



KLEPIERRE

2021
Non-Financial
Data

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FOREWORD

Chapter 3 of Klépierre's 2021 Universal Registration Document describes the Group's environmental and social activities in accordance with the six leading industry and international frameworks: the Global Reporting Initiative (GRI) standards, European Public Real Estate Association (EPRA) Sustainability Best Practices Recommendations (sBPRs), the French Council of Shopping Centers (CNCC), CSR industry reporting guide, United Nations (UN) Sustainable Development Goals (SDGs), the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB). While Chapter 3 sets out the Group's progress towards achieving its Act for Good® Corporate Social Responsibility (CSR) strategy, focusing on its most significant key performance indicators, the Group has decided to create this supplement containing all of its non-financial data. This allows for a more comprehensive quantitative overview of Klépierre's CSR performance and is in line with the expectations of the leading non-financial agencies, Environmental Social and Governance (ESG) investors and other stakeholders.

METHODOLOGICAL NOTE

The majority of the indicators included in this report are those prescribed by the aforementioned EPRA sBPRs, which is the benchmark Code for Real Estate companies in Europe. Additional indicators are included which do not fall under the EPRA sBPRs, but are considered significant for the Group.

Reporting period

For all energy, climate change, waste, water and transportation indicators, the reporting period corresponds to a rolling 12 months from October 1 of the prior year, to September 30 of the current year (i.e., October 1, 2020 to September 30, 2021 for the 2021 reporting period). Social impact indicators, such as Net Promoter Score data, suppliers and initiatives carried out by shopping centers, are also provided over the same period. All other indicators (including building certifications, human resources data, etc.) are calculated based on the calendar year, i.e., from January 1, 2021 to December 31, 2021 for the 2021 reporting period.

Reporting scopes

Reported scope

The reported scope is used to assess the CSR impact of the property portfolio over a 12-month period. It reflects the impacts of management, renovation and arbitrage (acquisitions and disposals) policies. In 2021, it included:

- All shopping centers owned and managed by Klépierre (116 assets);
- Shopping centers not owned by Klépierre but managed by the Group on behalf of third parties, for which operating data are available (6 assets, all in France);
- Shopping centers owned by Klépierre but not managed by a third party, for which operating data are available (8 assets: two in France, three in Greece, two in Italy and one in Turkey).

Shopping centers acquired and managed by the Group are included in the scope from the first full-year post the acquisition. Real estate development projects are not included in the reporting scope during development or construction, but are included from the first full year following completion.

This configuration may vary slightly for assets managed on behalf of third parties. Depending on the situation, Klépierre may have full management of electricity, for example, but be charged by a third party (hypermarket, etc.) for fuel usage. Waste may also be collected by a third party (such as a local authority) on a flat-rate basis, for example. Some of these configurations may hinder the collection of reliable quantitative data and lead the Group to exclude the corresponding shopping centers from the reported scope for certain indicators. Typically, only centers that Klépierre manages outright and has full control over energy, water and waste consumption data are included in the reported scope, which explains the difference in coverage rates between the various indicators.

Coverage rates are expressed in terms of the total value of centers owned and managed (since values for centers not owned but managed only are unavailable); those rates are available for each table, in chart legends.

Like-for-like scope

Like-for-like scope is used to assess changes in performance across an identical scope on a comparable basis and reflects the Group's ability to manage and optimize its asset portfolio. It excludes the impact of acquisitions and disposals and includes all shopping centers owned and managed for at least 24 months. However, it excludes shopping centers acquired or completed during the year, as well as those not managed for the entire period. 2021 like-for-like scope represented 99.9% of the Group's portfolio as of December 31, 2021.

Lastly, where assets are excluded from the scope of a given indicator, they are indicated in the footnotes to the tables and charts in this chapter.

Units of measurement

- Portfolio coverage rates are mostly expressed as percentages of the value of the underlying assets (as opposed to the number of assets, for example) in order to better reflect their contribution to the Group's overall portfolio;
- Energy, carbon and water data are presented both in gross terms (kWh, tCO₂e, cu.m.) for the purposes of assessing volumes, and as ratios (gross value divided by floor area or footfall) in order to discern the performance of assets on each of the given topics.

Additional clarifications on topics

- Energy efficiency and greenhouse gas emissions of serviced areas and shared equipment: consumption intensity and energy performance indicators expressed in kWh or kWh/sq.m. reflect the heating and air conditioning consumption of serviced areas which include the common areas of the shopping centers and private spaces (shops, storage rooms, etc.) that are connected to shared equipment without sub-metering systems;

- Greenhouse gas emissions are presented using "location-based" and "market-based" methods. For location-based data, emissions factors used in the calculations are sourced from the French Environment and Energy Management Agency's (ADEME) Bilans GES database (average national factors). For market-based data, emissions factors are sourced directly from each energy supplier;
- For energy and water consumption, the Group uses meter reading data (as opposed to invoices) to ensure shorter data collection and greater relevance;
- Where Klépierre neither owns nor manages head office buildings it occupies, the related consumption data are not included in this report;
- Water consumption corresponds to drinking water consumption for the entire building in question (both common and private areas), and is determined exclusive of water used for heat pumps;
- Development projects included in the 2021 reporting scope correspond to projects delivered during the course of the year, except for carbon data, for which emissions relating to project construction are spread over the years of the corresponding work;
- All key indicators are calculated based on actual and exhaustive data.

This information was verified by Deloitte as part of the work described in the independent verifier's report on the consolidated non-financial statement presented in the management report, included in **Chapter 3 of Klépierre's 2021 Universal Registration Document**.

1

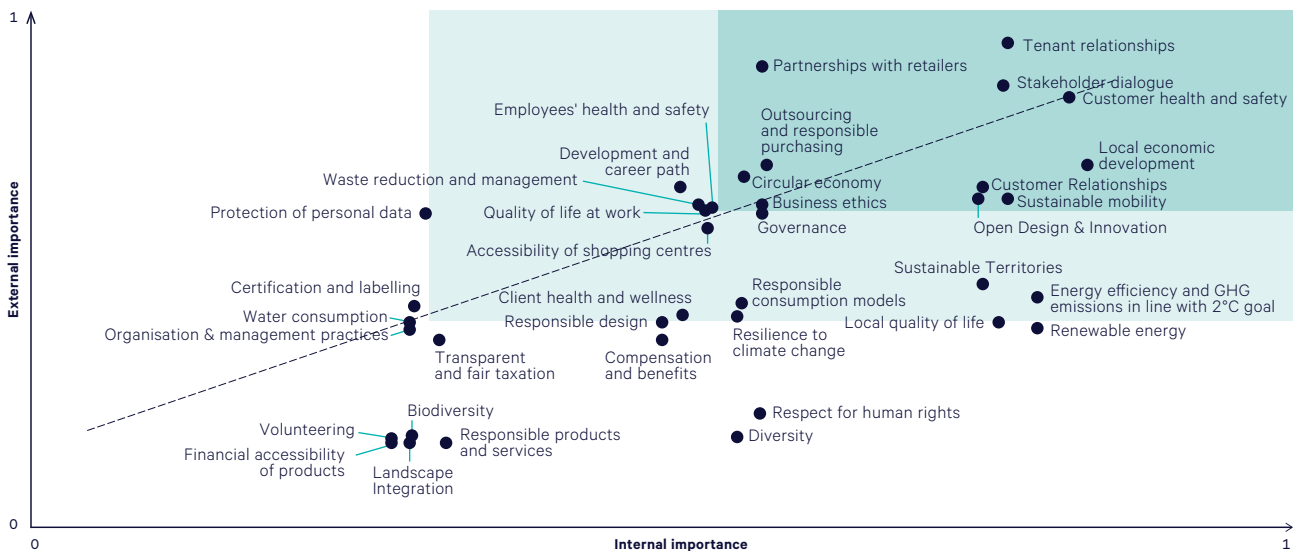
Materiality matrix

The Group's broader goal of maximizing its value creation requires it to ensure that its actions are as targeted as possible. This ambition to achieve value is the driving force behind Klépierre's determination to identify all environmental, societal and social issues and to focus on the most important ones; it is also motivated by a desire to bring its actions into line with the recommendations of French law, the G4 guidelines of the Global Reporting Initiative (GRI), and the EPRA sBPRs.

In 2013, Klépierre conducted an initial "materiality analysis" – a commonly used tool to identify and rank non-financial issues within an organization – which brought to light the 20 environmental, societal and social issues that have a material impact on the Group's performance. Four years later, evolving issues, the speed of societal change as well as the Group's growing ambition, led Klépierre to repeat the exercise. Accordingly, in 2017, the Group worked on updating its materiality analysis. For the first time, this process was done collaboratively through a panel of internal and external stakeholders, who assembled the materiality matrix presented below. The 20-member panel comprised

representatives of Klépierre's main stakeholders: retailers, investors, human resources and CSR experts, scientists, NGOs, local authorities, etc. It also included Group representatives: members of the Executive Board, the Chief Operating Officer, two operational staff, and the team in charge of CSR.

Methodology: the internal and external stakeholders in the panel were given a questionnaire covering 38 pre-identified issues to assess the materiality of these issues. The methodology used comprises two components: the importance of the issue and its classification as a risk or opportunity for the Company; these two components are combined to produce the final rating for each issue. To this end, participants rated the importance of the issues as follows: "very important", "important", "moderately important", or "not very important" (this accounted for 75% of the rating), and they ranked the top ten issues in terms of risks or opportunities for Klépierre (representing 25% of the rating). The main risks and opportunities are represented in the materiality matrix below. This allows Klépierre to rank its issues and to think in terms of priorities.



RESULTS: THE STAKEHOLDERS PANEL IDENTIFIED THE FOLLOWING AS CSR PRIORITIES FOR KLÉPIERRE:

Issues comprising major risks	Issues offering the greatest opportunities
<ul style="list-style-type: none"> Business ethics Respect for human rights Customer health and safety Outsourcing and responsible purchasing Governance 	<ul style="list-style-type: none"> Partnerships with retailers Local economic development Dialogue with stakeholders Renewable energy Circular economy

The Group's commitments are presented in Chapter 3 of Klépierre's 2021 Universal Registration Document and KPIs are detailed throughout this supplement.

2

Environmental performance indicators

2.1 ENERGY

This section includes the Group's total electricity, fuel, urban heating and cooling consumption for the common and serviced areas of the shopping centers included within the 2021 reporting scopes. It outlines energy intensity per site, consumption and cost, in addition to details of the Group's renewable energy sources and the proportion

consumed and produced across the portfolio. Each indicator includes a comparison with 2020 data and a breakdown by territory. The data provided is not weather-adjusted and does not include tenant sub-metered consumption.

2.1.1 Electricity

TOTAL ELECTRICITY CONSUMPTION IN COMMON AND SERVICED AREAS

(Reported scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Total electricity consumption (in MWh)	France-Belgium	63,165	70,549	84,167	-10%
	Italy	56,935	61,208	70,077	-7%
	Scandinavia	35,194	45,157	51,269	-22%
	Iberia	23,315	23,345	33,420	0%
	Central Europe & Other	23,183	25,150	26,575	-8%
	Netherlands	9,064	3,724	4,372	+143%
	Germany	8,770	9,354	11,343	-6%
	GROUP TOTAL		219,625	238,488	281,222
Share from renewable sources (in %)	France-Belgium	98%	97%	98%	+1%
	Italy	86%	83%	81%	+4%
	Scandinavia	100%	100%	100%	0%
	Iberia	100%	100%	100%	0%
	Central Europe & Other	92%	87%	84%	+6%
	Netherlands	100%	100%	100%	0%
	Germany	100%	100%	100%	0%
	GROUP TOTAL		95%	93%	93%

EPRA indicator: Elec-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL ELECTRICITY CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2021	2020	Change 2021/2020
Total electricity consumption (in MWh)	France-Belgium	63,165	66,919	-6%
	Italy	56,935	61,208	-7%
	Scandinavia	35,194	36,617	-4%
	Iberia	23,315	23,345	0%
	Central Europe & Other	23,183	24,898	-7%
	Netherlands	9,064	10,269	-12%
	Germany	8,770	9,354	-6%
	GROUP TOTAL	219,625	232,611	-6%
Share from renewable sources (in %)	France-Belgium	98%	97%	+1%
	Italy	86%	83%	+4%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	92%	87%	+6%
	Netherlands	100%	100%	0%
	Germany	100%	100%	0%
	GROUP TOTAL	95%	93%	+2%

EPRA indicator: Elec-LfL.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

Some changes in the scope for 2021 should be mentioned:

- The disposal of five assets in Norway, which led to a significant drop in total electricity consumption in Scandinavia (down 22%);
- The reintegration of the Hoog Catharijne asset in Utrecht (Netherlands) after three years of work which had very significantly impacted the country's total electricity consumption (up 143%).

At Group level, electricity consumption decreased by 6% in 2021 (like for like). This performance is mainly due to the technical teams' ongoing efforts to reduce electricity consumption, such as real-time monitoring of buildings, deployment of BOOST programs and an additional action plan on night consumption.

In addition, the Netherlands and Scandinavia show exceptional reductions this year, thanks to a wider rollout of BOOST programs in their respective assets during 2021.

On the other hand, Iberia performance is flat this year because of very difficult weather conditions: in fact, Spain has not experienced snowstorms in January in living memory, leading to increased demand for heating to ensure customer comfort.

Regarding the proportion of electricity from renewable sources, there was a significant increase in Central Europe and Italy, where energy supply contract renegotiations led to changes in the type of electricity consumed. At Group level, 95% of the total quantity of electricity consumed in common and serviced areas in our malls now comes from renewables, a 2 percentage-point progression since 2020.

2.1.2 Fuel**TOTAL FUEL^(a) CONSUMPTION IN COMMON AND SERVICED AREAS**

(Reported scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Total fuel consumption (in MWh)	France-Belgium	14,483	13,997	17,667	+3%
	Italy	17,217	16,235	20,595	+6%
	Scandinavia	6	242	532	-98%
	Iberia	3,229	1,882	1,950	+72%
	Central Europe & Other	3,010	3,892	4,324	-23%
	Netherlands	0	0	0	0%
	Germany	0	0	0	0%
	GROUP TOTAL	37,946	36,248	45,068	+5%
Share from renewable sources (in %)	France-Belgium	67%	72%	62%	-7%
	Italy	0%	0%	2%	0%
	Scandinavia	0%	14%	56%	-100%
	Iberia	0%	0%	0%	0%
	Central Europe & Other	0%	0%	0%	0%
	Netherlands	0%	0%	0%	0%
	Germany	0%	0%	0%	0%
	GROUP TOTAL	26%	28%	26%	-9%

(a) Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL FUEL^(a) CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2021	2020	Change 2021/2020
Total fuel consumption (in MWh)	France-Belgium	14,483	13,424	+8%
	Italy	17,217	16,235	+6%
	Scandinavia	6	0	+100%
	Iberia	3,229	1,882	+72%
	Central Europe & Other	3,010	3,573	-16%
	Netherlands	0	0	0%
	Germany	0	0	0%
	GROUP TOTAL		37,946	35,114
Share from renewable sources (in %)	France-Belgium	71%	72%	-1%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		27%	28%

(a) Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-LfL.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

While total energy consumption across the portfolio decreased in 2021 (see section 2.1.4 of this document), fuel consumption increased slightly this year.

This reflects a meteorological factor: southern Europe suffered an exceptional winter, with temperatures well below seasonal norms, thus requiring the various assets to make greater use of gas boilers (particularly in Spain, Italy and to a lesser extent in France).

Conversely, the very significant decrease in the quantity of fuel consumed in Scandinavia results from the sale of five Norwegian assets in 2021, which were practically the only ones equipped with gas boilers in that territory.

A significant result can also be reported in Central Europe & Other, with a 16% reduction in the total quantity of fuel consumed, on a like-for-like basis, driven mainly by the conduct of a BOOST program at the Akmerkez shopping center in Istanbul (Turkey), leading to a near-40% total reduction in energy consumption at the mall immediately afterwards.

Regarding the proportion of fuel from renewable sources, the Group performance has remained stable in 2021 (like-for-like).

2.1.3 District heating and cooling**TOTAL DISTRICT HEATING AND COOLING CONSUMPTION IN COMMON AND SERVICED AREAS**

(Reported scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Total heating and cooling consumption (in MWh)	France-Belgium	17,106	17,001	20,999	+1%
	Italy	0	0	0	0%
	Scandinavia	13,798	13,788	18,507	0%
	Iberia	0	0	0	0%
	Central Europe & Other	4,490	4,228	5,661	+6%
	Netherlands	6,572	1,772	2,268	+271%
	Germany	9,967	11,684	12,771	-15%
	GROUP TOTAL		51,933	48,472	60,206
Share from renewable sources (in %)	France-Belgium	48%	51%	42%	-6%
	Italy	0%	0%	0%	0%
	Scandinavia	86%	90%	88%	-5%
	Iberia	0%	0%	0%	0%
	Central Europe & Other	9%	8%	11%	+18%
	Netherlands	59%	100%	100%	-41%
	Germany	12%	9%	9%	+31%
	GROUP TOTAL		49%	50%	48%

EPRA indicator: DH&C-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL DISTRICT HEATING AND COOLING CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2021	2020	Change 2021/2020
Total heating and cooling consumption (in MWh)	France-Belgium	17,106	17,001	+1%
	Italy	0	0	0%
	Scandinavia	13,798	13,569	+2%
	Iberia	0	0	0%
	Central Europe & Other	4,490	4,228	+6%
	Netherlands	6,572	10,565	-38%
	Germany	9,967	11,684	-15%
	GROUP TOTAL	51,933	57,046	-9%
Share from renewable sources (in %)	France-Belgium	48%	51%	-6%
	Italy	0%	0%	0%
	Scandinavia	86%	90%	-5%
	Iberia	0%	0%	0%
	Central Europe & Other	9%	8%	+18%
	Netherlands	59%	33%	+79%
	Germany	12%	9%	+31%
	GROUP TOTAL	49%	45%	+9%

EPRA indicator: DH&C-LfL.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

In 2021, energy consumption of district heating and cooling networks fell by 9% (like-for-like) at Group level.

While performances remained more or less stable in France/Belgium, Italy and Iberia, this result is mainly driven by very good performances:

- In the Netherlands, thanks to completion of the work on Hoog Catharijne (whose facade openings in particular previously led to excess energy consumption). A large BOOST program was also carried out at the end of the development phase to consolidate the performance;

- In Germany, which has made great efforts in training and managing teams and has also deployed BOOST programs on its assets.

On a reported scope, the very strong increase in the Netherlands is due to the reintegration of Hoog Catharijne, Utrecht (the Netherlands) into the Group's non-financial reporting, after a three-year major development program on the asset.

We are seeing a slight increase in the performance of the networks in terms of their share of renewables, thanks to an higher commitment of the different municipalities that manage these network in terms of energy composition.

2.1.4 Energy intensity
TOTAL BUILDING ENERGY INTENSITY (in kWh/sq.m./year)

(Reported scope)

Territory	2021	2020	2019	2013	Change 2021/2020	Change 2021/2013
France-Belgium	70.3	73.9	96	146	-5%	-52%
Italy	103.5	107.2	134	171	-3%	-39%
Scandinavia	85.2	82.2	98	121	+4%	-30%
Iberia	78.3	74.4	107	149	+5%	-47%
Central Europe & Other	67.9	71.6	84	154	-5%	-56%
Netherlands	72.4	61.3	69	N/A	+18%	N/A
Germany	67.3	75.6	87	N/A	-11%	N/A
GROUP TOTAL	78.9	81.0	101	143	-3%	-45%

EPRA indicator: Energy-Int.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL BUILDING ENERGY INTENSITY (in kWh/sq.m./year)

(Like-for-like scope)

Territory	2021	2020	Change 2021/2020
France-Belgium	70.3	73.9	-5%
Italy	103.5	107.2	-3%
Scandinavia	85.2	87.3	-2%
Iberia	78.3	74.4	+5%
Central Europe & Other	67.9	72.4	-6%
Netherlands	72.4	192.3	-62%
Germany	67.3	75.6	-11%
GROUP TOTAL	78.9	85.6	-8%

EPRA indicator: Energy-Int.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

In a still-complicated European context in 2021, the Group succeeded in consolidating its continuous trajectory of reducing the energy intensity of its assets, which had been declining for more than five years.

The Klépierre Group's assets achieved an exceptional performance of 78.9 kWh/sq.m, well below the sector average, down 3% compared to 2020 and down 45% since 2013 on a reported scope basis.

This performance is the result of several factors: management of assets as close as possible to local reality (footfall, weather conditions, equipment in place, etc.), regular data analysis thanks to an online monitoring tool, intense training of the technical teams present on all assets, BOOST programs developed widely across the entire portfolio, and finally, relevant investment initiatives.

2.1.5 Energy consumption and costs**TOTAL ENERGY CONSUMPTION IN COMMON AND SERVICED AREAS** (in MWh)

(Reported scope)

Territory	2021	2020	2019	2018	Change 2021/2020
France-Belgium	95,370	102,030	122,914	131,676	-7%
Italy	74,482	77,845	91,022	114,594	-4%
Scandinavia	49,035	59,226	70,356	86,061	-17%
Iberia	26,553	25,234	35,376	40,824	+5%
Central Europe & Other	30,684	33,270	36,560	60,073	-8%
Netherlands	15,848	5,496	6,640	7,426	+188%
Germany	18,737	21,037	24,114	24,540	-11%
GROUP TOTAL	310,709	324,139	386,982	465,224	-4%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL ENERGY CONSUMPTION IN COMMON AND SERVICED AREAS (in MWh)

(Like-for-like scope)

Territory	2021	2020	Change 2021/2020
France-Belgium	95,370	97,827	-3%
Italy	74,482	77,845	-4%
Scandinavia	49,035	50,226	-2%
Iberia	26,553	25,234	+5%
Central Europe & Other	30,684	32,699	-6%
Netherlands	15,848	21,539	-26%
Germany	18,737	21,037	-11%
GROUP TOTAL	310,709	326,408	-5%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL ENERGY COSTS FOR COMMON AND SERVICED AREAS (in € thousands)

(Reported scope)

Territory	2021	2020	2019	Change 2021/2020
France-Belgium	9,371	10,364	11,529	-10%
Italy	9,360	10,503	12,164	-11%
Scandinavia	5,642	6,231	7,483	-9%
Iberia	2,738	2,811	3,904	-3%
Central Europe & Other	3,361	3,491	3,287	-4%
Netherlands	1,196	552	584	+117%
Germany	2,105	1,523	1,977	+38%
GROUP TOTAL	33,774	35,474	40,929	-5%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.
Coverage rate: 99.9% of total shopping center portfolio value.

TOTAL ENERGY COSTS FOR COMMON AND SERVICED AREAS (in € thousands)

(Like-for-like scope)

Territory	2021	2020	Change 2021/2020
France-Belgium	9,371	9,903	-5%
Italy	9,360	10,503	-11%
Scandinavia	5,642	5,241	+8%
Iberia	2,738	2,811	-3%
Central Europe & Other	3,361	3,491	-4%
Netherlands	1,196	1,443	-17%
Germany	2,105	1,523	+38%
GROUP TOTAL	33,774	34,914	-3%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.
Coverage rate: 99.9% of total shopping center portfolio value.

In 2021, the Group's total energy consumption (all sources), was down 5% (like-for-like). Further explanations of the change in consumption for the different sources are detailed in each sub-section above.

Results could have been even better, but the very good performance of the assets was offset by two main events:

- 100% air renewal, a standard that Klépierre has imposed on all its assets to contribute to sanitary efforts and protect the health of its teams and customers;

- The winter 2020/2021, which was particularly severe in Europe and which led to greater heating needs than usual.

With regard to costs, the 3% (like-for-like) reduction in the Group's total energy bill in 2021 is the result of two opposing trends: an increase in costs in Germany and in Scandinavia and relative stagnation of markets in the other territories (where the decline in costs energy is mostly due to lower consumption by assets).

2.1.6 Renewable energy**PROPORTION OF ENERGY CONSUMED IN COMMON AND SERVICED AREAS COMING FROM RENEWABLE SOURCES**

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	84%	86%	74%	56%
Italy	66%	65%	63%	59%
Scandinavia	96%	97%	96%	86%
Iberia	88%	93%	94%	85%
Central Europe & Other	71%	67%	63%	21%
Netherlands	82%	100%	100%	100%
Germany	53%	49%	52%	43%
GROUP TOTAL	79%	80%	75%	60%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.
Coverage rate: 99.9% of total shopping center portfolio value.

BREAKDOWN OF RENEWABLE ENERGY SOURCES

(Reported scope)

		France- Belgium	Italy	Scandinavia	Iberia	Central Europe & Other	Netherlands	Germany	Group total
Electricity consumption	Bio fuel	0%	1%	0%	0%	3%	0%	0%	0%
	Hydroelectricity	96%	1%	100%	24%	28%	0%	11%	50%
	Photovoltaic solar energy	1%	8%	0%	0%	0%	0%	0%	2%
	Solar thermal	0%	0%	0%	0%	0%	0%	0%	0%
	Wind power	1%	1%	0%	76%	26%	100%	0%	16%
	Wood biomass	0%	0%	0%	0%	0%	0%	0%	0%
	Other	0%	76%	0%	0%	35%	0%	89%	27%
	GRAND TOTAL	98%	86%	100%	100%	92%	100%	100%	95%
Urban heating consumption	Combustion of waste	25%	0%	23%	0%	0%	26%	3%	17%
	Geothermal	4%	0%	0%	0%	0%	0%	0%	1%
	Wood biomass	29%	0%	42%	0%	9%	18%	12%	26%
	Other renewable energy	0%	0%	17%	0%	1%	0%	0%	5%
	Bio fuel	0%	0%	2%	0%	0%	0%	0%	1%
GRAND TOTAL	58%	0%	84%	0%	9%	45%	15%	50%	
Urban cooling consumption	Bio fuel	0%	0%	0%	0%	0%	0%	0%	0%
	Geothermal	0%	0%	100%	0%	0%	0%	0%	18%
	Hydroelectricity	11%	0%	0%	0%	0%	0%	0%	5%
	Photovoltaic solar energy	0%	0%	0%	0%	0%	0%	0%	0%
	Solar thermal	3%	0%	0%	0%	0%	0%	0%	1%
	Wind power	6%	0%	0%	0%	0%	80%	0%	16%
	Other	1%	0%	0%	0%	0%	20%	0%	4%
GRAND TOTAL	21%	0%	100%	0%	0%	100%	0%	44%	
Natural gas consumption	Bio fuel	68%	0%	0%	0%	0%	0%	0%	26%
	Other	0%	0%	0%	0%	0%	0%	0%	0%
GRAND TOTAL	68%	0%	0%	0%	0%	0%	0%	26%	
TOTAL SHARE OF RENEWABLE ENERGY		84%	66%	96%	88%	71%	82%	53%	79%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers
Coverage rate: 99.9% of total shopping center portfolio value.

The share of energy consumed from renewable sources decreased slightly, from 80% in 2020 to 79% in 2021.

This slight decrease is observed in countries where the Group's assets are connected to district heating and cooling networks. In difficulty because of the health crisis, the municipalities explained to Klépierre that

they had not been able to maintain – and certainly not increase – the performance of these networks in terms of the proportion of renewables. The Group deplores this observation and is working to persuade local representatives to resume efforts in the coming months.

2.2 GREENHOUSE GAS EMISSIONS

This section considers the Group's total greenhouse gas (GHG) emissions. Klépierre's carbon data is reported in accordance with the GHG Protocol and is calculated in association with the *Bilan Carbone*[®] method developed by ADEME, the French Environment and Energy Management Agency. Emission factors are updated annually based on this method. The operational scope of Klépierre's emissions is divided into three, as follows:

- Scope 1: All direct GHG emissions. Within the Klépierre portfolio, this includes all gas, heating oil/diesel, company cars and refrigerant gas consumption by the center's common installations;
- Scope 2: Indirect GHG emissions from consumption of purchased electricity, district heating and urban cooling at our centers;

- Scope 3: Other emissions that are produced outside of the Group's specific control. This is divided into direct and indirect leverage. Indirect leverage is responsible for the majority of Scope 3 emissions, predominantly from visitor transportation in addition to downstream leasing. In contrast, direct leverage includes purchased goods and services, energy consumption not covered in Scope 2, waste disposal, investments, commuting, business trips and non-property fixed assets.

Each indicator includes a comparison with 2020 data and a breakdown by territory. The data provided is not weather-adjusted.

2.2.1 Location-based direct greenhouse gas emissions and intensity (Scopes 1 and 2)

LOCATION-BASED – TOTAL DIRECT GHG EMISSIONS

(Reported scope)

Indicators	Territory	2021	2020	2019	2018	Change 2021/2020
Total Scope 1 emissions (in tCO ₂)	France-Belgium	2,948	3,089	3,937	3,398	-5%
	Italy	5,245	5,026	5,966	4,983	+4%
	Scandinavia	187	661	526	197	-72%
	Iberia	846	1,380	1,096	572	-39%
	Central Europe & Other	618	832	1,018	1,798	-26%
	Netherlands	4	-	5	0	+100%
	Germany	228	354	642	0	-36%
	GROUP TOTAL	10,076	11,341	13,190	10,947	-11%
Total Scope 2 emissions (in tCO ₂)	France-Belgium	3,943	4,115	4,981	5,907	-4%
	Italy	19,472	20,933	23,966	30,031	-7%
	Scandinavia	1,930	2,120	2,772	3,640	-9%
	Iberia	7,125	7,168	10,215	11,541	-1%
	Central Europe & Other	14,855	15,515	17,309	22,004	-4%
	Netherlands	4,783	1,869	2,199	2,372	+156%
	Germany	4,407	4,696	5,712	6,039	-6%
	GROUP TOTAL	56,514	56,417	67,155	81,534	+0,2%
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	6,891	7,204	8,918	9,305	-4%
	Italy	24,717	25,959	29,933	35,014	-5%
	Scandinavia	2,117	2,780	3,299	3,837	-24%
	Iberia	7,971	8,548	11,310	12,113	-7%
	Central Europe & Other	15,473	16,347	18,328	23,802	-5%
	Netherlands	4,787	1,869	2,204	2,372	+156%
	Germany	4,635	5,050	6,354	6,039	-8%
	GROUP TOTAL	66,590	67,758	80,345	92,481	-2%

EPRA indicator: GHG-Dir-Abs; GHG-Indir-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

LOCATION-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2021	2020	2019	2018	Change 2021/2020
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	5.1	5.2	7	8	-3%
	Italy	34.3	35.8	44	48	-4%
	Scandinavia	3.7	3.9	5	5	-5%
	Iberia	23.5	25.2	34	37	-7%
	Central Europe & Other	34.3	35.2	42	41	-3%
	Netherlands	21.9	20.8	23	25	+5%
	Germany	16.6	18.1	23	22	-8%
	GROUP TOTAL		16.9	16.9	21	24

EPRA indicator: GHG-Int-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

LOCATION-BASED – TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Total Scope 1 emissions (in tCO ₂)	France-Belgium	2,948	2,923	2,142	+0.9%
	Italy	5,245	5,026	5,834	+4%
	Scandinavia	187	603	1,048	-69%
	Iberia	846	1,380	1,160	-39%
	Central Europe & Other	618	773	986	-20%
	Netherlands	4	-	-	+100%
	Germany	228	354	2,575	-36%
	GROUP TOTAL		10,076	11,059	13,745
Total Scope 2 emissions (in tCO ₂)	France-Belgium	3,943	4,070	4,983	-3%
	Italy	19,472	20,933	24,014	-7%
	Scandinavia	1,930	2,041	2,790	-5%
	Iberia	7,125	7,168	9,622	-1%
	Central Europe & Other	14,855	15,473	17,367	-4%
	Netherlands	4,783	5,901	2,199	-19%
	Germany	4,407	4,696	5,712	-6%
	GROUP TOTAL		56,514	60,282	66,687
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	6,891	6,993	7,125	-1%
	Italy	24,717	25,959	29,848	-5%
	Scandinavia	2,117	2,644	3,839	-20%
	Iberia	7,971	8,548	10,782	-7%
	Central Europe & Other	15,473	16,246	18,353	-5%
	Netherlands	4,787	5,901	2,199	-19%
	Germany	4,635	5,050	8,287	-8%
	GROUP TOTAL		66,590	71,341	80,431

EPRA indicator: GHG-Dir-LfL; GHG-Indir-LfL.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

LOCATION-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Scopes 1 & 2 intensity (in kgCO ₂ /m ²)	France-Belgium	5.1	5.1	7.2	-1%
	Italy	34.3	35.8	44.1	-4%
	Scandinavia	3.7	4.6	5.3	-20%
	Iberia	23.5	25.2	34.9	-7%
	Central Europe & Other	34.3	36.0	42.1	-5%
	Netherlands	21.9	52.7	22.8	-59%
	Germany	16.6	18.1	29.8	-8%
	GROUP TOTAL		16.9	18.6	22.0

EPRA indicator: GHG-Int-Lfl.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

By using the location-based method, the Scopes 1 & 2 carbon footprint for the Group decreased by 7% in absolute terms and by 9% in intensity (like-for-like scope), in line with the reductions in energy consumption of the same magnitude.

2.2.2 Market-based direct GHG emissions and intensity (Scopes 1 and 2)
MARKET-BASED – TOTAL DIRECT GHG EMISSIONS

(Reported scope)

Indicator	Territory	2021	2020	2019	2018	Change 2021/2020
Total Scope 1 emissions (in tCO ₂)	France-Belgium	1,346	1,416	3,937	3,398	-5%
	Italy	5,245	5,026	5,966	4,983	+4%
	Scandinavia	187	661	526	197	-72%
	Iberia	846	1,380	1,096	572	-39%
	Central Europe & Other	618	832	1,018	1,798	-26%
	Netherlands	4	0	5	0	+100%
	Germany	228	354	642	0	-36%
	GROUP TOTAL		8,474	9,668	13,190	10,947
Total Scope 2 emissions (in tCO ₂)	France-Belgium	1,242	1,189	1,201	2,609	+4%
	Italy	3,011	5,064	7,020	12,274	-41%
	Scandinavia	497	558	1,811	3,602	-11%
	Iberia	0	0	0	3,481	0%
	Central Europe & Other	3,248	3,868	10,853	21,280	-16%
	Netherlands	351	48	61	66	+626%
	Germany	460	487	608	1,888	-6%
	GROUP TOTAL		8,809	11,215	21,553	45,200
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	2,588	2,606	5,137	6,007	-1%
	Italy	8,257	10,090	12,986	17,257	-18%
	Scandinavia	684	1,219	2,337	3,799	-44%
	Iberia	846	1,380	1,096	4,053	-39%
	Central Europe & Other	3,865	4,700	11,871	23,078	-18%
	Netherlands	354	48	66	66	+634%
	Germany	688	841	1,249	1,888	-18%
	GROUP TOTAL		17,283	20,883	34,743	56,147

EPRA indicator: GHG-Dir-Abs; GHG-Indir-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

MARKET-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2021	2020	2019	2018	Change 2021/2020
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	1.9	1.9	4.4	5	+1%
	Italy	11.5	13.9	19.3	24	-17%
	Scandinavia	1.2	1.7	3.2	5	-30%
	Iberia	2.5	4.1	3.3	12	-39%
	Central Europe & Other	8.6	10.1	27.2	39	-15%
	Netherlands	1.6	0.5	0.7	1	+201%
	Germany	2.5	3.0	4.5	7	-18%
GROUP TOTAL		4.4	5.2	9.4	14	-16%

EPRA indicator: GHG-Int-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

MARKET-BASED – TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Total Scope 1 emissions (in tCO ₂)	France-Belgium	1,346	1,309	2,142	+3%
	Italy	5,245	5,026	5,834	+4%
	Scandinavia	187	603	1,048	-69%
	Iberia	846	1,380	1,160	-39%
	Central Europe & Other	618	773	986	-20%
	Netherlands	4	0	0	+100%
	Germany	228	354	2,575	-36%
GROUP TOTAL		8,474	9,445	13,745	-10%
Total Scope 2 emissions (in tCO ₂)	France-Belgium	1,242	1,189	1,575	+4%
	Italy	3,011	5,064	4,941	-41%
	Scandinavia	497	556	973	-11%
	Iberia	0	0	0	0%
	Central Europe & Other	3,248	3,867	4,755	-16%
	Netherlands	351	879	61	-60%
	Germany	460	487	608	-6%
GROUP TOTAL		8,809	12,042	12,912	-27%
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	2,588	2,498	3,717	+4%
	Italy	8,257	10,090	10,774	-18%
	Scandinavia	684	1,160	2,021	-41%
	Iberia	846	1,380	1,160	-39%
	Central Europe & Other	3,865	4,640	5,741	-17%
	Netherlands	354	879	61	-60%
	Germany	688	841	3,183	-18%
GROUP TOTAL		17,283	21,487	26,657	-20%

EPRA indicator: GHG-Dir-LfL; GHG-Indir-LfL.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

MARKET-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2021	2020	2019	2018	Change 2021/2020
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	1.9	1.8	4.4	5	+4%
	Italy	11.5	13.9	19.3	24	-17%
	Scandinavia	1.2	2.0	3.2	5	-41%
	Iberia	2.5	4.1	3.3	12	-39%
	Central Europe & Other	8.6	10.3	27.2	39	-17%
	Netherlands	1.6	7.8	0.7	1	-79%
	Germany	2.5	3.0	4.5	7	-18%
GROUP TOTAL		4.4	5.6	9.4	14	-22%

EPRA indicator: GHG-Int-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

By using the market-based method, the carbon footprint for the Group's scopes 1+2 has decreased by 20% in absolute terms and by 22% in intensity. This significant decrease can be explained as follows:

- substantial effort on energy sourcing: many countries continued to renegotiate energy supply contracts to turn to a supply of renewable energy where this was not yet the case;
- a much stricter control of refrigerants, which contain a lot of carbon, and whose leaks represent a major source of GHG emissions within scope 1.

In 2021, Klépierre managed to achieve an exceptional performance by the portfolio, with an average 4.4 kgCO₂ equivalent emitted per square meter, down 85% since 2013 and on track to achieve the Group's commitment to have a net-zero portfolio of assets in 2030.

2.2.3 Location-based indirect greenhouse gas emissions (Scope 3)

LOCATION-BASED – INDIRECT GREENHOUSE GAS EMISSIONS (SCOPE 3)

(Reported scope)

Indicator In tCO ₂ e	Scope 3 with direct leverage								Scope 3 with indirect leverage			Total Scope 3 emissions
	Energy consumption not included in Scopes 1 & 2	Waste	Non-property fixed assets	Goods and services purchased	Business trips	Investments	Commuting	Total direct leverage	Visitor travel	Downstream leasing	Total indirect leverage	
France-Belgium	1,367	3,404	400	18,177	210	783	480	24,821	337,446	1,226	338,672	363,493
Italy	5,362	1,135	34	578	0	5,053	135	12,297	259,273	5,094	264,368	276,664
Scandinavia	463	882	29	5,288	0	0	92	6,754	58,922	537	59,459	66,213
Iberia	1,776	1,393	26	3,311	0	4,726	222	11,454	89,175	7,602	96,777	108,230
Central Europe & Other	3,884	810	16	2,393	0	0	61	7,164	40,998	42,125	83,124	90,288
Netherlands	797	480	0	2,174	0	0	7	3,457	19,635	37,984	57,619	61,077
Germany	838	82	0	1,638	0	0	71	2,629	14,482	22	14,504	17,133
GROUP TOTAL (2021)	14,487	8,187	505	33,559	210	10,562	1,067	68,576	819,931	94,591	914,522	983,098
GROUP TOTAL (2020)	14,806	10,520	577	34,820	401	5,591	2,187	68,902	1,007,951	108,316	1,116,267	1,185,169
VARIATION 2021/2020	-2%	-22%	-13%	-4%	-48%	+89%	-51%	-0.5%	-19%	-13%	-18%	-17%

EPRA indicator: GHG-Indir-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

LOCATION-BASED – TOTAL INDIRECT GHG EMISSIONS

(Reported scope)

Indicator	Territory	2021	2020	2019	2018	Change 2021/2020
Scope 3 direct leverage (in tCO ₂)	France-Belgium	24,821	32,260	10,954	N/A	-23%
	Italy	12,297	8,229	12,655	N/A	+49%
	Scandinavia	6,754	7,915	2,636	N/A	-15%
	Iberia	11,454	6,517	5,309	N/A	+76%
	Central Europe & Other	7,164	8,677	6,144	N/A	-17%
	Netherlands	3,457	1,810	1,085	N/A	+91%
	Germany	2,629	3,493	1,379	N/A	-25%
GROUP TOTAL		68,576	68,902	99,616	98,166	-0.5%
Scope 3 indirect leverage (in tCO ₂)	France-Belgium	338,672	415,692	428,542	428,817	-19%
	Italy	264,368	318,728	486,665	558,842	-17%
	Scandinavia	59,459	93,975	126,429	161,587	-37%
	Iberia	96,777	108,934	193,775	218,786	-11%
	Central Europe & Other	83,124	100,096	143,692	185,341	-17%
	Netherlands	57,619	55,258	24,081	24,025	+4%
	Germany	14,504	23,577	55,774	72,612	-38%
GROUP TOTAL		914,522	1,116,260	1,458,957	1,650,009	-18%
Total Scope 3 emissions (in tCO ₂)	France-Belgium	363,493	447,952	439,495	N/A	-19%
	Italy	276,664	326,957	499,321	N/A	-15%
	Scandinavia	66,213	101,891	129,065	N/A	-35%
	Iberia	108,230	115,452	199,084	N/A	-6%
	Central Europe & Other	90,288	108,773	149,835	N/A	-17%
	Netherlands	61,077	57,067	25,166	N/A	+7%
	Germany	17,133	27,070	57,153	N/A	-37%
GROUP TOTAL		983,098	1,185,162	1,558,573	1,748,175	-17%

EPRA indicator: GHG-InDir-Abs.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

LOCATION-BASED – TOTAL INDIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2021	2020	2019	Change 2021/2020
Scope 3 direct leverage (in tCO ₂)	France-Belgium	24,821	31,738	27,791	-22%
	Italy	12,297	8,229	9,396	+49%
	Scandinavia	6,754	6,803	9,554	-1%
	Iberia	11,454	6,517	8,546	+76%
	Central Europe & Other	7,164	8,619	9,397	-17%
	Netherlands	3,457	4,085	2,045	-15%
	Germany	2,629	3,439	4,043	-24%
GROUP TOTAL		68,576	69,430	70,772	-1%
Scope 3 indirect leverage (in tCO ₂)	France-Belgium	338,672	406,844	419,825	-17%
	Italy	264,368	318,728	382,279	-17%
	Scandinavia	59,459	67,723	103,488	-12%
	Iberia	96,777	108,934	151,469	-11%
	Central Europe & Other	83,124	99,599	127,220	-17%
	Netherlands	57,619	73,201	60,360	-21%
	Germany	14,504	23,577	29,879	-38%
GROUP TOTAL		914,522	1,098,607	1,274,521	-17%
Total Scope 3 emissions (in tCO ₂)	France-Belgium	363,493	438,583	447,617	-17%
	Italy	276,664	326,957	391,675	-15%
	Scandinavia	66,213	74,527	113,043	-11%
	Iberia	108,230	115,452	160,015	-6%
	Central Europe & Other	90,288	108,218	136,618	-17%
	Netherlands	61,077	77,286	62,405	-21%
	Germany	17,133	27,015	33,922	-37%
GROUP TOTAL		983,098	1,168,037	1,345,293	-16%

EPRA indicator: GHG-InDir-Lfl.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

In 2021, the part of the Scope 3 emissions over which the Group has a possible leverage is stable. All the different categories are decreasing, especially those linked to employees' travels (because of the health situation ongoing in Europe) but offset by increased GHG emissions linked to development projects (refurbishments or redevelopment especially in Italy, France, Sweden and Norway).

On the contrary, the part of the Scope 3 emissions with no direct leverage for Klépierre decreased by 17 percentage points in 2021, directly impacted by the consequences of the health situation in Europe: drop in the footfall of the assets across Europe as well as lower tenant energy consumption (due to business closures, mostly).

2.3 WATER

This section looks at total water consumption at shopping centers, including common areas, facilities, tenanted spaces, green spaces, cooling towers and headquarters consumption, to the extent that

they are located within the center itself. It also includes the volumes of consumed pumped water and reused water (including rainwater, graywater and boreholes).

2.3.1 Total water consumption

TOTAL WATER CONSUMPTION (in cu.m.) (Reported scope)

Territory	2021	2020	2019	2018	2017	Change 2021/2020
France-Belgium	666,459	867,598	1,134,810	1,043,833	949,813	-23%
Italy	795,672	975,006	1,139,894	1,329,028	1,101,426	-18%
Scandinavia	148,333	273,887	336,343	372,966	358,163	-46%
Iberia	253,029	251,977	384,115	401,117	337,018	0%
Central Europe & Other	306,957	381,444	454,716	595,898	665,408	-20%
Netherlands	28,853	43,287	23,799	23,708	26,345	-33%
Germany	62,134	90,606	120,911	128,198	118,636	-31%
GROUP TOTAL	2,261,435	2,883,805	3,594,588	3,894,748	3,556,809	-22%

Reported Scope 126/130: 115/116 owned and managed shopping centers (excluding Vitruone II) + 6/6 managed only shopping centers + 5/8 owned only (excluding Greece). Coverage rate: 99.6% of shopping centers owned and managed or owned only.

TOTAL WATER CONSUMPTION (in cu.m.) (Like-for-like scope)

Territory	2021	2020	2019	Change 2021/2020
France-Belgium	666,459	841,734	1,127,406	-21%
Italy	795,672	975,204	1,139,894	-18%
Scandinavia	148,333	165,546	336,785	-10%
Iberia	253,029	250,927	362,519	+1%
Central Europe & Other	306,957	363,399	454,716	-16%
Netherlands	17,291	18,842	23,799	-8%
Germany	62,134	90,606	119,334	-31%
GROUP TOTAL	2,249,873	2,720,893	3,564,454	-17%

Like-for-like Scope (125/130): 114/116 owned and managed shopping centers (excluding: Utrecht, Vitruone & Utrecht, Hoog Catharijne) + 6/6 managed only shopping centers + 5/8 owned only (excluding Greece). Coverage rate: 95.3% of shopping centers owned and managed or owned only.

The Group's water consumption fell again in 2021, by 17% to 2.3 million cubic meters. Two factors have strongly impacted the water consumption of Klépierre's assets:

- The health crisis, which has led to a decrease in the overall footfall of shopping centers, but also to business closures (especially for tenants whose water consumption is high, such as food & beverage and fitness operators);
- The weather, as the summer of 2021 that was less hot than usual, resulting in reduced air conditioning needs.

Added to this is the increased expertise of the Group's teams in maintaining a high level of performance despite the changing constraints of recent months.

Finally, behind this consolidated result, the situations were very different depending on the country: in fact, countries that have had to close their shopping centers during months favorable to water consumption (summer, when water needs are greater, for air conditioning) have seen their water consumption fall significantly. Conversely, countries that had strong business constraints in months with low water consumption did not observe this same significant decline.

2.3.2 Total water intensity

TOTAL BUILDING WATER INTENSITY (in liters/visit)

(Reported scope)

Territory	2021	2020	2019	2018	2017	Change 2021/2020
France-Belgium	3.2	3.4	3.6	3.7	4.3	-5%
Italy	7.9	8.3	8.0	8.4	7.9	-4%
Scandinavia	4.0	3.7	4.0	4.4	5.7	+8%
Iberia	3.8	3.5	3.6	3.9	4.3	+9%
Central Europe & Other	6.8	6.3	5.7	5.5	6.7	+8%
Netherlands	1.1	1.2	1.5	1.5	2.2	-9%
Germany	3.9	3.5	3.8	4.0	4.9	+12%
GROUP TOTAL	4.4	4.3	4.7	5.0	4.2	+3.1%

Reported Scope 126/130: 115/116 owned and managed shopping centers (excluding Vittuone II) + 6/6 managed only shopping centers + 5/8 owned only (excluding Greece).
Coverage rate: 99.6% of shopping centers owned and managed or owned only.

TOTAL BUILDING WATER INTENSITY (in liters/visit)

(Like-for-like scope)

Territory	2021	2020	2019	Change 2021/2020
France-Belgium	3.2	3.4	3.6	-5%
Italy	7.9	8.4	7.9	-6%
Scandinavia	3.9	3.8	4.0	+3%
Iberia	3.8	3.5	3.5	+9%
Central Europe & Other	6.8	6.1	5.8	+10%
Netherlands	1.9	1.6	1.5	+23%
Germany	3.9	3.5	3.7	+12%
GROUP TOTAL	4.5	4.3	4.6	+3.7%

Like-for-like Scope (125/130): 114/116 owned and managed shopping centers (excluding Utrecht, Vittuone & Utrecht, Hoog Catharijne) + 6/6 managed only shopping centers + 5/8 owned only (excluding Greece).
Coverage rate: 95.3% of shopping centers owned and managed or owned only.

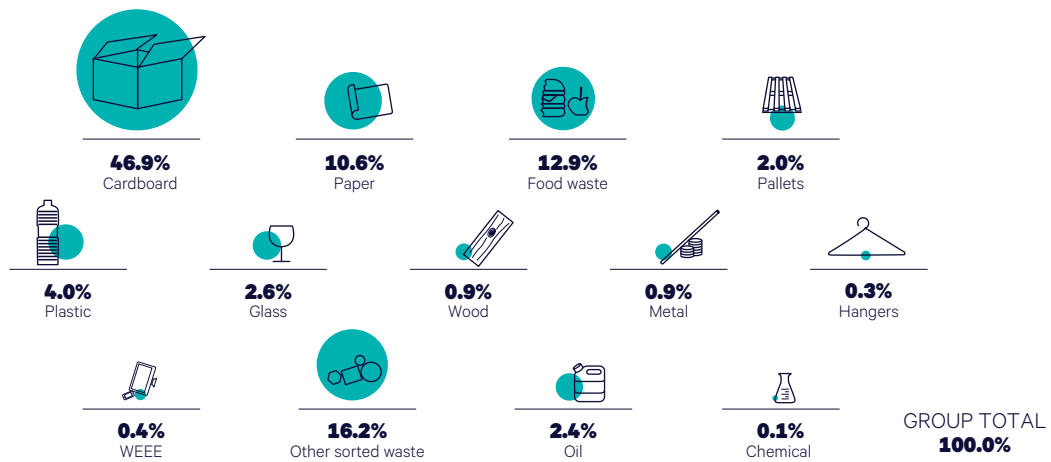
Water intensity at Group level is stable in comparison to last year, at 4.4 liters per visit, reflecting the decrease in the total quantity of water consumed (down 17%, reported scope) as a result of lower total footfall in shopping centers in 2021 (down 20%).

2.4 WASTE

Since the end of 2017, the Group has had key performance indicators for the period to 2022. These aim to reduce the amount of waste sent to landfill and increase volumes sorted, recovered and recycled as a result. Waste measured at Klépierre includes all activity waste from both tenants and common areas. Waste enhanced by material recovery includes all activity waste of tenants and common areas used for one

of the following purposes: “recycling”, “reuse”, “composting” or “other material recovery”. Waste enhanced by energy recovery is waste used for “incineration with energy recovery”, “anaerobic digestion”, or “other forms of energy recovery”. Non-recovered waste includes all activity waste of tenants and common areas which have one of the following uses: “incineration without energy recovery” or “sent to landfill”.

2.4.1 Waste types (Reported scope)



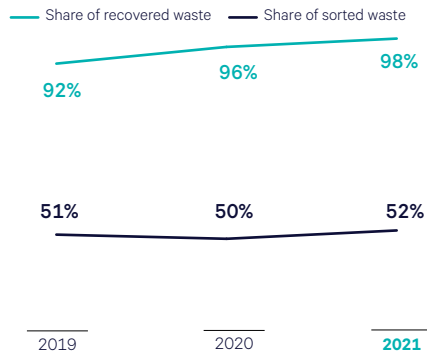
BREAKDOWN OF SORTED WASTE BY TYPE OF WASTE (in tonnage) (Reported scope)

Waste Type	2021 Share	2020 share	2019 share
Cardboard	46.9%	45.1%	43.9%
Paper	10.6%	10.8%	10.6%
Foodwaste	12.9%	13.7%	12.5%
Pallets	2.0%	1.6%	1.5%
Plastic	4.0%	3.8%	3.8%
Glass	2.6%	2.9%	2.7%
Wood	0.9%	1.8%	1.6%
Metal	0.9%	0.9%	1.0%
Hangers	0.3%	0.2%	0.1%
WEEE	0.4%	0.2%	0.3%
Other sorted waste	16.2%	18.9%	22.2%
Oil	2.4%		
Chemical	0.1%		
GROUP TOTAL	100.0%	100.0%	100.0%

Reported scope (126/130): 115/116 owned and managed shopping centers (excluding Lecce, Cavallino) + 6/6 managed-only shopping centers + 5/8 owned only (excluding Greece). Coverage rate: 99.8%.

At Group level, cardboard, paper and food waste remain the three categories with the biggest tonnage sorted on-site, representing more than two-thirds of total waste produced.

2.4.2 Waste destination



Reported scope (96/130): 86/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 4/8 owned only.
Coverage rate: 84.0%

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTE

(Reported scope)

Indicator	Territory	2021	2020	2019	2018
Total waste by disposal route (in tons)	France-Belgium	15,277	19,833	23,111	23,299
	Italy	7,266	9,132	10,715	12,086
	Scandinavia	4,431	8,983	10,342	9,874
	Iberia	7,729	7,910	11,061	10,335
	Central Europe & Other	3,577	4,497	5,680	7,458
	Netherlands	1,877	2,624	3,343	3,619
	Germany	520	773	959	974
	GROUP TOTAL		40,677	53,751	65,211
Recycled (in %)	France-Belgium	35%	32%	31%	30%
	Italy	49%	46%	44%	39%
	Scandinavia	44%	43%	42%	42%
	Iberia	40%	35%	28%	33%
	Central Europe & Other	40%	38%	39%	32%
	Netherlands	26%	25%	25%	52%
	Germany	39%	34%	33%	32%
	GROUP TOTAL		39%	37%	35%
Reused (in %)	France-Belgium	0%	0%	0%	0%
	Italy	0%	0%	0%	10%
	Scandinavia	0%	0%	0%	1%
	Iberia	0%	0%	0%	0%
	Central Europe & Other	2%	1%	0%	4%
	Netherlands	1%	0%	0%	0%
	Germany	0%	0%	0%	0%
	GROUP TOTAL		0.4%	0.3%	0.2%
Other form of material recovery (in %)	France-Belgium	0%	0%	0%	10%
	Italy	4%	5%	6%	13%
	Scandinavia	1%	1%	1%	1%
	Iberia	2%	2%	7%	5%
	Central Europe & Other	3%	3%	1%	8%
	Netherlands	0%	0%	0%	0%
	Germany	13%	11%	9%	8%
	GROUP TOTAL		2%	2%	3%
Composted (in %)	France-Belgium	0%	0%	0%	0%
	Italy	7%	10%	9%	10%
	Scandinavia	6%	5%	5%	8%
	Iberia	5%	6%	2%	13%
	Central Europe & Other	1%	2%	2%	1%
	Netherlands	3%	2%	1%	2%
	Germany	0%	7%	9%	9%
	GROUP TOTAL		3%	4%	3%

Indicator	Territory	2021	2020	2019	2018
Anaerobic digestion (in %)	France-Belgium	2%	4%	4%	1%
	Italy	0%	0%	0%	0%
	Scandinavia	6%	8%	9%	5%
	Iberia	9%	6%	4%	0%
	Central Europe & Other	0%	0%	0%	0%
	Netherlands	0%	0%	0%	0%
	Germany	4%	1%	2%	4%
	GROUP TOTAL		3%	4%	3%
Incinerated with energy recovery (in %)	France-Belgium	59%	60%	61%	53%
	Italy	26%	12%	12%	5%
	Scandinavia	42%	42%	43%	43%
	Iberia	16%	18%	17%	35%
	Central Europe & Other	16%	16%	15%	18%
	Netherlands	70%	72%	73%	44%
	Germany	43%	47%	47%	47%
	GROUP TOTAL		40%	39%	39%
Other form of energy recovery (in %)	France-Belgium	0%	2%	2%	1%
	Italy	13%	14%	17%	3%
	Scandinavia	0%	0%	0%	1%
	Iberia	8%	11%	11%	0%
	Central Europe & Other	1%	2%	3%	0%
	Netherlands	0%	2%	1%	0%
	Germany	0%	0%	0%	0%
	GROUP TOTAL		4%	5%	6%
Incinerated without energy recovery (in %)	France-Belgium	0%	0%	0%	0%
	Italy	0%	0%	0%	0%
	Scandinavia	0%	0%	0%	0%
	Iberia	0%	0%	0%	0%
	Central Europe & Other	0%	0%	0%	4%
	Netherlands	0%	0%	0%	2%
	Germany	0%	0%	0%	0%
	GROUP TOTAL		0%	0%	0%
Landfill (in %)	France-Belgium	2%	1%	2%	4%
	Italy	1%	12%	12%	20%
	Scandinavia	0%	0%	0%	0%
	Iberia	20%	22%	31%	14%
	Central Europe & Other	37%	38%	39%	38%
	Netherlands	0%	0%	0%	2%
	Germany	0%	0%	0%	0%
	GROUP TOTAL		8%	9%	11%

EPRA indicator: Waste-Abs

Reported scope (126/130): 115/116 owned and managed shopping centers (excluding Lecce, Cavallino) + 6/6 managed-only shopping centers + 5/8 owned only (excluding Greece).
Coverage rate: 99.8%.

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTE

(Like-for-like scope)

Indicator	Territory	2021	2020	2019
Total waste by disposal route (in tons)	France-Belgium	15,240	19,567	23,122
	Italy	7,266	8,963	10,809
	Scandinavia	4,431	5,511	10,342
	Iberia	7,729	7,908	11,102
	Central Europe & Other	3,577	4,162	5,695
	Netherlands	1,877	2,632	3,352
	Germany	520	781	958
	GROUP TOTAL		40,639	49,524
Recycled (in %)	France-Belgium	35%	32%	32%
	Italy	49%	45%	44%
	Scandinavia	44%	44%	42%
	Iberia	40%	35%	32%
	Central Europe & Other	40%	41%	39%
	Netherlands	26%	25%	25%
	Germany	39%	35%	33%
	GROUP TOTAL		39%	37%
Reused (in %)	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	2%	1%	0%
	Netherlands	1%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		0%	0%
Other form of material recovery (in %)	France-Belgium	0%	0%	0%
	Italy	4%	5%	6%
	Scandinavia	1%	1%	1%
	Iberia	2%	2%	2%
	Central Europe & Other	3%	3%	1%
	Netherlands	0%	0%	0%
	Germany	13%	11%	9%
	GROUP TOTAL		2%	2%
Composted (in %)	France-Belgium	0%	0%	0%
	Italy	7%	10%	9%
	Scandinavia	6%	5%	5%
	Iberia	5%	5%	7%
	Central Europe & Other	1%	2%	2%
	Netherlands	3%	3%	1%
	Germany	0%	2%	9%
	GROUP TOTAL		3%	4%
Anaerobic digestion (in %)	France-Belgium	2%	3%	3%
	Italy	0%	0%	0%
	Scandinavia	6%	7%	9%
	Iberia	9%	6%	4%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	4%	6%	2%
	GROUP TOTAL		3%	3%
Incinerated with energy recovery (in %)	France-Belgium	59%	61%	59%
	Italy	26%	24%	16%
	Scandinavia	42%	42%	43%
	Iberia	16%	18%	17%
	Central Europe & Other	16%	13%	15%
	Netherlands	70%	71%	72%
	Germany	43%	46%	47%
	GROUP TOTAL		40%	42%

Indicator	Territory	2021	2020	2019
Other form of energy recovery (in %)	France-Belgium	0%	0%	2%
	Italy	13%	14%	16%
	Scandinavia	0%	0%	0%
	Iberia	8%	11%	7%
	Central Europe & Other	1%	2%	3%
	Netherlands	0%	0%	1%
	Germany	0%	0%	0%
	GROUP TOTAL		4%	5%
Incinerated without energy recovery (in %)	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		0%	0%
Landfill (in %)	France-Belgium	2%	1%	2%
	Italy	1%	1%	9%
	Scandinavia	0%	0%	0%
	Iberia	20%	22%	30%
	Central Europe & Other	37%	38%	39%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		8%	7%

EPRA indicator: Waste-LfL.

Reported scope (116/130): 105/116 owned and managed shopping centers (excluding Lecce, Cavallino) + 6/6 managed-only shopping centers + 5/8 owned only (excluding Greece). Coverage rate: 99.8%.

There has been an overall decrease in tonnages of all types of waste, due to the health situation involving the closure of centers and the resulting drop in footfall.

Nevertheless, there has also been a slight increase (+2%) in the proportion of waste recycled, in all countries where waste BOOST interventions have been conducted at most assets and communication with tenants has been strengthened.

SHARE OF RECOVERED WASTE

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	98%	98%	98%	96%
Italy	99%	99%	88%	80%
Scandinavia	100%	100%	100%	100%
Iberia	93%	90%	78%	91%
Central Europe & Other	100%	100%	92%	67%
Netherlands	100%	100%	100%	90%
Germany	100%	100%	100%	100%
GROUP TOTAL	98%	98%	93%	90%

Scope (96/130): 87/116 owned and managed shopping centers (excluding Duisburg, Königsgalerie; Angoulême, Champ de Mars; Valence, Victor Hugo; Chartres, la Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Metz, Saint Jacques; Toulon, Mayol; Citta S. Angelo, Pescara Nord; Pavia Montebello d.B. Montebello; Pesaro, Rossini Center; Savignano s.R. Romagna Center; Venice, Nave de Vero; Kristianstad, Galleria Boulevard; Adapazari, Adacenter; Bursa, Anatolium; Denizli, Teras Park; Tarsus, Tarsu; Tekirdag, Tekira; Madrid, Principe Pio; Oviedo, Los Prados; Santa Cruz de Tenerife, Meridiano; Vallecas, La Gavia; Madrid, Plenilunio; Orebro, Marieberg; Serravalle Scrivia, Serravalle) + 6/6 managed-only shopping centers + 4/8 owned only (excluding Greece & Istanbul, Akmerkez). Coverage rate: 84.0%.

SHARE OF RECOVERED WASTE

(Like-for-like scope)

Territory	2021	2020	2019
France-Belgium	98%	98%	99%
Italy	97%	98%	91%
Scandinavia	100%	100%	100%
Iberia	93%	90%	76%
Central Europe & Other	100%	100%	92%
Netherlands	100%	100%	100%
Germany	100%	100%	100%
GROUP TOTAL	98%	98%	95%

Scope (94/130): 85/116 owned and managed shopping centers (excluding Duisburg, Königsgalerie; Madrid, Principe Pio; Oviedo, Los Prados; Santa Cruz de Tenerife, Meridiano; Vallecas, La Gavia; Madrid, Plenilunio; Angoulême, Champ de Mars; Metz, Saint Jacques; Toulon, Mayol; Valence, Victor Hugo; Chartres, la Madeleine; Paris, St Lazare; Bergamo, Seriate, Alle Valli; Bologna, Shopville Gran Reno; Citta S. Angelo, Pescara Nord; Lecce, Cavallino; Matera; Modena, Grand Emilia; Pavia, Montebello d. B., Montebello; Pesaro, Rossini Center; Savignano s. R. (Rimini), Romagna Center; Serravalle Scrivia, Serravalle; Varese, Belforte; Venice, Nave de Vero; Orebro, Marieberg; Kristianstad, Galleria Boulevard; Adapazari, Adacenter; Bursa, Anatolium; Denizli, Teras Park; Tarsus, Tarsu; Tekirdag, Tekira) + 5/6 managed-only shopping centers excluding (Mérignac, Soleil) + 4/8 owned only (excluding Greece & Istanbul, Akmerkez).
Coverage rate: 84.0%.

The proportion of waste recovered increased once again, by two points, in 2021 (reported scope), reflecting continuous improvements with tenants on the quality of on-site sorting and reinforced management with waste providers on the final destination of waste collected from the centers.

In addition, new recovery solutions and plants have been found in countries where we lacked opportunities before, such as Spain and Central Europe, explaining the even more significant progress in those territories.

2.5 MOBILITY

Klépierre regularly monitors mobility patterns at its centers, focusing in particular on the percentage of centers accessible via public transport, and the percentage equipped with charging stations for electric vehicles. The Group also keeps track of bike accessibility and any year-on-year trends in the modes of transport used by visitors to its centers.

2.5.1 Visitor travel mode

VISITOR TRAVEL MODE

(Reported scope)

Territory	By car	By public transport	By soft mobility
France-Belgium	62%	16%	20%
Italy	91%	4%	5%
Scandinavia	50%	18%	32%
Iberia	63%	17%	20%
Central Europe & Other	42%	28%	29%
Netherlands	39%	29%	32%
Germany	37%	26%	37%
GROUP TOTAL	65%	16%	19%

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.
Coverage rate: 99.9% of total shopping center portfolio value.

In 2021, there was a stable proportion of visitors coming to centers by car (65%) and a further decrease in the number of clients coming by public transport (down three percentage points) in favor of soft mobility (up three percentage points), which can mainly be attributed to two factors: the Group's persistent efforts to better connect and adapt its

assets to green mobility modes of transportation and probably to a reluctance to use public transport in the context of Covid-19.

2.5.2 Specific mobility services

PROPORTION OF PORTFOLIO WITH SPECIFIC MOBILITY SERVICES IN PLACE (2020)

(Reported scope)

Territory	Public transport accessibility ^(a)	Space reserved for cyclists ^(a)	Electric car charging station ^(b)
France-Belgium	100%	100%	57%
Italy	100%	100%	83%
Scandinavia	100%	100%	100%
Iberia	100%	100%	73%
Central Europe & Other	100%	87%	98%
Netherlands	100%	100%	100%
Germany	100%	100%	38%
GROUP TOTAL	100%	99%	72%

(a) Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.
Coverage rate: 99.9% of total shopping center portfolio value.

(b) Scope (110/130): 101/116 owned and managed shopping centers + 6/6 managed only shopping centers + 3/8 owned only.
Coverage rate: 89.6% of the total shopping center portfolio value.

One year in advance, the Group has reached its 2022 targets to guarantee accessibility by public transportation to 100% of its assets across Europe. The Group has made significant efforts to collaborate with local municipalities to adapt local transport lines and has deployed its own private solutions when this has not been possible.

In addition, Klépierre has intensified efforts to equip its assets with charging facilities for electric vehicles, with the percentage of equipped shopping centers up 4% in 2021.

2.6 CERTIFICATIONS

This section details all of the possible certifications that the Group strives towards, above all to help achieve its key performance indicator of 100% of centers with sustainable development certification by 2022. For a description of this specific performance measure, please see section 3.2.3 of Klépierre's 2020 Universal Registration Document.

In order to improve the implementation of certification on each asset Europe-wide, Klépierre signed a new contract in 2018 to put in place a portfolio approach to BREEAM In-Use coverage. The new approach has resulted in 100% of assets being certified BREEAM In-Use Part 1, as well as 69% of centers certified BREEAM In-Use Part 2.

In addition to this certification, ISO 14001, ISO 50001 or energy performance certification is present across the portfolio, with coverage detailed in the following tables.

For a broader narrative on Klépierre's performance in achieving its other sustainable certification objectives in line with its development projects, please refer to section 3.2.3 of the Klépierre's 2021 Universal Registration Document.

2.6.1 Total sustainable certification

PROPORTION OF CENTERS WITH A SUSTAINABLE CERTIFICATION^(a)

(Reported scope)

Territory	Number of assets	Share in total value
France-Belgium	49	100%
Italy	31	100%
Scandinavia	9	100%
Iberia	10	100%
Central Europe & Other	14	100%
Netherlands	4	100%
Germany	5	100%
GROUP TOTAL	122	100%

(a) Sustainable certification: BREEAM In-Use, ISO14001 and/or ISO 50001.

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.
Coverage rate: 98.7% of total shopping center portfolio value.

PROPORTION OF CENTERS WITH A SUSTAINABLE CERTIFICATION^(a)*(Like-for-like scope)*

Indicator	Territory	2021	2020	Change 2021/2020
Proportion by value	France-Belgium	100%	100%	0%
	Italy	100%	100%	0%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	100%	0%
	Netherlands	100%	100%	0%
	Germany	100%	100%	0%
	GROUP TOTAL		100%	100%
Proportion by number of centers	France-Belgium	100%	100%	0%
	Italy	100%	100%	0%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	100%	0%
	Netherlands	100%	100%	0%
	Germany	100%	100%	0%
	GROUP TOTAL		100%	100%
Proportion by floor area	France-Belgium	100%	100%	0%
	Italy	100%	100%	0%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	100%	0%
	Netherlands	100%	100%	0%
	Germany	100%	100%	0%
	GROUP TOTAL		100%	100%

*(a) Sustainable certification: BREEAM In-Use, ISO14001 and/or ISO 50001.**EPRA indicator: Cert-Tot.**Scope 123/130: 113/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 4/8 owned-only shopping centers.**Coverage rate: 98.7% of total shopping center portfolio value.*

All assets within the Klépierre portfolio have had sustainable certification since 2019. To achieve this outcome, the Group signed an innovative contract with the BRE two years ago to put in place a portfolio approach to BREEAM In-Use coverage, which resulted in 100% of assets being certified BREEAM In-Use Part 1, and 55% of centers certified BREEAM In-Use Part 2.

2.6.2 BREEAM In-Use Certification: Part 1

BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY VALUE

(Reported scope)

Indicator	Territory	2021	2020	2019
Certified "Pass"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		0%	0%
Certified "Good"	France-Belgium	4%	4%	5%
	Italy	1%	1%	2%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	68%	68%	67%
	GROUP TOTAL		5%	5%
Certified "Very Good"	France-Belgium	81%	81%	79%
	Italy	99%	99%	98%
	Scandinavia	60%	73%	73%
	Iberia	100%	100%	100%
	Central Europe & Other	6%	6%	7%
	Netherlands	100%	100%	100%
	Germany	32%	32%	33%
	GROUP TOTAL		79%	80%
Certified "Excellent"	France-Belgium	14%	14%	15%
	Italy	0%	0%	0%
	Scandinavia	40%	27%	27%
	Iberia	0%	0%	0%
	Central Europe & Other	94%	94%	93%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		16%	15%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY NUMBER OF CENTERS*(Reported scope)*

Indicator	Territory	2021	2020	2019
Certified "Pass"	France-Belgium	1%	2%	2%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	1%
Certified "Good"	France-Belgium	6%	19%	20%
	Italy	1%	3%	3%
	Scandinavia	0%	0%	0%
	Iberia	1%	10%	9%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	3%	80%	80%
	GROUP TOTAL		10%	12%
Certified "Very Good"	France-Belgium	31%	74%	72%
	Italy	25%	97%	97%
	Scandinavia	5%	78%	78%
	Iberia	7%	90%	91%
	Central Europe & Other	2%	21%	23%
	Netherlands	3%	100%	100%
	Germany	1%	20%	20%
	GROUP TOTAL		75%	74%
Certified "Excellent"	France-Belgium	2%	6%	6%
	Italy	0%	0%	0%
	Scandinavia	2%	22%	22%
	Iberia	0%	0%	0%
	Central Europe & Other	9%	79%	77%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		14%	13%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY FLOOR AREA

(Reported scope)

Indicator	Territory	2021	2020	2019
Certified "Pass"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		0%	0%
Certified "Good"	France-Belgium	14%	15%	14%
	Italy	4%	4%	3%
	Scandinavia	0%	0%	0%
	Iberia	7%	7%	8%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	69%	69%	69%
	GROUP TOTAL		11%	11%
Certified "Very Good"	France-Belgium	81%	80%	77%
	Italy	96%	96%	97%
	Scandinavia	59%	73%	74%
	Iberia	93%	93%	92%
	Central Europe & Other	17%	17%	20%
	Netherlands	100%	100%	100%
	Germany	31%	31%	31%
	GROUP TOTAL		72%	73%
Certified "Excellent"	France-Belgium	5%	5%	8%
	Italy	0%	0%	0%
	Scandinavia	41%	27%	26%
	Iberia	0%	0%	0%
	Central Europe & Other	83%	83%	80%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		16%	16%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREEAM In-Use certification is divided into two sub-certifications: Part 1 and Part 2. Part 1 represents an assessment of the environmental performance of the asset's built form, construction, fixtures, fittings and installed services. One hundred percent of Klépierre's assets have been certified in accordance with this standard for two years now, highlighting the excellent sustainability of assets within the Group's portfolio.

2.6.3 BREEAM In-Use Certification: Part 2

BREAKDOWN OF BREEAM IN-USE PART 2 CERTIFICATION BY VALUE

(Reported scope)

Indicator	Territory	2021	2020	2019
Certified "Pass"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	31%	31%	30%
	GROUP TOTAL		1%	1%
Certified "Good"	France-Belgium	16%	16%	9%
	Italy	5%	5%	5%
	Scandinavia	0%	0%	0%
	Iberia	4%	4%	4%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	100%
	Germany	32%	32%	33%
	GROUP TOTAL		16%	15%
Certified "Very Good"	France-Belgium	58%	58%	63%
	Italy	0%	0%	0%
	Scandinavia	2%	5%	0%
	Iberia	12%	12%	12%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		27%	26%
Certified "Excellent"	France-Belgium	22%	22%	24%
	Italy	6%	6%	0%
	Scandinavia	22%	14%	0%
	Iberia	84%	84%	84%
	Central Europe & Other	44%	44%	47%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		24%	23%
Certified "Outstanding"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	13%	13%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	1%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREAKDOWN OF BREEAM IN-USE PART 2 CERTIFICATION BY NUMBER OF CENTERS*(Reported scope)*

Indicator	Territory	2021	2020	2019
Certified "Pass"	France-Belgium	2%	2%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	20%	20%	20%
	GROUP TOTAL		2%	1%
Certified "Good"	France-Belgium	18%	19%	17%
	Italy	3%	3%	3%
	Scandinavia	0%	0%	0%
	Iberia	10%	10%	9%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	100%
	Germany	20%	20%	20%
	GROUP TOTAL		13%	13%
Certified "Very Good"	France-Belgium	59%	55%	52%
	Italy	3%	0%	0%
	Scandinavia	11%	6%	0%
	Iberia	20%	20%	18%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		27%	24%
Certified "Excellent"	France-Belgium	8%	8%	7%
	Italy	3%	3%	0%
	Scandinavia	11%	6%	0%
	Iberia	60%	60%	55%
	Central Europe & Other	7%	7%	8%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		11%	10%
Certified "Outstanding"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	7%	7%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	1%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREAKDOWN OF BREEAM IN-USE PART 2 CERTIFICATION BY FLOOR AREA

(Reported scope)

Indicator	Territory	2021	2020	2019
Certified "pass"	France-belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	26%	26%	26%
	GROUP TOTAL		2%	2%
Certified "good"	France-belgium	22%	21%	17%
	Italy	2%	2%	3%
	Scandinavia	0%	0%	0%
	Iberia	11%	11%	6%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	100%
	Germany	31%	31%	31%
	GROUP TOTAL		17%	14%
Certified "very good"	France-belgium	57%	56%	54%
	Italy	2%	0%	0%
	Scandinavia	5%	7%	0%
	Iberia	20%	20%	19%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		23%	22%
Certified "excellent"	France-belgium	11%	11%	13%
	Italy	6%	6%	0%
	Scandinavia	21%	12%	0%
	Iberia	62%	62%	58%
	Central Europe & Other	12%	12%	12%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		14%	14%
Certified "outstanding"	France-belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	6%	6%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	1%

EPRA indicator: Cert-Tot.

Scope 126/130: 115/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.7% of total shopping center portfolio value.

BREEAM In-Use certification is divided into two sub-certifications: Part 1 and Part 2. Part 2 represents an assessment of the management and operation of the building. Fifty-five percent of Klépierre's assets have been certified in accordance with this additional standard for two years now, reflecting the high quality of processes and operational teams' daily management of the Group's assets.

2.6.4 Other sustainable certification

PROPORTION OF PORTFOLIO WITH AN ISO 14001 AND/OR ISO 50001 CERTIFICATION

(Reported scope)

Indicator	Territory	2021	2020	2019
Proportion by value	France-Belgium	0%	0%	0%
	Italy	69%	69%	36%
	Scandinavia	100%	100%	100%
	Iberia	100%	100%	100%
	Central Europe & Other	12%	12%	17%
	Netherlands	100%	100%	100%
	Germany	0%	0%	0%
	GROUP TOTAL		40%	44%
Proportion by number of centers	France-Belgium	0%	0%	0%
	Italy	42%	42%	24%
	Scandinavia	100%	100%	100%
	Iberia	100%	100%	100%
	Central Europe & Other	36%	36%	36%
	Netherlands	100%	100%	100%
	Germany	0%	0%	0%
	GROUP TOTAL		33%	37%
Proportion by floor area	France-Belgium	0%	0%	0%
	Italy	63%	64%	36%
	Scandinavia	100%	100%	100%
	Iberia	100%	100%	100%
	Central Europe & Other	41%	41%	49%
	Netherlands	100%	100%	100%
	Germany	0%	0%	0%
	GROUP TOTAL		43%	45%

EPRA indicator: Cert-Tot.

Scope 127/130: 116/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 99.9%.

ISO 14001/50001 certifications coverage decreased slightly in 2021 due to scope effects: none of the assets in the portfolio lost certification this year, but the disposal of five Norwegian assets (all ISO 14001 certified) had a mechanical impact on the Group's coverage.

PROPORTION OF PORTFOLIO WITH AN ENERGY PERFORMANCE CERTIFICATION

(Reported scope)

Indicator	Territory	2021	2020	2019
Proportion by value	France-Belgium	93%	92%	52%
	Italy	100%	100%	93%
	Scandinavia	100%	100%	98%
	Iberia	100%	100%	100%
	Central Europe & Other	61%	61%	63%
	Netherlands	97%	97%	92%
	Germany	100%	100%	0%
	GROUP TOTAL		94%	94%
Proportion by number of centers	France-Belgium	94%	91%	58%
	Italy	100%	100%	83%
	Scandinavia	100%	100%	94%
	Iberia	100%	100%	100%
	Central Europe & Other	50%	53%	36%
	Netherlands	75%	75%	50%
	Germany	100%	100%	0%
	GROUP TOTAL		91%	91%
Proportion by floor area	France-Belgium	96%	96%	51%
	Italy	100%	100%	86%
	Scandinavia	100%	100%	97%
	Iberia	100%	100%	100%
	Central Europe & Other	59%	60%	51%
	Netherlands	61%	24%	67%
	Germany	100%	100%	0%
	GROUP TOTAL		91%	92%

EPRA indicator: Cert-Tot.

Scope 127/130: 116/116 owned and managed shopping centers + 6/6 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 99.9%.

The share of assets covered by an Energy Performance Certification remained stable in 2021, reaching 94% of the portfolio's value.

3

Social performance indicators

3.1 HEALTH AND SAFETY

EMPLOYEE HEALTH AND SAFETY

Indicator	Territory	2021	2020	2019
Injury rate (per 100,000 hours worked)	France-Belgium	0.002%	0.002%	0.003%
	Italy	0.001%	0.001%	0%
	Scandinavia	0.001%	0%	0%
	Iberia	0.002%	0.002%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0.001%
	GROUP TOTAL		0.006%	0.005%
Lost day rate (per 100,000 hours worked)	France-Belgium	0%	0.071%	0.026%
	Italy	0.075%	0.031%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0.071%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0.051%
	GROUP TOTAL		0.075%	0.173%
Absentee rate (average percentage in number of days per employee)	France-Belgium	2.5%	3.3%	2.8%
	Italy	1.0%	1.4%	1.7%
	Scandinavia	3.7%	3.5%	3.7%
	Iberia	0.7%	2.0%	2.2%
	Central Europe & Other	1.5%	1.1%	1.3%
	Netherlands	0.8%	1.4%	2.1%
	Germany	2.9%	3.5%	6.0%
	GROUP TOTAL		2.1%	2.6%
Fatalities (total number)	France-Belgium	0	0	0
	Italy	0	0	0
	Scandinavia	0	0	0
	Iberia	0	0	0
	Central Europe & Other	0	0	0
	Netherlands	0	0	0
	Germany	0	0	0
	GROUP TOTAL		0	0

EPRA indicator: H&S-Emp.

For a narrative on our performance, please see section 3.4.3.2.1 of Klépierre's 2021 Universal Registration Document.

For a narrative on our asset health and safety impacts (EPRA indicator: H&S-Asset) and compliance (EPRA indicator: H&S-Comp), please see sections 3.4.2.1 and 3.4.2.2 of Klépierre's 2021 Universal Registration Document. H&S checks are annual and apply to 100% of owned and managed shopping centers. No sanctions or fines were issued in 2020 as a result of any non-compliance during these checks.

A stable year-on-year performance reflects Klépierre's consistent care for employee security, safety and well-being.

3.2 EMPLOYEE DIVERSITY

EMPLOYEE DIVERSITY (GENDER)^(a)

Indicator	2021	2020	2019
Executive Management*	23%	17%	18%
Managers**	41%	40%	39%
Non-Managers	73%	74%	73%
All employees	60%	60%	59%

(a) Percentage of female employees.

* Executive board, Corporate Management Team and Group Management team

** First line Management, Middle Management and Top Management

EPRA indicator: Diversity-Emp.

For a narrative on our performance, please see section 3.4.3.1.6 of Klépierre's 2021 Universal Registration Document.

In 2021, women made up 60% of the Group's total workforce, but remain under-represented at management level. In 2021 Klépierre started to implement its action plan linked to its gender equality policy. It includes quantitative objectives to increase the share of women in top management (see section of Klépierre's 2021 Universal Registration Document for more details). An increase of 6 percentage points in the share of women in the Executive Management team in 2021 represents the first effects of Klépierre's action plan. In addition to these indicators, Klépierre tracks the percentage of women in the top management teams (Executive Board and Corporate Management Team) as well as in the top 100 managers. Reaching 30% and 33% respectively in 2021, these results reflect the first effects of the new parity policy implementation.

GENDER PAY RATIO^(a)

Indicator	2021	2020	2019
Executive Management	0.80	0.88	0.84
Managers	0.84	0.85	0.79
Non-managers	0.82	0.81	0.83

(a) Ratio of female to male salaries.

EPRA indicator: Diversity-Pay.

For a narrative on our performance, please see section 3.4.3.1.6 of Klépierre's 2021 Universal Registration Document.

The gender pay gap suggested by the gender pay ratio shown in this table does not imply that Klépierre violates the "equal pay for equal job" principle. It rather reflects that higher-paid jobs are mostly occupied by male staff, which should gradually change thanks to the gender equality policy adopted by Klépierre.

3.3 TRAINING AND DEVELOPMENT

EMPLOYEE TRAINING AND DEVELOPMENT (hours/employee)

Indicator	Territory	2021	2020	2019
Women	TOTAL	16	11	21
Men	TOTAL	18	11	27
All employees	France-Belgium	15	12	23
	Italy	18	10	18
	Scandinavia	11	7	15
	Iberia	19	11	39
	Central Europe & Other	28	17	33
	Netherlands	13	3	13
	Germany	19	13	26
	GROUP TOTAL	17	11	23

EPRA indicator: Emp-Training.

For a narrative on our performance, please see section 3.4.3.1.3 of Klépierre's 2021 Universal Registration Document.

A 100% training access rate was achieved in 2021 with a significant increase in the average number of hours per employee. Training efforts were oriented toward "hard" skills to accompany business recovery. Emphasis was placed on business ethics, with data protection training to raise awareness of this topic among all staff.

PROPORTION OF EMPLOYEES WHO HAVE COMPLETED THEIR PERFORMANCE APPRAISAL

Indicator	2021*	2020	2019
ALL EMPLOYEES	93%	88%	94%

* Achievement rate of the 2021 appraisal campaign interviews, compared with the 2020 performance.

EPRA indicator: Emp-Dev.

For a narrative on our performance, please see section 3.4.3.1.4 of Klépierre's 2021 Universal Registration Document.

After two years of pandemic, the completion rate is back to its 2019 level.

3.4 NEW HIRES AND TURNOVER

NEW HIRES

Indicator	Territory	2021	2020	2019
Total number of new employees	France-Belgium	69	47	62
	Italy	20	9	22
	Scandinavia	29	24	41
	Iberia	19	8	18
	Central Europe & Other	40	27	29
	Netherlands	14	10	21
	Germany	13	14	14
	GROUP TOTAL		204	139
Proportion of new employees	France-Belgium	15.6%	10.6%	13.4%
	Italy	11.2%	5.0%	11.8%
	Scandinavia	23.4%	17.3%	28.7%
	Iberia	17.3%	7.0%	15.9%
	Central Europe & Other	36.0%	24.1%	25.2%
	Netherlands	25.9%	17.5%	36.2%
	Germany	25.5%	28.0%	26.9%
	GROUP TOTAL		19.0%	12.7%

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 3.4.3.1 of Klépierre's 2021 Universal Registration Document.

Due to the pandemic, a number of recruitments were delayed in 2020. In 2021 volumes of hires went back to pre-Covid levels in virtually all countries. In Central Europe & Other, the high proportion of new employees is due to a very tense job market in Turkey.

DEPARTURES/TURNOVER

Indicator	Territory	2021	2020	2019
Total number of departed employees	France-Belgium	49	41	56
	Italy	11	10	17
	Scandinavia	17	18	26
	Iberia	14	6	13
	Central Europe & Other	17	10	10
	Netherlands	8	4	3
	Germany	5	7	6
	GROUP TOTAL		121	96
Proportion of departed employees	France-Belgium	11.2%	9.3%	12.2%
	Italy	6.3%	5.8%	9.4%
	Scandinavia	14.4%	13.7%	19.0%
	Iberia	13.0%	5.3%	11.5%
	Central Europe & Other	16.2%	9.8%	9.3%
	Netherlands	17.4%	8.0%	6.1%
	Germany	10.6%	15.6%	12.8%
	GROUP TOTAL		11.7%	9.1%

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 3.4.3.1 of Klépierre's 2021 Universal Registration Document.

After two years of pandemic, the job market has tightened in several European countries, making the hiring process longer. The staff turnover rate of Klépierre follows the trend and is back to its 2019 level.

TOTAL HEADCOUNT

Territory	2021	2020	2019
France-Belgium	442	444	463
Italy	179	180	187
Scandinavia	124	139	143
Iberia	110	114	113
Central Europe & Other	111	112	115
Netherlands	54	57	58
Germany	51	50	52
GROUP TOTAL	1,071	1,096	1,131

For a narrative on our performance, please see section 3.4.3.1 of Klépierre's 2021 Universal Registration Document.

Total headcount remained virtually stable in 2021 compared to 2020, but in Scandinavia where the decrease in the number of staff stemmed from the disposal of several shopping centers in Norway.

HEADCOUNT AT YEAR-END, BY TYPE OF EMPLOYMENT

	2021		2020		2019	
Permanent	1,036	97%	1,057	96%	1,094	97%
Temporary	35	3%	39	4%	37	3%
GROUP TOTAL	1,071	100%	1,096	100%	1,131	100%

For a narrative on our performance, please see section 3.4.3.1 of Klépierre's 2021 Universal Registration Document.

Data for 2021 remained similar to 2020 and reflect Klépierre's policy to offer mostly permanent contracts.

HEADCOUNT AT YEAR-END, BY AGE

	2021	2020	2019
<30 years old	12%	12%	13%
30-39 years old	31%	31%	33%
40-49 years old	33%	34%	33%
≥ 50 years old	24%	23%	21%

For a narrative on our performance, please see section 3.4.3.1 of Klépierre's 2021 Universal Registration Document.

In 2021, the split by age remained broadly stable compared to 2020.

INTERNAL MOVEMENT

% of open positions filled by internal mobility	2021	2020	2019
GROUP TOTAL	31%	17%	21%

For a narrative on our performance, please see section 3.4.3.1.5 of Klépierre's 2021 Universal Registration Document.

High increase of the internal mobility rate due to several international mobilities in 2021. Klépierre favors internal mobility to external hiring whenever it is possible as part of its human capital development strategy.

4

Local value creation and development program indicators

Recognizing the importance of the Group's local footprint and its impact on the communities in which its centers are located, Klépierre is committed to contributing to the creation of local socio-economic value. This approach is supported by the Act for Territories and Act for People pillars, as illustrated in the following tables. Broader narratives on these topics, initiatives and related projects can be found in section 3.3 of Klépierre's 2021 Universal Registration Document. All percentages are expressed in terms of the total value of the portfolio.

4.1 LOCAL VALUE CREATION

Except for the percentage of local service providers in the operational management of centers, all KPIs under this "Local value" section are calculated under a specific scope of 122 shopping centers, which represent the portfolio where we are responsible for the marketing

(ranging from using our internal tools to being able to organize events). For the eight other shopping centers excluded from the Group calculation, Klépierre's team has no leverage and no ability to impose or implement any projects.

PERCENTAGE OF LOCAL SERVICE PROVIDERS IN OPERATIONAL MANAGEMENT OF CENTERS*

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	100%	93%	85%	94%
Italy	91%	72%	54%	54%
Scandinavia	100%	100%	100%	19%
Iberia	100%	100%	100%	73%
Central Europe & Other	100%	67%	43%	41%
Netherlands	100%	100%	100%	100%
Germany	100%	100%	93%	80%
GROUP TOTAL	98%	87%	78%	65%

* Displayed as the percentage of security, facility management and cleaning suppliers who service our centers meeting Klépierre's definition of local: regional and/or within a 300 km radius of the shopping center.

EPRA indicator: Comty-Eng.

Scope (127/130): 116/116 owned and managed shopping centers + 6/6 managed only shopping centers + 5/8 owned only shopping centers.

Coverage rate: 99.9% of total shopping center portfolio value.

PERCENTAGE OF CENTERS THAT HAVE CONTRIBUTED TO LOCAL EMPLOYMENT

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	100%	100%	88%	N/A
Italy	100%	74%	64%	N/A
Scandinavia	100%	100%	100%	N/A
Iberia	100%	100%	100%	N/A
Central Europe & Other	100%	100%	79%	N/A
Netherlands	100%	100%	100%	N/A
Germany	100%	100%	38%	N/A
GROUP TOTAL	100%	95%	85%	48%

EPRA indicator: Comty-Eng.

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.

Coverage rate: 98.0% of total shopping center portfolio value.

In 2021, although subject to very different health situations, our centers have extended their commitment to supporting local employment in all the countries where the Group operates:

- 98% of service providers involved in the day-to-day management of the portfolio's assets are local companies, an increase of 11 percentage points compared to 2020 thanks to better steering and renegotiation of contracts in Italy, France and Central Europe;

- 100% of centers have organized an initiative to promote local employment to visitors, an increase of five percentage points compared to 2020. Improved collaboration with tenants and local partners has enabled Klépierre to continue organizing both physical and digital initiatives. Regular updating of the centers' websites has provided an opportunity to strengthen and intensify the jobs sections. In 2021, several initiatives to collect resumés in centers were also deployed to help retailers find candidates for their vacant positions.

PERCENTAGE OF CENTERS THAT HAVE MADE SPACE AVAILABLE FOR A LOCAL INITIATIVE*

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	100%	100%	99%	N/A
Italy	100%	92%	93%	N/A
Scandinavia	100%	100%	100%	N/A
Iberia	100%	100%	100%	N/A
Central Europe & Other	100%	100%	90%	N/A
Netherlands	100%	100%	97%	N/A
Germany	100%	100%	100%	N/A
GROUP TOTAL	100%	98%	97%	76%

* Local initiatives including local entrepreneurs, community organizations, artists, etc.

EPRA indicator: Comty-Eng.

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.

Coverage rate: 98.0% of total shopping center portfolio value.

PERCENTAGE OF CENTERS THAT HAVE ORGANIZED A DRIVE FOR THE BENEFIT OF A LOCAL CHARITY*

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	100%	92%	87%	N/A
Italy	100%	95%	76%	N/A
Scandinavia	100%	100%	100%	N/A
Iberia	100%	100%	100%	N/A
Central Europe & Other	100%	99%	95%	N/A
Netherlands	100%	100%	28%	N/A
Germany	100%	100%	56%	N/A
GROUP TOTAL	100%	96%	84%	61%

* Drives include clothes, toys, furniture, etc.

EPRA indicator: Comty-Eng.

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.

Coverage rate: 98.0% of total shopping center portfolio value.

PERCENTAGE OF CENTERS THAT HAVE SUPPORTED A CITIZEN'S INITIATIVE ORGANIZED BY A RETAILER IN THE CENTER

(Reported scope)

Territory	2021	2020	2019	2018
France-Belgium	100%	99%	65%	N/A
Italy	100%	88%	71%	N/A
Scandinavia	100%	100%	100%	N/A
Iberia	100%	100%	96%	N/A
Central Europe & Other	100%	99%	86%	N/A
Netherlands	100%	100%	97%	N/A
Germany	80%	100%	96%	N/A
GROUP TOTAL	99%	98%	79%	53%

EPRA indicator: Comty-Eng.

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.

Coverage rate: 98.0% of total shopping center portfolio value.

Once again this year, the centers and their teams continued their commitment to local communities. One hundred percent of our centers donated space to a local initiative to promote its activities. Capitalizing on long-term relationships with local actors, our centers continued to mobilize their teams and visitors to help the most vulnerable or to respond to specific local crises. For example, 100% of our centers organized a drive to benefit an NGO (+4 percentage points).

In 2021, 99% of our centers have also reached the objective of supporting the responsible initiatives of the brands they host (+2 percentage points). To achieve this, most of our centers have offered support in terms of

communication and relaying the actions set up by their tenants in their stores. In some centers, joint communication projects and CSR actions have been launched with the idea of making these initiatives more visible or more educational for end visitors. At Bruuns Galleri (Aarhus, Denmark), the center's teams worked with the retailers to produce short videos to highlight the stores' good practices. At Villa Arena (Amsterdam, Netherlands), a responsible shopping path was created in the center to allow visitors to identify green products in their usual furniture stores.

4.2 DEVELOPMENT PROGRAMS

INVOLVE LOCAL STAKEHOLDERS IN DESIGNING NEW DEVELOPMENTS

(Reported scope)

	2021
Percentage of development projects that have included local cooperation as part of the early planning process	N/A
Percentage of development projects certifying that suppliers sign a Sustainable Charter governing construction site supply and management.	N/A
Percentage of development projects that have implemented a biodiversity action plan	N/A

No development projects were delivered in 2021.

5

Client satisfaction and well-being indicators

All KPIs under this “Client satisfaction and well-being Indicators” section except the Increase in Net Promoter Score, are calculated under a specific scope of 122 shopping centers, which represent the portfolio where we are responsible for the marketing (ranging from using our internal tools to being able to organize events). For the eight other shopping centers excluded from the Group calculation, Klépierre’s team has no leverage and no ability to impose or implement any projects.

INCREASE IN NET PROMOTER SCORE (NPS)

(Like-for-like scope)

	2021	2020
Performance versus 2017	+18 pts	+8 pts

Scope (51/130): 46/116 owned and managed shopping centers + 2/6 managed only shopping centers + 1/8 owned only shopping centers.
Coverage rate: 63.0% of total shopping center portfolio value.

The Group’s NPS has increased by 18 points since 2017, which is explained by two main factors:

- The rollout of the Safe Place to Shop strategy, aimed at reassuring customers that our centers are able to maintain their safety during their visit despite the health crisis;
- Increased internal management, with refined monitoring and objectives deployed at the center level.

The NPS is monitored and calculated using Critizr, a tool deployed at our top 100 assets. In order to calculate the 18-percentage-point increase, and to ensure reliable results, we only considered shopping centers with more than 300 responses to their satisfaction surveys. In 2021, this corresponded to 51 shopping centers, i.e., 12 more than in 2020. Despite the health crisis, our shopping centers were able to engage more of their end customers on the topic and received more feedback, with the volume of questionnaires collected increasing by 228% between 2017 and 2021.

PERCENTAGE OF CUSTOMERS’ SOCIAL MEDIA QUESTIONS ANSWERED

(Reported scope)

% of shopping center portfolio value	2021	2020
% of customers’ social media questions answered	87%	92%

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.
Coverage rate: 98.0% of total shopping center portfolio value.

The Group has set itself the goal of answering 100% of customers’ questions on social networks. To achieve this, Klépierre has developed a customer service tool called #JustAsk that answers all questions asked via Facebook Messenger during center opening hours. In 2021, the

rollout of the tool has been slowed down with 87% of centers meeting the target (five percentage points lost versus 2020), following a shift in priorities within the European health context.

PERCENTAGE OF CENTERS THAT HAVE OFFERED DEDICATED SERVICES TO RETAILERS’ EMPLOYEES

(Reported scope)

% of shopping center portfolio value	2021	2020
France-Belgium	100%	96%
Italy	100%	75%
Scandinavia	100%	100%
Iberia	100%	100%
Central Europe & Other	100%	99%
Netherlands	100%	100%
Germany	100%	100%
GROUP TOTAL	100%	94%

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.
Coverage rate: 98.0% of total shopping center portfolio value.

As part of its ambition to listen to the people who work every day in its centers, the Group has implemented services dedicated to the staff of the brands in 100% of the assets in the portfolio (compared with 94% last year). These initiatives range from the provision of quality rest areas to the implementation of actions and events to foster a sense of belonging and well-being among employees working for our tenants.

PERCENTAGE OF CENTERS THAT HAVE PROMOTED HEALTH & WELL-BEING

(Reported scope)

% of shopping center portfolio value	2021	2020
France-Belgium	100%	98%
Italy	100%	100%
Scandinavia	100%	100%
Iberia	100%	100%
Central Europe & Other	100%	99%
Netherlands	100%	100%
Germany	100%	100%
GROUP TOTAL	100%	99%

Scope (122/130): 115/116 owned and managed shopping centers + 6/6 managed only shopping centers + 1/8 owned only shopping centers.
Coverage rate: 98.0% of total shopping center portfolio value.

Continuing the actions undertaken in 2020, the well-being of local communities was once again at the heart of the concerns of Klépierre's teams this year. Thus, 100% of the centers took up the challenge by promoting health and well-being, emphasizing solidarity and accessibility to care in the face of the Covid-19 crisis, with initiatives such as the implementation of testing areas and vaccination hubs (more than

1 million visitors were vaccinated in a Klépierre mall in 2021) in the majority of centers. Also a major effort has been made to accommodate people with specific needs with, for instance, the rollout of the Silent Hour initiatives in four countries, offering those with disabilities a peaceful and quiet time to do their shopping.

6

Governance indicators

6.1 GOVERNANCE BODIES

COMPOSITION OF THE HIGHEST GOVERNANCE BODIES

	2021	2020	2019
Supervisory Board	9 non-executive members	9 non-executive members	9 non-executive members
Executive Board	3 members	3 members	2 members

EPRA indicator: Gov-Board.

For a narrative on our performance, please see section 6.1.3 of Klépierre's 2021 Universal Registration Document.

6.2 NOMINATION

The process for appointing members of the Supervisory and Executive boards is described below. The by-laws remained unchanged between 2020 and 2021.

PROCESS FOR APPOINTING MEMBERS

	2021	2020
Supervisory Board	<p>The permanent supervision of the Company's management by the Executive Board shall be exercised by a Supervisory Board formed of three members at least and twelve members at most appointed by the ordinary shareholders' meeting.</p> <p>A legal entity may be appointed as member of the Supervisory Board, but it must, when it is appointed, appoint an individual to be its permanent representative within the Supervisory Board. The term of office of the permanent representative within the Supervisory Board appointed by a legal entity shall be given for the term of office of the legal entity. When the legal entity dismisses its representative, it must promptly notify to the Company, by registered letter, such dismissal as well as the identity of its new permanent representative. The same applies in case of death or resignation of the permanent representative.</p> <p>The term of office as member of the Board shall be three years.</p>	<p>The permanent supervision of the Company's management by the Executive Board shall be exercised by a Supervisory Board formed of three members at least and twelve members at most appointed by the ordinary shareholders' meeting.</p> <p>A legal entity may be appointed as member of the Supervisory Board, but it must, when it is appointed, appoint an individual to be its permanent representative within the Supervisory Board. The term of office of the permanent representative within the Supervisory Board appointed by a legal entity shall be given for the term of office of the legal entity. When the legal entity dismisses its representative, it must promptly notify to the Company, by registered letter, such dismissal as well as the identity of its new permanent representative. The same applies in case of death or resignation of the permanent representative.</p> <p>The term of office as member of the Board shall be three years.</p>
Executive Board	<p>The Company shall be managed by an Executive Board. The Supervisory Board shall appoint the members of the Executive Board. It shall set the number thereof within the limits set by law.</p> <p>Members of the Executive Board must be individuals but need not be shareholders.</p> <p>Members of the Supervisory Board may not be members of the Executive Board.</p> <p>Members of the Executive Board may not accept an appointment as Executive Board member or sole Managing Director of another company unless authorized by the Supervisory Board.</p> <p>The Executive Board is appointed for a term of three years. Its members may always stand for re-election, subject to the provisions of the following paragraph. They may be dismissed either by the Supervisory Board voting with a two-thirds majority or by ordinary resolution of the shareholders.</p> <p>The age limit for members of the Executive Board is sixty-five. However, the Supervisory Board may extend the term of office of an Executive Board member who reaches that age on one or more occasions not exceeding a total of three years.</p> <p>If a seat on the Executive Board becomes vacant, the Supervisory Board shall decide whether it is appropriate to fill it; the replacement member, if any, shall be appointed for the remainder of the Executive Board's three-year term.</p>	<p>The Company shall be managed by an Executive Board. The Supervisory Board shall appoint the members of the Executive Board. It shall set the number thereof within the limits set by law.</p> <p>Members of the Executive Board must be individuals but need not be shareholders.</p> <p>Members of the Supervisory Board may not be members of the Executive Board.</p> <p>Members of the Executive Board may not accept an appointment as Executive Board member or sole Managing Director of another company unless authorized by the Supervisory Board.</p> <p>The Executive Board is appointed for a term of three years. Its members may always stand for re-election, subject to the provisions of the following paragraph. They may be dismissed either by the Supervisory Board voting with a two-thirds majority or by ordinary resolution of the shareholders.</p> <p>The age limit for members of the Executive Board is sixty-five. However, the Supervisory Board may extend the term of office of an Executive Board member who reaches that age on one or more occasions not exceeding a total of three years.</p> <p>If a seat on the Executive Board becomes vacant, the Supervisory Board shall decide whether it is appropriate to fill it; the replacement member, if any, shall be appointed for the remainder of the Executive Board's three-year term.</p>

EPRA indicator: Gov-Selec.

For a narrative on our performance, please see section 4.5.1 of Klépierre's 2021 Universal Registration Document.

6.3 CONFLICTS OF INTEREST

PROCESS FOR MANAGING CONFLICTS OF INTEREST

	2021	2020	2019
Supervisory Board	For a narrative on our performance, please see section 6.1.1 of Klépierre's 2021 Universal Registration Document	For a narrative on our performance, please see section 6.1 of Klépierre's 2020 Universal Registration Document	For a narrative on our performance, please see section 5.1.1 of the 2019 Klépierre Universal Registration Document

EPRA indicator: Gov-Col.

6.4 BUSINESS ETHICS PRACTICES

CHAMPION ETHICS IN THE LOCAL COMMUNITIES

	2021	2020	2019
Percentage of employees who have been made aware of technical business practices	100%	100%	100%
Percentage of external stakeholders who have been made aware of technical business practices	64%	50%	63%
Percentage of service suppliers selected based on CSR criteria	100%*	100%*	100%*

* Calculated on the scope managed by the French Procurement Department, 37% of Klépierre (key suppliers).

