



**GROUPE
BPCE**

2009 Registration Document and full-year financial report

AMF

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6 SOCIAL AND ENVIRONMENTAL INFORMATION

6.1 The Group's commitment

Groupe BPCE plays a leading role in France's regional and national economy through its Banque Populaire and Caisse d'Épargne networks and its subsidiaries. By focusing on its values and core businesses, it has acquired extensive grass-roots expertise in the social economy and in financing sustainable development. These skills help create long-term wealth for its cooperative shareholders, customers and communities.

The Groupe BPCE's sustainable development policy aims to set an example in terms of managing the Group's direct impact and responsible banking. The Group has a network of around 50 sustainable development correspondents within its various entities, who are in charge of implementing this policy at the local level.

The Groupe BPCE's banks are signatories to the United Nations Global Compact and are Friends of the Global Compact. Signatories to the Global Compact undertake to comply with ten principles.

The Global Compact's ten principles

HUMAN RIGHTS

- 1 – Businesses should support and respect the protection of internationally proclaimed human rights; and
- 2 – Make sure that they are not complicit in human rights abuses

LABOUR STANDARDS

- 3 – Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- 4 – The elimination of all forms of forced and compulsory labor
- 5 – The effective abolition of child labor; and
- 6 – The elimination of discrimination in respect of employment and occupation

ENVIRONMENT

- 7 – Businesses should support a precautionary approach to environmental challenges
- 8 – Undertake initiatives to promote greater environmental responsibility; and
- 9 – Encourage the development and diffusion of environmentally friendly technologies

ANTI-CORRUPTION

- 10 – Businesses should work against corruption in all its forms, including extortion and bribery

BPCE's membership of ORSE (corporate social responsibility monitoring body), CSR Europe, Finansol⁽¹⁾ and Avise⁽²⁾ enables it to take part in discussions and share experiences regarding corporate social responsibility.

(1) The Finansol label for socially responsible investments was introduced in 1997.

(2) Avise helps develop initiatives to create jobs and increase social cohesion.

6.1.1 Maintaining environmental balance

A/ PROMOTING GREEN AND RESPONSIBLE GROWTH

Groupe BPCE is a pioneering provider of sustainable development financing solutions.

It was 20 years ago that the Banque Populaire banks launched *PREVair*, the first ever loan for environmentally friendly investments, and they are continuing to expand the range. *CODEVair* was the first environmental savings account. It is Finansol-accredited, and was launched in 1999 across six Banque Populaire banks. The range now includes *AUTOVair* (loans for low-emission vehicles) and *PROVair* business loans, which are available from several Group entities. Since 2004, the Group has also been working in partnership with regional governments to distribute 0%-interest loans for environmentally friendly equipment such as insulation and solar water heaters. Crédit Coopératif supports this initiative by marketing the *CODEVair* savings accounts, which support NGOs. These are tailored savings accounts based on socially responsible investment principles, with a share of profits going to the *Fondation Nicolas Hulot pour la Nature et l'Homme*. It also offers eco-loans including mortgages and home renovation loans. The Group is continuing to promote environmental innovation, via the A2DI⁽¹⁾ fund and its collaboration with *Réseau Entreprendre*, which is making a film about companies achieving success through their environmental commitment.

The Caisse d'Épargne banks were the first to offer the *Livret A* account. Most deposits placed in these popular government-regulated accounts are used to finance social housing, via the *Caisse des Dépôts*. The Caisse d'Épargne banks also offer the *Livret A Kipouss* account for young savers, launched in December 2007 as part of their *Bénéfices Futur* sustainable development programme. In 2009, every time a *Livret A* savings account was opened for a child before its first birthday, Caisse d'Épargne donated €1 to WWF France for the protection of the Mediterranean forest. 103,699 *Livret A Kipouss* accounts were opened in 2009. As a result, €103,699 was paid to WWF France.

At the same time, deposits in *Livret A* and sustainable-development accounts that are not centralized by the *Caisse des Dépôts* remain on banks' balance sheets, and are used to support sustainable development by being lent to SMEs and by financing energy-efficiency renovation work. In 2009, new SME and energy-efficiency loans exceeded new sustainable-development deposits collected by the Caisse d'Épargne banks and totaled more than €16 billion.

The *Ecureuil Crédit DD* loan, launched in 2007 with WWF France and in partnership with ADEME⁽²⁾ as part of the *Planète Gagnante* operation, is intended to finance this kind of work. In 2009, €135 million was lent to finance energy-efficiency work, up from €106 million in 2008. *Ecureuil Crédit DD* loans are also used to finance clean and low-emission vehicles. €111.5 million of these loans were granted in 2009, up from €50 million in 2008. These loans account for 5.16% of total standard consumer lending (excluding revolving loans).

The Group has also signed national and regional agreements with specialist partners such as EDF ENR, Solaire Direct and Clipsol, under which it offers customers financing and support for installing clean and renewable energy facilities. More than 610 loans for photovoltaic facilities were granted in 2009.

Insurance and the environment

Caisse d'Épargne's *Mon Auto & Moi* motor insurance policy features a novel "responsible mileage" option. This gives preferential rates for customers whose mileage is low and who therefore create little pollution. To qualify, customers must drive less than 8,000 km per year. No supporting documentation is required at the application stage; customers' mileage is checked when they make a claim. This option is available for the *Optimale*, *Spéciale* and *Confort* versions of the *Mon Auto & Moi* policy.

(1) A2DI: Alpes Développement Durable Invest.

(2) ADEME: Agence de l'environnement et de la maîtrise de l'énergie (French environment and energy conservation agency).

"Facilité Haute Qualité Énergie Environnement" programme

For their local authority customers, the Caisse d'Épargne banks have introduced the *Facilité Haute Qualité Energie Environnement programme*, which helps authorities finance their construction and refurbishment programmes in accordance with the principles of combating climate change and improving their management of the urban environment. To fund this programme, €350 million of financing was granted in November 2007 by the EIB⁽³⁾. In 2009, financing of €228.23 million was provided under this programme for the following projects (see table below):

Beneficiary	Bank	Project description	Energy performance	Amount of project (€)	Amount of financing (€)	Amount of EIB financing (€)
Angers Habitat	CE BPL	Urban renewal	THPE + HQE	16,541,000	4,000,000	4,000,000
Commune de Chanteloup en Brie	CE IDF	Construction of a nursery and a creche	THPE + HQE	7,045,000	2,000,000	2,000,000
Ville de Tourcoing	CE NFE	Extension of a primary school	HPE + HQE	2,264,940	1,132,470	1,132,470
CA de Montbéliard	CE BFC	Sporting and event facilities (2 projects)	HQE	53,000,000	20,000,000	20,000,000
Commune de Drocourt	CE IDF	Construction of a school	THPE + HQE	642,000	250,000	250,000
Commune de Couffé	CE BPL	Construction of a school restaurant	THPE + HQE	1,386,000	693,000	693,000
Commune de Plougastel	CE BPL	Construction of multi-sport facilities and a leisure centre	THPE + HQE	4,000,000	2,000,000	2,000,000
Commune de Bouguenais	CE BPL	Neighbourhood facilities	THPE + HQE	6,177,000	3,000,000	3,000,000
Commune de Piscop	CE IDF	Construction of a school complex	THPE	2,276,000	450,000	450,000
Communauté de Haute Provence	CE PAC	Construction of buildings for Techno Concept and Collines de Provence	HPE + HQE	2,500,000	1,250,000	1,250,000
Puget sur Durance	CE PAC	Photovoltaic panels, solar water-heater, rainwater collection and heat pump for a school complex	HPE + HQE	1,200,000	500,000	500,000
Syndicat Mixte du Bassin des Sorgues	CE PAC	Construction of the union's future head office	BBC + HQE	1,045,671	522,800	522,800
CC du Pays de Cordais	CE MIP	Construction of a nursery and a primary school	BBC + HQE	2,500,000	400,000	400,000
CG de la Sarthe	CE BPL	Reconstruction of a children's home and a mothers' centre	THPE + HQE	7,897,000	3,940,000	3,940,000
Ville de Blain	CE BPL	Construction of a media centre	HQE/BBC	2,100,000	1,000,000	1,000,000
Commune de Monthyon	CE IDF	Health centre	HQE	1,086,000	540,000	540,000
Ville de Vouvray	CE LC	Leisure centre, social and health centre and charity centre	THPE + HQE	2,248,888	960,000	960,000
Conseil Général du Nord	CE NFE	9 schools	THPE + HQE	143,167,780	71,540,000	71,540,000
CRCI de Picardie	CE PIC	Extension of the CRCI's premises	THPE + HQE	6,970,000	3,485,000	3,485,000
Velaux	CE PAC	Town hall/function room	HPE + HQE	13,439,721	3,300,000	3,300,000

(3) EIB: European Investment Bank.

Beneficiary	Bank	Project description	Energy performance	Amount of project (€)	Amount of financing (€)	Amount of EIB financing (€)
Commune de Briec	CE BPL	Construction of a sports complex	HQE	3,875,000	1,988,000	1,988,000
Groupement d'Intérêt Public Blavet Scorff	CE BPL	Construction of an inter-hospital kitchen	THPE	5,912,000	2,956,000	2,956,000
Ville de Rezé	CE BPL	Gymnasium	HQE	4,765,000	2,383,000	2,300,000
Ville de Crespières	CE IDF	4-class school	HPE + BBC	2,121,000	800,000	800,000
Ville d'Herblay	CE IDF	Construction of a school complex (10 primary classes and 7 nursery classes)	BBC + HQE	11,300,000	11,300,000	5,650,000
Ville de Tourville La Rivière	CE Normandie	Accommodation centre	HPE + HQE	557,588	300,000	300,000
SDIS 44	CE BPL	Regional government building	HQE	15,301,003	7,650,500	7,650,500
Ville de Nantes	CE BPL	Bottière community centre & École des Réformes school (2 projects)	THPE et BBC	6,831,000	3,415,552	3,415,552
Région Pays de la Loire	CE BPL	3 schools	BBC + HQE	36,743,000	18,371,985	18,371,985
Fauquembergues	CE NFE	Renovation/extension of community centre	THPE + HQE	1,371,798	680,000	680,000
Neuf Berquin	CE NFE	Construction of town hall	THPE + HQE	1,134,379	300,000	300,000
CU Dunkerque	CE NFE	Community technical centre	BBC/HPE + HQE	16,594,851	8,300,000	8,300,000
Erny St Julien	CE NFE	Cultural centre	THPE + HQE	574,130	250,000	250,000
Syndicat Interhospitalier de Logistique du Golfe du Morbihan (SILGOM)	CE BPL	Construction of a central kitchen	HQE	9,450,000	4,725,000	4,725,000
Conseil Général Eure	CE Normandie	School	THPE	11,434,000	5,700,000	5,700,000
Tourcoing	CE NFE	Extension of a primary school	HQE	1,978,824	989,412	989,412
Ville d'Audrieu	CE Normandie	School	THPE + HQE	3,800,000	1,000,000	1,000,000
Loches Développement	CE LC	Swimming pool	HPE + HQE	7,500,000	3,000,000	3,000,000
CH Dieppe	CE Normandie	Health centre	BBC + HQE	10,221,658	3,000,000	3,000,000
Camaret S/Aigues	CE PAC	Creche	BBC + HQE	1,383,772	691,886	691,886
SYMEVAD	CE NFE	Waste sorting centre	THPE + HQE	14,400,000	4,500,000	4,500,000
Région Nord Pas de Calais	CE NFE	Construction of 3 schools	HQE	49,940,000	24,970,000	24,970,000
TOTAL				494,676,003	228,234,605	222,501,605

CE BPL: Caisse d'Épargne Bretagne-Pays de Loire, CE IDF: Caisse d'Épargne Ile-de-France, CE NFE: Caisse d'Épargne Nord France Europe, CE BFC: Caisse d'Épargne Bourgogne Franche-Comté, CE PAC: Caisse d'Épargne Provence-Alpes-Corse, CE MIP: Caisse d'Épargne de Midi-Pyrénées, CE LC: Caisse d'Épargne Languedoc-Roussillon, CE PIC: Caisse d'Épargne de Picardie.

Groupe BPCE banks have played a major role in distributing 0%-interest eco-loans (Eco-PTZ loans), which were introduced in April 2009 after France's *Grenelle Environnement* think-tank reported its conclusions. These 10-year interest-free loans are for individuals carrying out energy-saving renovations to their main residence costing up to €30,000 (insulation, heating etc.). At end-2009, Groupe BPCE had a 25.4% market share in Eco-PTZ loans, of which 75,000 had been granted across France. The Caisse d'Épargne banks and Crédit Foncier granted 10,536 loans⁽¹⁾ (14.8% market share) and the Banque Populaire banks 7,519 loans (10.6% market share).

To help staff advise customers about these new products, the Group has set up training modules and special internal communication methods for its networks. External communication tools have been introduced to raise awareness of the technical, financial, fiscal and legal aspects of sustainable development projects. For example, the Caisse d'Épargne network has distributed leaflets entitled "*Je construis écologique*" and the Banque Populaire network has distributed leaflets entitled "*Echo Habitat*" (in partnership with CAPEB⁽²⁾ and Point P). The Group has set up dedicated websites: www.developpementdurable.banquepopulaire.fr and www.beneficesfutur.fr.

Socially responsible investing

Both networks are supported by the expertise of Natixis Asset Management (NAM), which offers their customers an unrivalled range of SRI (Socially Responsible Investment) products. 14 funds managed by NAM obtained ISR Novethic accreditation in October 2009. Of those 14 funds, three are marketed by the Banque Populaire banks and three by the Caisse d'Épargne banks, including two that select investments based on environmental criteria: *Fructi H2O* (BP) and *Écureuil Bénéfices Environnement* (CE). Total assets under management in the two networks' SRI funds, which are sold to individuals and small-business owners, amount to €473 million. This equals 2.66% of all assets under management in mutual funds within these investor categories.

Like Natixis Asset Management, Palatine AM is developing SRI funds based on corporate social responsibility criteria. This involves:

- a leading indicator of medium- and long-term risks and opportunities;
- a good understanding of sector and regulatory developments;
- strong expertise in analyzing management quality;
- analysis of corporate social responsibility as well as sustainable development issues.

In 2009, nine Palatine AM SRI funds with combined AuM of around €400 million received Novéthic accreditation. Two accredited environmental funds accounted for 1.33% of Palatine AM's total AuM at December 31, 2009:

- Palatine Or Bleu, created in 2006, a global fund focusing on the theme of water, which had AuM of €66 million at December 31, 2009;
- Palatine Climat et Environnement, created in 2008, whose theme is climate change and had AuM of €1.68 million at December 31, 2009.

Creation of Association pour l'Étiquetage et la Transparence des Produits Financiers (ATEPF)

In 2009, Caisse d'Épargne created the *Association pour l'Étiquetage et la Transparence des Produits Financiers* (ATEPF), working with MAIF, MACIF and the project's original stakeholders (ADEME, WWF France, *Les Amis de la Terre*, *Testé pour Vous*). The aim of this association is to promote a methodology for awarding sustainable development accreditation in the banking and insurance sector, to enhance and develop this methodology and to devise implementation tools. The financial product accreditation project was launched in June 2008 as part of *Bénéfices Futur* (the Caisse d'Épargne sustainable development programme). The project involves an "open source" approach. The association is open to other banks and insurance companies.

(1) Source: SGFGAS.

(2) CAPEB: Confédération de l'Artisanat et des Petites Entreprises du Bâtiment.

Membership of the association is open to:

- "users", *i.e.* banks and insurance companies that are committed to gaining sustainable development accreditation for some of all of the products they sell, and to developing the methodology;
- "stakeholders", *i.e.* NGOs and charities whose aim is to support and promote the themes addressed by the accreditation process, such as consumer information, the promotion of corporate social responsibility (CSR) and Socially Responsible Investing (SRI), and the protection of the environment and the fight against climate change;
- "observers", *i.e.* banks, insurance companies and other entities that have an interest in sustainable development accreditation but that have not yet made a formal commitment to applying it.

Accreditation is based on three criteria, *i.e.* safety, social and environmental responsibility, and climate. It is an effective tool for informing customers and helping them select products.

Constructive partnerships

The Groupe BPCE's banks have sought the input of recognized partners to develop their environmental strategy and actions.

In early 2009, the Banque Populaire banks and Crédit Coopératif formed a partnership with the *Fondation Nicolas Hulot pour la Nature et l'Homme*. This NGO was a key participant in France's *Grenelle Environnement* think-tank, and has expertise in anticipating risks and opportunities in a society facing major environmental and social issues. It also has a role in raising awareness, helping regional Banque Populaire banks to implement their projects at the grass-roots level.

Banque Populaire is committed to green, responsible growth, particularly in the construction industry. As part of this commitment, it is a member of the *Club de l'Amélioration de l'Habitat* and a founding member of Effinergie, which created BBC (low-energy construction) accreditation. It is also a partner of Cerqual (which awards BBC accreditation for houses), chambers of trade and several regional ADEME bodies. It is involved in the European Solar Days organized by Enerplan⁽³⁾.

Crédit Coopératif has partnerships with ACFCI⁽⁴⁾ and ADEME regarding the "1,2,3 environnement !"⁽⁵⁾ and "EnVol"⁽⁶⁾ programmes. A similar partnership has been set up with *Qualité France* Association as regards the "LUCIE" approach to facilitating environmental management among SMEs.

(3) *Énerplan*: French professional solar energy association.

(4) ACFCI: assembly of French chambers of commerce and industry.

(5) "1,2,3 Environnement !" is an initiative to facilitate the implementation of environmental management using the ISO 14001 and/or EMAS standards within companies, and particularly among SMEs.

(6) "EnVol" (*Engagement Volontaire de l'Entreprise pour l'environnement*) is an intermediate "1,2,3 Environnement !" programme for very small businesses.

Crédit Foncier's sustainable development offering

Crédit Foncier offers several exclusive products to help customers finance homes that are more environmentally-friendly and involve fewer greenhouse gas emissions:

- *Prêt habitat neuf* is a reduced-rate loan offered in conjunction with EDF Bleu Ciel. The amount of the loan is related to the property's energy efficiency (based on RT 2005⁽¹⁾ up to the THPE label); The loan amount can be increased for buildings incorporating solar energy facilities or with BBC accreditation;
- *Prêt Liberté Photovoltaïque* is a loan for photovoltaic panels;
- the loan amount is calculated using a total cost approach, taking into account some of the energy savings resulting from an energy-efficient home (either a newbuild property or a property that has undergone energy-saving refurbishment). By incorporating these savings into the loan calculation, customers can borrow more. This innovative financing solution makes it easier to finance low-energy homes;
- like the Group's other banks, Crédit Foncier also distributes two types of government-regulated loans, *i.e.*: Eco-PTZ loans and the larger NPTZ loans: which are 0%-interest loans for newbuild homes on the French mainland with BBC low-energy accreditation.

Natixis and the environment

In major regional green investment projects, the efforts of the Banque Populaire and Caisse d'Épargne banks are supported by financial solutions from Natixis, the Groupe BPCE's listed entity. The Banque Populaire and Caisse d'Épargne banks therefore benefit from the expertise of a leading bank in financing renewable energy products, carbon financing and SRI and solidarity management. Natixis publishes a special sustainable development report, which is available on its website.

B/ REDUCING OUR DIRECT IMPACT

In 2004, the Caisses d'Épargne started to take a more environmentally responsible approach by introducing indicators and monitoring them *via* an intranet database shared by all correspondents. In 2005 and 2006, four pilot entities carried out ADEME carbon audits, followed by a further five entities in 2007. As a result, a commitment to reducing CO₂ emissions by 3% per year was included in the *Bénéfices futur* programme. By the end of 2009, almost all Caisse d'Épargne banks and three commercial subsidiaries had carried out carbon audits and introduced plans to cut CO₂ emissions. The Caisse d'Épargne banks have adopted special methods and tools to implement and monitor these emission-reduction plans.

National and local initiatives remain in place within the Caisse d'Épargne banks and at the national level. In 2009, the Group's main efforts included:

- a move to integrate suppliers into efforts to reduce greenhouse gas emissions;
- initiatives to encourage travel methods with lower CO₂ emissions (such as Company Travel Plans, car-sharing, reductions in air travel etc.);
- branch renovation work that complies with environmental criteria, particularly as regards cutting CO₂ emissions;
- initiatives to minimize energy consumption.

The Caisses d'Épargne will publish their first report on reducing CO₂ emissions (covering the 2007-2009 period) in the first half of 2010.

(1) Thermal regulations for new residential and commercial buildings.

In late 2007, three entities adopted an environmental management system, based on the ISO 14001 standard, without seeking third-party certification. In 2009, Caisse d'Épargne de Bourgogne Franche-Comté introduced an ISO 14001-compliant system. It obtained ISO 14001 certification in March 2010.

In 2009, the Banque Populaire banks undertook a similar initiative, aiming to set up a carbon audit system that can be used by all banks in the Banque Populaire network on an annual basis.

Performance data regarding consumption of paper, water, energy and transport can be found in the NRE Act - GRI appendix in this chapter (section 6.4, Reporting required under France's NRE Act - environmental information).

Staff working in the networks are informed about environmental initiatives through sustainable development intranets. The Caisse d'Épargne banks, as part of their partnership with WWF France from 2003, have improved their environmental practices in response to Vigeo ratings between 2003 and 2007.

Ongoing efforts were stepped up in 2009 through internal awareness-raising initiatives relating to major sustainable development events.

An example is the *Ultimatum Climatique* campaign, organized by a number of NGOs and supported by BPCE, which received signatures from several hundred Group staff.

BPCE also hosted a Banque Populaire conference entitled "*La ville face au changement climatique*" ("Climate change and the city") in the 6th *Forum International de la Météo*. The conference was attended by the Chairman of the IPCC⁽²⁾, by France's secretary of state for the environment Chantal Jouanno, and by weather and climate experts from around the world.

6.1.2 Increasing solidarity in order to maintain social balance

A/ BPCE, FRANCE'S LEADING PROVIDER OF MICROCREDIT

BPCE is France's leading provider of microcredit, lending €31.4 million through 10,600 microloans in 2009. This reflects the Group's desire to assist people who fall outside the market's normal criteria, helping them become economically active and contribute to the sustainable development of their communities. The initiatives taken by the two networks complement each other perfectly. The Banque Populaire banks focus on business microcredit by lending to start-up businesses, while the Caisses d'Épargne focus on social microcredit by lending to individuals. Providing assistance with borrowers' projects is crucial to their success, and is central to the microcredit process.

(2) IPCC: Intergovernmental Panel on Climate Change.

The Banque Populaire banks are the leading providers of finance to Adie (a charity promoting business initiative), which grants business microloans. This commitment, together with the development of a skills sponsorship system, supplement the Banque Populaire banks' efforts with other solidarity-based entrepreneurship organizations such as France Active, France *Initiative Réseau* and *Réseau Entreprendre*. As a result, Banque Populaire is the leading partner for people setting up or acquiring businesses. The system is strengthened by branches that specialize in helping those excluded from the banking system and struggling with excessive debt (Banque Populaire Provençale et Corse's "Agence Solidarité", Banque Populaire Rives de Paris' "Agence Adigo" etc.). Banque Populaire Atlantique supports the work done by the microcredit department at the AUDENCIA business school⁽¹⁾ in Nantes.

In 2009, the Banque Populaire banks and Crédit Coopératif granted more than 6,000 microloans totaling almost €17 million.

The Caisses d'Épargne, through the *Parcours Confiance* programme, are France's leading providers of social microcredit. Set up by the Caisses d'Épargne, *Parcours Confiance* associations work with individuals and new businesses in difficulty, improving their understanding of banking products and services. They also assist with project financing in the form of microloans.

Parcours Confiance provides comprehensive, customized support and follow-up, with an assessment of the customer's situation, a specially-adapted offering, training on budget management by the *Finances & Pédagogie* association and social support *via* the social authorities.

To provide this support, *Parcours Confiance* has developed close-knit partnerships with business creation specialists such as France Active, France Initiative, Adie, Boutiques de Gestion and *Fondation de la 2^e Chance*, as well as with social assistance and integration organizations like *Secours Catholique*, UDAF, *Restos du Coeur*, Face and Adecco.

Social microloans are guaranteed by France's social cohesion fund. Business microloans may be guaranteed by France Active.

At end-2009, all Caisse d'Épargne banks were involved, with 60 advisors covering 90 *départements*.

Since the system was launched, 7,690 microloans have been approved, including 5,810 personal microloans and 1,880 business microloans.

In 2009, 2,926 new loans were granted to people in difficulty by Caisse d'Épargne banks, representing total lending of almost €6 million.

B/ BPCE'S SOCIALLY RESPONSIBLE APPROACH

In 2009, Groupe BPCE was ranked No. 1 in solidarity-based finance in Finansol-La Croix's seventh report, based on both the number of accredited products and assets under management (€940 million, equating to a 58% market share). Through the efforts of the Caisse d'Épargne banks, the Banque Populaire banks, Crédit Coopératif, Natixis Asset Management and Natixis Interépargne, the Group offers 19 Finansol accredited products to its customers. As the report shows, despite the recession, savers have continued to invest in these products which, as well as offering competitive returns, appeal to their sense of social responsibility.

This social responsibility is also shown through the sponsorship initiatives taken by Groupe BPCE, but also by the Banque Populaire and Caisse d'Épargne foundations, particularly the *Fondation des Caisses d'Épargne pour la Solidarité*.

(1) AUDENCIA: business school set up in 1900 in Nantes.

6.2 The Groupe BPCE's human resources policy

As France's second-largest banking group, human resources represent a major challenge for Groupe BPCE. As well as implementing an effective group-wide HR organization, it must develop a plan that both supports economic performance and meets the expectations of employees. This is a genuine challenge, but more importantly an opportunity to enhance the loyalty and mobility of its staff, which are its most valuable resource.

6.2.1 An ambitious project

After the first half of 2009 was spent integrating the Banque Populaire and Caisse d'Épargne groups, work began on building Groupe BPCE and its new central body. Two major projects began in September 2009.

Firstly, the "**BPCE, c'est nous !**" project had the task of creating the new central body. The objective was: to integrate teams, harmonize operating procedures and create a sense of belonging, in order to ensure that BPCE operates effectively in serving all group entities.

"**Efficiency RH**" is part of the Group project dedicated to employees, and is being developed collectively by all Group companies. The objective was: to define new employee relations arrangements and to enable the Group to be a benchmark employer in France within three years. This ambition covers all areas of HR, including attracting the best talent, developing skills and employability, and creating a Group where employees enjoy working, where there are good relationships between management and staff and where initiative and independence are valued.

NEW RECRUITMENT METHODS

Groupe BPCE is a major recruiter in France. The Banque Populaire and Caisse d'Épargne networks took on more than 3,000 permanent staff in 2009. 80% of these new jobs were in customer-facing roles, mainly in the Banque Populaire and Caisse d'Épargne networks.

To support this recruitment, Group companies have developed several initiatives. Following on from referral-based recruitment and job dating projects, the Caisse d'Épargne banks introduced work placement dating. This involves students visiting branches, meeting with operational and HR staff, and demonstrating their motivation. Selected candidates are then interviewed for a work placement.

The Banque Populaire banks formed a partnership with *Graines de Boss*, a business start-up organization, aimed at university students.

These initiatives will be maintained, with three main objectives: to raise the profile of Group entities as leading employers, to diversify sources of recruitment and to implement best practice by using methods suited to new behaviors and diverse applicant profiles.

MAJOR TRAINING EFFORTS

Groupe BPCE companies continued to provide extensive training in 2009, with training expenditure equaling 6% of payroll. The Group's training initiatives show its desire to enhance skills in the workforce, for the benefit of its customers.

As well as reorganizing the *CIBLEntreprise* course, the Banque Populaire banks introduced a new 16-module course covering fundamental aspects of serving retail banking customers, along with a novel mortgage simulation system.

The Caisses d'Épargne maintained training efforts in regional development banking, introducing courses for heads of business centers, social economy business managers and business managers in the fields of property development, construction and renovation. A new course was created for the new "branch wealth management" business line.

The two networks also held discussions with Natixis Epargne Financière regarding the certification of staff selling financial products.

E-learning continued to play a growing role in the Group's training efforts. For example, 100,000 hours of training were carried out in e-learning mode within the Banque Populaire network. Similar developments are taking place within the Caisse d'Épargne network, where online training can be accessed from all workstations, and *via* a dedicated extranet. More than 53,300 staff signed up for the "Compétence Business Clients" course in 2009.

ACTIVE EMPLOYMENT AND SKILLS MANAGEMENT

Ahead of changes in professional training legislation, the Group made major changes to its system for supporting employees' professional development. The two banking networks' net contribution to the system amounted to more than €10 million. In 2009, the Banque Populaire banks provided more than 270 professional development contracts and more than 1,000 professional development periods. The Caisse d'Épargne banks provided more than 260 professional development contracts and more than 2,200 professional development periods. The two networks spent almost €800,000 on tutoring in 2009.

In response to regulatory developments regarding older employees, all Group companies introduced dedicated plans of action. In 2010, the Banque Populaire and Caisse d'Épargne career and qualification monitoring departments will carry out qualitative research into older employees and their expectations. This survey should result in measures to ensure that the employees concerned are successful in the latter stages of their careers.

The "*Nomenclature Fédérale des Emplois*" (federal job nomenclature project), initiated in 2008, continued within the Banque Populaire network as part of its GPEC employment and skills planning obligations. By combining work done in this area by the two networks and Natixis, the Group has developed an overall plan that will help identify common standards. This should support staff mobility within the Group and assist with career guidance.

DEVELOPING A COMMON MANAGERIAL CULTURE

The Group maintained its efforts to develop and train existing and future managers. More than 200 executives and high-potential staff took part in training sessions suited to their needs, including courses for new managers and future managers, management development courses and senior management courses.

Emphasis is being placed on increasing female representation in senior management and on raising the profile of managerial functions. As part of this initiative, the Group has formed a pool of 160 talented female staff from various Group companies, who are undertaking a personalized development programme.

Also in 2009, the Group completed its "100% Managers" programme, which brought together almost 2,000 managers representing all of the Group's functions and companies between May 2008 and December 2009.

The two networks share the same ambitions as regards managerial and executive development, and this has resulted in shared programmes for detecting and training talented staff. This represents a major step forward in developing the Groupe BPCE's managerial culture.

95,000 employees with shares in Natixis.

On November 12, 2009, 95,000 Groupe BPCE employees became shareholders in Natixis. Each eligible employee received 93 shares, which they must keep until November 14, 2011. This distribution was intended to enhance employee buy-in and consolidate support for Natixis as it launched its "New Deal" strategic plan. The move brings together all employees, who will share in the success of a common project.

6.2.2 A committed and responsible approach

ONGOING COMMITMENT TO DISABLED STAFF

In its efforts to support disabled staff, the Group continued to achieve synergies in 2009 and the network of disabled correspondents remains active, with 4 or 5 meetings per year. The Group has maintained its partnerships with Adapt and Hanploi, which lead the market in finding jobs for disabled people.

Groupe BPCE confirmed its commitment in this area by taking part in several fairs and events like "*La Semaine pour l'emploi des personnes handicapées*" (jobs for disabled people week), of which it was an official partner.

It made special efforts to train and raise awareness among staff regarding disabilities: The Banque Populaire banks introduced a training module for managers, along with the "*Guide du savoir vivre ensemble*" and "*Les Handispensables*" guides, while the Caisse d'Épargne banks set up the "*Bonjour Sylvie*" system.

Several outsourcing partnerships were signed, and discussions were held regarding socially responsible purchasing from disability organizations.

CONSTRUCTIVE DIALOGUE BETWEEN MANAGEMENT AND EMPLOYEES

The creation of Groupe BPCE was accompanied by a great deal of activity on legal and workforce-relations issues. The information and consultation process with staff representative bodies began in late April 2009 within Banque Populaire and Caisse d'Épargne entities, and 53 works councils were consulted before June 30.

In the second half of the year, two major projects began.

The first involved organizing elections of Banque Populaire and Caisse d'Épargne staff representatives to sit on BPCE's Supervisory Board. The second involved setting up bodies ensuring dialogue between management and employees. Collective negotiations began in late 2009 to create a Group committee and three "sub-group" committees, dealing with issues specific to the Banque Populaire banks, the Caisse d'Épargne banks and Natixis.

A Strategy committee was also set up to hold informal discussions with unions. It held its first meeting on December 14, 2009. The creation of the Banque Populaire Branch, which was approved by the act of June 18, 2009 relating to the creation of BPCE, resulted in substantial activity.

An agreement setting up the Banque Populaire Joint Management committee was reached on December 16, 2009. This body is tasked with negotiating national collective agreements applicable to Banque Populaire companies and their employees. The agreement sets out the Joint Management committee's operating procedures and specifies the resources allocated to unions in this area.

Collective negotiations took place on several other issues in 2009, including remuneration and the prevention of work-related stress.

Prevention of work-related stress: a model agreement.

A national collective agreement covering the measurement and prevention of work-related stress was signed by the Caisse d'Épargne Branch on July 15, 2009. The agreement creates a system for assessing and preventing work-related stress in companies with more than 50 employees. This agreement is regularly mentioned as a model of its type by the French government and experts in this area. It provides a frame of reference for developing a policy aimed at preventing work-related stress at the Groupe BPCE level.

6.3 Reporting required under France's NRE Act – workforce information

Indicators

The indicators stated are those defined by the February 20, 2002 decree relating to new economic regulations, known as the "NRE act". The correspondence between these indicators and GRI 3 (Global Reporting Initiative) indicators is stated in brackets.

Scope

The figures given – with the exception of the total number of group employees, which covers France and other countries – are for the Groupe BPCE entities in France (the Banques Populaires regional banks, the Caisses d'Épargne, CASDEN Banque Populaire, i-BP, GCE Technologies, GCE Business Services, BPCE, MA BANQUE, Priam, SBE, Canal Écureuil, Écureuil Crédit and other entities of the Caisse d'Épargne arm).

Additional information is available in the 2009 Groupe BPCE Social Report.

6.3.1 Total number of employees – Group (GRI 3) (LA 1, LA 13) (Art. 1.1a, 1.3)

The total number of Groupe BPCE employees was 127,402 at December 31, 2009. Employees of the Banques Populaires regional banks made up 29% of the Group total, and employees of the Caisses d'Épargne made up 32.5%.

The total number of employees was down 0.6% compared with year-end 2008.

	2008	2009	Evol
Banque Populaire retail banking	37,252	37,087	-0.4%
Caisse d'Épargne retail banking	41,770	41,424	-0.8%
Natixis	22,890	22,408	-2.1%
Real estate	19,252	19,515	1.4%
Central body	1,804	1,647	-8.7%
IT and other operations	5,202	5,321	2.3%
GROUP TOTAL	128,170	127,402	-0.6%

Permanent and fixed-term staff (excl. work-study)

This figure includes only employees of the Banques Populaires regional banks, the Caisses d'Épargne, CASDEN Banque Populaire, i-BP, GCE Technologies, GCE Business Services, BPCE, MA BANQUE, Priam, SBE, Canal Écureuil, Écureuil Crédit and other entities of the Caisse d'Épargne arm.

Permanent + fixed-term staff	2008		2009	
	Number	%	Number	%
<i>Number of persons</i>				
Permanent staff (incl. work-study)	72,282	97.3	71,322	97.2
Fixed-term staff (excl. work-study)	1,991	2.7	2,065	2.8
TOTAL	74,273	100.0	73,387	100.0

PERMANENT STAFF AT DECEMBER 31

Non-management/management	2008		2009	
	Number	%	Number	%
Non-management	50,252	69.5	48,861	68.5
Management	22,030	30.5	22,461	31.5

Women/Men	2008		2009	
	Number	%	Number	%
Women	38,699	53.5	38,471	53.9
Men	33,583	46.5	32,851	46.1

6.3.2 New hires (LA 2) (Art. 1.1a)

To keep pace with the Group's growth in 2009, the Group's dynamic recruitment policy led to the hiring of more than 3,000 new employees on permanent contracts.

More than half of these recruitments (51.9%) resulted from conversion of fixed-term and work-study employees to permanent staff, reflecting the Group's desire to provide stable employment.

The proportion of women in the Group's workforce continues to be strong. Although the female population was stable, women made up a slight majority (56%) of new permanent hires in 2009.

NEW HIRES

	2008		2009	
	Number	%	Number	%
Permanent staff				
Non-management	3,929	39.5	2,529	31.3
Management	971	9.8	580	7.2
Fixed-term staff				
Non-management	4,983	50.1	4,904	60.7
Management	58	0.6	60	0.7
TOTAL NEW HIRES	9,941		8,073	
PROPORTION OF MANAGERS		10.4		7.9

Two-thirds of the employees recruited in 2009 are holders of BAC +2 diplomas or higher.

PERMANENT STAFF ONLY

Recruitment level	2008	2009
BAC + 2/3	42.0%	50.6%
BAC + 4/5	27.2%	23.7%

6.3.3 Redundancies (LA 2) (Art. 1.1b)

The number of employees whose jobs were eliminated in 2009 represented 16% of all separations from group entities.

REDUNDANCIES

	2008		2009	
	Number	%	Number	%
Redundancies	627	10.8	556	16.2
TOTAL SEPARATIONS	5,780	100.0	3,430	100.0

6.3.4 Overtime hours (Art. 1.2)

Overtime hours in 2009 amounted to 66,519, equivalent to 41 full-time staff positions on an annual basis. Overtime hours declined significantly compared with last year (down 36% on the year).

OVERTIME HOURS

	2008	2009
Hours	104,537	66,519
FTE positions	65.05	41.39

6.3.5 Temporary workers (Art. 1.1a)

The use of interim staff is determined by the choices and constraints of each group entity. Overall, the level of interim staffing is relatively low, corresponding to 1.4% of the workforce. This is a sign of the ongoing effort to match job positions and the employees assigned to them to the work load.

6.3.6 Organization, working hours and absenteeism (LA 7) (Art. 1.2)

Within the Group, the length of the working week is governed by agreements at each group entity. Thus, average working hours per week on an annual basis may range between 35 and 39 hours, with compensatory measures such as additional days off awarded to employees.

Generally, employees working on a collectively bargained work schedule may choose to work on a part-time basis.

In 2009, 10% of employees opted to work part-time. More than 93% of those opting for part-time work are women.

PERMANENT STAFF AT DECEMBER 31

Percentage of full-time at 31 Dec.	2008		2009	
	Number	%	Number	%
less than 50%	378	0.5	320	0.4
50%	600	0.8	521	0.7
50% to 80%	2,510	3.5	2,494	3.5
80%	2,085	2.9	1,962	2.8
more than 80%	2,193	3.0	2,171	3.0
FULL-TIME EMPLOYEES	64,516	89.3	63,854	89.5
PART-TIME EMPLOYEES	7,766	10.7	7,468	10.5

6.3.7 Changes in compensation (LA 13, LA 14) (Art. 1.3)

Every year, each group entity conducts a procedure to analyze and revise individual pay levels in keeping with performance objectives shared with the employee.

PERMANENT STAFF – AVG. BASE PAY AT DECEMBER 31 (EXCL. HC)

Pay	2008		2009		% change	
	W	M	W	M	W	M
A/T1	20,571	20,053	21,234	20,379	3.2	
B/T2	21,340	22,501	21,418	22,680	0.4	0.8
C	22,815	22,630	22,989	22,695	0.8	0.3
D/T3	27,626	28,560	27,755	28,694	0.5	0.5
E	27,408	27,516	27,781	27,905	1.4	1.4
F/TM4	31,397	33,190	31,540	33,228	0.5	0.1
G/TM5	33,716	35,699	33,987	35,843	0.8	0.4
NON-MANAGEMENT	28,610	31,162	28,951	31,369	1.2	0.7
H/CM6	39,392	41,413	39,688	41,699	0.8	0.7
I/CM7	48,947	50,867	49,287	51,179	0.7	0.6
J/CM8	59,553	61,326	60,217	61,737	1.1	0.7
K/CM9	76,375	78,443	76,397	78,808	0.0	0.5
MANAGEMENT	44,225	48,705	44,491	48,972	0.6	0.5

6.3.8 Professional relations and collective agreements

See section 6.2.2 "A committed and responsible approach".

6.3.9 Health and safety conditions (LA 6) (Art. 1.5)

Within the Group, policies and budgets relating to health and safety conditions are the province of each of the entities and the HSCT committees established with employee representatives.

Besides expenditures on specific programs to improve health and safety conditions in workplace environments, group entities implement more traditional monitoring and prevention programs, such as the medical examination required every two years for each employee.

6.3.10 Training (LA 10) (Art. 1.6)

The total number of hours devoted to training – more than 2,656,168 in 2008 – is a sign of the Group's sustained effort to train its employees for a demanding and ever-changing banking universe. More than 64,600 trainees (among a total of 74,495 employees) went through at least one training course.

The Group's expansion of training courses delivered *via* online platforms continued successfully in 2009, with more than 151,000 hours of training provided in this way.

TRAINING

	2008	2009
Number of hours	2,656,168	June 2010
Number of trainees	64,611	Social Report

BUSINESS-LINE AND MANAGER TRAINING

See section 6.2.1 "An ambitious project".

6.3.11 Diversity within the company (LA 13, LA 14) (Art. 1.3)

EQUAL OPPORTUNITY BETWEEN MEN AND WOMEN

Proportion of women in the workforce

Permanent staff at December 31	2008	2009
Women	53.5%	53.9%
Men	46.5%	46.1%

At December 31, 2009, women accounted for 53.9% of all Groupe BPCE employees in France, a very slight increase compared with the year before.

Proportion of women among new hires

Women recruited	2008	2009
Permanent staff (mgt. and non-mgt.)	56.06%	56.19%
Fixed-term (mgt. and non-mgt.)	69.67%	69.50%

The number of women recruited by Groupe BPCE in 2009 was 5,197, or more than 64% of permanent and fixed-term hires across all group business lines.

Proportion of women in management category

Permanent staff at December 31	2008	2009
Proportion of women managers	32.07%	33.03%

The proportion of women in the Groupe BPCE manager population was higher in 2009, at 33%.

Proportion of women among promotions

% promoted/total workforce - permanent staff at December 31	2008	2009
Women	16.15%	12.20%
Men	15.59%	11.71%

The proportion of women receiving promotions was 12.2% in 2009.

Proportion of women among pay increases

% receiving pay increase/total - permanent staff at December 31- Individual pay increase	2008	2009
Women	59.65%	38.28%
Men	57.35%	35.89%

Across all group employees in France covered by the Banque Populaire or Caisse d'Épargne collective agreements, 38.28% of women received individual pay raises in 2009.

Proportion of women among training participants

Training	2008	2009
Number of trainees	34,252	June 2010
Proportion of women trainees	53.0%	Social Report

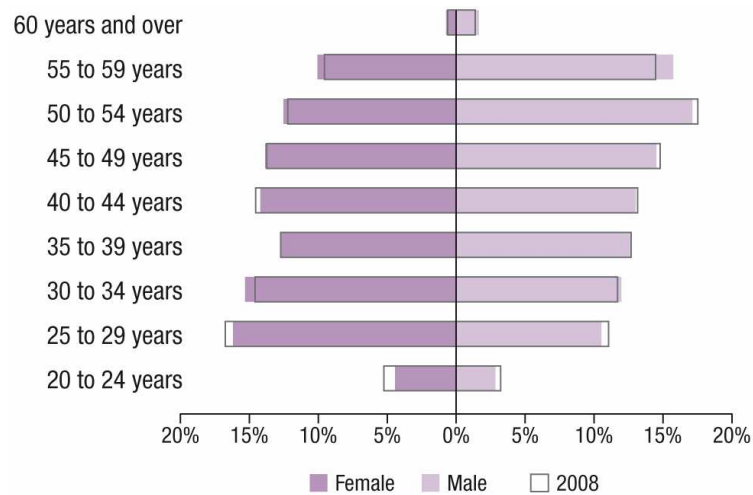
Equal treatment in access to training is a strong commitment within Groupe BPCE. Women made up 53% of all employees trained during 2008. This percentage is very close to the percentage of women in the Groupe BPCE workforce.

6.3.12 Distribution of employees by age bracket (LA 1, LA 13) (Art. 1.1a, 1.3)

The proportion of employees aged 35 years and under is high (more than 30% of the overall workforce) and a sign of the Groupe BPCE's dynamic growth. These younger employees help to balance out the age pyramid and prepare for the gradual replacement of the significant numbers of employees aged 55 and over who will be retiring in the next few years.

Changes in the age structure

(% of age bracket in female or male workforce)



6.3.13 Employment and accommodation of persons with disabilities (LA 13) (Art. 17)

In 2008 the Group employed more than 2,000 persons with disabilities. This figure does not include indirect support of jobs at specialized agencies for workers with disabilities.

Employment and accommodation of workers with disabilities

	2008	2009
Number of employees with disabilities	2,093	June 2010 Social Report

6.3.14 Social and cultural activities (Art. 1.8)

Within Groupe BPCE, contributions for social and cultural activities are determined under collective agreements at each entity.

Social and cultural activities

<i>in thousands of euros</i>	2008	2009
Annual contributions to Works Council budget	53,263	
Annual contributions to Enterprise Works Council budget	2,407	
Amount devoted to social benefits by Employer	296,387	
Amount devoted to social benefits by Works Council	17,472	
TOTAL	369,529	June 2010 Social Report

6.3.15 Territorial impact of Groupe BPCE activities on regional employment and development

Groupe BPCE has forged its history on values tied to regional development, and it continues to support local development by its presence in regional labor markets. By financing its clients' business activities, it builds long-lasting relationships of partnership and proximity.

In 2009, 81% of Groupe BPCE employees worked outside the Paris region, and nearly 88% of recruitments were made in provincial locations.

6.3.16 Relations with work placement associations and educational institutions

Within Groupe BPCE, relations with work placement and occupational training agencies are the responsibility of each of the entities, in keeping with an expressed desire to give pride of place to the Group's mutual and co-operative values.

6.3.17 Subcontracting and compliance with ILO fundamental conventions

Groupe BPCE ensures that suppliers with whom it has signed subcontracting agreements observe all legal requirements relating to management of their personnel.

The procurement department includes a notice regarding working conditions at subcontractors in all calls for tenders on service provision agreements.

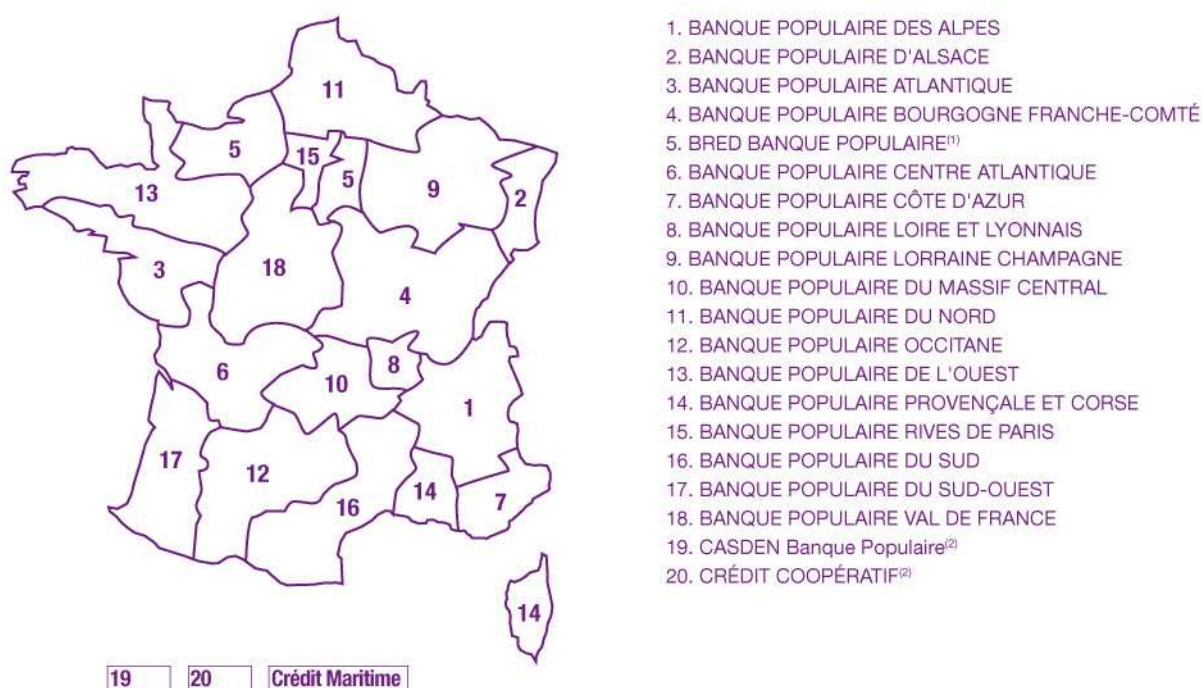
6.4 Reporting required under France's NRE Act – environmental information

Indicators: Groupe BPCE has chosen to base its sustainable development reporting on statutory requirements, the NRE Act and a set of voluntary international standards (the Global Reporting Initiative version 3 or GRI3).

Scope: Data in the "NRE appendix" below relate to the Paris head offices of BPCE (in the 13th and 15th *arrondissements*), the Banque Populaire banks, the Caisse d'Épargne banks and certain subsidiaries of the two networks.

Data for each indicator are consolidated on the basis of data entered by the entities. The maps show that certain entities have been temporarily excluded from the scope. The analysis was conducted in mainland France and in French overseas territories.

BANQUE POPULAIRE NETWORK

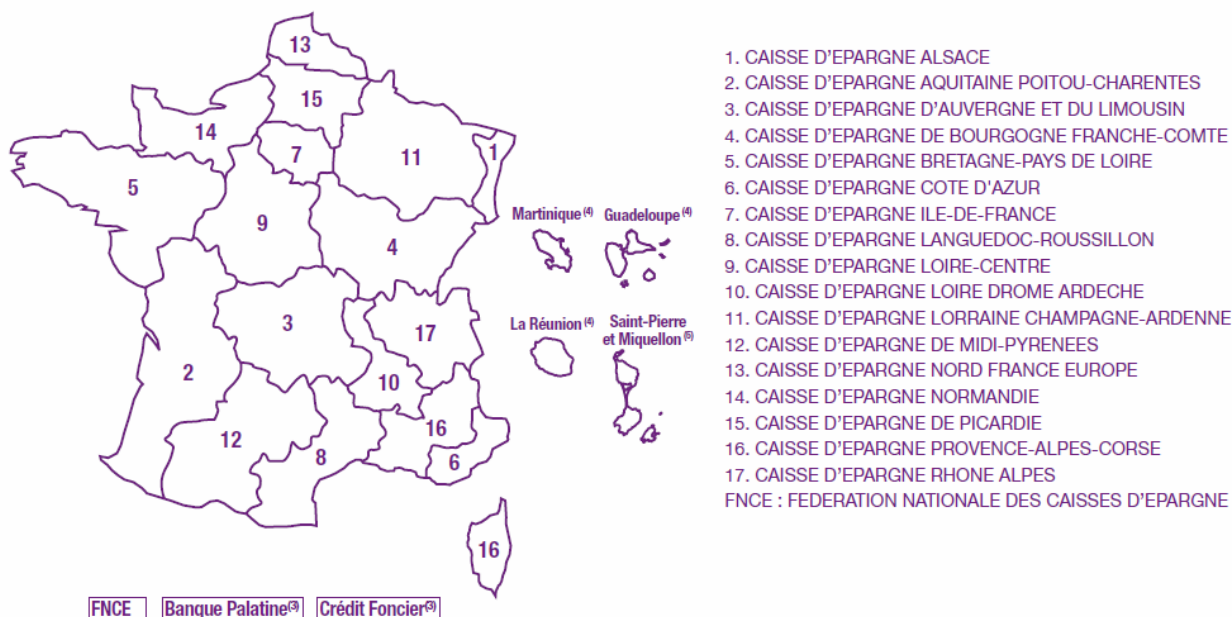


(1) BRED Banque Populaire also operates in the following countries and overseas territories: French Polynesia, New Caledonia, Guadeloupe, Martinique, French Guyana, La Réunion and Mayotte.

(2) A Banque Populaire bank with national coverage.

(3) Banque Palatine and Crédit Foncier are national subsidiaries of the Caisse d'Épargne network.

CAISSE D'EPARGNE NETWORK



(3) Banque Palatine and Crédit Foncier are national subsidiaries of the Caisse d'Epargne network.

(4) Reports to Caisse d'Epargne Provence-Alpes-Corse.

(5) Reports to Caisse d'Epargne Île-de-France.

6.4.1 Consumption of materials (GRI: EN 1, EN 2) (NRE Act: Art. 2.1)

Several entities use recycled or eco-certified paper.

PAPER

	Banque Populaire network*	Caisse d'Epargne network	Consolidated data for BPCE head offices
Total paper consumption (tonnes)	2,969.54	3,148	102.73
Total paper consumption (reams)	1,122,906	1,300,755	42,219
Consumption per workstation (tonnes)	0.09	0.09	0.06
Consumption per workstation (reams)	34.47	35.6	25.6
Average paper grammage	80	78	77
Number of reams of recycled A4 or A3 paper purchased (included in the total amount of paper purchased)	62,898	155,368	9,400
Number of reams of eco-certified A4 or A3 paper (Included in the total amount of paper purchased)	n/a	324,809	20,640

(1) Banque Populaire banks data and estimate of group contract data.

(2) The total number of reams of recycled paper purchased in 2009, included in total paper purchases was 155,368 reams, identified in two Caisses d'Epargne and Banque Palatine.

(3) The total number of reams of certified paper, included in total paper purchases, was 324,809 reams, identified in four Caisses d'Epargne, the BPCE Avant Seine head office and at Crédit Foncier.

* Data includes consumption and document production at i-BP.

ENVELOPES

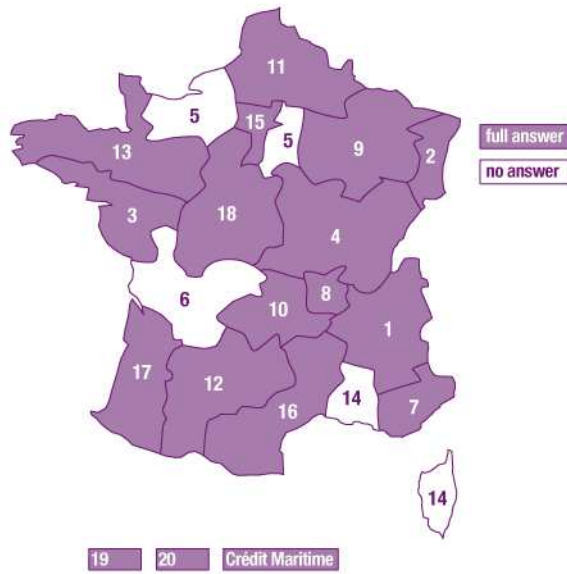
	Banque Populaire network ^{(1)*}	Caisses d'Epargne network	Consolidated data for BPCE head offices ⁽²⁾
Envelope consumption (tonnes)	580.64*	n/a	82.5

(1) Banque Populaire data and estimate of group contract data.

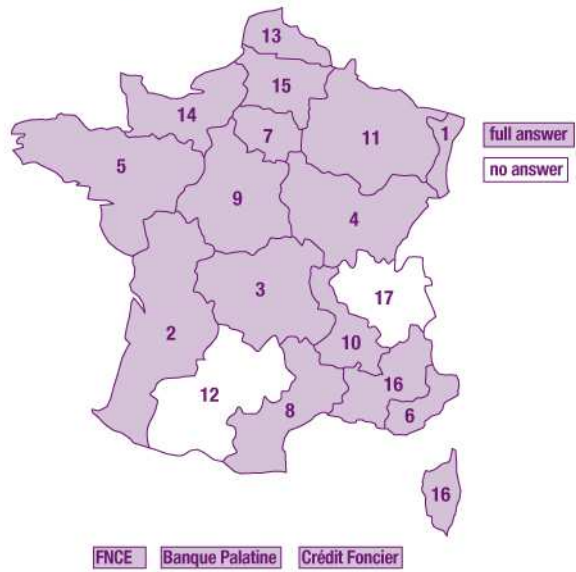
(2) Included in Banque Populaire Group purchases.

* Data include i-BP's use of consumables and electronic publishing tools.

Banques Populaires



Caisses d'Epargne

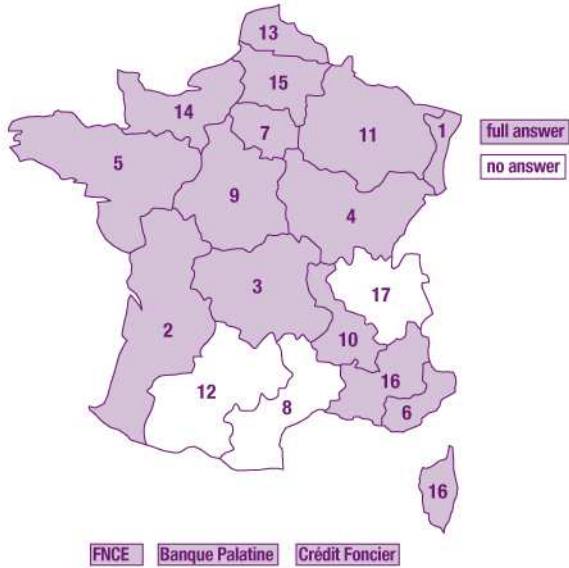


Input scope of the "Total paper consumption" indicator.

OFFICE CONSUMABLES (INK CARTRIDGES)

	Banque Populaire network	Caisse d'Epargne network
Original toner cartridges	n/a	23,473
Recycled toner cartridges	n/a	64,265

Caisses d'Epargne

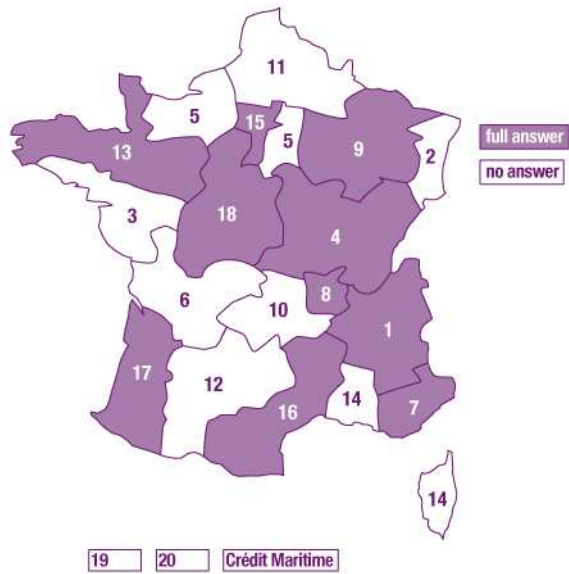


Input scope for the two indicators above.

PURCHASES, SUPPLIERS

	Banque Populaire network	Caisse d'Epargne network
Percentage of purchases with environmental accreditation	17%	n/a
Number of suppliers with environmental accreditation	74	n/a
Proportion of suppliers that publish an environmental charter	28.5%	n/a

Banques Populaires



Input scope for the three indicators above.

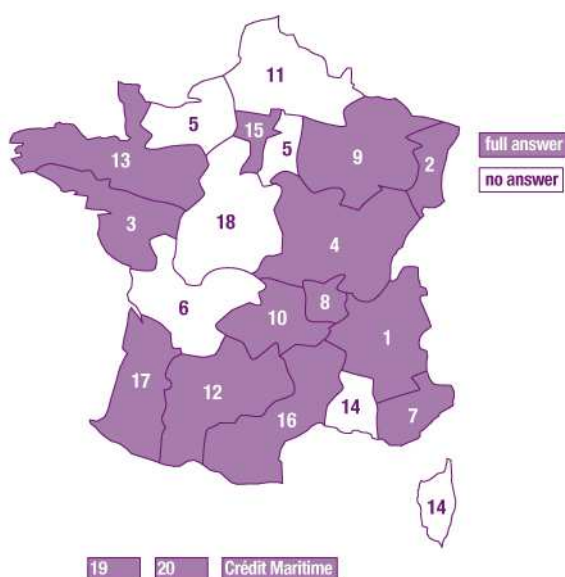
6.4.2 Energy consumption (GRI EN 3, EN 4) (NRE Act: Art. 2.1)

TOTAL CONSUMPTION⁽¹⁾

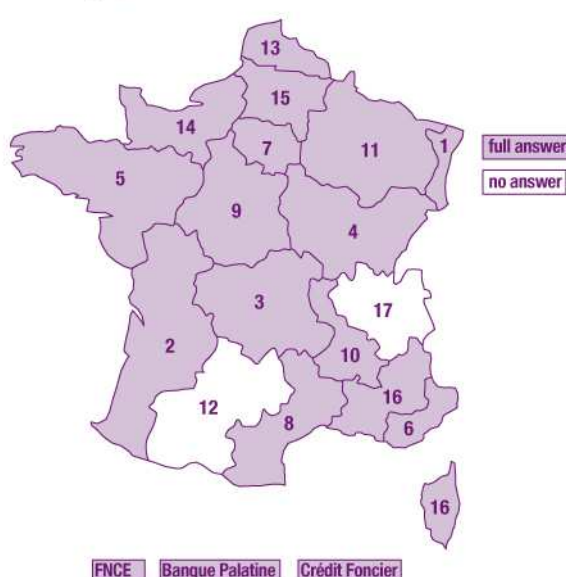
	Banque Populaire network	Caisses d'Épargne network	BPCE head offices
Total energy consumption (Gj)	943,275.6	973,130	55,320
Total energy consumption (KWh)	262,021,000	270,313,797	15,366,789
Total energy consumption per workstation (Gj per FTE employee)	28.95	26.63	33.59
Total energy consumption per workstation (KWh per FTE employee)	8,042	7,397	9,331
Energy consumption per m ² (Gj)	0.83	0.58	0.69
Energy consumption per m ² (KWh)	230.5	162.1	191.7

(1) Figures based on meter readings, which state final energy consumption, not consumption of the primary energy source.

Banques Populaires



Caisses d'Épargne



6.4.3 Use of renewable energies (GRI: EN 6) (NRE Act: Art. 2.1)

Three Banque Populaire banks (Alpes, Alsace and Sud) produce and consume renewable energy:

Renewable energy production	33,490 kWh
Renewable energy consumption	854,880 kWh

Two Caisse d'Épargne banks (Bourgogne Franche-Comté and Provence-Alpes-Corse) and a subsidiary (Banque Palatine) use renewable energy: They have an "Équilibre" contract with EDF, which undertakes to produce a certain number of KWh per year from renewable sources, in this case hot springs in Salins-les-Bains.

6.4.4 Measures taken to improve energy efficiency (GRI EN 7) (NRE Act: Art. 2.1)

Seven Caisse d'Épargne banks (Bourgogne Franche-Comté, Île-de-France, Loire-Centre, Lorraine Champagne-Ardenne, Normandie, Provence-Alpes-Corse and Rhône-Alpes), the two Banque Palatine subsidiaries and Crédit Foncier have taken steps to improve energy efficiency.

These include using low-energy bulbs, distributing energy-efficiency guides, identifying branches with excessive energy consumption in order to prioritize refurbishment, building all branches according to the "Cap environnement" programme, installing intelligent lighting, sending reminders about minimum and maximum temperatures for air conditioning, reminding staff to turn off office equipment through logout messages on workstation screens, introducing a V3 work-related stress prevention policy as part of renovation work, upgrading heating systems at the head office, reporting energy consumption figures to staff, carrying out a head-office energy audit, enhancing energy-efficiency when renovating branches (double glazing, insulation etc.), obtaining energy-saving certificates, drawing up a relamping plan (preventative maintenance of lighting systems) for the head office, reducing the number of hours during which most external signs are illuminated, continuing to install VRV⁽¹⁾ air-conditioning systems), installing presence detectors in lighting systems, and adjusting the illumination of external clocks.

At central sites, the following measures have been taken: adjusting heating/air-conditioning temperatures, installing low-energy bulbs, reducing lighting and heating, installing presence detectors and reviewing lighting timetables.

Two Caisses d'Épargne are planning to implement similar measures in 2010.

6.4.5 Consumption of water (EN 8, EN 10) (NRE Act: Art R. 2.1)

	Banque Populaire network	Caisse d'Épargne network	Consolidated head office data
Total water consumption (m ³)	194,418	407,234	26,054
Consumption per workstation (m ³)	5.96	11	15.8
Consumption of recovered water (m ³)	500	n/a	n/a

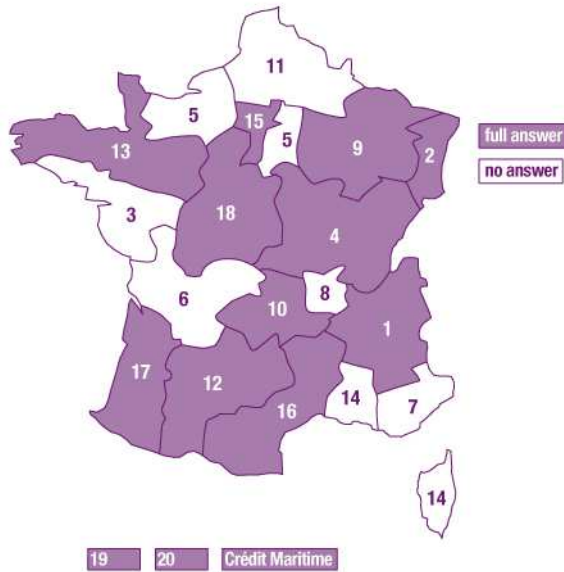
REDUCING WATER CONSUMPTION

11 entities in the Caisse d'Épargne network have introduced measures to reduce water consumption: Banque Palatine, BPCE, Caisses d'Épargne d'Alsace, d'Aquitaine-Poitou-Charente, de Bourgogne Franche-Comté, de Bretagne-Pays de Loire, d'Île-de-France, de Lorraine Champagne-Ardenne, de Normandie, de Provence-Alpes-Corse and de Rhône-Alpes.

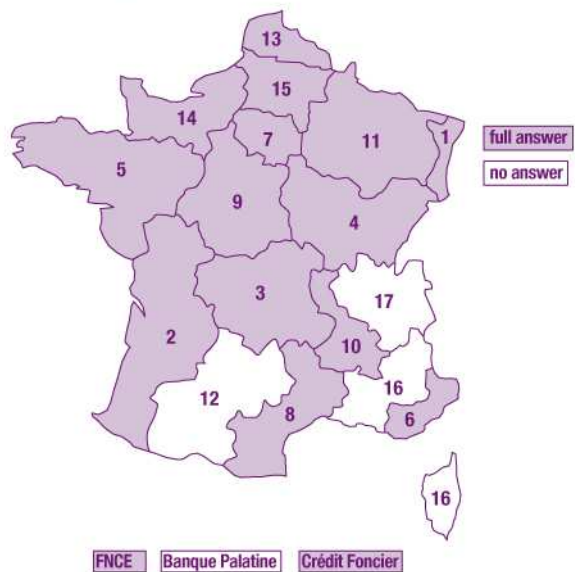
The following measures have been taken: scrapping wastewater-based air conditioning systems; replacing water-based air conditioning systems within branches; reporting excessive consumption noted on energy bills, installing aerators and hand detectors in washbasins, monitoring in order to detect leaks, installing auto-shut-off taps, removing hot water taps from washbasins, adopting multi-service contracts, checking the supplier's water consumption if necessary.

(1) VRV (Variable Refrigerant Volume): air-conditioning system in which the external compressor adjusts its output to that needed by the internal installation, leading to more flexible operation and lower power consumption.

Banques Populaires



Caisses d'Épargne



Input scope for water consumption.

6.4.6 Measures to reduce noise and odor pollution (NRE Act: Art 2.1)

Five Caisse d'Épargne banks have taken steps to reduce noise and odor pollution: Bourgogne-Franche-Comté, Île-de-France, Lorraine Champagne-Ardenne, Normandie, Rhône-Alpes.

The measures taken are as follows: adopting specifications for reducing the noise made by HVAC installations, installing noise-reducing screens between offices, introducing programmed shut-down of HVAC installations at night and at weekends, and installing sound traps in the floors and ceilings of renovated branches. Measures to reduce odor pollution have also been taken: continuous-flow ventilation (CMV) systems, and ongoing acoustic surveys.

6.4.7 Measures to limit disturbances to the ecological balance, natural habitats and protected animal and plant species (GRI: EN 11, EN 12, EN 13; NRE Act: Art 2.2)

Six Banque Populaire banks including Crédit Coopératif have set up projects to protect biodiversity. The projects vary widely and include: a plan to manage the green spaces of Banque Populaire Atlantique and awards to recognize initiatives taken within two Banque Populaire banks (Alpes and Occitane).

Seven Caisse d'Épargne banks own a total of 2,051 hectares of forests: Aquitaine-Poitou-Charente, Auvergne Limousin, Bretagne-Pays de Loire, Loire-Drôme-Ardèche, Loire-Centre, Lorraine Champagne-Ardenne and Rhône-Alpes.

Two Caisse d'Épargne banks report that their forests are FSC-certified, and three others practice uncertified sustainable forest management.

6.4.8 Environmental assessments and certifications (NRE Act: Art. 2.3)

Caisse d'Épargne banks used the assessment and rating services of Vigeo in 2003, 2004, 2007 and 2008. The results were published in previous reports. Caisse d'Épargne de Bourgogne Franche-Comté has started a process to gain ISO 14001 certification.

Caisse d'Épargne de Normandie has adopted energy-efficiency accreditation for its branches, using the ADEME method, and has obtained energy-saving certificates.

All Caisse d'Épargne banks, with the exception of the Alsace and Île-de-France banks, have carried out carbon audits using the ADEME method.

6.4.9 Measures taken to ensure that activities comply with statutory requirements (NRE Act: Art 2.4)

Three Caisse d'Épargne banks, *i.e.* Bourgogne Franche-Comté, Lorraine-Champagne-Ardenne, Provence-Alpes-Corse and BPCE (Paris head office in the 13th *arrondissement*) have adopted an environmental management system with the help of an expert consultancy.

6.4.10 CO₂ emissions (EN 16, EN 17)

Banque Populaire d'Alsace was the first French bank to carry out a carbon audit in 2002. Natixis carried out its own carbon audit in 2006. Since 2009, the regional Banque Populaire banks have been undertaking a national carbon audit.

Between 2005 and 2009, all Caisse d'Épargne banks except two (Alsace and Île-de-France) and BPCE's Paris head office (the Avant-Seine building in the 13th *arrondissement*) carried out carbon audits, as did two Caisses d'Épargne subsidiaries (Banque Palatine and Crédit Foncier).

Nine entities in the Caisses d'Épargne network have calculated their carbon emissions in tonnes of CO₂ equivalent (teq CO₂): Auvergne Limousin, Bourgogne Franche-Comté, Bretagne-Pays de Loire, Loire-Drôme-Ardèche, Lorraine Champagne-Ardenne, Nord-France-Europe, Normandie, Picardie. The total emissions of these nine entities were 42,500 teq CO₂. An estimate made in 2008 for the all Caisse d'Épargne banks and CNCE (the Caisse d'Épargne banks' former central body) was 265,000 teq CO₂. Ten Caisse d'Épargne banks have already adopted a plan to reduce their emissions.

The recommendations contained in the refurbishment specifications for Caisse d'Épargne branches include environmental criteria, including steps to reduce CO₂ emissions. Compliance with these recommendations is increasing, with 275 compliant refurbishments in 2009 as opposed to 104 in 2008.

6.4.11 Emissions of ozone-depleting substances and other significant air emissions (EN 19, EN 20)

The nature of the Banque Populaire and Caisse d'Épargne networks' activities means that they do not emit any specific polluting gases other than CO₂ (see previous indicator).

6.4.12 Water discharge (EN 21)

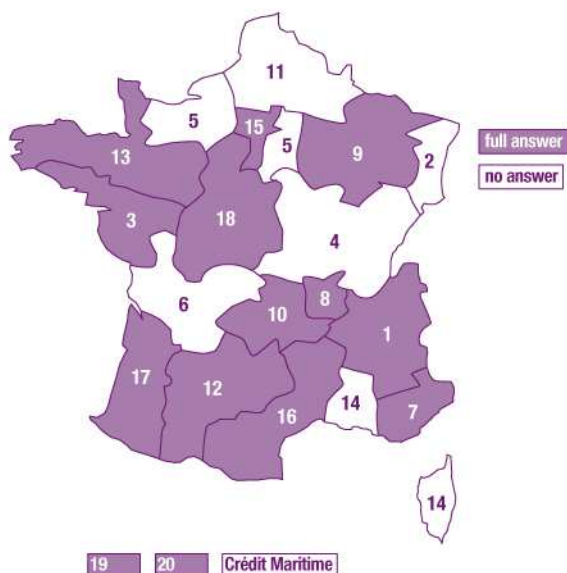
The Banque Populaire and Caisse d'Épargne banks do not currently check the quality of their wastewater. However, the nature of their activities limits the risk of water pollution.

6.4.13 Waste and CO₂ emissions (EN 22) (Art R. 2.1)

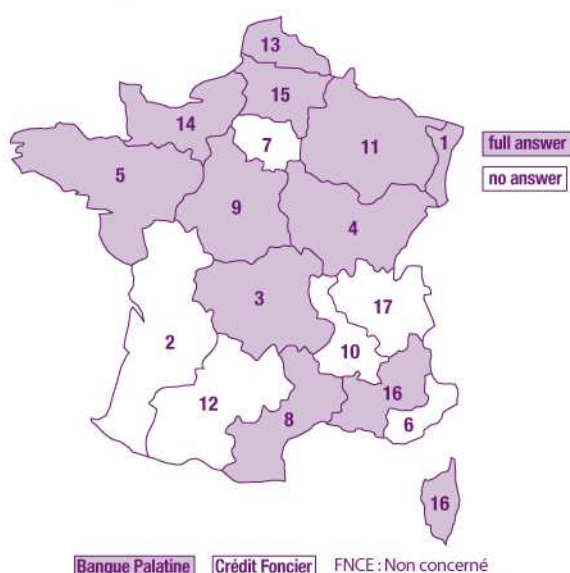
	Banques Populaire network	Caisses d'Épargne network	BPCE head offices
Ordinary industrial waste (tonnes)	3,376	2,912 (g3)	697
Special industrial waste (tonnes)	33.85	-	-
Recycled waste (tonnes)	963.22	1,771 (g4)	800

A number of initiatives have been developed within the regional Banque Populaire and Caisse d'Épargne banks to re-use waste and also help to protect the environment.

Banques Populaires



Caisses d'Épargne



Input scope for the three indicators above.

Input scope for the "paper collected for recycling" indicator.

COLLECTION OF VARIOUS MATERIALS

	Banque Populaire network	Caisses d'Epargne network	Head office data
Calculators	1,942 ⁽¹⁾	n/a	72
Batteries	6,988 ⁽²⁾	Collected in 80% of the Caisse d'Epargne *	450
Ink cartridges	44,016 ⁽³⁾	Collected in 100% of the Caisse d'Epargne *	2,416
Electronic equipment		Collected in 73% of the Caisse d'Epargne *	
Neon fluorescent tubes		Collected in 94% of the Caisse d'Epargne *	

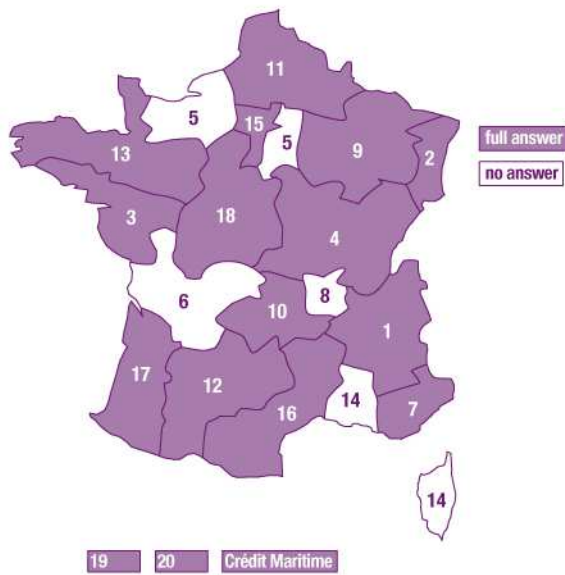
* Percentage based on entities that provided data.

(1) Banque Populaire data and estimate of group contract data.

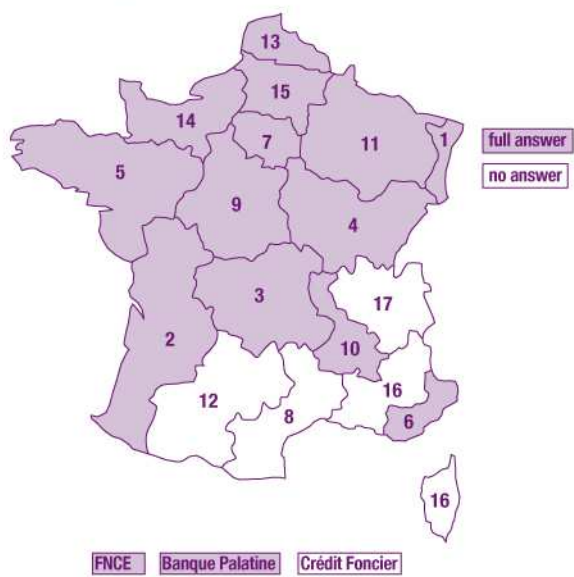
(2) Banque Populaire data and estimate of group contract data.

(3) Banque Populaire data and estimate of group contract data.

Banques Populaires



Caisses d'Epargne

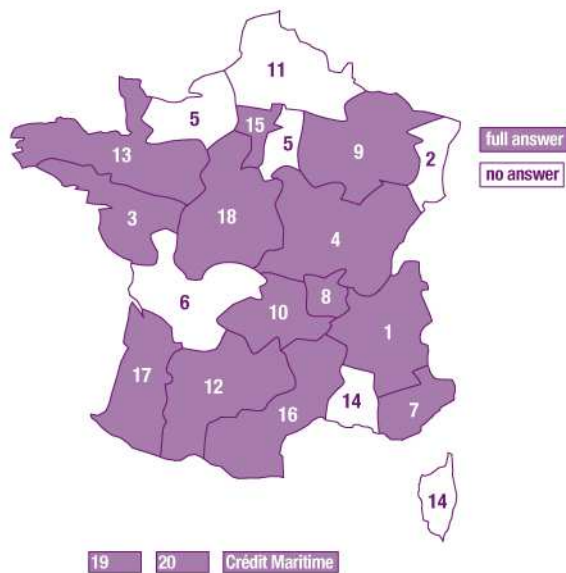


Input scope for the indicators above.

6.4.14 Environmental impacts of transporting members of the workforce (EN 29)

	Banque Populaire network
Number of sites with a Company Travel Plan	54
Number of employees covered by these company Travel Plans	1,307
Total mileage allowances (€)	28,504,326
Business travel Kilometers travelled by car per FTE employee	n/a
Business travel Kilometers travelled by train per FTE employee	n/a
Business travel Kilometers travelled by plane per FTE employee	n/a
Car-sharing	-

Banques Populaires

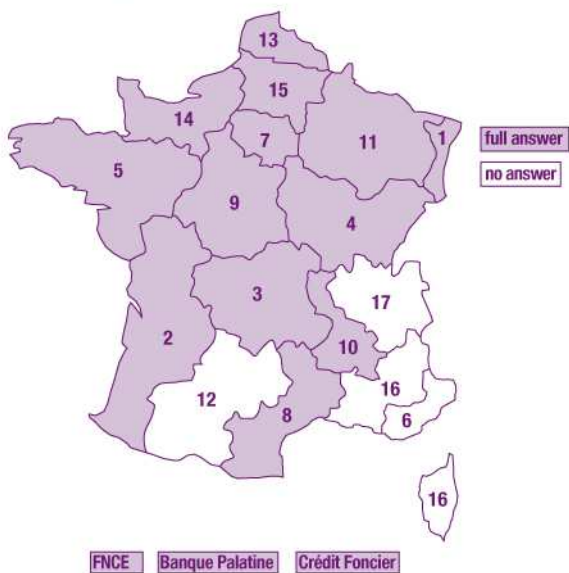


Input scope for the three indicators above.

BUSINESS TRAVEL BY CAR

	Caisse d'Épargne network	BPCE
Number of sites with a Company Travel Plan	Caisse d'Épargne de Rhône-Alpes, Grenoble site	
Number of employees covered by these Company Travel Plans		
Total mileage allowances (€)		
Business travel		
Kilometers travelled by car per FTE employee	1,481	n/a
Business travel Kilometers travelled by train per FTE employee	370	n/a
Business travel Kilometers travelled by plane per FTE employee	131	n/a
Car-sharing	Normandie, Bretagne Pays de Loire and Picardie Caisse d'Épargne banks	

Caisses d'Épargne



Scope of the "business travel: kilometers travelled by car" indicator.

6.4.15 Initiatives to mitigate the environmental impact of products and services (EN 26) (Art R. 2.5)

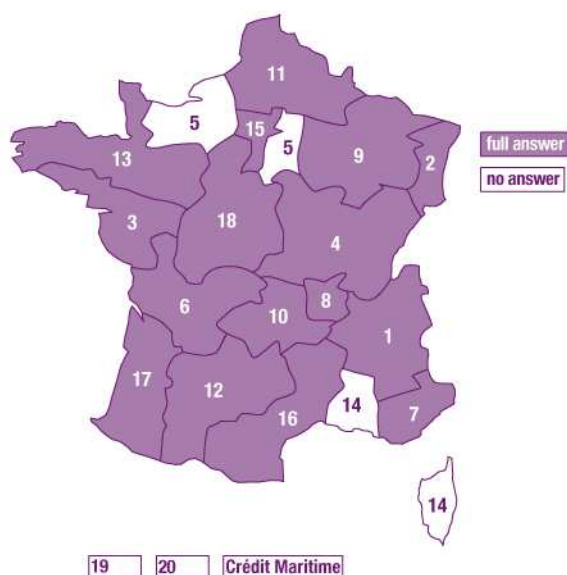
The Banque Populaire and Caisse d'Épargne networks have introduced a wide range of banking products geared towards financing environmental and solidarity-based projects.

Banque Populaire network

Solidarity-based loans outstanding (EN 26, FS7, FS8, FS14) (Art. R. 2.5)

Environmental products	Data at end-December 2009
Number of PREVair loans (total PREVair/PREVair+)	15,335
Outstanding amount of PREVair loans (total)	€202,298,070
Number of PREVair loans using LDD funds	6,991
Outstanding amount of PREVair loans using LDD funds	€88,920,146
Number of PREVair loans using CODEVair funds	8,344
Outstanding amount of PREVair loans using CODEVair funds	€113,377,924
Number of CODEVair accounts	24,020
Deposits in CODEVair accounts	€166,016,570
Number of PROVair loans	693
Outstanding amount of PROVair loans	38,146,179
Number of PREVair Auto loans	1,297
Outstanding amount of PREVair Auto loans	€8,682,752
Number of PHOTOVair loans	32
Outstanding amount of PHOTOVair loans	8,906,000
Number of 0% interest loans granted (past agreement date)	7,519

Banques Populaires



Crédit Coopératif solidarity-based savings and financing products

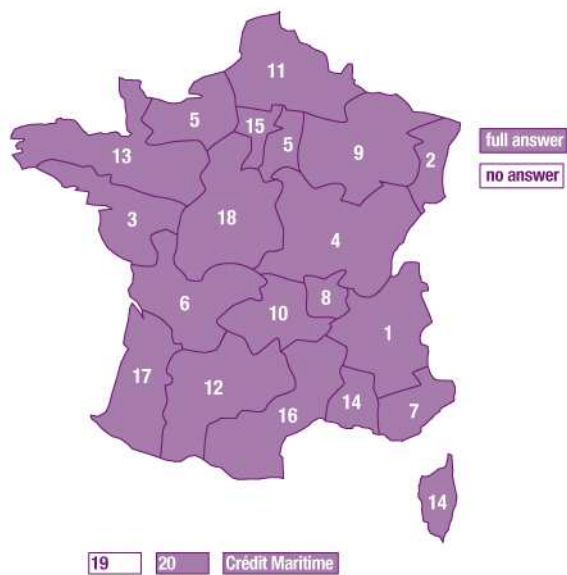
	2009
Financing granted to accredited solidarity-based companies via solidarity-based mutual funds	€8,705,000
Solidarity-based savings collected	€277,512,000
Solidarity-based investment	€178,584,000

Outstanding amount of microloans

	2009
ADIE microloans to small businesses	€17,438,490.41 Number of microloans: 6,056
Outstanding amount of microloans to individuals	€5,656,977

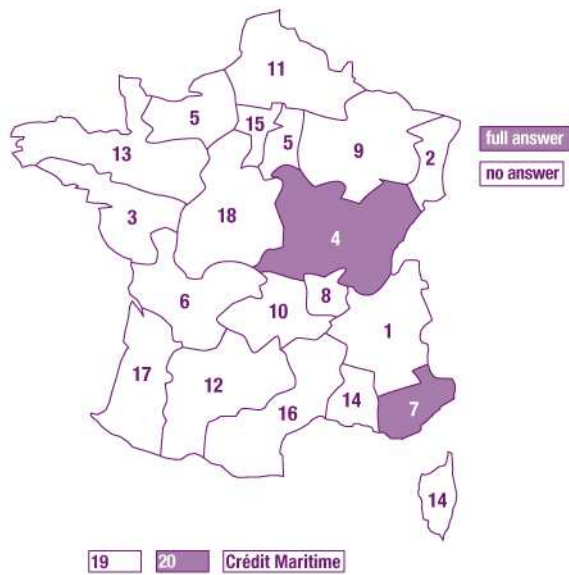
MICROLOANS TO BUSINESSES

Banques Populaires



MICROLOANS TO INDIVIDUALS

Banques Populaires



ASSETS UNDER MANAGEMENT IN SRI FUNDS DISTRIBUTED BY THE BANQUE POPULAIRE NETWORK

2009

Assets under management in SRI funds

€2,497,379,536*

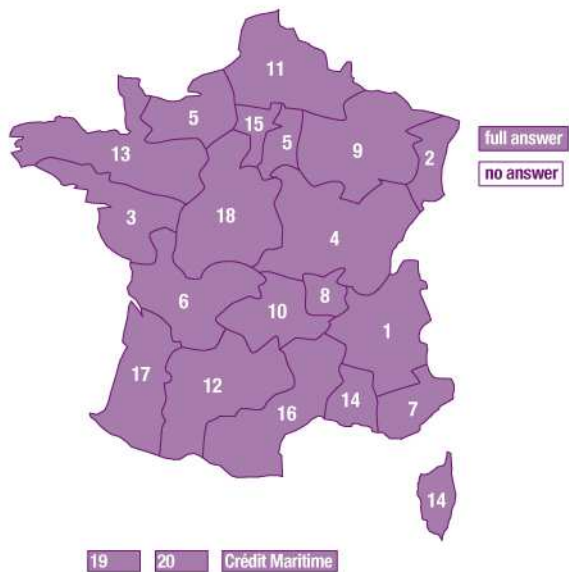
Assets under management in SRI and solidarity – based employee savings plans

€67,988,618.4**

* Concerns total assets under management in SRI funds distributed by the Banque Populaire network.

** Concerns assets under management in SRI and solidarity-based employee savings plans distributed by the Banque Populaire network and includes assets managed directly by Natixis Intérépargne.

Banques Populaires



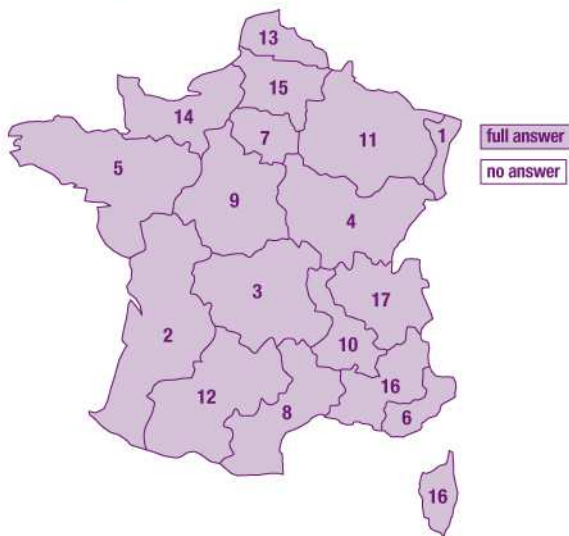
Caisses d'Epargne



Caisse d'Épargne network

Savings distributed by the Caisses d'Épargne network	2009
Number of <i>Livret A Kipouss</i> accounts opened	103,699
Amount paid to WWF France for the protection of the Mediterranean forest	€103,699
Total savings at 12/31/2009 in sustainable development savings accounts + <i>Livret A</i> accounts not centralized by the Caisse des Dépôts	€13,024,345,567
Total outstanding SME + energy-saving loans	€16,072,819,000
Total outstanding loans for financing energy-saving renovations to old buildings (at 12/31/2009)	€245,524,000

Caisses d'Épargne



Loans	2009
Number of <i>Ecureuil Crédit DD</i> loans for energy-saving work in 2009	12,969
Value of <i>Ecureuil Crédit DD</i> loans granted/work done in 2009	€135,428,920
Number of <i>Ecureuil Crédit DD</i> loans for buying "clean" or low-pollution vehicles (categories A or B) in 2009	11,099
Value of <i>Ecureuil Crédit DD</i> auto loans granted in 2009	€111,581,129
<i>Ecureuil Crédit DD</i> loans as a percentage of all consumer loans (excluding revolving loans)	5.16%
Number of 0%-interest eco-loans (Eco-PTZ)	10,536
Amount lent under Eco-PTZ loans	€171,406,999
Number of photovoltaic equipment loans in 2009	579
Value of photovoltaic equipment loans granted	€11,734,536

Caisses d'Épargne



Socially responsible investing (SRI)	2009
Assets under management in SRI funds (Les Ethiques/Ecureuil Bénéfices Emploi, Ecureuil Bénéfices Responsable, Ecureuil Bénéfices Environnement + Insertion Emploi Dynamique) held by Caisse d'Épargne individual customers	€372,409,935
SRI assets under management as a percentage of all assets under management in mutual funds held by CE individual customers	2.70%
Total SRI assets under management, individuals and legal entities	€452,124,789
SRI assets under management in Palatine AM funds (Palatine Or Bleu and Palatine Climat & Environnement)	€67,680,000
SRI assets under management as a percentage of Palatine AM's total mutual-fund assets under management	1.33%

Caisses d'Épargne



Microcredit	2009
Number of microloans granted to individuals in 2009	2,926
Value of microloans granted to individuals in 2009	€5,853,333
Number of microloans granted to businesses in 2009	634
Value of microloans granted to businesses in 2009	€5,839,000
Total number of microloans to individuals at 12/31/2009	5,667
Total value of microloans to individuals at 12/31/2009	€11,334,000
Total number of microloans to businesses at 12/31/2009	1,859
Total value of microloans to businesses at 12/31/2009	€15,801,500

Caisses d'Epargne

