traded	-	-	-	-
• Interest rate futures				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Equity and stock index futures				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Currency forwards				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Other options				
– Bought	-	-	-	-
– Sold	-	-	-	-
Over-the-counter	**945**	**-**	**945**	**1,365**
• Interest rate swap options				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Interest rate forwards				
– Bought	945	-	945	1,365
– Sold	-	-	-	-
• Currency forwards				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Equity and stock index forwards				
– Bought	-	-	-	-
– Sold	-	-	-	-
• Other options				
– Bought	-	-	-	-
– Sold	-	-	-	-
CREDIT DERIVATIVES	**-**	**-**	**-**	**-**
• Credit derivative contracts				
– Bought	-	-	-	-
– Sold	-	-	-	-
TOTAL	**520,224**	**274,341**	**794,565**	**888,706**

(1) The amounts shown in respect of futures and forwards correspond to aggregate long and short positions (interest rate swaps and interest rate swap options), or to aggregate purchases and sales of contracts (other contracts).

25.1 Transactions on forward financial instruments – Notional outstanding by residual maturity

	Total 31/12/2021			O/w over-the-counter			O/w exchange-traded and equivalent		
(in millions of euros)	≤1 year	>1 year ≤5 years	>5 years	≤1 year	>1 year ≤5 years	>5 years	≤1 year	>1 year ≤5 years	>5 years
Futures	-	-	-	-	-	-	-	-	-
Currency options	-	-	-	-	-	-	-	-	-
Interest rate options	-	-	-	-	-	-	-	-	-
Currency futures	2,417	-	-	2,417	-	-	-	-	-
FRAs	-	-	-	-	-	-	-	-	-
Interest rate swaps	404,571	205,251	180,505	404,571	205,251	180,505	-	-	-
Caps, floors, collars	400	260	285	400	260	285	-	-	-
Interest rate forwards	-	-	-	-	-	-	-	-	-
Equity and index forwards	-	761	115	-	761	115	-	-	-
Equity and index options	-	-	-	-	-	-	-	-	-
Equity, equity index and precious metal derivatives	-	-	-	-	-	-	-	-	-
Credit derivatives	-	-	-	-	-	-	-	-	-
SUBTOTAL	**407,388**	**206,272**	**180,905**	**407,388**	**206,272**	**180,905**	**-**	**-**	**-**
Currency swaps	1,700	16,726	11,867	1,700	16,726	11,867	-	-	-
Forward currency transactions	13,023	-	-	13,023	-	-	-	-	-
SUBTOTAL	**14,723**	**16,726**	**11,867**	**14,723**	**16,726**	**11,867**	**-**	**-**	**-**
TOTAL	**422,111**	**222,998**	**192,772**	**422,111**	**222,998**	**192,772**	**-**	**-**	**-**

	Total 31/12/2020			O/w over-the-counter			O/w exchange-traded and equivalent		
(in millions of euros)	≤1 year	>1 year ≤5 years	>5 years	≤1 year	>1 year ≤5 years	>5 years	≤1 year	>1 year ≤5 years	>5 years
Futures	-	-	-	-	-	-	-	-	-
Currency options	-	-	-	-	-	-	-	-	-
Interest rate options	-	-	-	-	-	-	-	-	-
Currency futures	1,783	1,159	-	1,783	1,159	-	-	-	-
FRAs	-	-	-	-	-	-	-	-	-
Interest rate swaps	501,731	208,244	173,254	501,731	208,244	173,254	-	-	-
Caps, floors, collars	420	610	335	420	610	335	-	-	-
Interest rate forwards	-	-	-	-	-	-	-	-	-
Equity and index forwards	241	651	278	241	651	278	-	-	-
Equity and index options	-	-	-	-	-	-	-	-	-
Equity, equity index and precious metal derivatives	-	-	-	-	-	-	-	-	-
Credit derivatives	-	-	-	-	-	-	-	-	-
SUBTOTAL	**504,175**	**210,664**	**173,867**	**504,175**	**210,664**	**173,867**	**-**	**-**	**-**
Currency swaps	2,147	11,438	12,269	2,147	11,438	12,269	-	-	-
Forward currency transactions	9,911	-	-	9,911	-	-	-	-	-
SUBTOTAL	**12,058**	**11,438**	**12,269**	**12,058**	**11,438**	**12,269**	**-**	**-**	**-**
TOTAL	**516,233**	**222,102**	**186,136**	**516,233**	**222,102**	**186,136**	**-**	**-**	**-**

Refer to the glossary on page 715 for the definition of technical terms.

25.2 Forward financial instruments – Fair value

(in millions of euros)	Fair value positive at 31/12/2021	Fair value negative at 31/12/2021	Notional outstanding at 31/12/2021	Fair value positive at 31/12/2020	Fair value negative at 31/12/2020	Notional outstanding at 31/12/2020
Futures	-	-	-	-	-	-
Currency options	-	-	-	-	-	-
Interest rate options	-	-	-	-	-	-
Currency futures	-	-	2,417	-	-	2,942
FRAs	-	-	-	-	-	-
Interest rate swaps	11,807	8,825	790,327	18,433	10,308	883,229
Caps, floors, collars	15	11	945	15	14	1,365
Interest rate forwards	-	-	-	-	-	-
Equity and index forwards	-	-	876	-	-	1,170
Equity and index options	-	-	-	-	-	-
Equity, equity index and precious metal derivatives	119	-	-	142	-	-
Credit derivatives	-	-	-	-	-	-
SUBTOTAL	**11,941**	**8,836**	**794,565**	**18,590**	**10,322**	**888,706**
Currency swaps	95	94	30,293	150	121	25,854
Forward currency transactions	4	13	13,023	11	21	9,911
SUBTOTAL	**99**	**107**	**43,316**	**161**	**142**	**35,765**
TOTAL	**12,040**	**8,943**	**837,881**	**18,751**	**10,464**	**924,471**

NOTE 26 INFORMATION ON COUNTERPARTY RISK ON DERIVATIVE PRODUCTS

	31/12/2021			31/12/2020		
(in thousands of euros)	Market value	Potential credit risk(1)	Total counterparty risk	Market value	Potential credit risk	Total counterparty risk
Risk regarding OECD governments, Central Banks and similar organisations	-	-	-	-	-	-
Risk regarding OECD financial institutions and similar organisations	12,040	1,944	13,983	18,750	1,921	20,671
Risk on other counterparties	-	-	-	-	-	-
TOTAL BEFORE IMPACT OF NETTING CONTRACTS	**12,040**	**1,944**	**13,983**	**18,750**	**1,921**	**20,671**
O/w risk on:						
• interest rate, exchange rate and commodities contracts	11,920	1,871	13,791	18,608	1,839	20,447
• equity and index derivative contracts	119	72	192	142	82	224
TOTAL BEFORE IMPACT OF NETTING CONTRACTS	**12,040**	**1,944**	**13,983**	**18,750**	**1,921**	**20,671**
Impact of netting and collateralisation contracts	-	-	-	-	-	-
TOTAL AFTER IMPACT OF NETTING AND COLLATERALISATION CONTRACTS	**12,040**	**1,944**	**13,983**	**18,750**	**1,921**	**20,671**

(1) Calculated under CRR2/CRD5 regulatory standards.

NOTE 27 COMMITMENTS AND GUARANTEES GIVEN AND RECEIVED

(in millions of euros)	31/12/2021	31/12/2020
COMMITMENTS GIVEN		
FINANCING COMMITMENTS	**7,512**	**8,267**
Commitments given to credit institutions	7,512	8,267
Commitments given to customers	-	-
• Confirmed credit lines	-	-
– Documentary credits	-	-
– Other confirmed credit lines	-	-
• Other commitments given to customers	-	-
GUARANTEE COMMITMENTS	**16,652**	**18,081**
Credit institution guarantee commitments	9,750	8,909
• Confirmed documentary credit lines	-	-
• Other	9,750	8,909
Customers	6,902	9,172
• Property guarantees	-	-
• Other customer guarantees	6,902	9,172
SECURITIES COMMITMENTS	**8**	**9**
Securities acquired with repurchase options	-	-
Other commitments to be given	8	9
COMMITMENTS RECEIVED		
FINANCING COMMITMENTS	**122,437**	**129,170**
Commitments received from credit institutions	122,437	129,170
Commitments received from customers	-	-
GUARANTEE COMMITMENTS	**1,898**	**8,588**
Commitments received from credit institutions	1,896	8,586
Commitments received from customers	2	2
• Guarantees received from government bodies or similar institutions	-	-
• Other guarantees received	2	2
SECURITIES COMMITMENTS	**-**	**-**
Securities sold with repurchase options	-	-
Other commitments received	-	-

NOTE 28 CLEARING OF SECURITIES BORROWINGS AND CENTRALISED SAVINGS

28.1 Securities borrowing

			31/12/2021			31/12/2020
(in millions of euros)	Gross debt relating to stock lending transactions (a)	Borrowed trading securities (b)	Net liabilities relating to stock lending transactions (c) = (a) - (b)	Gross debt relating to stock lending transactions (a)	Borrowed trading securities (b)	Net liabilities relating to stock lending transactions (c) = (a) - (b)
Treasury bills and similar securities	-	-	-	304	304	-
• o/w borrowed securities						
Bonds and other fixed income securities	10,889	10,889		10,093	10,093	-
• o/w borrowed securities						
Equities and other variable-income securities:	-	-	-	-	-	-
• o/w borrowed securities						

Refer to the glossary on page 715 for the definition of technical terms.

28.2 Centralised savings

(in millions of euros)	31/12/2021	31/12/2020
Deposits collected in respect of special savings accounts	183,337	167,696
Loans and receivables from Caisse des Dépôts et Consignations savings funds	59,004	53,542
AMOUNTS OF DEPOSITS MADE BY CUSTOMERS NET OF LOANS TO SAVINGS FUNDS	**124,333**	**114,154**

NOTE 29 NET INTEREST AND SIMILAR REVENUES

(in millions of euros)	31/12/2021	31/12/2020
Interbank transactions	3,111	2,481
Crédit Agricole internal transactions	2,627	2,634
Customer transactions	165	173
Bonds and other fixed-income securities	870	1,109
Net gains on macro-hedging transactions	554	640
Debt securities	2,471	2,528
Other interest income	76	55
INTEREST AND SIMILAR INCOME	**9,874**	**9,620**
Interbank transactions	(1,749)	(1,743)
Crédit Agricole internal transactions	(1,805)	(1,290)
Customer transactions	(4,114)	(3,842)
Net losses on macro-hedging transactions	-	-
Bonds and other fixed-income securities	(708)	(908)
Debt securities	(2,604)	(3,075)
Other interest expense	(19)	2
INTEREST AND SIMILAR EXPENSES	**(10,999)**	**(10,856)**
TOTAL NET INTEREST AND SIMILAR REVENUES	**(1,125)**	**(1,236)**

NOTE 30 REVENUES FROM VARIABLE-INCOME SECURITIES

(in millions of euros)	31/12/2021	31/12/2020
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	3,947	1,952
Short-term investment securities and medium-term portfolio securities	-	-
Other securities transactions	-	-
TOTAL REVENUES FROM VARIABLE-INCOME SECURITIES	**3,947**	**1,952**

NOTE 31 NET FEE AND COMMISSION INCOME

			31/12/2021			31/12/2020
(in millions of euros)	Income	Expense	Net	Income	Expense	Net
Interbank transactions	200	(54)	146	168	(50)	118
Crédit Agricole internal transactions	1,247	(408)	839	976	(404)	572
Customer transactions	-	-	-	-	-	-
Securities transactions	-	-	-	-	(3)	(3)
Foreign exchange transactions	-	-	-	-	-	-
Forward financial instruments and other off-balance sheet transactions	-	-	-	-	-	-
Financial services	39	(103)	(64)	33	(106)	(73)
Provision for fee and commission risks	-	-	-	-	-	-
TOTAL NET FEE AND COMMISSION INCOME	**1,486**	**(565)**	**921**	**1,177**	**(563)**	**614**

NOTE 32 NET GAINS (LOSSES) ON TRADING BOOK

(in millions of euros)	31/12/2021	31/12/2020
Net gains (losses) on trading securities	3	-
Net gains (losses) on foreign exchange transactions and similar financial instruments	(59)	128
Net gains (losses) on other forward financial instruments	26	11
NET GAINS (LOSSES) ON TRADING BOOK	**(30)**	**139**

NOTE 33 GAINS (LOSSES) ON SHORT-TERM INVESTMENT PORTFOLIOS AND SIMILAR

(in millions of euros)	31/12/2021	31/12/2020
INVESTMENT SECURITIES		
Impairment losses	(8)	(72)
Reversal of impairment losses	7	72
Net impairment losses/reversals	**(1)**	**-**
Gains on disposals	125	61
Losses on disposals	(3)	-
Net gains (losses) on disposals	**122**	**61**
NET GAINS (LOSSES) ON SHORT-TERM INVESTMENT SECURITIES	121	61
MEDIUM-TERM PORTFOLIO SECURITIES		
Impairment losses	-	-
Reversal of impairment losses	-	-
Net impairment losses/reversals	**-**	**-**
Gains on disposals	-	-
Losses on disposals	-	-
Net gains (losses) on disposals	**-**	**-**
NET GAINS (LOSSES) ON MEDIUM TERM PORTFOLIO SECURITIES	-	-
NET GAINS (LOSSES) ON SHORT TERM INVESTMENT PORTFOLIOS AND SIMILAR	**121**	**61**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 34 OTHER BANKING INCOME AND EXPENSES

(in millions of euros)	31/12/2021	31/12/2020
Other income	60	7
Share of joint ventures	-	-
Charge-backs and expense reclassifications	4	17
Reversal of provisions	3	3
OTHER BANKING INCOME	67	27
Sundry expenses	(43)	(53)
Share of joint ventures	(8)	(8)
Charge-backs and expense reclassifications	-	-
Additions to provisions	(54)	-
OTHER BANKING EXPENSES	(105)	(61)
TOTAL OTHER BANKING INCOME AND EXPENSES	**(38)**	**(34)**

NOTE 35 OPERATING EXPENSES

(in millions of euros)	31/12/2021	31/12/2020
EMPLOYEE EXPENSES(1)		
Wages and salaries	(184)	(172)
Social security costs	(111)	(99)
o/w contributions to defined-contribution post-employment benefit plans	(33)	(32)
Profit-sharing and incentive plans	(18)	(14)
Payroll-related tax	(33)	(31)
Total employee expenses	**(346)**	**(316)**
Charge-backs and reclassification of employee expenses	22	22
NET EMPLOYEE EXPENSES	(324)	(294)
ADMINISTRATIVE EXPENSES(2)		
Taxes other than on income or payroll-related	(26)	(30)
External services, other administrative expenses and regulatory contributions(3)	(368)	(511)
Total administrative costs	**(394)**	**(541)**
Charge-backs and reclassification of administrative costs	49	65
NET ADMINISTRATIVE EXPENSES	(345)	(476)
OPERATING EXPENSES	**(669)**	**(770)**

(1) At 31 December 2021, the compensation of members of the Board of Directors and the Executive Committee paid by Crédit Agricole S.A. amounted to €25.7 million, €2.9 million of which in post-employment benefits.

(2) Information on fees paid to Statutory Auditors is indicated in the notes to the consolidated financial statements of Crédit Agricole S.A.

(3) Of which +€58.6 million in respect of the contribution to the Single Resolution Fund at 31 December 2021 (-€ 85.7 million at 31 December 2020)..

— Headcount by category

(Average number of active employees in proportion to activity)

Employee categories	31/12/2021	31/12/2020
Managers	1,602	1,574
Non managers	169	144
TOTAL AVERAGE HEADCOUNT	**1,771**	**1,718**
Of which:		
• France	1,752	1,700
• International	19	18
Of which: Detached employees	102	121

NOTE 36 COST OF RISK

(in millions of euros)	31/12/2021	31/12/2020
ADDITIONS TO PROVISIONS AND IMPAIRMENT LOSSES	(2)	(31)
Impairment for doubtful loans	-	-
Other provisions and impairment	(2)	(31)
REVERSAL OF PROVISIONS AND IMPAIRMENT LOSSES	5	32
Reversal of impairment of doubtful loans	-	-
Other reversals of provisions and impairment losses	5	32
CHANGE IN PROVISIONS AND IMPAIRMENT LOSSES	3	1
Losses on non-impaired irrecoverable loans	-	(38)
Losses on impaired irrecoverable loans	(3)	-
Discounts on restructured loans	-	-
Recoveries on loans written off	-	-
Other losses	-	(4)
Other gains	-	37
COST OF RISK	**-**	**(4)**

NOTE 37 NET GAINS (LOSSES) ON FIXED ASSETS

(in millions of euros)	31/12/2021	31/12/2020
FINANCIAL INVESTMENTS		
Impairment losses	**(6)**	**(775)**
Long-term investment securities	-	-
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	(6)	(775)
Reversal of impairment losses	**1,344**	**58**
Long-term investment securities	-	-
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	1,344	58
Net impairment losses/reversals	**1,338**	**(717)**
Long-term investment securities	-	-
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	1,338	(717)
Gains on disposals	**14**	**10**
Long-term investment securities	13	6
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	1	4
Losses on disposals	**(239)**	**(8)**
Long-term investment securities	-	-
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	(238)	(8)
Losses on receivables from equity investments	(1)	-
Net gains (losses) on disposals	**(225)**	**2**
Long-term investment securities	13	6
Investments in subsidiaries and affiliates, equity investments and other long-term equity investments	(238)	(4)
NET GAINS (LOSSES)	1,113	(715)
PROPERTY, PLANT & EQUIPMENT AND INTANGIBLE ASSETS		
Gains on disposals	5	-
Losses on disposals	-	-
NET GAINS (LOSSES)	5	-
NET GAINS (LOSSES) ON FIXED ASSETS	**1,118**	**(715)**

Refer to the glossary on page 715 for the definition of technical terms.

NOTE 38 INCOME TAX

(in millions of euros)	31/12/2021	31/12/2020
Income tax charge[1]	274	106
Net additions to provisions for taxes under the tax consolidation scheme	1	180
NET BALANCE	**275**	**286**

(1) The tax gain mainly consists of the taxes that Crédit Agricole S.A., as head of the tax consolidation group, collected from the subsidiaries included in the tax consolidation scheme.

NOTE 39 PRESENCE IN NON-COOPERATIVE STATES AND TERRITORIES

At 31 December 2021, Crédit Agricole S.A. had no direct or indirect presence in non-cooperative States or territories within the meaning of Article 238-0A of the French General Tax Code.

STATUTORY AUDITORS' REPORT ON THE FINANCIAL STATEMENTS

This is a translation into English of the statutory auditors' report on the financial statements of the Company issued in French and it is provided solely for the convenience of English speaking users. This statutory auditors' report includes information required by European regulation and French law, such as information about the appointment of the statutory auditors or verification of the management report and other documents provided to the shareholders. This report should be read in conjunction with, and construed in accordance with, French law and professional auditing standards applicable in France.

(For the year ended 31 December 2021)

To the General Meeting of Shareholders of Crédit Agricole S.A.,

Crédit Agricole S.A.

12, place des Etats-Unis

92127 Montrouge cedex

OPINION

In compliance with the engagement entrusted to us by your General Meeting of Shareholders, we have audited the accompanying financial statements of Crédit Agricole S.A. for the year ended 31 December 2021.

In our opinion, the financial statements give a true and fair view of the assets and liabilities and of the financial position of the Company at 31 December 2021 and of the results of its operations for the year then ended in accordance with French accounting principles.

The audit opinion expressed above is consistent with our report to the Audit Committee.

BASIS FOR OPINION

Audit framework

We conducted our audit in accordance with professional standards applicable in France. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under these standards are further described in the "Statutory Auditors' Responsibilities for the Audit of the Financial Statements" section of our report.

Independence

We conducted our audit engagement in compliance with independence requirements of the French Commercial Code (Code de commerce) and the French Code of Ethics (Code de déontologie) for statutory auditors for the period from 1 January 2021 to the date of our report and specifically we did not provide any prohibited non-audit services referred to in Article 5(1) of Regulation (EU) No 537/2014.

EMPHASIS OF MATTER

We draw attention to the change in method of accounting described in Note 2.13 " Post-employment benefits" to the financial statements concerning the ANC recommendation no. 2013-02 relating to the measurement and recognition of retirement and similar benefit obligations.

JUSTIFICATION OF ASSESSMENTS – KEY AUDIT MATTERS

Due to the global crisis related to the Covid-19 pandemic, the financial statements of this period have been prepared and audited under specific conditions. Indeed, this crisis and the exceptional measures taken in the context of the state of sanitary emergency have had numerous consequences for companies, particularly on their operations and their financing, and have led to greater uncertainties on their future prospects. Those measures, such as travel restrictions and remote working, have also had an impact on the companies' internal organization and the performance of the audits.

It is in this complex and evolving context that, in accordance with the requirements of Articles L. 823-9 and R. 823-7 of the French Commercial Code (Code de commerce) relating to the justification of our assessments, we inform you of the key audit matters relating to risks of material misstatement that, in our professional judgment, were of most significance in our audit of the financial statements of the current period, as well as how we addressed those risks.

These matters were addressed in the context of our audit of the financial statements as a whole and in forming our opinion thereon, and we do not provide a separate opinion on specific items of the financial statements.

Refer to the glossary on page 715 for the definition of technical terms.

Risks concerning the measurement of equity investments and subsidiaries whose valuation requires judgement

Identified risk	Our response
Equity investments and subsidiary securities are recognized at cost and impaired based on their value in use, corresponding to the price that the Company would be willing to pay to acquire them in line with its ownership objectives. Value in use can be determined with various factors, including profitability and the profitability outlook of the company concerned. In this case, value in use is determined by discounting the estimated future cash flows generated by CGU, as defined in the four-year financial forecasts determined by each entity's management for the purpose of its business monitoring and extended over one year. The capital allocation rate is determined by taking into account, if applicable, specific requirements set by the regulator (in particular Pillar 2). We deemed the measurement of equity investments and subsidiary securities, whose valuation requires judgement, to be a key audit matter. Indeed, by its very nature, determining value in use requires management to make decisions concerning key assumptions to use in particular to determine financial forecasts and discount rates. We paid particular attention to the testing carried out on the business lines French Retail Banking – LCL and International Retail Banking for Italy, given their sensitivity to the assumptions used by management. Equity investments and subsidiaries recorded in the balance sheet amounted to a net value of €65,3 billion, including €4,3 billion in impairment at 31 December 2021. The carrying amount of LCL amounted to €10,5 billion and that of CA Italia €3,9 billion. See Notes 2.2 and 6 to the financial statements.	We obtained an understanding of the processes implemented to determine value in use and the related impairment of equity investments and subsidiary securities, whose valuation requires judgement. We brought in valuation experts to our audit teams to assess the assumptions used to determine the discount rates and the perpetual growth rates used as well as the models used for calculating discounted cash flows. We tested the calculations and compared the main assumptions (capital allocation rate, discount rate, growth rate, etc.) with external sources. We examined the financial forecasts prepared by the management of each entity concerned and used in the model to: • check their consistency with those that have been presented to the governance bodies (Board of Directors or Supervisory Board) of the entities or sub-groups, and the justification of potential adjustments made; • assess the main underlying assumptions, including for the determination of the terminal year. These assumptions were assessed in view of the economic environment affected by the COVID-19 crisis, the former financial forecasts and the actual performance over prior periods; • conduct sensitivity analyses of the value in use to some of the assumptions (level of capital allocated, discount rate, cost of risk, cost to income ratio). We also examined the disclosures provided in the notes to the financial statements on the value in use of equity investments and subsidiary securities whose valuation requires judgement.

Legal, compliance and tax risks

Identified risk	Our response
Crédit Agricole S.A. is the subject of judicial proceedings and several investigations and requests for regulatory information from various regulators. These are mainly related to the Euribor/Libor matters with the American authorities and the European Union. Various tax investigations are also ongoing. The decision to recognise a provision or a receivable and the amount to be recorded requires, by its nature, the use of judgement, due to the difficulty in assessing the outcome of pending litigation or uncertainties regarding certain tax treatments. Given the importance of judgement, these assessments carry a significant risk of material misstatement in the financial statements and are therefore a key audit matter. The various ongoing investigations, requests for information and actions of certain authorities at 31 December 2021, are described in note 15 to the financial statements.	We obtained an understanding of the process implemented by management to assess the risks arising from these litigations and tax uncertainties, as well as the provisions or receivables, where applicable, through quarterly inquiries with management and more specifically with the Legal, Tax and Compliance departments of the bank. Our work involved: • assessing the assumptions made to determine provisions or receivables based on available information (documentation prepared by the Legal or Tax department or external counsel of Crédit Agricole S.A., correspondence from regulators and minutes of Legal Risks Committee meetings); • reading the analyses and conclusions of the bank's legal advisors and their responses to our requests for confirmation; • regarding more specifically tax risks, examining, with our tax specialists, the responses provided by the bank to the relevant authorities as well as the risk assessment made by the bank; • assessing, accordingly, the level of provisions or receivables as at 31 December 2021. Lastly, we examined the related disclosures provided in the notes to the financial statements.

SPECIFIC VERIFICATIONS

We have also performed, in accordance with professional standards applicable in France, the specific verifications required by laws and regulations.

Information given in the management report and in the other documents with respect to the Company's financial position and the financial statements provided to the shareholders

We have no matters to report as to the fair presentation and the consistency with the financial statements of the information given in the management report of the Board of Directors and in the other documents with respect to the financial position and the financial statements provided to the Shareholders.

Concerning the fair presentation and the consistency with the financial statements of the disclosures about payment terms referred to in Article D. 441-6 of the French Commercial Code, we have the following matter to report: these disclosures do not include banking and related transactions.

Report on corporate governance

We attest that the Board of Directors' report on corporate governance sets out the information required by Articles L. 225-37-4 et L. 22-10-10 and L. 22-10-9 of the French Commercial Code (Code de commerce).

Concerning the information given in accordance with the requirements of Article L. 22-10-9 of the French Commercial Code (Code de commerce) relating to remunerations and benefits received by, or allocated to the directors and any other commitments made in their favor, we have verified its consistency with the financial statements, or with the underlying information used to prepare these financial statements and, where applicable, with the information obtained by your Company from companies controlled thereby, included in the consolidation scope. Based on these procedures, we attest the accuracy and fair presentation of this information.

With respect to the information relating to items that your Company considered likely to have an impact in the event of a takeover bid or exchange offer, provided pursuant to Article L. 22-10-11 of the French Commercial Code (Code de commerce), we have agreed this information to the source documents communicated to us. Based on these procedures, we have no observations to make on this information.

Other information

In accordance with French law, we have verified that the required information concerning the purchase of investments and controlling interests and the identity of the shareholders and holders of the voting rights has been properly disclosed in the management report.

REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

Format of presentation of the financial statements intended to be included in the annual financial report

We have also verified, in accordance with the professional standard applicable in France relating to the procedures performed by the statutory auditor relating to the annual and consolidated financial statements presented in the European single electronic format, that the presentation of the financial statements intended to be included in the annual financial report mentioned in Article L. 451-1-2, I of the French Monetary and Financial Code (Code monétaire et financier), prepared under the responsibility of the Chief Executive Officer complies with the single electronic format defined in the European Delegated Regulation No 2019/815 of 17 December 2018.

Based on the work we have performed, we conclude that the presentation of the financial statements intended to be included in the annual financial report complies, in all material respects, with the European single electronic format.

We have no responsibility to verify that the financial statements that will ultimately be included by your company in the annual financial report filed with the AMF are in agreement with those on which we have performed our work.

Appointment of the Statutory Auditors

We were appointed as statutory auditors of Crédit Agricole S.A. by your Annual General Meeting held on 19 May 2004 for PricewaterhouseCoopers Audit and in 1985 for ERNST & YOUNG et Autres.

As at 31 December 2021, PricewaterhouseCoopers Audit and ERNST & YOUNG et Autres were in the 18th and 37th of total uninterrupted engagement, respectively.

RESPONSIBILITIES OF MANAGEMENT AND THOSE CHARGED WITH GOVERNANCE FOR THE FINANCIAL STATEMENTS

Management is responsible for the preparation and fair presentation of the financial statements in accordance with French accounting principles and for such internal control as Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, Management is responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is expected to liquidate the Company or to cease operations.

Refer to the glossary on page 715 for the definition of technical terms.

The Audit Committee is responsible for monitoring the financial reporting process and the effectiveness of internal control and risks management systems and where applicable, its internal audit, regarding the accounting and financial reporting procedures.

The financial statements were approved by the Board of Directors.

STATUTORY AUDITORS' RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Objectives and audit approach

Our role is to issue a report on the financial statements. Our objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with professional standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As specified in Article L. 823-10-1 of the French Commercial Code (Code de commerce), our statutory audit does not include assurance on the viability of the Company or the quality of management of the affairs of the Company.

As part of an audit conducted in accordance with professional standards applicable in France, the statutory auditor exercises professional judgement throughout the audit and furthermore:

- Identifies and assesses the risks of material misstatement of the financial statements, whether due to fraud or error, designs and performs audit procedures responsive to those risks, and obtains audit evidence considered to be sufficient and appropriate to provide a basis for his opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtains an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluates the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by Management in the financial statements.
- Assesses the appropriateness of Management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. This assessment is based on the audit evidence obtained up to the date of his audit report. However, future events or conditions may cause the Company to cease to continue as a going concern. If the statutory auditor concludes that a material uncertainty exists, there is a requirement to draw attention in the audit report to the related disclosures in the financial statements or, if such disclosures are not provided or inadequate, to modify the opinion expressed therein.
- Evaluates the overall presentation of the financial statements and assesses whether these statements represent the underlying transactions and events in a manner that achieves fair presentation.

Report to the Audit Committee

We submit to the Audit Committee a report which includes in particular a description of the scope of the audit and the audit program implemented, as well as the results of our audit. We also report, if any, significant deficiencies in internal control regarding the accounting and financial reporting procedures that we have identified.

Our report to the Audit Committee includes the risks of material misstatement that, in our professional judgment, were of most significance in the audit of the financial statements of the current period and which are therefore the key audit matters that we are required to describe in this report.

We also provide the Audit Committee with the declaration provided for in Article 6 of Regulation (EU) No 537/2014, confirming our independence within the meaning of the rules applicable in France such as they are set in particular by Articles L. 822-10 to L. 822-14 of the French Commercial Code (Code de commerce) and in the French Code of Ethics (code de déontologie) for statutory auditors. Where appropriate, we discuss with the Audit Committee the risks that may reasonably be thought to bear on our independence, and the related safeguards.

Neuilly-sur-Seine and Paris-La Défense, 23 March 2022

The Statutory Auditors

PricewaterhouseCoopers Audit	ERNST & YOUNG et Autres
Agnès Hussherr	Olivier Durand

8

GENERAL INFORMATION

Articles of Association – Updated version on 10 March 2022 — **692**

Information on the Company — **700**

Acquisitions made by Crédit Agricole S.A. over the past three financial years	700
New products and services	700
Material contracts	701
Material changes	701
Publicly available documents	701
General Meeting of Shareholders of 24 May 2022	702
Information on inactive bank accounts	702
Information on accounts payable and receivables	702
Information on the Crédit Agricole S.A. entities	702
Transactions with related parties	704

Statutory auditors' report on related party agreements — **705**

Agreements submitted for approval to the Annual General Meeting	705

Person responsible for the Universal Registration Document of Crédit Agricole S.A. — **714**

Statement by the person responsible	714
Statutory auditors	714

Glossary — **715**

Acronyms	715
Definitions	715

Cross-reference tables — **720**

Cross-reference table of the annual Registration Document	720
The following thematic table identifies the regulated information within the meaning of the AMF General Regulation contained in this Universal Registration Document	723
Cross-reference table with the report on corporate governance	725
Cross-reference table of the Annual Financial Report	726

Refer to the glossary on page 715 for the definition of technical terms.

General Meeting 2022
Tuesday 24 May, 10:00 a.m.

Warning

At its meeting of 9 February 2022, the Board of Directors of Crédit Agricole S.A., called the shareholders and "Crédit Agricole Classique" FCPE fund unitholders to an Ordinary and Extraordinary General Meeting to be held on Tuesday 24 May 2022 at Montpellier Events – Le Corum, esplanade Charles-de-Gaulle, 34000 Montpellier, but granted all powers to the Chairman to decide whether, if necessary, to hold the General Meeting behind closed doors in light of the health situation and the associated legislation in force, and to ensure that the information for shareholders included in the Notice of Meeting is amended accordingly.

Notwithstanding this delegation, shareholders are informed that, in view of the current health crisis and the lack of legislation in this regard, holding a General Meeting behind closed doors is not currently being considered.

Written questions

Shareholders or unitholders of the FCPE fund "Crédit Agricole Classique" wishing to ask any **questions in writing** may, from the date of the Notice of Meeting until the end of the fourth business day preceding the date of the meeting, namely **Wednesday, 18 May 2022,** send them by registered letter with return receipt requested to the Chairman of the Board of Directors of Crédit Agricole S.A. at the address of its registered office, or by email to: assemblee.generale@credit-agricole-sa.fr, along with a **certificate of account registration.**

The answers to such written questions will be published directly on the website of Crédit Agricole S.A., at the following address:

https://www.credit-agricole.com/en/finance/finance/individual-shareholders/annual-general-meeting

Questions from shareholders at the meeting

All shareholders shall also have the right to ask one or more questions in writing which will be answered during the General Meeting, under the conditions described below.

Submission of questions

Shareholders who want to ask a question should visit the page dedicated to the General Meeting at www.credit-agricole.com/en/finance/finance/individual-shareholders/annual-general-meeting, where they will find the link to connect to the chat and complete the submission form. They must enter their title, surname, first name and email address and certify that they are Crédit Agricole S.A. shareholders.

The chat room will be open from 24 May 2022, 10:00, and will be closed after the Q&A session at the General Meeting. Only questions submitted through this procedure within the allotted time will be processed.

Moderation and answering of questions

Crédit Agricole S.A. will make every effort to answer all questions that are received in this context. However, questions asked in the chat room may be moderated if necessary to avoid any incidents during the meeting. Shareholders are asked to observe the following rules:

- Only questions related to the agenda of the General Meeting will be answered.
- We will not answer any questions relating to personal matters, customer focus or commercial issues. Please address such questions to your institution's Customer Relations department.
- Any comments or questions containing abusive or defamatory language will not be answered.
- Any questions that are not sufficiently understandable or intelligible will not be answered. It is the shareholder's responsibility to ensure that the question is properly framed and clear.

As many questions as possible will be answered at the meeting after they are grouped by topic. The answers given at the meeting will be published on the Company's website. Questions that could not be answered during the meeting will also be posted on the Company's website.

To follow the General Meeting in real time on the Internet, visit our website at www.credit-agricole.com

ARTICLES OF ASSOCIATION – UPDATED VERSION ON 10 MARCH 2022

CRÉDIT AGRICOLE S.A.

A French company *("société anonyme")* with a share capital of €9,077,707,050

Registered with the Nanterre Trade and Company Registry under number 784 608 416

Registered office:

12, place des États-Unis, 92127 Montrouge Cedex

Article 1 – Form

Crédit Agricole S.A. (the "Company") is a French company *("société anonyme")* with a Board of Directors *("Conseil d'administration")* governed by ordinary corporate law, notably Book II of the French Commercial Code, as well as, where applicable, Book X of the French Commercial Code relating to companies whose securities are admitted to trading on a regulated market or a multilateral trading facility.

Crédit Agricole S.A. is also subject to the provisions of the Monetary and Finance Code, in particular Articles L. 512-47 *et seq.,* and those provisions of former Book V of the Rural Code which have not been repealed.

Prior to the Extraordinary General Meeting of 29 November 2001, the Company was called "Caisse Nationale de Crédit Agricole", abbreviated "C.N.C.A."

The Company was born of the transformation of the Caisse Nationale de Crédit Agricole, an *"Établissement Public Industriel et Commercial",* following the merger of the Mutual Guarantee Fund of the *Caisses Régionales de Crédit Agricole Mutuel* (the Regional Banks); it continues to hold all of the rights, obligations, guarantees and security interests of those legal entities prior to their transformation; it exercises all rights relating to mortgages granted in favour of the State.

Article 2 – Name

The name of the Company is: Crédit Agricole S.A.

In all deeds and documents of the Company that are intended for third parties, the corporate name shall be immediately preceded or followed by the words *"Société Anonyme"* or the initials "S.A.", *"régie par le livre deuxième du Code de commerce et par les dispositions du Code monétaire et financier"* ("governed by Book II of the French Commercial Code and the provisions of the Monetary and Finance Code") and by the amount of the share capital.

Article 3 – Object

Crédit Agricole S.A. has for object to facilitate and promote the activities and development of the *Caisses Régionales de Crédit Agricole Mutuel* and the Crédit Agricole Group. In furtherance of this purpose:

1. Crédit Agricole S.A. operates as a central financial institution and ensures that the Group acts as a single financial unit in its dealings with third parties with the object of optimising the financial management of funds and, in return, the allocation of the financial resources so collected.

   Crédit Agricole S.A. collects and manages the excess deposits and savings of the Regional Banks, as well as savings collected by such Banks on its behalf.

   Crédit Agricole S.A. grants facilities to the Regional Banks to permit the funding of their medium and long-term loans. It ensures that the transformation risks pertaining to the Company, its subsidiaries and the Regional Banks are assumed. It implements the mechanisms for guaranteeing transactions by the *Caisses Régionales de Crédit Agricole Mutuel.* In its own name and on behalf of the companies in the Crédit Agricole Group, Crédit Agricole S.A. negotiates and enters into domestic and international agreements which may affect the credit of the Group. It executes all nation-wide agreements with the State.
2. In France and abroad, Crédit Agricole S.A. performs all types of banking, financial, credit, investment or securities transactions and related services under the Monetary and Finance Code, guaranty, arbitrage, brokerage and commission transactions, whether for its own account or for the account of others, without infringing on the remit of the *Caisses Régionales de Crédit Agricole Mutuel.*
3. In accordance with the provisions of the Monetary and Finance Code, as the Central Organ of Crédit Agricole Mutuel, Crédit Agricole S.A. ensures the cohesion of the Crédit Agricole Mutuel network, the proper operation of the credit institutions that are a part thereof, and compliance by such institutions with the applicable laws and regulations by exercising administrative, technical and financial supervision thereof; it guarantees the liquidity and solvency of the entire network and all institutions affiliated therewith.

And, as a general matter, Crédit Agricole S.A. engages in all types of commercial, financial, personal and real property transactions and provides all services directly or indirectly related to its purpose, provided that they are in furtherance thereof.

Article 4 – Registered office

The registered office of the Company is situated at 12, place des États-Unis, 92127 Montrouge Cedex.

Article 5 – Duration

The Company, born out of the transformation described in the last paragraph of Article 1 of these Articles of Association, shall terminate on 31 December 2086 unless extended or dissolved in advance by the Shareholders at an Extraordinary General Meeting.

Article 6 – Share capital

The share capital of the Company is €9,077,707,050 divided into 3,025,902,350 shares with a par value of €3, all of them paid up in full.

For purposes of these Articles of Association:

- **"General Meeting"** means the General Meeting of Shareholders;
- **"Extraordinary General Meeting"** means the General Meeting convened to vote on extraordinary business;
- **"Ordinary General Meeting"** means the General Meeting convened to vote on ordinary business.

Article 7 – Changes in the share capital: capital increases, reductions and redemptions

A. Capital increases

1. The share capital may be increased by any method and in any manner authorised by law.
2. The Extraordinary General Meeting shall have exclusive authority to decide whether to increase the share capital or to authorise such a decision, subject to the provisions relating to the payment of dividends in shares set out in Article 30 "Determination, allocation and distribution of profit" of these Articles of Association.
3. Pursuant to the applicable laws and regulations, holders of shares have a pre-emptive right to subscribe for shares and securities granting rights to shares in the Company, in proportion to the quantity of shares that they own.
4. In-kind contributions must be approved by the Extraordinary General Meeting, pursuant to the applicable laws and regulations.

Refer to the glossary on page 715 for the definition of technical terms.

B. Capital reductions

1. Capital reductions are decided or authorised by the Extraordinary General Meeting, which may delegate to the Board of Directors all powers for purposes of carrying out capital reductions.
2. Any capital reduction due to losses is allocated to the share capital among the different shares in proportion to the percentage of share capital they represent.

   Losses shall first be charged against the following accounts, in the following order: 1) retained earnings, 2) distributable reserves, 3) other reserves, 4) statutory reserves, 5) any share premiums, 6) the legal reserve, and 7) equity.
3. The Company may carry out capital reductions for reasons other than losses under the conditions stipulated by laws and regulations.

C. Redemption of the share capital

The share capital may be redeemed in accordance with Articles L. 225-198 *et seq.* of the French Commercial Code.

Article 8 – Form of shares

The shares may be in registered or bearer form, at the holders' election, subject to applicable statutory and regulatory provisions.

They shall be registered in shareholders' accounts on the terms and conditions provided for by law. They may be transferred from account to account.

Article 9 – Declarations regarding reaching thresholds and shareholder identification

A. Declarations regarding reaching thresholds

Without prejudice to the ownership threshold disclosures provided by law, any person or legal entity, acting solely or with others, who directly or indirectly comes into possession of a number of shares representing 1% of the share capital or voting rights must inform the Company, by recorded delivery with advice of delivery, at its registered office, within five days of the date on which the shares enabling such person to reach or breach said threshold were registered, of the total number of shares and the number of voting rights it owns, as well as the total number of securities which may grant rights to the Company's equity in the future, any voting rights which may be attached thereto.

The said declaration must be renewed as set forth above each time that the number of shares or voting rights attains a multiple of a 1% threshold (through either a purchase or sale of shares) of the total shares or voting rights.

If a Shareholder has not issued the required declarations as set forth above, he shall lose his right to vote on the shares exceeding the level which should have been reported, as provided for by law, if one or more holders of shares representing at least 2% of the shares or voting rights so request during a General Meeting.

B. Shareholder identification

In accordance with applicable laws and regulations, and in order to identify the holders of bearer securities, the Company shall have the right to request at any time, at its expense, that the central custodian of its securities account provide the name, nationality, year of birth or formation, and the address of the holders of securities which provide a present or future right to vote at its General Meetings, as well as the number of securities held by each and the restrictions, if any, which may apply to the said securities.

Based on the list provided by the central custodian, and subject to the same terms and conditions, the Company shall have the right to request, either from said central custodian or directly from the persons on the list who the Company feels may be acting as intermediaries on behalf of third party, the information regarding said securities holders set forth in the preceding paragraph.

If they are intermediaries, said persons must disclose the identity of the holders of said securities. The information should be provided directly to the financial intermediary that maintains the account and said entity must then transmit the information to the Company or to the central custodian.

For registered securities, the Company shall also have the right at any time to request that the intermediary that has registered on behalf of third parties disclose the identity of the holders of said securities and the number of securities held by each of them.

For so long as the Company feels that certain holders of securities (whether registered or bearer), the identity of which has been provided to it, are holding said securities on behalf of third parties, it shall have the right to request said holders to disclose the identity of the owners of the securities as set forth above and the number of securities held by each of them.

After the information set forth above has been requested, the Company shall have the right to request any legal entity which holds more than one-fortieth of the share capital or voting rights of the Company to disclose to the Company the identity of the persons who directly or indirectly hold more than one-third of the share capital or voting rights (which are exercised at the legal entity's general meetings) of the said legal entity.

If a person who has been the subject of a request in accordance with the provisions of the present Article 9.B. fails to disclose the requested information within the legally required period or discloses incomplete or incorrect information regarding its capacity or the holders of the securities, or the number of securities held by each of them, the shares or securities which give rise to present or future rights to the Company's share capital which said person has registered, shall immediately lose their voting rights at any General Meeting until complete information has been provided. Dividend payments shall also be suspended until that date.

In addition, in the event that the registered person deliberately misconstrues the above provisions, the court which has territorial jurisdiction over the Company's registered office may, at the request of the Company or of one or more Shareholders holding at least 5% of the share capital, revoke in whole or in part the voting rights regarding which the information was requested and, possibly, the corresponding dividend payment of the shares, for a period which may not exceed five years.

Article 10 – Voting rights – Indivisibility of the shares – Rights and obligations attached to the shares

A. Voting rights

The voting rights attached to the Company's shares are proportional to the share capital that they represent and each share entitles its holder to one vote. The Company's shares (including any that might be freely allocated as part of a capital increase via a capitalisation of reserves, profits or issue premiums) do not carry double voting rights in accordance with Article L. 22-10-46 in the last sub-paragraph of Article L. 225-123 of the French Commercial Code.

B. Indivisibility of the shares

The shares are indivisible with regard to the Company.

Voting rights attached to each share are exercised by the beneficial owner at Ordinary General Meetings and by the legal owner at Extraordinary General Meetings.

The joint owners of indivisible shares are represented at General Meetings by one of them or by a single representative. In the event of a dispute, their representative shall be appointed by the Court at the request of the first joint owner to refer this matter to the Court.

The right to the award of new shares following the capitalisation of reserves, profits or any share premiums belongs to the legal owner, subject to the rights of the beneficial owner.

C. Rights and obligations attached to the shares

1. Ownership of a share automatically entails compliance with the Articles of Association and with resolutions duly adopted by General Meetings.
2. Each share gives the holder the same right of ownership in the Company's assets and profits, as defined in Article 31 "Dissolution – Liquidation" and Article 30 "Determination, allocation and distribution of profit" herein.

   Each share gives the holder the right to attend General Meetings and to vote therein, under the conditions set forth by law and by the Articles of Association. Each share shall give the holder the right to cast one vote at General Meetings.
3. Whenever it is necessary to hold several shares to exercise a given right, such as in the case of an exchange, consolidation or allocation of shares, or as a result of an increase or reduction of the share capital regardless of whether this is due to accumulated losses, or in the case of a merger or other corporate transaction, the holders of individual shares, or those who do not own the required number of shares, may exercise such rights only if they personally arrange for the consolidation of the shares and purchase or sell the required number of shares or fractional shares, where necessary.

Article 11 – Board of directors

1. The Company shall be governed by a Board of Directors composed of:

- **at least three and no more than 18** directors shall be elected by the General Meeting in accordance with the provisions of Article L. 225-18 of the French Commercial Code;
- **one director representing the professional agricultural organisations,** shall be appointed in accordance with the provisions of Article L. 512-49 of the Monetary and Finance Code; and
- **one or two directors representing the staff,** appointed in accordance with Article L. 225-27-1-III-3°of the French Commercial Code;
- **one Director representing employee shareholders,** in accordance with Article L. 225-23 and L. 22-10-5 of the French Commercial Code, elected by the General Meeting upon the proposal of the shareholders as referred to in Article L. 225-102.

The following individuals may also attend Board Meetings in an advisory capacity:

- non-voting Board Members appointed in accordance with Article 12 of these Articles of Association; and
- one member of the Works Council designated thereby.

In the event that one of the positions held by the directors representing the staff or by the director who represents the professional agricultural organisations becomes vacant, the Board of Directors whose Board Members are elected by the General Meeting may validly deliberate.

The age limit for directors is 65. When a director reaches the age of 65, he will be deemed to have resigned at the end of the next Ordinary General Meeting of Shareholders.

2. Directors elected by the General Meeting of Shareholders

Directors elected by the General Meeting of Shareholders shall be natural persons or legal entities.

The term of office of directors is three years. However, a director appointed to replace another director whose term of office has not yet expired shall remain in office only for the balance of his predecessor's term.

Directors who are natural persons may not be elected to more than four consecutive terms of office. However, if a director is appointed to replace an outgoing director whose term of office has not yet expired, the director appointed for the remainder of the outgoing director's term may seek a fifth term, for a period not exceeding four consecutive terms of office. He will be deemed to have resigned at the end of the next Ordinary General Meeting following the twelfth anniversary of his first appointment.

A director's duties shall terminate at the end of the Ordinary General Meeting called to consider the accounts for the previous financial year that is held during the year in which such director's term expires.

With the exception of the directors elected by the staff and the director who represents the professional agricultural organisations, the renewal of the directors elected by the General Meeting of Shareholders shall be carried out in such a way as to ensure, to the extent possible, a gradual and balanced expiry of terms of office.

3. Director representing the professional agricultural organisations

The term of office of the director representing the professional agricultural organisations is three years. He may be re-appointed or removed at any time by the authority that appointed him.

4. Directors representing the staff

When only one director representing the employees is to be appointed, he or she shall be appointed by the trade union organisation having obtained the most votes in the first round of the elections mentioned in Articles L. 2122-1 and L. 2122-4 of the Labour Code in the Company and its direct or indirect subsidiaries whose registered office is located in France. When two directors representing the employees must be appointed, they shall be designated by each of the two trade union organisations having obtained the most votes in the first round of these elections.

The number of directors representing the employees shall be two when the number of directors mentioned in Articles L. 225-17 and L. 225-18 of the French Commercial Code is greater than eight, and one if it is equal to or less than eight. If, during a financial year, the number of directors mentioned in Articles L. 225-17 and L. 225-18 of the French Commercial Code falls below or reaches eight, the term of office of the second director representing the employees shall continue until its end, but shall not be renewed if the number of directors remains below or reaches eight on the date of renewal. If the number of directors mentioned in Articles L. 225-17 and L. 225-18 becomes again greater than eight, a second director representing the employees shall be appointed under the conditions set out above, within six months of the co-option by the Board of Directors or the appointment by the General Meeting of the new director, it being specified that the latter shall take office at the first meeting of the Board of Directors held after his appointment.

Each director representing employees is appointed for a period of three years. His or her term of office shall expire at the end of the Ordinary General Meeting called to approve the accounts for the previous financial year, held in the year in which his or her term of office expires.

Refer to the glossary on page 715 for the definition of technical terms.

In the event that the seat of a director representing the staff falls vacant as a result of his death, resignation, removal, the termination of his employment contract, or for any other reason whatsoever, the vacant seat is filled for the remaining term of office in accordance with Article L. 225-34 of the French Commercial Code. Until the date of replacement, the Board of Directors may validly meet and deliberate.

In the event that the obligation to appoint one or more directors representing employees lapses (including in the event of the repeal of the legal provisions providing for it), the term of office of the director(s) representing employees shall end on the earlier of the following two dates: at the end of the current term of office or at the end of the Board of Directors' meeting at which the Board of Directors acknowledges that the Company no longer falls within the scope of the law.

Subject to the provisions of this article or the law, the directors representing the employees shall have the same status, powers and responsibilities as the other directors.

If no director or directors representing the employees are appointed in accordance with the law and these Articles of Association, the Board of Directors may meet and deliberate validly.

5. Director representing employee shareholders

a. Procedures for appointing the candidate for the position of Director representing employee shareholders

Under the conditions defined in Article L. 225-102 of the French Commercial Code, the candidate for appointment as Director representing employee shareholders is designated:

1) on the one hand, by all the elected members of the Supervisory Boards of the said FCPEs for unitholders of company mutual funds (FCPE) invested mainly in Crédit Agricole S.A. shares; and

2) on the other hand, by electors elected by all employee shareholders when they directly exercise the voting rights attached to the shares that they own directly (it being specified that the employees referred to in this paragraph 2) and are those referred to in Article L. 225-102 of the French Commercial Code, i.e. employee shareholders of the Company and of entities or groupings related or affiliated to the Company pursuant to Article L. 225-180 of the French Commercial Code).

The members of the Supervisory Boards referred to in paragraph 1) and the electors referred to in paragraph 2) shall meet within a college *(Collège)* responsible for electing from among themselves the candidate for the position of Director representing employee shareholders and his or her substitute with a view to their election by the General Meeting.

The conditions for appointing the electors and the candidate, which are not specified in these Articles of Association, shall be determined by the Board of Directors, and shall be implemented by any person and/or management of Crédit Agricole S.A. to whom it has delegated authority, in agreement with the Chief Executive Officer.

In any event,

- the Board of Directors, when determining the conditions for eligibility to stand for election as a candidate for the positions of electors, must ensure that the number of electors will be such that the composition of the College will be reasonably representative of the respective weighting of shares whose voting rights are exercised directly by employee shareholders and shares whose voting rights are exercised by the Supervisory Boards of the FCPEs;
- the candidate and his/her substitute having received the absolute majority of the votes cast within the College will be proposed to the General Meeting; if, at the end of the vote, no candidate has obtained an absolute majority, then the two candidates having obtained the most votes will have to present themselves for a second round, at the end of which the one having obtained the absolute majority of the votes cast will be proposed to the General Meeting. The identity of the candidate and that of his or her substitute must be included in the Notice to the General Meeting called to decide on his or her appointment.

b. Status of the Director representing employee shareholders

The term of office of the Director representing employee shareholders is identical to that of the Directors elected by the General Meeting in accordance with Article L. 225-18 of the French Commercial Code. However, such Director's term of office shall terminate automatically and the Director representing employee shareholders shall be deemed to have resigned automatically in the event of loss of capacity as a shareholder (individually or through an FCPE), or as an employee of the Company or of a company or economic interest grouping related to the Company within the meaning of Article L. 225-180 of the French Commercial Code.

All candidates must present themselves with a substitute, who is called upon to replace them in the event of the definitive termination, during their term of office, of the duties as Director of the holder with whom they have been appointed. In this case, the substitute is co-opted by the Board of Directors to serve as Director representing employee shareholders until the term set. The co-optation of the substitute by the Board of Directors shall be subject to ratification by the next Ordinary General Meeting. Until the co-optation of the Substitute Director, the Board of Directors will be able to meet and deliberate validly.

If the substitute is definitively unable to attend, the replacement of the latter will be carried out under the conditions provided for in paragraph a. for the appointment of the candidate, at the latest before the Meeting of the next Ordinary General Meeting or, if this Meeting is held less than four months after the definitive impediment of the substitute, before the next Ordinary General Meeting. Until the co-optation of the alternate Director, the Board of Directors will be able to meet and deliberate validly.

In the event that, during the term of office, the report presented annually by the Board of Directors to the General Meeting pursuant to Article L. 225-102 of the French Commercial Code establishes that the shares held within the scope of said article represent a percentage of less than 3% of the Company's share capital, the term of office of the member of the Board of Directors representing employee shareholders shall end at the close of the General Meeting at which the report of the Board of Directors establishing this fact is presented.

Article 12 – Non-voting directors

Upon recommendation from the Chairman, the Board of Directors may appoint one or more non-voting directors.

Non-voting directors shall be notified of and participate at meetings of the Board of Directors in an advisory capacity.

They are appointed for a term of three years and may not be reappointed for more than four terms. They may be dismissed by the Board at any time.

In consideration of services rendered, they may be remunerated as determined by the Board of Directors.

Article 13 – Directors' shares

Each director must own at least one share. If, on the date of his appointment or during his term of office, a director does not own or no longer owns at least one share and fails to correct this situation within three months, he will be deemed to have resigned.

Article 14 – Deliberations of the board of directors

1. The Board of Directors shall meet as often as the interests of the Company so require, upon notice by its Chairman, by any person authorised for that purpose by the Board of Directors, or by at least one-third of its members to address a specific agenda if the last meeting was held more than two months previously.

   If necessary, the Chief Executive Officer may request the Chairman to call a meeting of the Board of Directors to address a specific agenda.

   Meetings may be held at the registered office or at any other place specified in the notice of the meeting.

   Generally, notice of a meeting shall be given at least three days in advance by letter or by any other means. However, if all of the directors so agree, notice may be given orally and need not be in advance.

   Notices of meetings shall set forth the principal items of business on the agenda.

2. The physical presence of at least one half of the directors is required for deliberations to be valid.

   At the Chairman's request, employees in positions of responsibility in the group may attend Board Meetings.

   A majority of the votes of the directors present or represented is required for a resolution to pass. Each director has one vote and is not authorised to represent more than one of his fellow directors.

   The Chairman shall have the casting vote in the event of a tie.

   The directors and any individuals requested to attend the Board of Directors' Meetings must exercise discretion with respect to the Board's deliberations and any confidential information and documents described as such by the Chairman of the Board of Directors.

3. Decisions falling within the Board's remit relating to the appointment of Directors on a provisional basis, the compliance of the Articles of Association with the regulations and legislation, the calling of the General Meeting and the relocation of the registered office within the same department may be taken by written consultation with the directors.

Article 15 – Powers of the board of directors

The Board of Directors determines and ensures compliance with the business focus of the Company.

Except for the powers expressly reserved to the General Meeting of Shareholders and within the limits established by the Company's purpose, the Board of Directors is responsible for all issues related to the Company's operations and business and deliberates on such issues. In its relations with third parties, the Company may be bound by the acts of the Board of Directors which fall outside the Company's object unless the Company can prove that the said third party knew that the act was *ultra vires* or that it could not have been unaware, in light of the circumstances, that the act was *ultra vires*. The publication of the Articles of Association shall not constitute proof thereof.

The Board of Directors may conduct any inspections or audits that it deems necessary. Each director shall receive the information necessary to accomplish the Board's duties; management shall furnish to any director those documents that the said director deems necessary or appropriate.

The Board may decide to set up various committees to examine issues raised by itself or its Chairman and render an opinion.

The Board shall be responsible for determining the composition and powers of committees which do their work under its authority.

Article 16 – Chairmanship of the board of directors

In accordance with Article L. 512-49 of the Monetary and Finance Code, the Board of Directors shall elect a Chairman from among its members who are directors of a *Caisse Régionale de Crédit Agricole Mutuel* and shall fix his term of office, which may not exceed his term of office as a director.

The Board of Directors shall elect one or more Vice-Chairmen whose term shall also be established by the Board, but which may not exceed his (their) term of office as a director.

The Chairman of the Board of Directors represents the Board of Directors. He organises and directs the activities thereof and reports to the General Meeting on its activities.

He is responsible for the proper operation of the Company's entities, and, in particular, insures that directors are able to fulfil their duties.

As an exception to the provisions of the last paragraph of Article 11-1, the age limit for serving as Chairman of the Board of Directors is 67. Subject to this age limit, and as an exception to the provisions of Article 11-2, paragraph 3 of the Articles of Association, a serving Chairman may seek a fifth consecutive term of office.

Article 17 – General management

A. Chief Executive Officer

In accordance with Article L. 512-49 of the Monetary and Finance Code, the Board of Directors appoints the Chief Executive Officer of the Company, it may also terminate his appointment.

The Chief Executive Officer shall enjoy the broadest powers to act in all cases on behalf of the Company. He may exercise his authority within the limits of the Company's object and subject to that authority expressly reserved to General Meetings and to the Board of Directors.

He represents the Company in its relations with third parties.

The Company shall be bound by those actions of the Chief Executive Officer which are *ultra vires* unless the Company can prove that the said third party knew that the act was *ultra vires* or that it could not have been unaware, in light of the circumstances, that the act was *ultra vires*. Publication of the Articles of Association shall not constitute proof thereof.

Provisions of the Articles of Association and decisions of the Board of Directors that limit the Chief Executive Officer's powers are not binding on third parties.

He shall attend the meetings of the Board of Directors.

He shall appoint all employees and fix their compensation, in accordance with the provisions of the Monetary and Finance Code.

He may delegate part of his authority to as many individuals as he deems advisable.

B. Deputy Chief Executive Officers

Upon recommendation of the Chief Executive Officer, the Board of Directors appoints one or more persons responsible for assisting the Chief Executive Officer who shall have the title "Deputy Chief Executive Officer" *("Directeur général délégué").*

With the consent of the Chief Executive Officer, the Board of Directors shall determine the scope and term of the authority granted to the Deputy Chief Executive Officers.

Deputy Chief Executive Officers shall have the same authority as the Chief Executive Officer with respect to third parties.

In the event that the Chief Executive Officer ceases or is unable to perform his duties, the Deputy Chief Executive Officers shall continue to perform their duties until the appointment of a new Chief Executive Officer, unless the Board of Directors decides otherwise.

Refer to the glossary on page 715 for the definition of technical terms.

Article 18 – General provision on age limits

Any officer or director who reaches the age limit set by the Articles of Association or the law shall be deemed to have resigned at the close of the Annual Ordinary General Meeting of Shareholders that follows said anniversary date.

Article 19 – Directors' compensation

The Ordinary General Meeting determines and approves the directors' compensation package.

Article 20 – Statutory Auditors

Audits of the accounts shall be exercised in accordance with the law by two Statutory Auditors appointed by the Ordinary General Meeting of Shareholders.

The term of office of the Statutory Auditors shall be six financial years.

Statutory Auditors whose term of office expires may be re-appointed in compliance with the legal and regulatory provisions relating to their terms of office and turnover rates.

The Statutory Auditors may act jointly or separately, but must submit a joint report on the Company's accounts. They shall report to the Annual Ordinary General Meeting of Shareholders.

Article 21 – Shareholders' General Meetings

Collective resolutions shall be adopted at General Meetings which are either ordinary or extraordinary depending on the decisions they are called upon to take.

Article 22 – Notice and venue of Shareholders' General Meetings

General Meetings of Shareholders shall be convened and shall deliberate in accordance with the applicable laws and regulations.

General Meetings of Shareholders may be held at the registered office or at any other place specified in the notice of the meeting.

Article 23 – Agenda and minutes of General Meetings

The person calling the General Meeting shall draft the agenda for the General Meeting in accordance with the applicable laws and regulations.

Minutes must be drawn up and copies or extracts of the deliberations shall be issued and certified in accordance with the law.

Article 24 – Access to General Meetings

A. Proxies

Any Shareholder, regardless of the number of shares he/she owns, has the right to attend General Meetings, either in person or by proxy, subject to the conditions laid down by law and in these Articles of Association, by providing proof of identity and ownership of the shares, provided that the shares have been registered, either in his/her name or in the name of the intermediary registered on his/her behalf, by 12 midnight Paris time, on the second business day before the General Meeting:

- holders of registered shares must register their shares in the registered share accounts kept in the Company's registers;
- holders of bearer shares must deposit their shares in the bearer share accounts held by the authorised intermediary. This entry or filing is evidenced by a certificate of share ownership delivered by the intermediary or electronically, as applicable.

If a Shareholder cannot attend the General Meeting in person or by proxy, he/she may participate in one of the following two ways:

- cast a vote remotely;

or

- forward a proxy to the Company without naming a proxy holder,

in accordance with the applicable laws and regulations.

B. Participation in General Meetings

If the Shareholder has requested an admission card or a certificate of share ownership, or has cast his/her vote remotely or sent a proxy, he/she may no longer choose to take part in the General Meeting in another manner. However, he/she may sell all or part of his/her shares at any time.

If ownership is transferred before 12 midnight CET on the second business day before the General Meeting, the Company shall invalidate or make the necessary changes to the remote vote, the proxy, the admission card or the certificate of share ownership, as appropriate. To that end, the authorised intermediary, acting as account holder, shall notify the Company or its agent of such a transfer and forward the necessary information to it.

The authorised intermediary shall not issue a notification of transfer of ownership taking place after 12 midnight CET on the second business day before the General Meeting, nor shall the Company take such a transfer into consideration.

Shareholders in the Company who are not domiciled in France may be registered in an account and represented at General Meetings by any intermediary that has been registered on their behalf and given a general power of attorney to manage the shares. When opening its account, however, the intermediary must have declared its status, as an intermediary holding shares on behalf of third parties, to the Company or the financial intermediary acting as account holder, in accordance with the applicable and regulatory provisions.

Following a decision by the Board of Directors published in the notice convening the meeting, Shareholders may participate in General Meetings by videoconferencing, or by any other means of telecommunication or remote transmission, including the internet, in accordance with the legal and regulatory provisions in force. The Board of Directors shall determine the terms governing participation and voting, ensuring that the procedures and technologies used meet the technical criteria required to ensure that the General Meeting's deliberations are continuously and simultaneously relayed and that the votes are accurately recorded.

Provided that they comply with the relevant deadlines, Shareholders who use the electronic voting form provided on the website set up by the entity in charge of the General Meeting's formalities shall be counted as being present or represented at the General Meeting. The electronic form may be completed and signed directly online using any procedure, including a username and password combination that has been approved by the Board of Directors and complies with the requirements set out in the first sentence of the second sub-paragraph of Article 1367 of the French Civil Code.

A proxy or vote issued before the General Meeting using such electronic means and the subsequent acknowledgement of receipt thereof shall be deemed to be irrevocable and enforceable against all parties, it being understood that if the ownership of shares is transferred before 12 midnight CET on the second business day before the General Meeting, the Company shall invalidate or make the necessary changes to the proxy or vote issued before that time and date, as appropriate.

Article 25 – Attendance list – Officers of the General Meeting

1. An attendance list setting out the information required by law is kept for each General Meeting of Shareholders.

   This list, which must be duly initialled by all Shareholders present or their proxies, and to which are attached all proxy forms given to each of the proxies and any ballots cast remotely, shall be certified as accurate by the officers of the General Meeting.

2. The Chairman of the Board, or in his absence a Vice-Chairman or a director expressly authorised for that purpose by the Board of Directors, shall chair General Meetings of Shareholders.

   If a General Meeting of Shareholders is convened at the request of one or more Statutory Auditors, one of the Statutory Auditors shall chair the General Meeting.

   Whenever the person entitled or designated to chair is absent, the General Meeting of Shareholders shall elect its Chairman.

   The officers of the General Meeting appoint a secretary who needs not be a Shareholder.

   The officers of the General Meeting are in charge of verifying, certifying and signing the attendance list, ensuring that the debate is conducted in good order, resolving problems which may arise during the General Meeting, checking the ballots cast and verifying that they are not void, and ensuring that minutes of the General Meeting are drawn up.

Article 26 – Quorum – Voting – Number of votes at General Meetings

The quorum at General Meetings is calculated on the basis of the total number of shares, less those shares not entitled to vote in accordance with the provisions of the law or of the Articles of Association.

In the case of remote voting, only ballots received by the Company prior to the General Meeting within the time periods and under the conditions prescribed by the applicable laws and regulations shall be counted.

In the event of a proxy vote without naming a proxy holder, the Chairman shall add a vote in favour of the resolutions presented or approved by the Board of Directors and a vote against all other resolutions.

Except in the special cases provided for by law, each Shareholder at a General Meeting shall have the right to cast as many votes as shares he holds for which all capital calls have been met.

The Company shall have the right to request from an intermediary registered on behalf of a Shareholder who is not domiciled in France, but which has a general power of attorney to manage the securities of that Shareholder, to provide a list of Shareholders which it represents and whose votes will be exercised at a General Meeting.

The votes or proxies exercised by an intermediary which has not disclosed that it is acting in that capacity in accordance with applicable laws and regulations or the Articles of Association, or which has not disclosed the identity of the securities holders, shall not be counted.

Article 27 – Ordinary General Meetings

1. All decisions which do not amend the Articles of Association are taken by the Ordinary General Meeting of Shareholders.

   The Ordinary General Meeting must meet at least once a year within the period prescribed by the applicable laws and regulations to consider and vote on the accounts for the prior financial year.

   Its powers include the following:

   - to approve, modify or reject the accounts submitted to it;
   - to decide on the distribution and allocation of profit in accordance with the Articles of Association;
   - to discharge or refuse to discharge directors;
   - to appoint and dismiss directors;
   - to approve or reject temporary appointments of directors by the Board of Directors;
   - to authorise the purchase of shares under share buyback programmes established under the conditions stipulated by Articles L. 22-10-62 *et seq.* of the French Commercial Code (or equivalent regulations applicable as of the date of the relevant transaction);
   - to appoint the Statutory Auditors;
   - to consider and vote on the special report of the Statutory Auditors concerning transactions subject to prior authorisation by the Board of Directors.

2. The deliberations of the Ordinary General Meeting of Shareholders convened following the first notice shall be valid only if the Shareholders present, represented or voting remotely at the General Meeting hold, in the aggregate, at least one fifth of all voting shares.

   There is no quorum requirement for the General Meeting following the second notice.

   In order to pass, resolutions require a majority of the votes of the Shareholders present, represented or voting remotely.

Article 28 – Extraordinary General Meetings

1. The Extraordinary General Meeting of Shareholders shall have exclusive authority to amend any of the provisions of the Articles of Association. However, it shall not increase the obligations of the Shareholders other than through transactions, duly authorised and carried out, which are the result of an exchange or consolidation of shares.

2. The deliberations of the Extraordinary General Meeting of Shareholders convened following the first notice shall be valid only if the holders of shares present, represented or voting remotely at the General Meeting hold, in the aggregate, at least one fourth of all voting shares, or one fifth of all voting shares following the second notice. If this last quorum is not met, the second Extraordinary General Meeting may be postponed to a date not later than two months after the date for which it was scheduled.

   In order to pass, resolutions require a two-thirds majority of the votes of the holders of shares present, represented or voting remotely.

3. Notwithstanding the foregoing provisions, and as permitted by law, an Extraordinary General Meeting which approves a capital increase through the capitalisation of reserves, profits or share premiums shall be subject to the same quorum and majority voting requirements as an Ordinary General Meeting.

Article 29 – Financial year

The financial year shall begin on 1 January and end on 31 December of each year.

Article 30 – Determination, allocation and distribution of profit

1. Five per cent of the profit for a financial year less any accumulated losses shall be posted to the legal reserve until the reserve reaches one-tenth of the share capital.

2. The balance, increased by retained earnings, if any, shall constitute the distributable profit which the Ordinary General Meeting of Shareholders shall:

   - allocate to one or more ordinary or extraordinary, optional reserve accounts, with or without a specific purpose;
   - distribute to the Shareholders as a dividend.

   The Ordinary General Meeting may also decide to distribute amounts from reserves distributable by the Shareholders.

Refer to the glossary on page 715 for the definition of technical terms.

3. The Ordinary General Meeting or, in the case of an interim dividend, the Board of Directors, may, for a given financial period, decide to pay or not to pay a dividend to the Shareholders, in order to comply with the Company's prudential requirements.
4. The Ordinary General Meeting may grant each holder of shares, within the limits and under the conditions that it shall determine, for all or part of the dividend distributed or interim dividend, an option for payment of the dividend either in cash or in shares to be issued.

Article 31 – Dissolution – Liquidation

1. The Company shall be in liquidation as from the time that it is dissolved, for any reason whatsoever. Its legal personality shall subsist for purposes of such liquidation and until completion thereof.

   The shares may continue to be traded until liquidation has been completed.

   Dissolution of the Company shall be effective as against third parties only as from the date on which the notice of dissolution is published in the Paris Trade and Company Registry.

   At the end of the life of the Company or if it is dissolved in advance by an Extraordinary General Meeting of Shareholders, said Meeting shall fix the rules governing liquidation. Voting in accordance with the quorum and majority voting requirements applicable to Ordinary General Meetings, it shall appoint one or more liquidators whose powers it shall determine, and who shall carry out their responsibilities in accordance with the law. Upon appointment of the liquidators, the functions of the directors, the Chairman, the Chief Executive Officer and the Deputy Chief Executive Officers shall cease.

   Throughout the duration of liquidation, the General Meeting of Shareholders shall continue to exercise the same powers as it did during the life of the Company.
2. The liquidator shall represent the Company. He shall be vested with the broadest powers to dispose of its assets, even informally. He is authorised to pay creditors and distribute the remaining balance.

   The General Meeting may authorise the liquidator to continue pending business or to undertake new business for the purpose of the liquidation.

   The par value of the shares shall be reimbursed proportional to their share of the Company's share capital, and any liquidation dividend shall be distributed.

Article 32 – Disputes

Courts having jurisdiction under ordinary law shall resolve any dispute which may arise during the life of the Company or during liquidation following dissolution, either among the Shareholders, the managing and governing bodies and the Company, or among the Shareholders themselves, in connection with corporate business or compliance with the provisions of the Articles of Association.

INFORMATION ON THE COMPANY

ACQUISITIONS MADE BY CRÉDIT AGRICOLE S.A. OVER THE PAST THREE FINANCIAL YEARS

Main acquisitions completed

Date	Country	Investments	Financing
28/06/2019	Italy	AGOS finalised the acquisition of 100% of the share capital of ProFamily S.p.A.	The acquisition was financed by core own funds generated and retained during the year.
08/07/2019	Spain	ABANCA and Crédit Agricole Assurances announced the signing of a partnership agreement to form a non-life company for the Spanish and Portuguese markets. Crédit Agricole Assurances holds 50% of the new joint venture.	The acquisition was financed by core own funds generated and retained during the year.
07/10/2019	Netherlands	CACEIS finalised the acquisition of 97.4% of the share capital of KAS Bank.	The acquisition was financed by core own funds generated and retained during the year.
20/12/2019	Spain	Crédit Agricole S.A. and Santander announced the finalisation of a Master Agreement to combine their institutional custody and asset servicing activities. The new entity, which will keep the name CACEIS, is held by Crédit Agricole S.A. and by Santander at 69.5% and 30.5%, respectively.	The acquisition was carried out through a capital increase by CACEIS, subscribed to by Santander through its asset servicing activities in Spain and Latin America.
21/01/2020	Spain	Acquisition by Amundi AM of 100% of Sabadell Asset Management.	The acquisition was financed by core own funds generated and retained during the year.
18/06/2020	France	Acquisition by CACF of 50% of Menafinance.	The acquisition was financed by core own funds generated and retained during the year. The acquired entity has been absorbed.
17/06/2020	France	CAPS finalised the acquisition of 55.56% of Linxo Group.	The acquisition was financed by core own funds generated and retained during the year.
30/09/2020	China	Amundi and BOC Wealth Management launched Amundi BOC Wealth Management Company Limited, 55%-held by Amundi and 45%-held by BOC Wealth Management.	The acquisition was financed by core own funds generated and retained during the year.
05/10/2020	Luxembourg	Amundi, the founding shareholder of Fund Channel, announced the purchase of 49.96% of the company's share capital, making it the sole shareholder of 100% of the capital since early 2021.	The acquisition was financed by core own funds generated and retained during the year.
09/10/2020	Portugal	Crédit Agricole Assurances announced the signing of an agreement with Novo Banco to acquire 25% of GNB Seguros, increasing its investment in the company to 100%.	The acquisition was financed by core own funds generated and retained during the year.
03/06/2021	Spain	Crédit Agricole Consumer Finance acquired the 49% stake in SoYou held by Bankia, thereby raising its holding to 100% of the company.	The acquisition was financed by core own funds generated and retained during the year.
24/04/2021	Italy	Crédit Agricole Italia announced the success of its bid to acquire 100% of the share capital of Credito Valtellinese.	The acquisition was financed by core own funds generated and retained during the year.
09/11/2021	France	Crédit Agricole Leasing & Factoring acquired 100% of the Olinn Group.	The acquisition was financed by core own funds generated and retained during the year.
22/12/2021	France	Crédit Agricole Consumer Finance acquired a stake in Cosmobilis, the holding company of ByMyCAR.	The acquisition was financed by core own funds generated and retained during the year.
31/12/2021	France	Amundi announced the finalisation of the acquisition of Lyxor.	The acquisition was financed by core own funds generated and retained during the year.

N.B.: we cannot disclose certain information about investment amounts without breaching confidentiality agreements or revealing information to our competitors that could be detrimental to the Group.

Acquisitions in progress

No new investments for which the management bodies have already made firm commitments were announced after the end of financial year 2021.

NEW PRODUCTS AND SERVICES

The Group entities regularly offer new products and services to customers. Information is available on the Group's websites, including through press releases that can be accessed via this site: www.credit-agricole.com.

Refer to the glossary on page 715 for the definition of technical terms.

MATERIAL CONTRACTS

In the framework of the initial public offering of Crédit Agricole S.A. in 2001, CNCA (now Crédit Agricole S.A.) signed an agreement with the Regional Banks intended to govern internal relations within the Crédit Agricole Group. The main provisions of the agreement are set out in Chapter IV of the Registration Document filed by Crédit Agricole S.A. with the *Commission des opérations de bourse* on 22 October 2001 under number R. 01-453. The agreement notably provided for the creation of a Fund for Bank Liquidity and Solvency Risks (*Fonds pour risques bancaires de liquidité et de solvabilité* – FRBLS) designed to enable Crédit Agricole S.A. to fulfil its role as corporate centre by providing assistance to any affiliated members that might experience difficulties. To allow for changes in the way the FRBLS works due to the affiliation of Crédit Agricole Corporate and Investment Bank with the Crédit Agricole network, Crédit Agricole S.A. approved a new regulation, at its 13 December 2011 Board of Directors Meeting, which sets new rules for the contributions paid by Crédit Agricole S.A. on behalf of its affiliates.

The fund was originally allocated €610 million in assets. At 31 December 2021, it totalled €1,287 million, having been increased by €48 million in the course of the year.

Furthermore, since CNCA's reorganisation as a mutual company in 1988, the Regional Banks have committed to making up any shortfall suffered by creditors should Crédit Agricole S.A. become insolvent or experience similar financial difficulties as a result of a court-supervised liquidation, or once dissolution-related formalities are complete. The Regional Banks' potential commitment under this guarantee is equal to the sum of their share capital and reserves.

Switch guarantee

The Switch mechanism was implemented on 23 December 2011 as part of the financial relationship framework between Crédit Agricole S.A., as corporate centre, and the mutualist network of Crédit Agricole Regional Banks.

It initially enabled the transfer to the Regional Banks of the regulatory prudential requirements applying to Crédit Agricole S.A.'s interests in the Regional Banks, which were accounted for under the equity method in the consolidated financial statements of Crédit Agricole S.A. before the Eurêka operation[1] was carried out.

By amendment signed on 19 December 2013, Crédit Agricole S.A. and the Regional Banks decided to extend the guarantee base already granted by the Regional Banks to Crédit Agricole S.A. on 23 December 2011 to Crédit Agricole S.A.'s equity investment in Crédit Agricole Assurances (CAA). The new guarantees came into effect on 2 January 2014 and subsequently allowed the transfer of the regulatory prudential requirements applying to Crédit Agricole S.A.'s interests in both the Regional Banks (CCI/CCA) and in CAA.

As part of the "Eurêka" Crédit Agricole Group structure simplification operation, the Switch guarantee mechanism was amended in 2016 by two supplemental agreements, signed respectively on 17 February (Supplemental agreement No. 2) and 21 July (Amendment No. 3).

With these supplemental agreements, Crédit Agricole S.A. and the Regional Banks decided: (i) to limit the scope of application of the guarantees previously granted by the Regional Banks to Crédit Agricole S.A. exclusively to Crédit Agricole S.A.'s interest in Crédit Agricole Assurances (CAA), following the transfer of Crédit Agricole S.A.'s interest in the Regional Banks to Sacam Mutualisation; (ii) to change the conditions of expiry of the coverage obligation for insurance entities to enable the beneficiary to gradually reduce the guaranteed amount; and (iii) to replace the quarterly calculation with a half-yearly calculation.

It should be noted that effectiveness of the Switch mechanism was guaranteed by a security deposit paid by the Regional Banks to Crédit Agricole S.A.

As soon as a drop in value was observed, the guarantee mechanism was activated and Crédit Agricole S.A. received compensation drawn from the security deposit. If the equity-accounted value later recovered, Crédit Agricole S.A. could return previously paid compensation in accordance with a clawback provision.

The security deposit was remunerated at a fixed rate based on conditions for long term liquidity. The guarantee was the object of a fixed remuneration covering the present value of the risk and cost of capital of the Regional Banks.

The expiry date of the guarantee was initially set at 1 March 2027. However, the Switch mechanism ended progressively in 2020 and 2021.

Under the Ambitions MTP 2022 as adopted by the Board of Directors on 5 June 2019, the Group undertook to unwind at least half of the Switch guarantee by the end of 2022. In this context, under the authorisation of the Board of Directors on 17 December 2019, a first tranche of 35% was unwound in March 2020 and a second tranche of 15% was unwound in March 2021.

At the beginning of 2021, Crédit Agricole S.A. announced its intention to terminate the Guarantee relating to the insurance equity-accounted value in its entirety earlier, by 2022. On the authorisation of the Board of Directors on 9 November 2021, the Chief Executive Officer of Crédit Agricole S.A. decided on the same day to terminate the total Switch guarantee early, effective 16 November 2021.

MATERIAL CHANGES

The financial statements for financial year 2021 were approved by the Board of Directors at its meeting of 09 February 2022. Since that date, there has been no material change in the financial or commercial position of the Company and Crédit Agricole S.A.

PUBLICLY AVAILABLE DOCUMENTS

This document is available on the website at www.credit-agricole.com/en/finance/finance and on the website of the French Financial Market Authority (Autorité des marchés financiers – AMF), www.amf-france.org.

All regulated information as defined by the AMF (in Title II of Book II of the AMF's General Regulations) is available from the Company's website: www.credit-agricole.com/en/finance/finance under "Regulated information". The Crédit Agricole S.A. Articles of Association are reproduced, in full, in this document.

(1) "Eurêka" operations described on page 528 of the 2016 Registration Document.

Refer to the glossary on page 715 for the definition of technical terms.

GENERAL MEETING OF SHAREHOLDERS OF 24 MAY 2022

The agenda and draft resolutions presented to the Ordinary and Extraordinary General Meeting on Tuesday 24 May 2022 are available at www.credit-agricole.com/en/finance/finance/individual-shareholders/annual-general-meeting.

INFORMATION ON INACTIVE BANK ACCOUNTS

Under articles L. 312-19 and L. 312-20 of the French Monetary and Financial Code, based on Law No. 2014-617 of 13 June 2014 relative to unclaimed assets on inactive bank accounts, named Law Eckert which came into force on 1 January 2016, every credit institution is required to publish annual information on inactive bank accounts. At year-end 2021, Crédit Agricole S.A. had two inactive bank accounts for an estimated total amount of €123,508. No transfer to the Caisse des Dépôts et Consignations has been made.

INFORMATION ON ACCOUNTS PAYABLE AND RECEIVABLES

Under article L. 441-6-1 of the French Commercial Code *(Code de commerce*), companies whose annual financial statements are certified by a Statutory Auditor are required to disclose in their management report the balance of amounts due to suppliers by payment term, as set out in article D. 441-4 of Decree No. 2008-1492.

This information does not include any banking operations neither related transactions.

Accounts payable payment terms

(in millions of euros)	2021	2020
Past due	-	-
Current	-	-
<30 days	-	-
>30 days <45 days	-	-
>45 days	-	-
TOTAL	-	-

Customer payment terms

The number of invoices issued by Crédit Agricole S.A. outside its banking and related activities is considered immaterial.

INFORMATION ON THE CRÉDIT AGRICOLE S.A. ENTITIES

The information about Crédit Agricole S.A. entities required by article 7 of Law No. 2013-672 of 26 July 2013 on the separation and regulation of banking activities and by Order No. 2014-158 of 20 February 2014 supplemented by Implementing Decree No. 2014-1657 of 29 December 2014 implementing article L. 511-45 of the French Monetary and Financial Code, are detailed below.

Consolidated entities included in this reporting are the parent company, the subsidiaries and the branches. Held-for-sale operations or discontinued operations under IFRS 5, as well as equity-accounted entities, are excluded.

Revenues from international entities correspond to their territorial contribution to the consolidated financial statements prior to elimination of reciprocal intragroup transactions.

Headcount corresponds to the average number of employees of the reporting period.

Geographic location	Revenues excluding intragroup eliminations	Average headcount *(full time equivalent)*	Pre-tax income	Income tax charge – current	Income tax charge – deferred	Public grants received
FRANCE						
France	11,652	35,252	3,342	(510)	(284)	-
OTHER EU COUNTRIES						
Germany	569	1,349	188	(46)	(11)	-
Austria	60	119	34	(10)	1	-
Belgium	61	118	31	(8)	-	-
Bulgaria	-	2	-	-	-	-
Denmark	-	-	-	-	-	-
Spain	338	684	155	(54)	12	-
Finland	25	15	6	(2)	1	-
Greece	(12)	19	(15)	-	-	
Hungary	3	19	1	-	-	-
Ireland	173	567	126	(12)	-	-

Refer to the glossary on page 715 for the definition of technical terms.

Geographic location	Revenues excluding intragroup eliminations	Average headcount *(full time equivalent)*	Pre-tax income	Income tax charge – current	Income tax charge – deferred	Public grants received
Italy	3,711	15,581	1,050	(222)	448	-
Luxembourg	996	1,534	614	(101)	10	-
Netherlands	115	561	(5)	(1)	(17)	-
Poland	402	4,970	61	(23)	7	-
Portugal	160	544	68	(19)	-	-
Czech Republic	22	93	9	(2)	-	-
Romania	1	274	-	-	-	-
Slovakia	1	5	-	-	-	-
Sweden	36	50	23	(5)	-	-
OTHER EUROPEAN COUNTRIES						
Monaco	147	443	40	(7)	-	-
Russia	22	168	5	(2)	1	-
United Kingdom	1,072	884	687	(106)	40	-
Serbia	(3)	-	(4)	-	-	-
Switzerland	332	1,166	40	(16)	(2)	-
Ukraine	125	2,286	58	(11)	-	-
Guernsey	1	-	-	-	-	-
NORTH AMERICA						
Canada	9	16	9	(2)	(1)	-
United States	1,130	1,168	542	(152)	23	-
Mexico	1	2	-	-	-	-
CENTRAL AND SOUTH AMERICA						
Argentina	-	-	-	-	-	-
Brazil	23	102	7	(8)	(3)	-
Chile	2	5	1	(1)	-	-
AFRICA AND MIDDLE EAST						
Algeria	-	-	-	-	-	-
Saudi Arabia	-	1	(2)	-	-	-
Egypt	204	2,504	110	(33)	-	-
United Arab Emirates	47	109	18	-	-	-
Morocco	228	2,477	94	(31)	(5)	-
Mauritius	-	125	1	-	-	-
Qatar	-	5	(1)	-	-	-
ASIA AND OCEANIA (EXCL. JAPAN)						
Australia	56	36	40	(12)	1	-
China	74	229	12	3	5	-
South Korea	57	93	23	(1)	(4)	-
Hong Kong	289	704	100	(17)	-	-
India	35	201	16	(4)	1	-
Malaysia	12	21	9	(2)	-	-
Singapore	152	933	63	(8)	(2)	-
Taiwan	48	117	13	-	(2)	-
Vietnam						
JAPAN						
Japan	281	426	137	(36)	6	-
TOTAL	**22,657**	**75,975**	**7,706**	**(1,461)**	**225**	**-**

Scope of consolidation of Crédit Agricole S.A.

The list of entities at 31 December 2021 is reported in Note 12.2 of the notes to the consolidated financial statements.

TRANSACTIONS WITH RELATED PARTIES

The main transactions entered into with related parties are disclosed in the consolidated financial statements as at 31 December 2021 in the "General framework – Related parties" section.

Moreover, please note that no agreements other than the related-party agreements cited in the Statutory Auditors' report were entered into, directly or through intermediaries, between, (i) the Chief Executive Officer, any one of the Deputy Chief Executive Officers or Directors or shareholders holding more than 10% of the voting rights in Crédit Agricole S.A., and (ii) another company in which Crédit Agricole S.A. holds, directly or indirectly, more than half of the share capital unless, where appropriate, these agreements relate to ordinary arm's length transactions.

Refer to the glossary on page 715 for the definition of technical terms.

STATUTORY AUDITORS' REPORT ON RELATED PARTY AGREEMENTS

This is a translation into English of a report issued in French and it is provided solely for the convenience of English-speaking users. This report should be read in conjunction with, and construed in accordance with, French law and professional standards applicable in France.

Annual General Meeting held to approve the financial statements for the year ended 31 December 2021

To the General Meeting of Shareholders of Crédit Agricole S.A.,

In our capacity as statutory auditors of your Company, we hereby present to you our report on related party agreements.

We are required to inform you, on the basis of the information provided to us, of the terms and conditions of those agreements indicated to us, or that we may have identified in the performance of our engagement, as well as the reasons justifying why they benefit the Company. We are not required to give our opinion as to whether they are beneficial or appropriate or to ascertain the existence of other agreements. It is your responsibility, in accordance with Article R. 225-31 of the French Commercial Code (Code de commerce), to assess the relevance of these agreements prior to their approval.

We are also required, where applicable, to inform you in accordance with Article R. 225-31 of the French Commercial Code (Code de commerce) of the continuation of the implementation, during the year ended 31 December 2021, of the agreements previously approved by the Annual General Meeting.

We performed those procedures which we deemed necessary in compliance with professional guidance issued by the French Institute of Statutory Auditors (Compagnie nationale des commissaires aux comptes) relating to this type of engagement. These procedures consisted in verifying the consistency of the information provided to us with the relevant source documents.

AGREEMENTS SUBMITTED FOR APPROVAL TO THE ANNUAL GENERAL MEETING

In accordance with Article L. 225-40 of the French Commercial Code (Code de commerce), we have been notified of the following related party agreements which received prior authorization from your Board of Directors.

- With the Crédit Agricole Regional Banks (« Caisses Régionales ») of Val De France, Centre Est, Ille-Et-Vilaine, Nord Midi Pyrénées, Normandie, Sud Rhône-Alpes, Finistère, Normandie Seine, Loire Haute-Loire, Charente-Maritime Deux Sèvres et Atlantique Vendée.

Person concerned

MM. Dominique Lefebvre, Raphaël Appert, Olivier Auffray, Pierre Cambefort, Daniel Epron, Jean-Pierre Gaillard, Jean-Paul Kerrien, Pascal Lheureux, Gérard Ouvrier-Buffet And Louis Tercinier and Mrs. Nicole Gourmelon, directors of your Company, chairmen, CEOs or directors on the Boards of the relevant entities.

Nature and purpose

Amendment n°4 to the guarantee framework agreement

On 9 November 2021, your Board of Directors authorised Addendum No. 4 to the Switch guarantee agreement conclude between your Company and the Regional Banks. The parties decided to amend the terms of the complete early termination of the Switch agreement, in which the Regional Banks guaranteed your Company against a decrease in the equity value of its equity stakes in Crédit Agricole Assurances.

Conditions

The parties, by virtue of the above-mentioned addendum of 9 November 2021 (hereinafter «Addendum No. 4»), amended the terms for the complete early termination of the Master Guarantee Agreement.

Addendum No. 4 does not novate the Master Guarantee Agreement. It essentially makes the following amendments to the Switch guarantee:

- replacement of the option for the partial termination of the Insurance Switch with the possibility of complete early termination at your Company's sole discretion;
- change of the expiration date to coincide with the calculation date.

Reasons justifying why the Company benefits from this agreement

Your Board gave the following reasons:

The new Basel III requirements for the amount and quality of capital that banks must hold have made various capital instruments which the Crédit Agricole Group uses — such as shareholder advances and highly subordinated complex debt securities (known as T3CJ) — no longer eligible for the calculation of Common Equity Tier 1 capital. Among the solutions envisaged to replace the T3CJ and shareholder advances, it was agreed to provide a guarantee against a decline in the equity method value (the «EMV») of your Company's minority interests in the capital of the Regional Banks (the "Bank EMV») by means of the CCIs and CCAs subscribed and held by your Company (hereinafter the «Guarantee»). This effectively transfers your Company's capital requirement for holding these securities to the Regional Banks along with the associated risk. To this end, the Parties entered into a Master Guarantee Agreement to guarantee the equity method value of 16 December 2011 (this agreement, as amended by successive addendums, is hereinafter referred to as the "Master Guarantee Agreement»).

The parties have decided to amend the terms of the termination of the Guarantee on the Insurance EMV to enable termination in 2022 on the grounds that the company's capital situation no longer justifies, from a prudential point of view, the maintenance of this Guarantee and the subsequent remuneration of the Regional Banks beyond this termination.

With CACIB and CA Indosuez

Person concerned

Mrs. Catherine POURRE and Françoise GRI, directors of your Company and CACIB.

Nature and purpose

Crédit Agricole CIB's (CACIB) agreement to assume the corporate tax liability of CA Indosuez Wealth France (CAIWF) in connection with the merger of CA Indosuez Wealth (Group) (CAIWG)

The tax consolidation agreement entered into on 30 June 2020 between your Company, CACIB and CAIWF stipulates that the latter will bear a corporate income tax liability equal to that which it would have borne in the absence of tax consolidation and that it will pay its corporate income tax directly to your Company.

For the merger of CAIWG into CAIWF (now CA Indosuez), CA Indosuez (CAI) received, on 1 July 2021, all of the assets and liabilities of CAIWG, which, inter alia, respectively included the securities of CAI Suisse (CAIS) and Azqore denominated in CHF, and a loan in CHF. Unlike CAIWG, CAI is a credit institution and must, pursuant to the provisions of Article 38-4 paragraph 2 of the French general tax code, include in its taxable profit the translation differences on securities and loans in foreign currencies and the financial income and expenses on hedging derivatives. When the merged entity reaches its «cruising speed" this situation should result in tax neutrality. However, for fiscal 2021 CAI will have to include in its taxable income a large initial currency translation gain on the securities of CAIS and Azqore («the Initial Difference»).

Conditions

As the head of the tax consolidation sub-group, CACIB has, in its relationship with your Company, benefited from the «tax gain» resulting from CAIWG's tax losses and accordingly, CACIB agrees that it is now fair that it assume the cost of the corporate tax on the Initial Difference to the extent of its tax saving from which it previously benefited in respect of the following:

- currency translation losses on the CHF loan, and
- the net financial expenses on the hedging derivatives, as it would be unfair to have CAI bear this tax cost. Thus, the agreement is intended to have CACIB, instead of CAI, assume the burden of the Tax on the Initial Difference.

Reasons justifying why the Company benefits from this agreement

Your Board gave the following reasons:

This is a technical regulated agreement, with no effect for minority shareholders, or beneficial since CACIB directly bears the cost of corporate tax on the initial exchange difference in Swiss francs, up to the tax savings made.

With FNSEA

Person concerned

Mrs. Christiane LAMBERT, director of your Company and President of FNSEA

Nature and purpose

Framework Agreement related to Social Projet

On 1 December 2021, the Crédit Agricole group announced that its Social Project would include the launching of a programme for environmental and social action consisting of ten commitments and three pillars: preventing climate change and promoting the transition to a low-carbon economy; strengthening social cohesion and inclusion; and furthering the agricultural and agri-food transitions. As France's leading bank for agriculture and agribusiness, your Group aims to support these sectors in their efforts to combat climate change. To assist it in planning, preparing and deploying this programme, your Company, in its capacity as the central body of the Crédit Agricole Group, is considering using the expertise, skills and know-how of FNSEA, France's largest agricultural trade association.

Conditions

The purpose of the Framework Agreement is to set forth the general principles for the provision of the following services by the FNSEA on behalf of your Company and the entities of the Crédit Agricole Group:

- conducting and providing studies and consulting services on employment in the agricultural sector (€250K);
- subscription to a comprehensive legal consulting service (€130K);
- subscription to a document database of expertise on agricultural issues (160K€);
- subscription to the Actuagri document database (150K€);
- communication partnership services (250 K€).

Reasons justifying why the Company benefits from this agreement

Your Board gave the following reasons:

To support the Group in the phases of reflection, development and deployment related to its program, your Company, in its capacity as the central body of the Crédit Agricole Group, the leading financier in France of the agro and agri sectors, has decided to make use of the specific expertise, skills and know-how of the FNSEA, France's leading agricultural union.

Refer to the glossary on page 715 for the definition of technical terms.

Agreements previously approved by the Annual General Meeting

In accordance with Article R.225-30 of the French Commercial Code (Code de commerce), we have been notified that the implementation of the following agreements, which were approved by the Annual General Meeting in prior years, continued during the year ended 31 December 2021.

With Crédit du Maroc

Person concerned

Mr. Gérard OUVRIER-BUFFET, director or member of the Supervisory Board and / or indirectly interested in the Loan Agreement through his duties within the Crédit Agricole Group.

Nature and purpose

Loan Agreement

The purpose of the Loan Agreement is to:

- meet the expectations expressed by Bank Al-Maghrib to strengthen the regulatory capital and solvency ratios of Crédit du Maroc;
- define the specific terms by which your Company grants to Crédit du Maroc, as indefinite debt, a loan the amount of which corresponds to the amount of dividends, i.e. one hundred and thirty-six million one hundred and sixteen thousand two hundred and sixty Dirhams and twenty-eight cents (136,116,260.28 MAD) (the "Principal Amount of the Loan") and repayable at the sole initiative of Crédit du Maroc, under the conditions provided below.

Your Company has made the Principal Amount of the Loan available to Crédit du Maroc in one go, by transfer of the Principal Amount of the Loan on December 14, 2020.

Conditions

The annual interest payment date is 15 November.

The applicable annual interest rate is revised in an annual basis and calculated by retaining (i) the interpolated rate determined from the reference rate curve of the secondary market of Moroccan Treasury Bills as published by Bank Al-Maghrib five (5) business days before each interest payment date (with the exception of the interpolated rate for the first year calculated on October 21, 2020), between the Treasury Bill maturity date immediately preceding the corresponding interest payment date and the date maturity of the Treasury Bill immediately following the same date of interest payment (this linear interpolation being carried out after conversion of the rates on an actuarial basis into equivalent money market rates) (ii) increased by a margin of 235 basis points.

For the first year, this interpolated rate is 1.625% plus the margin of 235 bp.

The loan is granted for an indefinite period.

Your Company has no right to request reimbursement of the Principal Amount of the Loan.

The loan will only be repayable in the event of the liquidation of Crédit du Maroc, or at the option of Crédit du Maroc, subject to obtaining prior authorization from Bank Al-Maghrib.

The Loan Agreement allows to meet the expectations of the maroccan Central Bank, Bank Al-Maghrib, to strengthen the equity of Crédit du Maroc in the context of the health crisis.

With CAAS, CACF, CACIB, CAGS, CAPS, CATS, LCL and FNCA

Persons concerned

MM. Philippe Brassac and Xavier Musca, Chief Executive Officer and Deputy Chief Executive Officer ofyour Company, Mrs Françoise Gri and Catherine Pourre, and MM. Dominique Lefebvre, Raphaël Appert, Pierre Cambefort, Daniel Epron, Jean-Pierre Gaillard, and Gérard Ouvrier-Buffet, Directors of your Company, and relevant entities and / or indirectly interested in the Loan Agreement by virtue of their duties within the Crédit Agricole Group.

Nature and Purpose

Amendment to the Shareholder's agreement

Authorized by the Board of Directors on May 14, 2018, the plan to create CAGIP was accompanied by two related party agreements authorized by the Board of your Company at the same meeting, one relating to the Memorandum of Understanding, the other on the Shareholder's Agreement.

Conditions

CAAS, CACF, CACIB, CAGS, CAPS, CATS, LCL and FNCA signed the Shareholder's Agreement on June 8, 2018, which notably concerned CAGIP's governance rules.

The signatory partners and CAGIP have agreed to conclude a draft amendment to the Shareholder's Agreement in order to make changes to the rules of governance.

The amendment increases the number of CAGIP directors from 10 to 12 while respecting the Crédit Agricole SA / Regional Banks parity rules, with corresponding modification of the quorum, or even introduces flexibility in the appointment of the Chairmen of the specialized committees, in particular of the Audit and Finance Committee, by decorrelating them from the exercise of an ès-quality function. The changes also aim to reflect the establishment of Technical Committees into the Board of Directors (the steering committee, for example, had never been set up) and to increase the number of members of the Risk and Safety Committee from 4 to 6. and the Audit and Finance Committee.

Refer to the glossary on page 715 for the definition of technical terms.

The following modifications were made to the Shareholders' Agreement:

- Art.1.1-Defined terms
- Art.2.4.1(a)-Composition of the Board of Directors
- Art.2.4.2(c)-Vice-Chair of the Board
- Art.2.4.6(b)-The Board of Directors Quorum
- Art.2.4.9.1(c)-Composition of the Audit and Finance Committee
- Art.2.4.9.1(d)-Chairmanship of the Audit and Finance Committee
- Art.2.4.9.2(c)-Composition of the Risk and Safety Committee
- Art.2.5-Technical committees

Nature and Purpose

Shareholder's agreement

Under the terms of the memorandum of understanding, some of the parties have agreed to set up a new company, Crédit Agricole Group Infrastructure Platform, which carries the project relating to the merger of certain infrastructure and IT production activities of Credit Agricole group.

The company was formed to acquire on January 1, 2019, SILCA and the IT production activities of CATS, CACIB in France and CAAS. It is intended to accommodate the IT production activities of other Crédit Agricole group entities. The associated parties together hold 100% of the Company's share capital and voting rights. In this context, the parties wished, through this shareholders' agreement, to :

- complete the rules of governance of the company provided for in the articles of association;
- organize their relationships as partners;
- determine the conditions they intend to comply with in the event of a Transfer of all or part of their stake in the Company's capital.

The shareholders' agreement relating to CAGIP sets out, in particular, the following specific governance rules for Crédit Agricole Group Infrastructure Platform: a Board of Directors made up 50/50 between the Regional Banks and their subsidiaries or production entities IT and the Crédit Agricole Group with a Chairman of the SAS, also Chairman of the Board of Directors appointed on the proposal of the Regional Banks and a Chief Executive Officer appointed on the proposal of the Crédit Agricole Group.

Noting, in addition to the presence of common Managers and Directors, that the governance rules described above do not reflect the planned capital distribution between the Regional Banks and their subsidiaries (36%) and the Crédit Agricole group (64%), this Agreement was considered to constitute a regulated agreement within the meaning of the provisions of the French Commercial Code. It was authorized by the Board of Directors at its meeting on May 14, 2018.

Conditions

The shareholders' agreement specifies the governance rules of Crédit Agricole Group Infrastructure Platform, both as regards the management body in its executive functions and in its supervisory functions, as well as of the subsidiary to be set up provided for in the memorandum of understanding. agreement. It organizes, in particular, the rules relating to the financing of the company and the transfer of securities, as well as the possible conditions of exit of a partner and the conditions under which the services of the company will be provided.

The Shareholder's Agreement was signed on June 8, 2018.

With CACIB

Persons concerned

Ms Françoise GRI and Ms Catherine POURRE, directors of your Company and CACIB.

Nature and purpose

Amendment to the business transfer agreement

CACIB and your Company have come together to negotiate an addendum which modifies the terms and conditions of the business transfer agreement

Conditions

The business transfer agreement will be partially canceled, with retroactive effect from January 1, 2018, in order to expressly exclude the continued activities, as defined in the agreement, from the scope of the sale, as well as all the rights and obligations attached thereto as they existed at the time of sale on the transfer date, and to include them in the excluded activities with retroactive effect to the transfer date.

The partial cancellation of the business transfer agreement will not give rise to the retrocession by your Company to CACIB of a share of the sale price relating to the continuing activities, the latter having been valued at zero in the context of determining the sale price.

The deadline for the transitional period will be extended until a date on which your Company and CACIB will mutually agree when the IT migration will be effective and the other operational constraints had been lifted, and no later than December 31, 2022. Your Company and CACIB could also agree by mutual agreement to modify the cut-off date at any time during the transitional period.

Refer to the glossary on page 715 for the definition of technical terms.

With SILCA

Persons concerned

Ms Françoise Gri and Catherine Pourre, and MM. Philippe Brassac, Xavier Musca and Jean-Pierre Gaillard, chairmen and directors with the relevant entities.

Nature and purpose

Guarantee agreement

At its meeting of May 14, 2018 during which it authorized the signing of the Memorandum, your Board of Directors was informed that the signatory parties would agree that the contracts for the contribution or sale of activities will include guarantee clauses. assets and liabilities relating to management prior to the completion date and that, regarding SILCA, a particular mechanism must be studied insofar as this entity will be the subject of a merger-absorption before the expiry of the guarantees of liabilities.

The terms of this guarantee were presented to your Board of Directors, which authorized the signing of the related agreement at its meeting on November 6, 2018.

This agreement's purpose is to specify the declarations and guarantees granted by the Guarantors for the benefit of CAGIP under the merger-absorption operation of SILCA by CAGIP, as well as the respective rights and obligations of the parties in the event of violation or inaccuracy of one or more of these statements.

Conditions

For a period of thirty-six months from January 1, 2019, the guarantors undertake, each up to their share in the capital of SILCA on the date of completion of the merger-absorption, to indemnify CAGIP:

- any increase in liabilities or any decrease in assets resulting from or originated in a fact or event prior to January 1, 2019;
- any damage suffered by CAGIP as a result of the inaccuracy or insincerity of a declaration relating to the assets transferred as part of the merger-absorption;
- any damage suffered by CAGIP following a third-party claim for acts attributable to SILCA and prior to January 1, 2019.

The thirty-six-month period is replaced by the duration of the legal prescription with regard to any damage suffered by CAGIP as a result of the inaccuracy or insincerity of a declaration relating to SILCA. The indemnification commitment for damage suffered by CAGIP in tax matters will end after a period of ten working days from the expiration of the statutory limitation period.

A unit threshold of 10,000 (ten thousand) euros is set for the consideration of a complaint. No overall ceiling has been set by the parties.

The guarantee agreement was signed on November 21, 2018.

For the year 2021, no guarantee was activated.

With the Crédit Agricole Regional Banks of Val de France, Centre-Est, Sud Rhône Alpes, Finistère, Loire Haute-Loire and Charente-Maritime Deux Sèvres

Persons concerned

MM. Dominique Lefebvre, Raphaël Appert, Jean-Pierre Gaillard, Jean-Paul Kerrien, Gérard Ouvrier-Buffet and Louis Tercinier, chairman or directors of your Company and chairmenor general managers of the above-mentioned entities.

Nature and purpose

Loan agreements and amendments to loan agreements

Your Board of Directors, at its meeting of May 19, 2016, authorized the signing of the loan contracts granted as part of the "Eureka" transaction between your Company and the Regional Banks, with the choice for them between different options. reimbursement, clarification being made regardless of the option chosen by a Regional Bank, the average cost of its financing remained equal to 2.15% per annum under the following conditions.

The Regional Banks thus benefited from financing under the following conditions:

- total loan of 11 billion euros at a fixed rate of 2.15% over ten years;
- semi-annual early repayment option from the fourth year, with twelve months notice.

At its meeting of August 2, 2017, your Board of Directors authorized the signing of amendments to these loan agreements. The amendments to the senior loan contracts modified the structure of the financing granted by your Company, which offered the Regional Banks to buy back the early repayment option, this buyback taking the form of a rate reduction in return. the setting by each Regional Bank of a firm repayment schedule.

Conditions

The refinancing schedule offered to the Regional Banks has been the subject of a fairness certificate from an external firm.

The Regional Banks had the option of keeping the initial financing structure or replacing it with one or more financing on the maturities of their choice from the table below (depending on the market conditions in force on July 4, 2017). The proposed yield drop was between 35bp and 56bp, corresponding to the estimated management cost of 50bp for your Company from the outset.

Loan maturity	Bullet fixed rate
03/08/2020	1.80
03/08/2021	1.64
03/08/2022	1.59
03/08/2023	1.60
03/08/2024	1.67
03/08/2025	1.75
03/08/2026	1.84

The amendments were signed on October 10, 2017. The total amount of financing offered to the Regional Banks concerned by the regulated nature of these agreements is € 3.391 billion.

With the Crédit Agricole Regional Banks of Val de France, Normandie, Sud Rhône-Alpes, Finistère and Loire Haute-Loire

Persons concerned

MM. Dominique Lefebvre, Daniel Epron, MM. Jean-Pierre Gaillard, Jean-Paul Kerrien and Gérard Ouvrier-Buffet chairman or directors of your Company and chairmen, general managers of the above-mentioned Regional Banks.

Nature and purpose

Addendum n°3 to the guarantee agreement

Your Board of Directors, in its meeting of May 19, 2016, authorized the signing of addendum no.3 to the Switch guarantee agreement between your Company and the above-mentionned Regional Banks.

As part of the "Eureka" transaction, the parties decided to modify certain terms of the Switch agreement for the Insurance part, under which the Regional Banks guarantee your Company against a drop in the equity-accounted value of stakes that it holds in the capital of Crédit Agricole Assurances, and to adjust the conditions for the return of the amount of cash collateral relating to the Guarantee applicable to CCI / CCA.

This rider makes the following changes to the Switch guarantee relating to your Company's participation in Crédit Agricole Assurances:

- introduction of a mechanism for partial termination of the Switch Assurances which would be implemented by decision of your Company by gradually reducing the guaranteed amount;
- replacement of the quarterly calculation periodicity by a half-yearly periodicity.

Conditions

The signing of addendum n° 3 to the Switch guarantee agreement took place on July 21, 2016, with effect from July 1, 2016. The amount of guarantees provided by the Regional Banks under the Insurance part amounts to MEUR 0and their guarantee deposits of MEUR 0 as of December 31, 2021. The remuneration paid by your Company to the Regional Banks guarantors mentioned above, for the 2021 financial year amounts to MEUR 15.74.

With CACIB

Persons concerned

Ms Françoise Gri and Catherine Pourre and M. Philippe Brassac, chief executive officer or directors of your Company and chairman or directors of CACIB.

Nature and purpose

MSI activity transfer agreement

CACIB and your Company have come together in order to negotiate and decide on the terms and conditions of the sale of the business transferred under the terms of an agreement (hereinafter referred to as the "Sale of Business Agreement").

Conditions

The transfer of ownership of the business transferred as well as the rights, risks and enjoyment resulting therefrom would be effective on January 1, 2018 (hereinafter referred to as the "Transfer Date"). However, for operational reasons, and in particular for IT migration, CACIB would not be able, on the transfer date, to open accounts for DSB customers. Consequently, the accounts opened by customers would be maintained at your Company during a transitional period and opened at CACIB, during and at the end of this transitional period, according to a schedule which would depend on the progress of the work. to be carried out at CACIB and which should end no later than December 31, 2020. During this transitional period, your Company would retrocede to CACIB the income from the activities of the business transferred that your Company would have received from DSB customers. At the same time, all charges, costs and liabilities incurred by your Company in respect of the business transferred would be borne by CACIB. As of the transfer date, CACIB would operate the business transferred with the human and material resources that would have been transferred to it.

Refer to the glossary on page 715 for the definition of technical terms.

Nature and purpose

Agreement relating to the strengthening of equity capital

Following the merger of the corporate and investment banking activities of the Crédit Agricole S.A. and Crédit Lyonnais groups, a partial transfer of assets from Crédit Lyonnais to Crédit Agricole Indosuez (now Calyon then CACIB) was realized.

Conditions

Within the framework of this authorization, your Company notably subscribed in 2004 to an issue of super-subordinated securities, for an amount of US $ 1,730 million. During fiscal year 2014, one of the issues amounting to US $ 1,260 million was prepaid on February 28, 2014.

The second issue for an amount of $ 470 million was partially reimbursed in early 2019 (up to $ 270 million) and the notional outstanding for fiscal 2021 is $ 200 million. The total coupon amount due for 2021 is $ 3,85 million excluding late interest and therefore concerns only the outstanding amount.

Nature and purpose

Shared fine agreement

On December 7, 2016, the European Commission condemned your Company and CACIB jointly and severally to a fine of 114.654 million euros following a Commission investigation concluding that there was an agreement between seven institutions. banking on interest rate derivatives in euros by agreeing on the determination of the reference interest rate that is EURIBOR.

The charges allegedly took place between September 2005 and May 2008.

As soon as the Commission's decision was delivered, your Company announced that it would appeal to the General Court of the European Union. The motion to quash was filed on February 17, 2017.

As the appeal was not suspensive, your Company had to pay the full amount of the fine before March 5, 2017.

Under the terms of an agreement concluded with CACIB, your Company has agreed to pay the entire penalty on behalf of the two jointly condemned institutions and deferring the distribution between them of the payment of the fine to the decision of the judicial authorities of the European Union.

Conditions

At its meeting of January 20, 2017, your Board of Directors authorized the draft agreement between your Company and CACIB under the terms of which:

- pending the intervention of a decision having the authority of res judicata in the last instance, your Company assumed and paid the sum of 114,654,000 euros for the penalty;
- the final terms of distribution of the final amount of the possible penalty to be agreed at a later date by mutual agreement between your Company and CACIB, once a decision having the force of res judicata in the last instance has been adopted.

The agreement was authorized in identical terms by the Board of Directors of CACIB on February 10, 2017. It constitutes a formal measure to organize the distribution of the joint and several sentences, without prejudging the results of the appeals initiated.

In accordance with the delegation granted by their respective boards, it was signed on February 27, 2017 by the Chief Executive Officer of your Company and the Chief Executive Officer of CACIB. The penalty was settled within the legal deadlines, i.e., before March 5, 2017. No decision having been taken on the appeal initiated by Crédit Agricole, the situation between your Company and CACIB is identical to that observed at the end of 2017.

Nature and purpose

Billing and collection agreement

Your Board of Directors, in its meeting of December 19, 2017, authorized the transfer of the IT activities of your Company (MSI), to Global IT (GIT), which performs the same missions within the scope of CACIB.

The transfer of activity in itself does not constitute a regulated agreement but, within the framework of this operation, your Company and CACIB have set up an invoicing and collection mandate which falls within the scope of this transaction. the provisions of paragraph 2 of article L. 225-38 of the French Commercial Code relating to regulated agreements. As such, this mandate was authorized by your Board of Directors at a meeting of December 19, 2017, separately from the overall authorization for the transfer of activity.

Conditions

Some Crédit Agricole group entities benefit from MSI's services, through signed quotes. Invoicing and recovery of services are carried out by your Company within the framework of the invoicing and recovery mandate which includes, in particular, the guarantee from your Company to CACIB relating to recovery, from the entities benefiting from these services, sums invoiced by your Company in the name and on behalf of CACIB.

With the Crédit Agricole Regional Banks

Persons concerned

MM. Dominique Lefebvre, Raphaël Appert, Pierre Cambefort, Daniel Epron, Jean-Pierre Gaillard, Ms. Nicole Gourmelon, MM. Jean-Paul Kerrien, Pascal Lheureux, Gérard Ouvrier-Buffet and Louis Tercinier chairman or directors of your Company and chairmen or general managers of the aforementioned entities.

Nature and purpose

Tax consolidation agreement

Your Board of Directors meeting on February 10, 2021 a posteriori authorized the renewal of the group tax regime agreement under the same terms and principles as those concluded in 2016, for a period of five years from January 1, 2020.

In its meeting of January 21, 2010, your Board authorized the expansion of your Company tax group, on the basis of paragraph 5 of article 223 A of the General Tax Code, this expansion necessarily applying to all of the Regional Banks and local banks subject to corporation tax at the common law rate as well as, optionally, to their subsidiaries.

The system was framed by an agreement binding the central body and each of the entities entering your group due to its enlargement, as of January 1, 2010. The agreements are renewable by joint and express agreement of all the entities concerned for successive five-year periods.

Conditions

The overall amount of the 2021 tax savings due to intra-group dividends, which are subject to payment under the agreements between your Company and the Regional Banks to above, amounts to 18.6 million euros.

With SACAM Mutualisation

Persons concerned

MM. Dominique Lefebvre and Raphaël Appert, chairman or director of your Company and managers of Sacam Mutualisation.

Nature and Purpose

Tax consolidation agreement

Your Board of Directors meeting on February 10, 2021 a posteriori authorized the renewal of the group tax regime agreement under the same terms as the agreement signed in 2016, for a period of five years from January 1, 2020, between your Company and the Sacam Mutualisation company which provides that the tax savings made by your group as a result of the intra-group dividends received by this entity were fully reallocated to it.

Conditions

The amount of the 2021 tax savings paid under the agreement between your Company and the SACAM Mutualisation amounts to 2.5 million euros.

With S.A.S Rue La Boëtie, S.A.S Ségur, S.A.S Miromesnil, SARL Adicam, S.A.S Crédit Agricole Logement et Territoires, SACAM Avenir, SACAM Développement, SACAM International, SACAM Participations, SACAM FIA-NET Europe, SACAM Fireca, SACAM Immobilier, SACAM Machinisme and SACAM Assurance Caution

Persons concerned

MM. Dominique Lefebvre, Raphaël Appert, Daniel Epron, Mm. Jean-Pierre Gaillard, Pascal Lheureux, Gérard Ouvrier-Buffet and Philippe De Waal, chairman or directors of your Company and chairmen, general managers or directors of the aforementioned entities.

Nature and Purpose

Tax consolidation agreement

Your Board of Directors authorized at its meeting of January 21, 2010, and renewed at its meeting of December 15, 2015, the tax consolidation agreements between your Company, S.A.S Rue La Boétie, S.A.S Ségur and S.A.S Miromesnil and the federal holding companies (Sacam Avenir, Sacam Développement, Sacam International, Sacam Participations, Sacam Fia-net Europe, Sacam Fireca, Sacam Immobilier, Sacam Machinisme, and Sacam Assurance Caution).

These agreements, concluded for a period of five years, provided for half of the tax savings made on dividends received by these entities to be reallocated to them.

Your Board of Directors, in its meeting of December 13, 2016, authorized the signing of the addendum to the tax consolidation agreements concluded with the aforementioned entities, henceforth providing for the full reallocation of tax savings.

Your Board of Directors meeting on February 10, 2021 a posteriori authorized the renewal of the tax consolidation agreements under the same terms as those signed in 2016 for a period of five years from January 1, 2020 with the aforementioned entities and by adding the new companies to them. integrated into the tax group in 2020, S.A.R.L Adicam and S.A.S Crédit Agricole Logement et Territoires.

Refer to the glossary on page 715 for the definition of technical terms.

Conditions

The overall amount of 2021 tax savings due to intragroup dividends paid under agreements between your Company and the companies concerned amounts to 24.9 million euros.

With CACIB

Persons concerned

Ms Françoise Gri and Catherine Pourre, Mr Philippe Brassac, chief executive officer or directors ofyour Company and chairman or directors of CACIB.

Nature and Purpose

Tax consolidation agreement

The Board of Directors at its meeting of February 10, 2021, a posteriori renewed the tax consolidation agreement concluded in 1996 between your Company and CACIB, the purpose of which is to determine the relations between your Company, on the one hand, and CACIB and its integrated subsidiaries, on the other hand, and in particular the distribution of the corporate tax charge. This tax consolidation agreement is renewed for the period from 2020 to 2024 and renews the relationship between your Company and CACIB and its consolidated subsidiaries from January 1, 2020.

The tax consolidation agreement allowed CACIB to collect the tax savings made by the Crédit Agricole Group up to its individual tax loss result actually charged by the Group. The Board of Directors, in its meeting of November 15, 2016, authorized the signing of the amendment to the tax consolidation agreement between your Company and CACIB in order to provide for the extension of monetization for the benefit of CACIB, of the entire deficit of the sub-group charged by your Company as the head of the group.

Conditions

The provisional amount of the tax savings for 2021 is zero, as the CACIB sub-group made a taxable profit. The final amount of the tax savings for the previous year was also zero, as the CACIB sub-group made a taxable profit.

Neuilly-sur-Seine and Paris-La Défense, 23 March 2022

The Statutory Auditors

French original signed by:

PricewaterhouseCoopers Audit	Ernst & Young et Autres
Agnès Hussherr	Olivier Durand

PERSON RESPONSIBLE FOR THE UNIVERSAL REGISTRATION DOCUMENT OF CRÉDIT AGRICOLE S.A.

Mr Philippe Brassac, Chief Executive Officer of Crédit Agricole S.A.

STATEMENT BY THE PERSON RESPONSIBLE

I hereby certify that, to my knowledge, the information contained in this Universal Registration Document is true and accurate and contains no omission likely to affect the import thereof.

I hereby certify that, to my knowledge, the consolidated financial statements have been prepared in accordance with applicable accounting standards and give a true and fair view of the assets, liabilities, financial position and results of the Company and all entities included in the consolidated Group, and that the management report, made up of the sections indicated in the cross-reference table at the end of this document, provides a true and fair view of the development and performance of the business, profit or loss and financial position of the Company and all the entities included in the consolidated Group, and that it describes the principal risks and uncertainties that they face.

Montrouge, 24 March 2022
Chief Executive Officer of Crédit Agricole S.A.
Philippe Brassac

STATUTORY AUDITORS

Statutory Auditors

Ernst & Young et Autres	PricewaterhouseCoopers Audit
Company represented by Olivier Durand	Company represented by Agnès Hussherr
1-2, place des Saisons 92400 Courbevoie, Paris – La Défense 1	63, rue de Villiers 92208 Neuilly-sur-Seine
Statutory Auditors, Member, Compagnie Régionale des Commissaires aux Comptes de Versailles et du Centre	Statutory Auditors, Member, Compagnie Régionale des Commissaires aux Comptes de Versailles et du Centre

Ernst & Young et Autres was appointed Statutory Auditor under the name Barbier Frinault et Autres by the Ordinary General Meeting of 31 May 1994. This term of office was renewed for a further six years at the Combined General Meeting of 16 May 2018.

Ernst & Young et Autres is represented by Olivier Durand.

PricewaterhouseCoopers Audit was appointed Statutory Auditor by the Ordinary General Meeting of 19 May 2004. This term of office was renewed for a further six years at the Combined General Meeting of 16 May 2018.

PricewaterhouseCoopers Audit is represented by Agnès Hussherr.

The Crédit Agricole S.A. Board of Statutory Auditors remained unchanged in the 2011/2012/2013/2014/2015/2016/2017/2018/2019/2020 and 2021 financial years. The signatories remained unchanged in the 2011/2012/2013 and 2014 financial years, namely Valérie Meeus for Ernst & Young et Autres and Catherine Pariset for PricewaterhouseCoopers Audit. Since 2015, the signatory for PricewaterhouseCoopers Audit has been Anik Chaumartin, replacing Catherine Pariset. In 2015 and 2016, the signatory for Ernst & Young et Autres was Valérie Meeus, who was replaced in 2017 by Olivier Durand. Since 2021, the signatory for PricewaterhouseCoopers Audit has been Agnès Hussherr, replacing Anik Chaumartin.

Alternate Statutory Auditors

Picarle et Associés	Jean-Baptiste Deschryver
Company represented by Béatrice Delaunay	
1-2, place des Saisons 92400 Courbevoie, Paris – La Défense 1	63, rue de Villiers 92208 Neuilly-sur-Seine
Statutory Auditors, Member, Compagnie Régionale des Commissaires aux Comptes de Versailles et du Centre	Statutory Auditors, Member, Compagnie Régionale des Commissaires aux Comptes de Versailles et du Centre

Picarle et Associés was appointed Alternate Statutory Auditor for Ernst & Young et Autres by the Combined General Meeting of 17 May 2006. This term of office was renewed for a further six years at the Combined General Meeting of 16 May 2018.

Jean-Baptiste Deschryver was appointed Alternate Statutory Auditor for PricewaterhouseCoopers Audit for a term of six financial years by the Combined General Meeting of 16 May 2018.

Refer to the glossary on page 715 for the definition of technical terms.

GLOSSARY

ACRONYMS

ACPR
French Regulatory and Resolution Supervisory Authority.

AFEP/MEDEF
French Business and Employers' Associations.

AMF
French financial markets authority.

CSR
Corporate and Social Responsibility.

EBA
European Banking Authority.

ECB
European Central Bank.

ESG
Environment, Social, Governance.

GOI
Gross Operating Income.

IFRS
International Financial Reporting Standards.

MSE
Medium-sized Enterprise.

MTP
Medium-Term Plan.

SME
Small and Medium-sized Companies.

SREP
Supervisory Review and Evaluation Process.

VSB
Very Small Business.

DEFINITIONS

Accretion
A transaction is described as "accretive" when it increases the portion of net asset value (e.g. net book value per share) or earnings (e.g. earnings per share) attributable to each share in the company.

Aligned Assets
Eligible Assets become aligned (and therefore sustainable) assets if they meet the following criteria:

- contribute substantially to one or more of the environmental targets;
- do not cause significant harm to any of the other environmental targets;
- respect certain minimum social guarantees;
- comply with technical criteria (setting environmental performance thresholds).

ALM *Asset and Liability Management*
Management of the financial risks borne by an institution's balance sheet (interest rate, currency, liquidity) and its refinancing policy in order to protect the bank's asset value and/or its future profitability.

Asset encumbrance
Asset encumbrance corresponds to assets used to secure, collateralise or back up a credit facility for any type of transaction.

Asset management
Management of negotiable or other assets, for the manager's own account or for third-party (institutional or retail) investors. In third-party asset management, assets are managed in funds or in the framework of management mandates. Specialised products are offered to meet the range of customer expectations in terms of geographical and sector diversification, short-term or long-term investing and the desired level of risk.

Assets under management
Operating activity indicator not reflected in the Group's consolidated financial statements, reflecting the assets marketed by the Group, whether they are managed, advised or delegated to an external fund manager. Assets under management are measured for each fund by multiplying the net asset value per unit (as calculated by an external appraiser in line with the applicable regulations in force) by the number of units/shares outstanding. Amundi fully consolidates all the assets under management by its joint ventures.

AT1 *Additional Tier 1 capital*
Additional Tier 1 capital eligible under Basel 3 made up of perpetual debt instruments without any redemption incentive or obligation. It is subject to a loss absorption mechanism where the CET1 ratio falls below a given threshold, fixed in their prospectus.

Basel 3
Regulatory standards for banks, which replace the previous Basel 2 agreements by increasing the quality and quantity of the minimum capital that banks are required to hold against the risk they take. It also introduces minimum standards for liquidity risk management (quantitative ratios), defines measures attempting to curb the financial system's pro-cyclicality (capital buffers varying according to the economic cycle) and tightens the requirements on institutions considered as systemically important. In the European Union, these regulatory standards were introduced under directive 2013/36/EU (CRD 4 – Capital Requirements Directive) and regulation (EU) No. 575/2013 (CRR – Capital Requirements Regulation).

Basis point (bp)
A basis point is equal to 0.01% or 1/10,000.

CCA *Cooperative Associate Certificate – Certificat coopératif d'associés*
Unlisted securities, which may be traded over the counter and may be issued only by cooperative companies. They may be subscribed by members of the issuing Regional Banks and affiliated Local Banks. A CCA does not carry voting rights but gives its holders rights to a share of the net assets and to receive dividends.

CCI *Cooperative Investment Certificate – Certificat coopératif d'investissement*
Securities quoted on the stock exchange that do not carry voting rights and may be issued only by cooperative companies. A CCI gives its holders rights to a share of the net assets and to receive a dividend payment.

Central bank policy rate
Interest rate set by a country's or currency zone's central bank to regulate economic activity. Principal tool in a central bank's arsenal for fulfilling its role of regulating economic activity: inflation, stimulation of growth.

Refer to the glossary on page 715 for the definition of technical terms.

Collateral
A transferable asset or a guarantee that provides security for the repayment of a loan, should the recipient of the loan fail to meet their repayment obligations.

Corporate governance
Any mechanism that can be implemented to achieve transparency, equality between shareholders and a balance of powers between management and shareholders. These mechanisms encompass the methods used to formulate and implement strategy, the operation of the Board of Directors, the organisation framework between different governing bodies and the compensation policy for directors and executive managers.

Cost of risk
The cost of risk reflects additions to and reversals from provisions for credit and counterparty risk (loans, securities, and off-balance sheet commitments).

Cost of risk/outstandings(1)
Calculated by dividing the cost of credit risk (over four quarters on a rolling basis) by outstandings (over an average of the past four quarters, beginning of the period). Can also be calculated by dividing the annualised cost of credit risk for the quarter by outstandings at the beginning of the quarter. Similarly, the cost of risk for the period can be annualised and divided by the average outstandings at the beginning of the period.

Since the first quarter of 2019, the outstandings taken into account are the customer outstandings, before allocations to provisions. The calculation method for the indicator is specified each time the indicator is used.

Cost/income ratio
The cost/income ratio is calculated by dividing operating expenses by revenues, indicating the proportion of revenues needed to cover operating expenses.

Crédit Agricole Group
This includes Crédit Agricole S.A., Regional Banks and Local Banks.

Crédit Agricole S.A.
Listed company of Credit Agricole Group. Its parent company is "Crédit Agricole S.A. Parent Company". Its consolidation scope perimeter includes subsidiaries, joint ventures and associated companies that it holds directly or indirectly.

Crédit Agricole S.A. Parent Company
Legal entity that acts as central body and head of Crédit Agricole network and that guarantees the financial unity of the Group.

Credit rating
Measurement of credit quality in the form of an opinion issued by a rating agency (Standard & Poor's, Moody's, Fitch Ratings, etc.). The rating may apply to a specific issuer (business, government, public-sector authority) and/or specific issues (bonds, securitised notes, secured bonds, etc.). The credit rating may influence an issuer's borrowing terms (interest rate it pays, its access to funding) and its market image (see Rating agency).

Credit spread
Actuarial margin (difference between a bond's yield to maturity and that on a risk-free borrowing with an identical maturity).

CVA *Credit Valuation Adjustment*
Expected loss arising from the risk of a counterparty default which aims at building in the possibility that the full positive market value of instruments may not be recovered. The methodology used to determine the CVA is based largely on the same type of market parameters that market participants use.

Dilution
A transaction is described as "dilutive" when it reduces the portion of net asset value (e.g. net book value per share) or earnings (e.g. earnings per share) attributable to each share in the company.

Dividend
Portion of net income or reserves paid out to shareholders. The Board of Directors proposes the dividend to be voted on by shareholders at the Annual General Meeting, after the financial statements for the year ended have been approved.

Doubtful loan
A doubtful loan is a defaulting loan. The debtor is considered to be in default when at least one of the following conditions has been met:

- a payment generally more than ninety days past due, unless specific circumstances point to the fact that the delay is due to reasons independent of the debtor's financial situation;
- the entity believes that the debtor is unlikely to settle its credit obligations unless it avails itself of certain measures such as enforcement of collateral security right.

DVA *Debit Valuation Adjustment*
Symmetrical to the CVA and represents the expected loss from the counterparty's perspective on passive valuations of financial instruments. It reflects the impact of the entity's own credit risk on the valuation of these instruments.

EAD *Exposure At Default*
Exposure at default: this is the Group's exposure should the counterparty default. The EAD includes on- and off-balance sheet exposures. Off-balance sheet exposures are converted into balance sheet equivalents using internal or regulatory conversion factors (draw-down scenarios).

EL *Expected Loss*
Loss likely to be incurred depending on the quality of the counterparty in view of the structure of the transaction and any risk mitigation measures, such as collateral. It is computed by multiplying the exposure at default (EAD) by the probability of default (PD) and by the loss given default (LGD).

"Eligible" and "non-eligible" assets
Assets listed in the Climate Delegated Act as being able to meet at least one of the two environmental targets or not (climate change mitigation and adaptation).

EPS *Earnings Per Share*(1)
This is the net income Group share, from which the AT1 coupon has been deducted, divided by the average number of shares in issue excluding treasury shares. It indicates the portion of profit attributable to each share (not the portion of earnings paid out to each shareholder, which is the dividend). It may decrease, assuming the net income Group share remains unchanged, if the number of shares increases (see Dilution).

Extra-financial rating agency
Organisation specialised in qualitatively and quantitatively assessing corporates according to social and environmental criteria, following specifications related to sustainable development and using a specific form of rating.

FCP *Fonds commun de placement – mutual fund*
Type of UCITS that issues units and does not have legal personality. By acquiring units, investors gain co-ownership of the securities, but do not have any voting rights. They are not shareholders. An FCP mutual fund is represented and managed from an administrative, financial and accounting perspective by a single management company, which may delegate these tasks.

FCPE *Fonds commun de placement d'entreprise – employee mutual fund*
Employee savings vehicle used by companies offering this type of arrangement to their employees. Savers hold units in FCP mutual funds that are allotted in return for their payments and any top-up payments made by their employer (employer contribution).

(1) APM indicator.

Refer to the glossary on page 715 for the definition of technical terms.

FinTech *Finance, Technology*
A FinTech is a non-banking company that uses information and communication technologies to deliver financial services.

FReD *Fides, Respect, Demeter*
Initiative to implement, manage and measure the progress made by the Corporate Social Responsibility (CSR) programme. FReD has three pillars with 19 commitments that aim to bolster trust *(Fides)*, grow individuals and the corporate ecosystem *(Respect)* and protect the environment *(Demeter)*. Every year since 2011, the FReD index has provided a measure of the progress made by the CSR programme being pursued by Crédit Agricole S.A. and its subsidiaries. PricewaterhouseCoopers conducts an annual audit of this index.

Free float
Percentage of a listed company's share capital held by non-core shareholders. Non-core shareholders means any shareholders likely to buy or sell the shares at any time without having to worry about the effects of their decision on the control of the business and not bound by a contract limiting their right of disposal (e.g. shareholders' agreement). Shares held by retail investors (including employees) and by institutional investors (SICAV and FCP mutual funds, pension funds, and insurance companies) are included in the free float. In contrast, the investment held by a majority shareholder is not included in the free float.

FSB *Financial Stability Board*
The Financial Stability Board's remit is to identify vulnerabilities in the global financial system and establish principles serving as a basis for the regulation and oversight of financial stability. It is made up of the governors, finance ministers and supervisors of G20 countries. Its primary objective is to coordinate at international level the work of the national financial authorities and of the international standard-setters in the regulation and supervision of financial institutions. Founded at the G20 meeting in London in April 2009, the FSB is the successor to the Financial Stability Forum set up by the G7 in 1999.

GAR *Green Asset Ratio*
Proportion of assets invested in sustainable economic activities (according to the classification of the European Green Taxonomy).

GOI *Gross Operating Income*
Calculated as revenues less operating expenses (general operating expenses, such as employee expenses and other administrative expenses, depreciation and amortisation).

Goodwill
Amount by which the acquisition cost of a business exceeds the value of the net assets revalued at the time of acquisition. Every year, goodwill has to be tested for impairment, and any reduction in its value is recognised in the income statement.

Green bonds
Bonds issued by an approved entity (business, local authority or international organisation) to finance an eco-friendly and/or sustainability-driven project or activity. These instruments are often used in connection with the financing of sustainable agriculture, the protection of ecosystems, renewable energy and organic farming.

HPSP *Home Purchase Saving Plans*
The Home Purchase Saving Plan provision represents the provision set up for payment into housing savings plans that benefit from an attractive interest rate and may be closed in the short term by their holders.

HQLA *High-Quality Liquid Assets*
Assets are categorised as High-Quality Liquid Assets (HQLA), as defined by Capital Requirements Directive (CRD) IV, if they can be converted into cash quickly and easily without – or with minimum – loss of value, and, in general, if they can be mobilised in the central bank to obtain financing. The main characteristics of High-Quality Liquid Assets are: 1) low risk and volatility, 2) ability to be valued with ease and certainty, 3) low correlation with higher-risk assets, and 4) listed on a recognised and sizeable developed market. The High-Quality Liquid Assets that are not already being used as collateral form the numerator of the one-month Liquidity Coverage Ratio (LCR) for stress scenarios, according to the same regulation.

Impaired loan
Loan which has been provisioned due to a risk of non-repayment.

Impaired (or non-performing) loan coverage ratio
This ratio divides the outstanding provisions by the impaired gross customer outstandings.

Impaired (or non-performing) loan ratio
This ratio divides the gross customer outstandings depreciated on an individual basis, before provisions, by the total gross customer outstandings.

Institutional investors
Businesses, public-sector bodies and insurance companies involved in securities investment, for example, investing in the shares of listed companies. Pension funds and asset management and insurance companies come under this heading.

Issuer spread
Actuarial margin representing the difference between the actuarial rate of return at which the Group can borrow and that of a risk-free loan of identical duration.

LCR *Liquidity Coverage Ratio – 1 month Liquidity Ratio*
This one-month ratio aims to enhance the short-term resilience of a bank's liquidity risk profile. The LCR obliges banks to hold sufficient risk-free, highly liquid assets (see HQLA) to cover outflows, net of inflows, assessed under stressed assumptions, to see it through a crisis period of 30 days without relying on any support from Central banks.

Leverage ratio
A voluntarily simple ratio that is intended to control the size of banks' total assets. The leverage ratio establishes a link between Tier 1 regulatory capital and on-/off-balance sheet assets, after restatement of given items.

LGD *Loss Given Default*
Ratio between the loss experienced on an exposure on a counterparty at default and the size of the exposure at default.

Loan Portfolio Hedges *(Credit Portfolio Management - CPM)*
The impact of loan portfolio hedges of the Large Customer Division is based on market movements in credit risk hedging and the level of reserves linked to the market movements.

MREL *Minimum Requirement for own funds and Eligible Liabilities*
Ratio defined in the European Bank Recovery and Resolution Directive indicating the minimum requirement for own funds and eligible liabilities that have to be available to absorb losses in the event of resolution (see Chapter 5 on Risks and Pillar 3/Regulatory indicators and ratios).

Mutual shareholders
Holders of mutual shares, which make up the capital of the Local Banks. The Local Banks own the share capital of the Regional Bank with which they are affiliated. They receive returns in respect of their mutual shares, the interest rate of which is capped by law. The members come together once a year at the Annual General Meeting at which they approve the financial statements of the Local Banks and elect its directors. Each individual member has one vote at these General Meetings, irrespective of the number of mutual shares that she/he owns.

Mutual shares
Portion of the capital of a Local Bank or Regional Bank. Mutual shares receive an annual interest payment. Ownership units are reimbursed at their par value and give no right to reserves or to liquidation proceeds.

NBV *Net Book Value not revalued*[1]

The Net Book Value not revalued corresponds to the shareholders' equity Group share from which the amount of the AT1 issues, the unrealised gains and/or losses on OCI Group share and the pay out assumption on annual results have been deducted.

NBV per share *Net Book Value per share*

NTBV per share *Net Tangible Book Value per share*[2]

One of the methods for calculating the value of a share. This represents the Net Book Value (see below) divided by the number of shares in issue at end of period, excluding treasury shares.

Net Tangible Book Value per share represents the Net Book Value after deduction of intangible assets and goodwill, divided by the number of shares in issue at end of period, excluding treasury shares

Net income Group share *NIGS*

Net income/(loss) for the financial year (after corporate income tax). Equal to net income less the share attributable to non-controlling interests in fully consolidated subsidiaries.

NIGS attributable to ordinary shares[1]

The net income Group share attributable to ordinary shares represents the net income Group share from which the AT1 coupon has been deducted, including issuance costs before tax.

NPS *Net Promoter Score*

Index measuring how likely customers are to recommend their bank to their family and friends. Based on polling conducted every quarter, this index reflects the number of customers who are critical of, neutral on or willing to promote the bank.

NSFR *Net Stable Funding Ratio – 1 year Liquidity Ratio*

Ratio intended to promote longer-term resilience through the introduction of additional incentives for banks to fund their activities using more stable resources of finance (namely with longer maturities). This structural liquidity ratio covering a one-year period has been designed to limit the funding of long term assets by short term resources.

Operating income

Calculated as gross operating income less the cost of risk.

P/E ratio *Price/Earnings ratio*

Ratio of the share price to earnings per share. For shareholders, it represents the number of years' earnings needed to recoup their initial investment. It is an indicator used to compare the value of different stocks, for example, within the same business sector. A high P/E rating reflects expectations of strong earnings growth or a situation where a company's value is not fully reflected in its earnings (e.g. it may have substantial cash holdings). If a company has a P/E of 15x, it is said to capitalise its earnings 15 times.

Raison d'Être

The *Raison d'Être* of Crédit Agricole Group was formulated in the Group project and MTP 2022. It engages and irrigates all the Group's activities and businesses. It does not fall within the scope of article 1835 of the French Civil Code according to which "the articles of association may specify a *Raison d'Être*, consisting of the principles which the company adopts and for the respect of which it intends to allocate resources in carrying out its activity".

Rating agency

Organisation specialised in assessing the solvency of issuers of debt securities, i.e. their ability to honour their repayment obligations (principal repayments and interest payments over the contractual period).

Resolution

Shortened form of "resolution of crises and bank failures". In practice, two types of plan need to be drawn up for every European bank: 1) a preventative recovery plan prepared by the bank's senior managers, and 2) a preventative resolution plan put in place by the competent supervisory authority. Resolution occurs before bankruptcy of the bank, to plan its ordered dismantling and avoid systemic risk.

Revenues

Difference between banking income (interest income, fee and commission income, capital gains from market activities and other income from banking operations) and banking expenses (interest paid by the bank on its funding sources, fee and commission expenses, capital losses arising on market activities and other expenses incurred by banking operations).

Risk appetite

Level of risk that the Group is willing to assume in pursuit of its strategic objectives. It is determined by type of risk and by business line. It may be stated using either quantitative or qualitative criteria. Establishing the risk appetite is one of the strategic management tools available to the Group's decision-making bodies.

RoTE *Return on Tangible Equity*[1]

The RoTE *(Return on Tangible Equity)* measures the return on tangible capital by dividing the net income Group share by the group's NBV (see above) net of intangibles and goodwill. Annualised net income Group share corresponds to the annualisation of net income Group share (Q1x4; H1x2; 9Mx4/3) excluding impairment of intangible assets and restating each period for IFRIC impacts to spread them over the full year.

RWA *Risk-Weighted Assets*

Assets and risk commitments (loans, etc.) held by a bank weighted by a prudential factor and based on the risk of loss and used, when added together, as the denominator for major solvency ratios.

SDG *Sustainable Development Goals*

The UN Sustainable Development Goals are a list of 17 targets for 2030.

SICAV *(Société d'investissement à capital variable) – open-ended investment company*

A type of UCITS which enables investors to invest in a portfolio of financial assets without holding them directly and to diversify their investments. It manages a portfolio of stocks or other assets and may specialise in a specific market, an asset class, an investment profile, or a specific sector. From a tax perspective, a SICAV unit is like a share.

Social bonds

Bonds issued by an approved entity (business, local authority or international organisation) to finance a social or society-driven project or activity. These instruments are often used in connection with the financing of projects relating to regional economic development, social inclusion and autonomy, and access to healthcare services.

Solvency

Measures the ability of a business or an individual to repay its debt over the medium to long term. For a bank, solvency reflects its ability to cope with the losses that its risk profile is likely to trigger. Solvency analysis is not the same as liquidity analysis. The liquidity of a business is its ability to honour its payments in the normal course of its business, to find new funding sources and to achieve a balance at all times between its incomings and outgoings. For banks, solvency is governed by the CRD 4 directive and CRR regulation. For an insurance company, solvency is covered by the Solvency 2 directive (see Solvency 2).

(1) APM indicator.

(2) APM indicator.

Refer to the glossary on page 715 for the definition of technical terms.

Solvency 2
European directive on insurance and reinsurance undertakings intended to ensure that they comply at all times with their commitments towards policyholders in view of the specific risks incurred by such businesses. It aims to achieve an economic and prospective assessment of solvency based on three pillars – quantitative requirements (Pillar 1), qualitative requirements (Pillar 2) and information for the public and the supervisor (Pillar 3). Adopted in 2014, it was transposed into national law in 2015 and came into force on 1 January 2016.

SRI *Socially Responsible Investment*
Systematic and clearly documented incorporation of environmental, social and governance criteria in investment decisions.

Stress tests
Exercise to study the ramifications on banks' balance sheets, profit and loss and solvency in order to measure their ability to withstand these kinds of situations.

Subordinated notes
Issues made by a company, the returns on and/or redemption of which are contingent upon an event (conditional upon payment of a dividend or achievement of an outcome).

Systemically important bank
Crédit Agricole Group, but not Crédit Agricole S.A., appears on the list of the 30 global systemically important banks (G-SIBs) published by the Financial Stability Board (FSB) in November 2012 and updated in November 2021. A systemically important bank has to put in place a basic capital buffer of between 1% and 3.5% in relation to Basel 3 requirements.

TCFD *Task Force on Climate-related Financial Disclosures*
The TCFD was created by the G20 at COP21 and defines 11 recommendations concerning the financial transparency of companies in terms of managing climate risk.

TLAC *Total Loss Absorbing Capacity*
Designed at the G20's request by the Financial Stability Board. It aims to provide an indication of the loss-absorbing capacity and of the ability to raise additional capital of the systemically important banks (G-SIBs) (see Chapter 5 on Risks and Pillar 3/Regulatory indicators and ratios).

Treasury shares
Shares held by a company in its own capital. Shares held in treasury do not carry a voting right and are not used in EPS or NBV per share calculations as they receive no dividend and have no right to reserves.

TSDI *Undated subordinated notes*
Undated subordinated notes have no specified maturity date, with redemption being at the behest of the issuer beyond a certain date.

TSS *Deeply subordinated notes*
Undated subordinated issue giving rise to perpetual returns. Their perpetual maturity arises from the fact that they do not have a contractual redemption date, with redemption taking place at the option of the issuer. Should the issuer be liquidated, these notes are redeemed after all the other creditors have been repaid.

UCITS *Undertakings for the Collective Investment in Transferable Securities*
A UCITS is a portfolio of negotiable securities (equities, bonds, etc.) managed by professionals (asset management companies) and held collectively by retail or institutional investors. There are two types of UCITS – SICAVs (open-ended investment companies) and FCPs (mutual investment funds).

Underlying Net Income Group Share[1]
The underlying net income Group share represents the stated net income Group share from which specific items have been deducted (i.e. non-recurring or exceptional items).

VaR *Value-at-Risk*
Synthetic indicator used to track on a day-to-day basis the market risks taken by the Group, particularly in its trading activities (VaR is calculated using a 99% on 10 days-confidence interval, over one day, in line with the regulatory internal model). Reflects the largest exposure obtained after eliminating 1% of the most unfavourable occurrences over a one-year history. Cross-reference tables

(1) APM indicator.

Refer to the glossary on page 715 for the definition of technical terms.

CROSS-REFERENCE TABLES

CROSS-REFERENCE TABLE OF THE ANNUAL REGISTRATION DOCUMENT

This cross-reference table contains the headings provided for in Annex 1 (as referred to in Annex 2) of Delegated Regulation (EU) 2019/980 of the Commission of 14 March 2019 supplementing Regulation (EU) 2017/1129 of the European Parliament and of the Council and repealing Commission Regulation (EC) No 809/2004 (Annex I), in application of the "Prospectus Directive". It refers to the pages of this Universal registration document where the information relating to each of these headings is mentioned.

		Page number of the Universal Registration Document
Section 1	**Persons responsible**	
1.1	Identity of the persons responsible	714
1.2	Declaration of the persons responsible	714
1.3	Statement or report of the persons acting as experts	N/A
1.4	Information from a third party	N/A
1.5	Declaration concerning the competent authority	N/A
Section 2	**Statutory auditors**	
2.1	Identity of the statutory auditors	714
2.2	Change, if any	714
Section 3	**Risk factors**	**276 to 289**
Section 4	**Information about the issuer**	
4.1	Legal name and commercial name	450; 692
4.2	Location, registration number and legal entity identifier ("LEI")	450; 692
4.3	Date of incorporation and lifespan	450; 692
4.4	Registered office and legal form, legislation governing the business activities, country of origin, address and telephone number of the legal registered office, website with a warning notice	42; 692 to 699; 722
Section 5	**Business overview**	
5.1	Principal activities.	14 to 28; 252 to 263; 537 to 539
5.2	Principal markets	11; 14 to 28; 537 to 539; 656 to 657
5.3	Major events in the development of the business	16 to 28; 29; 30 to 31
5.4	Strategy and targets	269 to 271
5.5	Dependence on patents, licenses, contracts and manufacturing processes	335
5.6	Statement on competitive position	9
5.7	Investments	
5.7.1	Major investments made	29 to 31; 462 to 463; 488 to 489; 603 to 624; 700
5.7.2	Main current or future investments	700
5.7.3	Information on joint ventures and partner companies	563 to 565
5.7.4	Environmental issues that may impact the use of property, plant and equipment	49 to 54
Section 6	**Organisational structure**	
6.1	Brief description of the Group	5
6.2	List of important subsidiaries	454 to 455; 604 to 624; 660 to 663
Section 7	**Review of the financial position and performance**	
7.1	Financial position	456 to 463; 640 to 642
7.1.1	Changes in results and financial position containing key indicators of financial and, if applicable, extra-financial performance	247 to 268
7.1.2	Forecasts of future development and research and development activities	268 to 271
7.2	Operating income	456; 642
7.2.1	Major factors, unusual or infrequent events or new developments	246 to 252
7.2.2	Reasons for major changes in revenues or net income	NA

Refer to the glossary on page 715 for the definition of technical terms.

		Page number of the Universal Registration Document
Section 8	**Capital resources**	
8.1	Information on share capital	10 to 11; 340 to 360; 459 to 461; 576; 641; 675
8.2	Cash flow	462 to 463
8.3	Financing needs and structure	251 to 252; 317 to 321; 518 to 520
8.4	Restrictions on the use of capital	340 to 346; 603
8.5	Expected sources of financing	700
Section 9	**Regulatory environment**	
	Description of the regulatory environment that could impact the Company's business activities	285 to 286; 465 to 483; 486 to 488
Section 10	**Trend information**	
10.1	Description of the main trends and any material change in the Group's financial performance since the end of the financial year	268 to 271; 701
10.2	Events that could materially impact the outlook	268 to 271; 701
Section 11	**Profit projections or estimates**	
11.1	Profit projections or estimates reported	N/A
11.2	Statement describing the main assumptions for projections	N/A
11.3	Declaration of comparability with the historical financial information and compliance of the accounting methods	N/A
Section 12	**Administrative, management, supervisory and executive management bodies**	
12.1	Information on the members	131 to 142; 162 to 191
12.2	Conflicts of interest	135; 139 to 140; 192
Section 13	**Compensation and benefits**	
13.1	Remuneration paid and benefits in kind	136; 193 to 234; 582 to 585; 683
13.2	Provisions for pensions, retirements and other similar benefits	654; 670
Section 14	**Board practices**	
14.1	Expiry date of terms of office	134; 137; 162 to 163; 164 to 189; 190; 191
14.2	Service agreements binding members of the administrative and management bodies	192
14.3	Information on Audit and Remuneration committees	146 to 151
14.4	Declaration of compliance with the corporate governance system in force	132 to 161; 142; 235 to 241
14.5	Potential future changes in corporate governance	N/A
Section 15	**Employees**	
15.1	Number of employees	89; 115 to 116; 273; 683; 702 to 703
15.2	Profit-sharing and stock options	164 to 189; 207; 214 to 216; 217 to 231; 585; 655
15.3	Agreement stipulating employee shareholding	38 to 39; 654 to 655
Section 16	**Major shareholders**	
16.1	Shareholders holding more than 5% of share capital	34 to 35; 576
16.2	Existence of different voting rights	34 to 35; 693
16.3	Direct or indirect control	5; 34 to 35
16.4	Agreements that if implemented could result in a change of control	N/A
Section 17	**Transactions with related parties**	**453; 563 to 565; 644 to 646; 676**
Section 18	**Financial information concerning the Company's assets and liabilities, financial position and profits and losses**	
18.1	Historical financial information	
18.1.1	Audited historical financial information for the past three financial years and audit report	273; 448 to 636; 640 to 689
18.1.2	Change of accounting reference date	N/A
18.1.3	Accounting standards	465 to 485; 647 to 649

		Page number of the Universal Registration Document
18.1.4	Change of accounting standards	N/A
18.1.5	Balance sheet, income statement, changes in equity, cash flow, accounting methods and explanatory notes	11; 640 to 685
18.1.6	Consolidated financial statements	448 to 628
18.1.7	Age of financial information	456 to 463; 640 to 642
18.2	Interim and other financial information (audit or review reports, as applicable)	N/A
18.3	Audit of historical annual financial information	
18.3.1	Independent audit of historical annual financial information	630 to 637
18.3.2	Other audited information	N/A
18.3.3	Unaudited financial information	N/A
18.4	Pro forma financial information	N/A
18.5	Dividend policy	
18.5.1	Description of the dividend distribution policy and any applicable restriction	36
18.5.2	Amount of the dividend per share	3; 10; 36; 273; 286; 491; 577; 646
18.6	Administrative, legal and arbitration proceedings	331 to 335; 560; 570; 571 to 574; 670 to 671
18.7	Significant change in financial position.	N/A
Section 19	**Additional information**	
19.1	Information on share capital	
19.1.1	Amount of capital subscribed, number of shares issued and fully paid up and par value per share, number of shares authorised	34 to 35; 36 to 37; 576; 675; 692 to 694
19.1.2	Information on non-equity shares	N/A
19.1.3	Number, carrying value and nominal value of the shares held by the Company	34 to 35; 38; 39
19.1.4	Convertible or exchangeable securities or securities with subscription warrants attached	N/A
19.1.5	Conditions governing any acquisition rights and/or any obligation attached to the capital subscribed, but not paid up, or on any undertaking to increase the capital	N/A
19.1.6	Option or conditional or unconditional agreement of any member of the Group	N/A
19.1.7	History of share capital	34 to 35
19.2	Memorandum and Articles of Association	
19.2.1	Register and company purpose	692 to 699
19.2.2	Rights, privileges and restrictions attached to each class of shares	N/A
19.2.3	Provisions with the effect of delaying, deferring or preventing a change in control	35; 692 to 699
Section 20	**Material contracts**	**701**
Section 21	**Documents available**	**701**

N.A.: not applicable.

In accordance with Annex I of European Regulation 2017/1129, the following are incorporated by reference:

- the annual and consolidated financial statements for the financial year ended 31 December 2019 and the corresponding Statutory Auditors' Reports, as well as the Group's management report, appearing respectively on pages 566 to 614 and 388 to 556, on pages 612 to 615 and 557 to 564 and on pages 216 to 239 of the Crédit Agricole S.A. 2019 Registration Document filed with the AMF on 25 March 2020 under number D.20-0168. The information is available via the following link: www.credit-agricole.com/en/pdfPreview/180684;
- the annual and consolidated financial statements for the financial year ended 31 December 2020 and the corresponding Statutory Auditors' Reports, as well as the Group's management report, appearing respectively on pages 594 to 646 and 408 to 591, on pages 644 to 647 and 585 to 592 and on pages 226 to 253 of the Crédit Agricole S.A. 2020 Registration Document filed with the AMF on 24 March 2021 under number D.21-0184. The information is available via the following link: www.credit-agricole.com/en/pdfPreview/187401.

The sections of the Registration documents number D.20-0168 and number D.21-0184 not referred to above are either not applicable to investors or are covered in another part of this Universal registration document.

All these documents incorporated by reference in this Universal registration document have been filed with the French Financial Markets Authority (Autorité des marchés financiers) and can be obtained on request free of charge during the usual office opening hours at the registered office of the issuer as indicated at the end of this Universal registration document. These documents are available on the website of the issuer (https://www.credit-agricole.com/en/finance/finance/financial-publications) and on the website of the AMF (www.amf-france.org).

The information incorporated by reference has to be read according to the above cross-reference table. Any information not indicated in the cross-reference table but included in the documents incorporated by reference is only given for information.

Refer to the glossary on page 715 for the definition of technical terms.

THE FOLLOWING THEMATIC TABLE IDENTIFIES THE REGULATED INFORMATION WITHIN THE MEANING OF THE AMF GENERAL REGULATION CONTAINED IN THIS UNIVERSAL REGISTRATION DOCUMENT

This Universal registration document, which is published in the form of an annual report, includes all components of the 2020 Annual Financial Report referred to in Article L. 451-1-2 of the French Monetary and Financial Code as well as in Article 222-3 of the AMF's General Regulations and Order No. 2017-1162 of 12/07/2017 (Sapin 2 law):

— Cross-reference table with the management report[1]

Reference texts	Elements required	Pages
1. POSITION AND BUSINESS ACTIVITY OF THE COMPANY		
French Commercial Code, articles L. 225-100-1-I-1°, L. 232-1-II., L. 233-6 and L. 233-26	Position of the Company and objective and exhaustive analysis of changes in the business, results and financial position of the Company, including its debt in terms of the volume and complexity of the business	14 to 29; 246 to 273
French Commercial Code, article L. 225-100-1-I-2°	Key indicators of financial performance	10 to 11; 14 to 15; 245; 449; 639
French Commercial Code, article L. 225-100-1-I-2°	Key indicators of non-financial performance relating to the specific activity of the Company	13; 45 to 46; 108 to 109
French Commercial Code, articles L. 232-1-II and L. 233-26	Material events that have occurred between the closing date of the financial year and the date of the Management Report	701;
French Commercial Code, article L. 232-1-II	Existing branches	604 to 624
French Commercial Code, article L. 233-6 1	Acquisition of a stake in a company with its registered office in France on French territory	489
French Commercial Code, articles L. 233-29, L. 233-30 and R. 233-19	Alienation of cross holdings	N/A
French Commercial Code, articles L. 232-1-II and L. 233-26	Predictable change in the Company's position and future outlook	268 to 271
French Commercial Code, articles L. 232-1-II and L. 233-26	Research and development activities	N/A
French Commercial Code, article L. 225-102	Table showing the results of the Company for each of the last five financial years	273
French Commercial Code, article L. 441-4 and D. 441-6	Information on payment times of suppliers and customers	702
French Monetary and Financial Code, articles L. 511-6 para. 2 and R. 511-2-1-3	Amount of inter-company loans made and Statutory Auditor's statement	N/A
2. INTERNAL CONTROL AND RISK MANAGEMENT		
French Commercial Code, article L. 225-100-1-I-3°	Main risks and uncertainties facing the Company	276 to 289
French Commercial Code, article L. 22-10-35-1°	Financial risks related to the effects of climate change and presentation of the measures taken to reduce them	64 to 73; 287 to 288
French Commercial Code, article L. 22-10-35-2°	Main features of the internal control and risk management procedures for the preparation and processing of accounting and financial information	290 to 300
French Commercial Code, article L. 225-100-1-I-4°	Objectives and policy for hedging each transaction category and the Company's exposure to price, credit, liquidity and cash risks. The information includes the Company's use of financial instruments	276 to 281; 301 to 327; 366; 368 to 370; 372; 381 to 416; 438 to 440; 441 to 445; 451 to 452; 491 to 527; 645 to 649; 653
French Commercial Code, article L. 225-102-4	Vigilance plan and report on its effective implementation	151 to 161
3. SHAREHOLDERS AND CAPITAL		
French Commercial Code, article L. 233-13	Structure, change in the Company's share capital and threshold declarations	34 to 35; 576
French Commercial Code, articles L. 225-211 and L. 225-160	Acquisition and sale by the Company of treasury shares	38 to 39; 491; 646; 666
French Commercial Code, article L. 225-102 para. 1	Statement of employee shareholding	34; 93
French Commercial Code, articles R. 228-90 and R. 228-91	Indication of any adjustments for securities giving rights to capital in the event of share buybacks or financial transactions	N/A
French Monetary and Financial Code, articles L. 621-18-2 and R. 621-43-1, AMF Regulation, article 223-26	Information on transactions in the Company's securities made by executives and related persons	192
French General Tax Code, article 243 *bis*	Dividends paid for the past three financial years	36; 273; 491; 577; 646

(1) The informations related to the events after the Board of directors dated 9th February 2022 are not part of the management report.

Reference texts	Elements required	Pages
4. STATEMENT OF NON-FINANCIAL PERFORMANCE		
French Commercial Code, articles L. 225-102-1 and R. 225-105	Business model	12 to 13; 48
French Commercial Code, articles L. 225-102-1 and R. 225-105-I-1°	Description of the main risks relating to the Company's business	49 to 54
French Commercial Code, articles L. 225-102-1-III, L. 22-10-36, R. 225-105-I-2° and R. 22-10-29	Information on the manner in which the Company takes into consideration the social and environmental consequences of its business, as well as the effects of this business with regard to human rights, the fight against corruption and tax evasion (description of the policies applied by the Company)	55 to 97
French Commercial Code, articles L. 225-102-1 and R. 225-105-I-3°	Results of the policies applied by the Company or Group, including key performance indicators	108 to 118
French Commercial Code, articles L. 225-102-1 and R. 225-105-II-A-1°	Social information (employment, organisation of the work, health and safety, labour relations, training, equality of treatment)	84 to 94; 108 to 109; 115 to 117
French Commercial Code, articles L. 225-102-1 and R. 225-105-II-A-2°	Environmental information (general environmental policy, pollution, circular economy, climate change)	64 to 73; 102 to 108; 110 to 114
French Commercial Code, articles L. 225-102-1 and R. 225-105-II-A-3°	Societal information (societal sustainability commitments, subcontracting and suppliers, fair practices)	61 to 63; 74 to 83; 96 to 98; 119 to 120
French Commercial Code, articles L. 225-102-1; L. 22-10-36; R. 22-10-29 and R. 225-105-II-B-1°	Information on the fight against corruption and tax evasion and actions taken to prevent corruption	95; 151 to 161; 336 to 339
French Commercial Code, articles L. 225-102-1; L. 22-10-36; R. 22-10-29 and R. 225-105-II-B-2°	Information on actions to promote human rights	20; 151 to 161; 241 to 242
French Commercial Code, article L. 225-102-2	Specific information on Seveso facilities	N/A
French Commercial Code, articles L. 225-102-1-III and R. 225-105-2	Independent third party declaration	123 to 126
Taxonomy regulation 2020/852 Article 8 and delegated act of 6th July 2021	Publication of the total turnover, capital expenditures (CAPEX), operating expenditures (OPEX) that are associated with economic activities eligible under the European Taxonomy	110 to 111
5. ADDITIONAL INFORMATION REQUIRED FOR THE PREPARATION OF THE MANAGEMENT REPORT		
French Commercial Code, article L. 464-2	Injunctions or financial sanctions for anti-competitive practices	571 to 574

Refer to the glossary on page 715 for the definition of technical terms.

CROSS-REFERENCE TABLE WITH THE REPORT ON CORPORATE GOVERNANCE

Reference texts		Pages
1. INFORMATION ON REMUNERATION		
French Commercial Code, article L. 22-10-8-I paragraph 2 and R. 22-10-14	Remuneration policy for the corporate officers	136; 193 to 201; 208 to 217
French Commercial Code, article L. 22-10-9-I and R. 22-10-15	Remuneration and benefits of any kind paid to executive coporate officers	208 to 231; 453; 654
French Commercial Code, article L. 225-185 and L. 22-10-57	Award to and holding of options by corporate officers	N/A
French Commercial Code, article L. 225-197-1 and L. 22-10-59	Award to and holding of bonus shares by executive corporate officers	213 to 214; 221; 223; 230 to 231
2. INFORMATION ON GOVERNANCE		
French Commercial Code, article L. 225-37-4-1°	List of all offices and positions held by each corporate officer during the financial year	164 to 189
French Commercial Code, article L. 225-37-4-2°	Agreements between an executive or a major shareholder and a subsidiary	141; 453; 704
French Commercial Code, article L. 225-37-4-3°	Table summarising authorisations in force granted by the General Meeting of Shareholders concerning a capital increase	36 to 37
French Commercial Code, article L. 225-37-4-4°	Methods for exercising Executive Management	132 to 161; 190; 191; 235 to 239
French Commercial Code, article L. 22-10-10-1°	Composition and conditions for the preparation and organisation of the work of the Board	131 to 151; 162 to 163
French Commercial Code, article L. 22-10-10-2°	Policy on diversity and application of the principle of balanced representation of women and men on the Board	136; 138 to 139
French Commercial Code, article L. 22-10-10-3°	Restrictions, if any, imposed by the Board of Directors on the powers of the Chief Executive Officer	141; 237; 696
French Commercial Code, article L. 22-10-10-4°	Reference to a corporate governance code and application of the "comply or explain" principle	142
French Commercial Code, article L. 22-10-10-5°	Specific procedures for the participation of shareholders in the General Meeting	132; 697
French Commercial Code, article L. 22-10-10-6°	Procedure for evaluating current agreements and implementation of that procedure	141

Reference texts		Pages
FRENCH COMMERCIAL CODE, ARTICLE L. 22-10-11 **3. INFORMATION THAT COULD HAVE AN IMPACT IN THE EVENT OF A PUBLIC PURCHASE OR EXCHANGE OFFER**		
	Structure of the Company's share capital	34; 576
	Restrictions in the Articles of Association on the exercise of voting rights and transfer of shares, or agreement clauses of which the Company is informed pursuant to article L. 233-11 of the French Commercial Code	692 to 694
	Direct or indirect interests in the Company's capital of which it is aware under articles L. 233-7 and L. 233-12 of the French Commercial Code	34 to 35
	List of the holders of any security that carries special rights and a description of such rights	N/A
	Agreement between shareholders of which the Company is aware which could result in restrictions on the transfer of shares or the exercise of voting rights	35
	Rules applicable to the nomination and replacement of members of the Board of Directors and amendments to the Articles of Association of the Company	150; 236; 237; 239; 694
	Powers of the Board of Directors, particularly with regard to the issue or purchase of shares	236; 696
	Agreement entered into by the Company which are modified or end in the event of a change in control of the Company, unless this disclosure, excluding cases where there is a legal disclosure obligation, would seriously damage its interests	N/A
	Agreements providing for indemnities for the members of the Board of Directors or the employees if they resign or are dismissed without real and serious cause, or if their employment ends due to a public exchange or purchase offer	142; 215 to 216; 224; 231

CROSS-REFERENCE TABLE OF THE ANNUAL FINANCIAL REPORT

Sections	Articles	Presence
Annual Financial Report	L. 451-1-2 of the French Monetary and Financial Code and 222-3 of the AMF General Regulation	
1. Annual financial statements		640 to 685
2. Consolidated financial statements		448 to 628
3. Management report		See cross-reference table of the Management Report
4. Report on corporate governance		See cross-reference table of the Report on corporate governance
5. Statement of the persons responsible for the Annual Financial Report		714
6. Statutory Auditors' Reports on the parent company financial statements and the consolidated financial statements		629 to 636; 686 to 689

Refer to the glossary on page 715 for the definition of technical terms.

Photos credits: Getty images
Cover and chapter openings conception: Lonsdale

Design and production: côtécorp.
Tel.: +33 (0)1 55 32 29 74

CRÉDIT AGRICOLE
S.A.

A French limited company with share capital of €9,077,707,050
Nanterre Trade and Company Registry No. 784 608 416 RCS
12 place des États-Unis • 92127 Montrouge Cedex • France
Individual sharholders relations (France only): 0 800 000 777
Institutional shareholders relations: + 33 (0) 1 43 23 04 31
Tel. + 33 (0) 1 43 23 52 02 • www.credit-agricole.com