



KLEPIERRE



**2019  
NON-FINANCIAL DATA**



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## FOREWORD

Chapter 4 of Klépierre's 2019 Universal Registration Document details the Group's environmental and social activities in accordance with the four leading industry and/or international frameworks: Global Reporting Initiative (GRI) standards, European Public Real Estate Association (EPRA) Sustainability Best Practice Recommendations (sBPRs), the French Council of Shopping Centers (CNCC) CSR industry reporting guide and the United Nations (UN) Sustainable Development Goals (SDGs). While this chapter 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 supplementary document this year 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 to 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, 2018 to September 30, 2019 for the 2019 reporting scope). 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, 2019 to December 31, 2019 for the 2019 reporting scope.

### Reporting scopes

#### Reported scope

The reported scope is used to assess the CSR impact of the property portfolio over a calendar year. It reflects the impacts of management, renovation and arbitrage (acquisitions and disposals) policies. In 2019, it includes:

- > All shopping centers owned and managed by Klépierre; and
- > Shopping centers not owned by Klépierre but managed by the Group on behalf of third parties, for which operating data are available (ten shopping centers in France in 2019: Mérignac Soleil in Mérignac, Art de Vivre in Éragny, Beaulieu in Nantes, Nîmes Étoile in Nîmes, Belle Épine in Thiais, Aulnoy-lez-Valenciennes in Aulnoy-lez-Valenciennes, Saint-Jacques in Beaune, Océane in Gonfreville, Île Napoléon in Mulhouse-Illzach, and Grand Quétingny in Quétingny).

Shopping centers acquired and managed by the Group are included in the scope as from the first full year following the acquisition. Real estate development projects are not included in the reporting scope during development or construction, but as from the first full year following completion. For this reason, certain centers such as Hoog Catharijne (Utrecht, Netherlands) are excluded from this year's energy calculations due to the fact that work is still ongoing and would distort results accordingly.

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 owned but not managed are unavailable).

The 2019 reporting reported scope represents 96% of the Group's total shopping center portfolio value as of December 31, 2019, which comprises all owned centers. The remaining 4% represents centers Klépierre does not manage.

#### Like-for-like scope

The 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.

The 2019 like-for-like scope represents 95% of the Group's portfolio as of December 31, 2019.

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, tCO<sub>2</sub>e, 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 clarification

- > 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 the 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 lead times 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 exclusive of water used for heat pumps;
- > Development projects including in the 2019 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 EY & Associés 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 4 of the 2019 Klépierre Universal Registration Document**.

# 1

## ENVIRONMENTAL PERFORMANCE INDICATORS

## 1.1 ENERGY

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

the proportion consumed and/or produced across the portfolio. Each indicator includes a comparison with 2018 data and a breakdown by territory. The data provided is not weather-adjusted, and does not include tenant sub-metered consumption.

### 1.1.1 Electricity

#### ► TOTAL ELECTRICITY CONSUMPTION IN COMMON AND SERVICED AREAS

(Reported scope)

Indicator	Territory	2019	2018
Total electricity consumption (in MWh)	France-Belgium	84,167	88,562
	Italy	70,077	87,809
	Scandinavia	51,269	60,314
	Iberia	33,420	37,725
	Central Europe & Other	26,575	41,914
	Netherlands	4,372	4,716
	Germany	11,343	11,869
<b>GROUP TOTAL</b>		<b>281,222</b>	<b>332,910</b>
Share from renewable sources (in %)	France-Belgium	98%	72%
	Italy	81%	76%
	Scandinavia	100%	87%
	Iberia	100%	92%
	Central Europe & Other	84%	28%
	Netherlands	100%	100%
	Germany	100%	78%
<b>GROUP TOTAL</b>		<b>93%</b>	<b>73%</b>

EPRA indicator: Elec-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

#### ► TOTAL ELECTRICITY CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Total electricity consumption (in MWh)	France-Belgium	82,849	93,540	-11.4%
	Italy	70,077	79,869	-12.3%
	Scandinavia	51,269	60,149	-14.8%
	Iberia	33,420	37,791	-11.6%
	Central Europe & Other	26,575	29,273	-9.2%
	Netherlands	4,372	4,716	-7.3%
	Germany	11,343	11,869	-4.4%
<b>GROUP TOTAL</b>		<b>279,904</b>	<b>317,207</b>	<b>-11.8%</b>
Share from renewable sources (in %)	France-Belgium	99%	70%	+41.4%
	Italy	81%	80%	+1.3%
	Scandinavia	100%	91%	+10.2%
	Iberia	100%	92%	+8.7%
	Central Europe & Other	84%	38%	+121.1%
	Netherlands	100%	100%	0%
	Germany	100%	78%	+28.7%
<b>GROUP TOTAL</b>		<b>93%</b>	<b>77%</b>	<b>+21.2%</b>

EPRA indicator: Elec-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

## 1.1.2 Fuel

### ► TOTAL FUEL\* CONSUMPTION IN COMMON AND SERVICED AREAS

(Reported scope)

Indicator	Territory	2019	2018
Total fuel consumption (in MWh)	France-Belgium	17,667	18,347
	Italy	20,595	26,428
	Scandinavia	532	837
	Iberia	1,950	3,090
	Central Europe & Other	4,324	9,719
	Netherlands	0	0
	Germany	0	0
<b>GROUP TOTAL</b>		<b>45,068</b>	<b>58,420</b>
Share from renewable sources (in %)	France-Belgium	62%	N/A
	Italy	2%	N/A
	Scandinavia	56%	N/A
	Iberia	0%	N/A
	Central Europe & Other	0%	N/A
	Netherlands	0%	N/A
	Germany	0%	N/A
<b>GROUP TOTAL</b>		<b>26%</b>	<b>N/A</b>

\* Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

### ► TOTAL FUEL\* CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Total fuel consumption (in MWh)	France-Belgium	16,744	19,692	-15.0%
	Italy	20,595	25,768	-20.1%
	Scandinavia	532	868	-38.7%
	Iberia	1,950	3,090	-36.9%
	Central Europe & Other	4,324	3,572	+21.1%
	Netherlands	0	0	N/A
	Germany	0	0	N/A
<b>GROUP TOTAL</b>		<b>44,145</b>	<b>52,988</b>	<b>-16.7%</b>
Share from renewable sources (in %)	France-Belgium	64%	23%	+36.1%
	Italy	2%	21%	-88.6%
	Scandinavia	56%	45%	+24.8%
	Iberia	0%	0%	N/A
	Central Europe & Other	0%	0%	N/A
	Netherlands	0%	0%	N/A
	Germany	0%	0%	N/A
<b>GROUP TOTAL</b>		<b>26%</b>	<b>19%</b>	<b>36.5%</b>

\* Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

## 1.1.3 Urban heating and cooling

### ► TOTAL URBAN HEATING AND COOLING CONSUMPTION IN COMMON AND SERVICED AREAS

(Reported scope)

Indicator	Territory	2019	2018
Total heating and cooling consumption (in MWh)	France-Belgium	20,999	N/A
	Italy	0	N/A
	Scandinavia	18,507	N/A
	Iberia	0	N/A
	Central Europe & Other	5,661	N/A
	Netherlands	2,268	N/A
	Germany	12,771	N/A
	<b>GROUP TOTAL</b>	<b>60,206</b>	<b>72,219</b>
Share from renewable sources (in %)	France-Belgium	42%	N/A
	Italy	0%	N/A
	Scandinavia	88%	N/A
	Iberia	0%	N/A
	Central Europe & Other	11%	N/A
	Netherlands	100%	N/A
	Germany	9%	N/A
	<b>GROUP TOTAL</b>	<b>48%</b>	<b>46%</b>

EPRA indicator: DH&C-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

### ► TOTAL URBAN HEATING AND COOLING CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Total heating and cooling consumption (in MWh)	France-Belgium	20,999	26,404	-20%
	Italy	0	0	0%
	Scandinavia	18,507	25,090	-26%
	Iberia	0	0	0%
	Central Europe & Other	5,661	6,912	-18%
	Netherlands	2,268	2,710	-16%
	Germany	12,771	12,671	+1%
	<b>GROUP TOTAL</b>	<b>60,206</b>	<b>73,787</b>	<b>-18%</b>
Share from renewable sources (in %)	France-Belgium	42%	N/A	N/A
	Italy	0%	N/A	N/A
	Scandinavia	88%	N/A	N/A
	Iberia	0%	N/A	N/A
	Central Europe & Other	11%	N/A	N/A
	Netherlands	100%	N/A	N/A
	Germany	9%	N/A	N/A
	<b>GROUP TOTAL</b>	<b>48%</b>	<b>N/A</b>	<b>N/A</b>

EPRA indicator: DH&C-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.



## 1.1.4 Energy intensity

► **TOTAL BUILDING ENERGY INTENSITY** (in kWh/sq.m./year)  
(Reported scope)

Territory	2019	2018	2013	Change 2019/2018	Change 2019/2013
France-Belgium	96	111	146	-13.4%	-34.1%
Italy	134	156	171	-14.1%	-21.6%
Scandinavia	98	116	121	-15.9%	-19.4%
Iberia	107	123	149	-13.3%	-28.5%
Central Europe & Other	84	103	154	-18.7%	-45.6%
Netherlands	69	77	N/A	-10.5%	N/A
Germany	87	88	N/A	-1.6%	N/A
<b>GROUP TOTAL</b>	<b>101</b>	<b>118</b>	<b>143</b>	<b>-14.2%</b>	<b>-29.2%</b>

EPRA indicator: Energy-Int

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

► **TOTAL BUILDING ENERGY INTENSITY** (in kWh/sq.m./year)  
(Like-for-like scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	95	111	-14.6%
Italy	134	91	-14.5%
Scandinavia	98	88	-15.7%
Iberia	107	116	-13.7%
Central Europe & Other	84	123	-8.2%
Netherlands	69	157	-10.6%
Germany	87	77	-1.7%
<b>GROUP TOTAL</b>	<b>101</b>	<b>116</b>	<b>-13.4%</b>

EPRA indicator: Energy-Int

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

## 1.1.5 Energy consumption and cost

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

(Reported scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	122,914	131,676	-6.7%
Italy	91,022	114,594	-20.6%
Scandinavia	70,356	86,061	-18.2%
Iberia	35,376	40,824	-13.3%
Central Europe & Other	36,560	60,073	-39.1%
Netherlands	6,640	7,426	-10.6%
Germany	24,114	24,540	-1.7%
<b>GROUP TOTAL</b>	<b>386,982</b>	<b>465,224</b>	<b>-16.8%</b>

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

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

(Like-for-like scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	120,672	139,671	-13.6%
Italy	91,022	105,993	-14.1%
Scandinavia	70,356	86,142	-18.3%
Iberia	35,376	40,889	-13.5%
Central Europe & Other	36,560	39,756	-8.0%
Netherlands	6,640	7,426	-10.6%
Germany	24,114	24,540	-1.7%
<b>GROUP TOTAL</b>	<b>384,740</b>	<b>444,418</b>	<b>-13.4%</b>

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

### ► TOTAL ENERGY COST FOR COMMON AND SERVICED AREAS (in thousands of euros)

(Reported scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	11,529	11,403	+1.1%
Italy	12,164	14,260	-14.7%
Scandinavia	7,483	7,598	-1.5%
Iberia	3,904	4,252	-8.2%
Central Europe & Other	3,287	4,733	-30.5%
Netherlands	584	615	-5.0%
Germany	1,977	3,924	-49.6%
<b>GROUP TOTAL</b>	<b>40,929</b>	<b>46,785</b>	<b>-12.5%</b>

Scope: 119 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands); La Madeleine (Chartres, France); 2 Vallées (Givors, France) and Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers.

Coverage rate: 95.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

► **TOTAL ENERGY COST FOR COMMON AND SERVICED AREAS** (in thousands of euros)

(Like-for-like scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	11,391	11,844	-3.8%
Italy	12,164	13,098	-7.1%
Scandinavia	7,483	7,567	-1.1%
Iberia	3,904	4,277	-8.7%
Central Europe & Other	3,287	3,390	-3.0%
Netherlands	584	610	-4.2%
Germany	1,977	3,933	-49.7%
<b>GROUP TOTAL</b>	<b>40,791</b>	<b>44,719</b>	<b>-8.8%</b>

Scope: 119 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands); La Madeleine (Chartres, France); 2 Vallées (Givors, France) and Danubia (Bratislava, Slovakia)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).  
Coverage rate: 95.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1 of the 2019 Klépierre Universal Registration Document.

## 1.1.6 Renewable energy

► **SHARE OF ENERGY CONSUMED IN COMMON AND SERVICED AREAS COMING FROM RENEWABLE SOURCES**

(Reported scope)

Territory	2019	2018	2017
France-Belgium	74%	56%	19%
Italy	63%	59%	63%
Scandinavia	96%	86%	78%
Iberia	94%	85%	80%
Central Europe & Other	63%	21%	32%
Netherlands	100%	100%	86%
Germany	52%	43%	19%
<b>GROUP TOTAL</b>	<b>75%</b>	<b>60%</b>	<b>49%</b>

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.  
Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1.2 of the 2019 Klépierre Universal Registration Document.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Greenhouse Gas Emissions

### ► BREAKDOWN OF RENEWABLE ENERGY SOURCES

(Reported scope)

		France-Belgium	Italy	Scandinavia	Iberia	Central Europe & Other	Netherlands	Germany	GROUP TOTAL
Electricity consumption	Bio fuel	0%	4%	0%	0%	0%	0%	1%	1%
	Geothermal	0%	0%	0%	0%	0%	0%	0%	0%
	Hydroelectricity	96%	4%	100%	35%	14%	43%	6%	54%
	Photovoltaic solar energy	0%	7%	0%	0%	2%	0%	0%	2%
	Solar thermal	0%	0%	0%	0%	14%	0%	0%	1%
	Wind power	2%	1%	0%	65%	35%	51%	5%	13%
	Wood biomass	0%	0%	0%	0%	0%	7%	0%	0%
	Other	0%	66%	0%	0%	19%	0%	88%	22%
	<b>GRAND TOTAL</b>	<b>98%</b>	<b>81%</b>	<b>100%</b>	<b>100%</b>	<b>84%</b>	<b>100%</b>	<b>100%</b>	<b>93%</b>
Urban heating consumption	Combustion of waste	21%	N/A	29%	N/A	0%	100%	2%	20%
	Geothermal	0%	N/A	0%	N/A	0%	0%	0%	0%
	Wood biomass	28%	N/A	42%	N/A	8%	0%	11%	26%
	Other	2%	N/A	15%	N/A	3%	0%	1%	6%
	<b>GRAND TOTAL</b>	<b>51%</b>	<b>0%</b>	<b>86%</b>	<b>0%</b>	<b>11%</b>	<b>100%</b>	<b>13%</b>	<b>52%</b>
Urban cooling consumption	Bio fuel	0%	N/A	0%	N/A	N/A	0%	0%	0%
	Geothermal	0%	N/A	22%	N/A	N/A	0%	0%	4%
	Hydroelectricity	10%	N/A	78%	N/A	N/A	0%	0%	20%
	Photovoltaic solar energy	0%	N/A	0%	N/A	N/A	0%	0%	0%
	Solar thermal	3%	N/A	0%	N/A	N/A	0%	0%	1%
	Wind power	5%	N/A	0%	N/A	N/A	0%	0%	2%
	Other	0%	N/A	0%	N/A	N/A	100%	0%	5%
	<b>GRAND TOTAL</b>	<b>18%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>33%</b>
<b>TOTAL SHARE OF RENEWABLE ENERGY</b>		<b>74%</b>	<b>63%</b>	<b>96%</b>	<b>94%</b>	<b>63%</b>	<b>100%</b>	<b>52%</b>	<b>75%</b>

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 10 managed-only shopping centers.

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.1.2 of the 2019 Klépierre Universal Registration Document.

## 1.2 GREENHOUSE GAS EMISSIONS

This section sets out the Group's total greenhouse gas (GHG) emissions production. 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, defined as follows:

Scope 1: All direct GHG emissions. Within the Klépierre portfolio, this includes all gas, heating oil/diesel, company car and refrigerant gas consumption by the center's common equipment.

Scope 2: Indirect GHG emissions from the consumption of purchased electricity, urban 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, coming 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 2018 data and a breakdown by territory. The data provided is not weather-adjusted.

## 1.2.1 Location-based direct greenhouse gas emissions and intensity (scopes 1 and 2)

### ► TOTAL DIRECT GHG EMISSIONS

(Reported scope)

Indicators	Territory	2019	2018*	Change 2019/2018
Total Scope 1 emissions (in tCO <sub>2</sub> )	France-Belgium	3,937	3,398	+16%
	Italy	5,966	4,983	+20%
	Scandinavia	526	197	+167%
	Iberia	1,096	572	+92%
	Central Europe & Other	1,018	1,798	-43%
	Netherlands	5	0	N/A
	Germany	642	0	N/A
	<b>GROUP TOTAL</b>	<b>13,190</b>	<b>10,947</b>	<b>+20%</b>
Total Scope 2 emissions (in tCO <sub>2</sub> )	France-Belgium	4,981	5,907	-16%
	Italy	23,966	30,031	-20%
	Scandinavia	2,772	3,640	-24%
	Iberia	10,215	11,541	-11%
	Central Europe & Other	17,309	22,004	-21%
	Netherlands	2,199	2,372	-7%
	Germany	5,712	6,039	-5%
	<b>GROUP TOTAL</b>	<b>67,155</b>	<b>81,534</b>	<b>-18%</b>
Total Scope 1 + 2 emissions (in tCO <sub>2</sub> )	France-Belgium	8,918	9,305	-4%
	Italy	29,933	35,014	-15%
	Scandinavia	3,299	3,837	-14%
	Iberia	11,310	12,113	-7%
	Central Europe & Other	18,328	23,802	-23%
	Netherlands	2,204	2,372	-7%
	Germany	6,354	6,039	+5%
	<b>GROUP TOTAL</b>	<b>80,345</b>	<b>92,481</b>	<b>-13%</b>

\* Refrigerant leaks were omitted from 2018 reported scope.

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

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

### ► GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2019	2018	Change 2019/2018
Scope 1 + 2 intensity (kgCO <sub>2</sub> /sq.m.)	France-Belgium	7	8	-9%
	Italy	44	48	-8%
	Scandinavia	5	5	-10%
	Iberia	34	37	-8%
	Central Europe & Other	42	41	+3%
	Netherlands	23	25	-8%
	Germany	23	22	+4%
	<b>TOTAL</b>	<b>21</b>	<b>24</b>	<b>-11%</b>

EPRA indicator: GHG-Int-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Greenhouse Gas Emissions

### ► TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2019	2018*	Change 2019/2018
Total Scope 1 emissions (in tCO <sub>2</sub> )	France-Belgium	3,830	3,896	-2%
	Italy	5,966	5,273	+13%
	Scandinavia	526	384	+37%
	Iberia	1,096	1,021	+7%
	Central Europe & Other	1,018	847	+20%
	Netherlands	5	5	-6%
	Germany	642	9	+7,165%**
	<b>GROUP TOTAL</b>		<b>13,084</b>	<b>11,435</b>
Total Scope 2 emissions (in tCO <sub>2</sub> )	France-Belgium	4,970	5,880	-15%
	Italy	23,966	27,315	-12%
	Scandinavia	2,772	3,424	-19%
	Iberia	10,215	11,560	-12%
	Central Europe & Other	17,309	18,347	-6%
	Netherlands	2,199	2,372	-7%
	Germany	5,712	6,039	-5%
	<b>GROUP TOTAL</b>		<b>67,143</b>	<b>74,783</b>
Total Scope 1 + 2 emissions (in tCO <sub>2</sub> )	France-Belgium	8,800	9,776	-10%
	Italy	29,933	32,588	-8%
	Scandinavia	3,299	3,808	-13%
	Iberia	11,310	12,581	-10%
	Central Europe & Other	18,328	19,194	-5%
	Netherlands	2,204	2,378	-7%
	Germany	6,354	6,048	5%
	<b>GROUP TOTAL</b>		<b>80,227</b>	<b>86,218</b>

\* Refrigerant leaks included in 2018 like-for-like scope.

\*\* This percentage increase is not a reflection of increased consumption, but the result of refrigerant leakages in 2019.

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

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

### ► GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Scope 1 + 2 intensity (kgCO <sub>2</sub> /sq.m.)	France-Belgium	7	8	-11%
	Italy	44	48	-9%
	Scandinavia	5	5	-12%
	Iberia	34	38	-10%
	Central Europe & Other	42	44	-5%
	Netherlands	23	25	-7%
	Germany	23	22	+5%
	<b>GROUP TOTAL</b>		<b>21</b>	<b>23</b>

EPRA indicator: GHG-Int-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

## 1.2.2 Market-based direct greenhouse gas emissions and intensity (scopes 1 and 2)

### ► TOTAL DIRECT GHG EMISSIONS

(Reported scope)

Indicator	Territory	2019	2018*	Change 2019/2018
Total Scope 1 emissions (in tCO <sub>2</sub> )	France-Belgium	3,937	3,398	+16%
	Italy	5,966	4,983	+20%
	Scandinavia	526	197	+167%
	Iberia	1,096	572	+92%
	Central Europe & Other	1,018	1,798	-43%
	Netherlands	5	0	N/A
	Germany	642	0	N/A
	<b>GROUP TOTAL</b>	<b>13,190</b>	<b>10,947</b>	<b>+20%</b>
Total Scope 2 emissions (in tCO <sub>2</sub> )	France-Belgium	1,201	2,609	-54%
	Italy	7,020	12,274	-43%
	Scandinavia	1,811	3,602	-50%
	Iberia	0	3,481	-100%
	Central Europe & Other	10,853	21,280	-49%
	Netherlands	61	66	-8%
	Germany	608	1,888	-68%
	<b>GROUP TOTAL</b>	<b>21,553</b>	<b>45,200</b>	<b>-52%</b>
Total Scope 1 + 2 emissions (in tCO <sub>2</sub> )	France-Belgium	5,137	6,007	-14%
	Italy	12,986	17,257	-25%
	Scandinavia	2,337	3,799	-38%
	Iberia	1,096	4,053	-73%
	Central Europe & Other	11,871	23,078	-49%
	Netherlands	66	66	0%
	Germany	1,249	1,888	-34%
	<b>GROUP TOTAL</b>	<b>34,743</b>	<b>56,147</b>	<b>-38%</b>

\* Refrigerant leaks were omitted from 2018 reported scope.

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

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

### ► GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2019	2018	Change 2019/2018
Scope 1 + 2 intensity (kgCO <sub>2</sub> /sq.m.)	France-Belgium	4	5	-16%
	Italy	19	24	-20%
	Scandinavia	3	5	-36%
	Iberia	3	12	-72%
	Central Europe & Other	27	39	-30%
	Netherlands	1	1	-32%
	Germany	4	7	-36%
	<b>GROUP TOTAL</b>	<b>9</b>	<b>14</b>	<b>-34%</b>

EPRA indicator: GHG-Int-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Greenhouse Gas Emissions

### ► TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2019	2018*	Change 2019/2018
Total Scope 1 emissions (in tCO <sub>2</sub> )	France-Belgium	3,830	3,896	-2%
	Italy	5,966	5,273	+13%
	Scandinavia	526	384	+37%
	Iberia	1,096	1,021	+7%
	Central Europe & Other	1,018	847	+20%
	Netherlands	5	5	-8%
	Germany	642	9	+7,161%**
<b>GROUP TOTAL</b>		<b>13,084</b>	<b>11,435</b>	<b>+14%</b>
Total Scope 2 emissions (in tCO <sub>2</sub> )	France-Belgium	1,189	2,602	-54%
	Italy	7,020	9,367	-25%
	Scandinavia	1,811	2,828	-36%
	Iberia	0	3,484	-100%
	Central Europe & Other	10,853	17,621	-38%
	Netherlands	61	66	-8%
	Germany	608	1,888	-68%
<b>GROUP TOTAL</b>		<b>21,541</b>	<b>37,856</b>	<b>-43%</b>
Total Scope 1 + 2 emissions (in tCO <sub>2</sub> )	France-Belgium	5,019	6,498	-23%
	Italy	12,986	14,641	-11%
	Scandinavia	2,337	3,212	-27%
	Iberia	1,096	4,504	-76%
	Central Europe & Other	11,871	18,467	-36%
	Netherlands	66	72	-8%
	Germany	1,249	1,897	-34%
<b>GROUP TOTAL</b>		<b>34,625</b>	<b>49,291</b>	<b>-30%</b>

\* Refrigerant leaks included in 2018 like-for-like scope.

\*\* This percentage increase is not a reflection of increased consumption, but the result of refrigerant leakages in 2019.

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

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nimes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.

### ► GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Scope 1 + 2 intensity (kgCO <sub>2</sub> /sq.m.)	France-Belgium	4	5	-24%
	Italy	19	22	-12%
	Scandinavia	3	4	-26%
	Iberia	3	14	-76%
	Central Europe & Other	27	42	-36%
	Netherlands	1	1	-8%
	Germany	4	7	-34%
<b>GROUP TOTAL</b>		<b>9</b>	<b>13</b>	<b>-30%</b>

EPRA indicator: GHG-Int-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nimes Étoile (Nîmes, France)).

Coverage rate: 95.7% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.1 of the 2019 Klépierre Universal Registration Document.



### 1.2.3 Location-based indirect greenhouse gas emissions and intensity (scope 3)

► **TOTAL INDIRECT GHG EMISSIONS**

(Reported scope)

Indicator	Territory	2019	2018
Scope 3 direct leverage (in tCO <sub>2</sub> )	France-Belgium	10,954	N/A
	Italy	12,655	N/A
	Scandinavia	2,636	N/A
	Iberia	5,309	N/A
	Central Europe & Other	6,144	N/A
	Netherlands	1,085	N/A
	Germany	1,379	N/A
	<b>GROUP TOTAL</b>	<b>99,616</b>	<b>98,166</b>
Scope 3 indirect leverage (in tCO <sub>2</sub> )	France-Belgium	428,542	428,817
	Italy	486,665	558,842
	Scandinavia	126,429	161,587
	Iberia	193,775	218,786
	Central Europe & Other	143,692	185,341
	Netherlands	24,081	24,025
	Germany	55,774	72,612
	<b>GROUP TOTAL</b>	<b>1,458,957</b>	<b>1,650,009</b>
Total Scope 3 emissions (in tCO <sub>2</sub> )	France-Belgium	439,495	N/A
	Italy	499,321	N/A
	Scandinavia	129,065	N/A
	Iberia	199,084	N/A
	Central Europe & Other	149,835	N/A
	Netherlands	25,166	N/A
	Germany	57,153	N/A
	<b>GROUP TOTAL</b>	<b>1,558,573</b>	<b>1,748,175</b>

EPRA indicator: GHG-Indir-Abs.

Scope: 122 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.2 of the 2019 Klépierre Universal Registration Document.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Greenhouse Gas Emissions

### ► TOTAL INDIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Scope 3 direct leverage (in tCO <sub>2</sub> )	France-Belgium	10,934	24,835	-56%
	Italy	12,655	9,528	+33%
	Scandinavia	2,636	2,740	-4%
	Iberia	5,309	5,446	-3%
	Central Europe & Other	6,144	6,456	-5%
	Netherlands	1,085	1,129	-4%
	Germany	1,379	1,445	-5%
	<b>GROUP TOTAL</b>		<b>99,596</b>	<b>101,739</b>
Scope 3 indirect leverage (in tCO <sub>2</sub> )	France-Belgium	428,464	437,463	-2%
	Italy	486,665	497,236	-2%
	Scandinavia	126,429	124,578	+1%
	Iberia	193,775	209,245	-7%
	Central Europe & Other	143,692	149,126	-4%
	Netherlands	24,081	23,845	+1%
	Germany	55,774	59,819	-7%
	<b>GROUP TOTAL</b>		<b>1,458,880</b>	<b>1,501,312</b>
Total Scope 3 emissions (in tCO <sub>2</sub> )	France-Belgium	439,398	462,297	-5%
	Italy	499,321	506,763	-1%
	Scandinavia	129,065	127,318	+1%
	Iberia	199,084	214,691	-7%
	Central Europe & Other	149,835	155,581	-4%
	Netherlands	25,166	24,974	+1%
	Germany	57,153	61,265	-7%
	<b>GROUP TOTAL</b>		<b>1,558,476</b>	<b>1,603,051</b>

EPRA indicator: GHG-Indir-LfL.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and La Madeleine (Chartres, France)) + 4 managed-only shopping centers (excluding Île Napoléon (Mulhouse-Illzach, France); Grand Quétigny (Quétigny, France); Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Océane (Gonfreville, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 95.8% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.1.2.2 of the 2019 Klépierre Universal Registration Document.

## 1.3 WATER

This section takes into account the total water consumed at the shopping center, including common spaces, facilities, tenanted spaces, green spaces, cooling towers and headquarters consumption, to the

extent that they are located within the center itself. This also includes the volumes of consumed pumped water and re-used water (including rainwater, greywater and boreholes).

### 1.3.1 Total water consumption

#### ► TOTAL WATER CONSUMPTION (in cu.m.)

(Reported scope)

Territory	2019	2018
France-Belgium	1,134,810	1,043,833
Italy	1,139,894	1,329,028
Scandinavia	336,343	372,966
Iberia	384,115	401,117
Central Europe & Other	454,716	595,898
Netherlands	23,799	23,708
Germany	120,911	128,198
<b>GROUP TOTAL</b>	<b>3,594,588</b>	<b>3,894,748</b>

EPRA indicator: Water-Abs.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and Il Destriero (Vittuone, Italy)) + 10 managed-only shopping centers.

Coverage rate: 95.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.3 of the 2019 Klépierre Universal Registration Document.

#### ► TOTAL WATER CONSUMPTION (in cu.m.)

(Like-for-like scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	1,122,510	1,094,018	+2.6%
Italy	1,139,894	1,234,279	-7.6%
Scandinavia	336,343	381,221	-11.8%
Iberia	384,115	401,117	-4.2%
Central Europe & Other	454,716	466,243	-2.5%
Netherlands	23,799	23,993	-0.8%
Germany	120,911	128,198	-5.7%
<b>GROUP TOTAL</b>	<b>3,582,288</b>	<b>3,729,070</b>	<b>-3.9%</b>

EPRA indicator: Water-Lfl.

Scope: 120 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands); Il Destriero (Vittuone, Italy) and La Madeleine (Chartres, France))

+ 9 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France)).

Coverage rate: 95.3% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.3 of the 2019 Klépierre Universal Registration Document.

## 1.3.2 Total water intensity

### ▶ TOTAL BUILDING WATER INTENSITY (in l/visit)

(Reported scope)

Territory	2019	2018
France-Belgium	3.63	3.71
Italy	8.01	8.36
Scandinavia	3.99	4.37
Iberia	3.62	3.91
Central Europe & Other	5.67	5.46
Netherlands	1.48	1.48
Germany	3.77	4.00
<b>GROUP TOTAL</b>	<b>4.66</b>	<b>4.96</b>

EPRA indicator: Water-Int-Abs.

Scope: 121 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands) and Il Destriero (Vittuone, Italy)) + 10 managed-only shopping centers.

Coverage rate: 95.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.3 of the 2019 Klépierre Universal Registration Document.

### ▶ TOTAL BUILDING WATER INTENSITY (in l/visit)

(Like-for-like scope)

Territory	2019	2018	Change 2019/2018
France-Belgium	3.64	3.51	+3.7%
Italy	8.01	8.56	-6.4%
Scandinavia	3.99	4.47	-10.8%
Iberia	3.62	3.92	-7.8%
Central Europe & Other	5.67	5.77	-1.7%
Netherlands	1.48	1.50	-1.4%
Germany	3.77	4.00	-5.8%
<b>GROUP TOTAL</b>	<b>4.66</b>	<b>4.85</b>	<b>-3.8%</b>

EPRA indicator: Water-Int-LfL.

Scope: 120 owned and managed shopping centers (excluding Hoog Catharijne (Utrecht, Netherlands); Il Destriero (Vittuone, Italy) and La Madeleine (Chartres, France)) + 9 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France)).

Coverage rate: 95.3% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.3 of the 2019 Klépierre Universal Registration Document.

## 1.4 WASTE

Since the end of 2017, the Group has set key performance indicators for 2022 in order to reduce the amount of waste sent to landfill and increase the volume 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: "recycled", "reused", "composed" or "other material recovery". Waste enhanced by energy recovery is waste used for "incineration with energy recovery", "anaerobic digestion", or "other form 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".

## 1.4.1 Waste Destination

## ► TOTAL WEIGHT AND SHARE OF WASTE BY DISPOSAL ROUTE

*(Reported scope)*

Indicator	Territory	2019	2018
Total waste (in tons)	France-Belgium	23,111	23,299
	Italy	10,715	12,086
	Scandinavia	10,342	9,874
	Iberia	11,061	10,335
	Central Europe & Other	5,680	7,458
	Netherlands	3,343	3,619
	Germany	959	974
	<b>GROUP TOTAL</b>		<b>65,211</b>
Recycled (%)	France-Belgium	31%	30%
	Italy	44%	39%
	Scandinavia	42%	42%
	Iberia	28%	33%
	Central Europe & Other	39%	32%
	Netherlands	25%	52%
	Germany	33%	32%
	<b>GROUP TOTAL</b>		<b>35%</b>
Reused (%)	France-Belgium	0%	0%
	Italy	0%	10%
	Scandinavia	0%	1%
	Iberia	0%	0%
	Central Europe & Other	0%	4%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>		<b>0%</b>
Other form of material recovery (%)	France-Belgium	0%	10%
	Italy	6%	13%
	Scandinavia	1%	1%
	Iberia	7%	5%
	Central Europe & Other	1%	8%
	Netherlands	0%	0%
	Germany	9%	8%
	<b>GROUP TOTAL</b>		<b>3%</b>
Composted (%)	France-Belgium	0%	0%
	Italy	9%	10%
	Scandinavia	5%	8%
	Iberia	2%	13%
	Central Europe & Other	2%	1%
	Netherlands	1%	2%
	Germany	9%	9%
	<b>GROUP TOTAL</b>		<b>3%</b>

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Waste

Indicator	Territory	2019	2018
Anaerobic digestion (%)	France-Belgium	4%	1%
	Italy	0%	0%
	Scandinavia	9%	5%
	Iberia	4%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	2%	4%
	<b>GROUP TOTAL</b>	<b>3%</b>	<b>1%</b>
Incinerated with energy recovery (%)	France-Belgium	61%	53%
	Italy	12%	5%
	Scandinavia	43%	43%
	Iberia	17%	35%
	Central Europe & Other	15%	18%
	Netherlands	73%	44%
	Germany	47%	47%
	<b>GROUP TOTAL</b>	<b>39%</b>	<b>36%</b>
Other form of energy recovery (%)	France-Belgium	2%	1%
	Italy	17%	3%
	Scandinavia	0%	1%
	Iberia	11%	0%
	Central Europe & Other	3%	0%
	Netherlands	1%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>6%</b>	<b>1%</b>
Incinerated without energy recovery (%)	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	4%
	Netherlands	0%	2%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>0%</b>	<b>1%</b>
Landfill (%)	France-Belgium	2%	4%
	Italy	12%	20%
	Scandinavia	0%	0%
	Iberia	31%	14%
	Central Europe & Other	39%	38%
	Netherlands	0%	2%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>11%</b>	<b>12%</b>

EPRA indicator: Waste-Abs.

Scope: 113 shopping centers owned and managed (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy) and Belforte (Varese, Italy)) + 9 managed-only shopping centers (excluding Nimes Étoile (Nîmes, France)).

Coverage rate: 96.9% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration Document.

## ► TOTAL WEIGHT AND SHARE OF WASTE BY DISPOSAL ROUTE

*(Like-for-like scope)*

Indicator	Territory	2019	2018
Total waste (In tons)	France-Belgium	22,997	23,787
	Italy	10,715	10,760
	Scandinavia	10,342	9,920
	Iberia	11,061	10,160
	Central Europe & Other	5,680	5,604
	Netherlands	3,343	3,650
	Germany	959	974
	<b>GROUP TOTAL</b>		<b>65,097</b>
Recycled (%)	France-Belgium	31%	29%
	Italy	44%	43%
	Scandinavia	42%	42%
	Iberia	28%	29%
	Central Europe & Other	39%	41%
	Netherlands	25%	34%
	Germany	33%	32%
	<b>GROUP TOTAL</b>		<b>35%</b>
Reused (%)	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	1%
	Iberia	0%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>		<b>0%</b>
Other form of material recovery (%)	France-Belgium	0%	10%
	Italy	6%	6%
	Scandinavia	1%	1%
	Iberia	7%	6%
	Central Europe & Other	1%	1%
	Netherlands	0%	0%
	Germany	9%	8%
	<b>GROUP TOTAL</b>		<b>3%</b>
Composted (%)	France-Belgium	0%	0%
	Italy	9%	11%
	Scandinavia	5%	6%
	Iberia	2%	2%
	Central Europe & Other	2%	2%
	Netherlands	1%	1%
	Germany	9%	9%
	<b>GROUP TOTAL</b>		<b>3%</b>

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Waste

Indicator	Territory	2019	2018
Anaerobic digestion (%)	France-Belgium	3%	2%
	Italy	0%	0%
	Scandinavia	9%	6%
	Iberia	4%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	2%	4%
	<b>GROUP TOTAL</b>	<b>3%</b>	<b>2%</b>
Incinerated with energy recovery (%)	France-Belgium	61%	55%
	Italy	12%	8%
	Scandinavia	43%	44%
	Iberia	17%	16%
	Central Europe & Other	15%	14%
	Netherlands	73%	64%
	Germany	47%	47%
	<b>GROUP TOTAL</b>	<b>39%</b>	<b>36%</b>
Other form of energy recovery (%)	France-Belgium	2%	1%
	Italy	17%	19%
	Scandinavia	0%	1%
	Iberia	11%	3%
	Central Europe & Other	3%	2%
	Netherlands	1%	1%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>6%</b>	<b>4%</b>
Incinerated without energy recovery (%)	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	1%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>0%</b>	<b>0%</b>
Landfill (%)	France-Belgium	2%	3%
	Italy	12%	13%
	Scandinavia	0%	0%
	Iberia	31%	43%
	Central Europe & Other	39%	40%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>11%</b>	<b>14%</b>

EPRA indicator: Waste-LfL.

Scope: 113 owned and managed shopping centers (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy) and Belforte (Varese, Italy)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Nîmes Étoile (Nîmes, France)).

Coverage rate: 96.9% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration Document.



► **SHARE OF WASTE DIVERTED FROM LANDFILL**

(Reported scope)

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

Scope: 107 owned and managed shopping centers (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy); Belforte (Varese, Italy); Meridiano (Santa Cruz de Tenerife, Spain); Adacenter (Adapazari, Turkey); Tekira (Tekirdag, Turkey); Anatolium (Bursa, Turkey); Teras Park (Denizli, Turkey) and Tarsu (Tarsus, Turkey)) + 8 managed-only shopping centers (excluding Nîmes Étoile (Nîmes, France) and Akmerkez (Istanbul, Turkey)). Coverage rate: 94.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration Document.

► **SHARE OF WASTE DIVERTED FROM LANDFILL**

(Like-for-like scope)

Territory	2019	2018
France-Belgium	98%	97%
Italy	88%	87%
Scandinavia	100%	100%
Iberia	78%	65%
Central Europe & Other	92%	89%
Netherlands	100%	100%
Germany	100%	100%
<b>GROUP TOTAL</b>	<b>93%</b>	<b>91%</b>

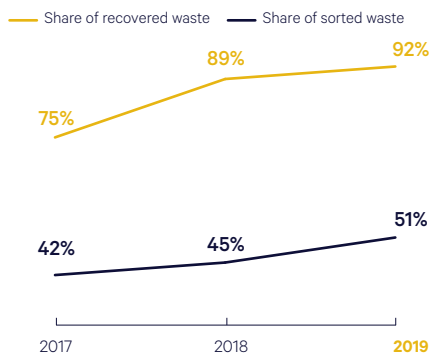
Scope: 107 owned and managed shopping centers (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy); Belforte (Varese, Italy); Meridiano (Santa Cruz de Tenerife, Spain); Adacenter (Adapazari, Turkey); Tekira (Tekirdag, Turkey); Anatolium (Bursa, Turkey); Teras Park (Denizli, Turkey) and Tarsu (Tarsus, Turkey)) + 8 managed-only shopping centers (excluding Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France); Nîmes Étoile (Nîmes, France) and Akmerkez (Istanbul, Turkey)).

Coverage rate: 94.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration Document.

► **CHANGE IN SHARE OF RECOVERED AND SORTED WASTE**

(Reported scope)



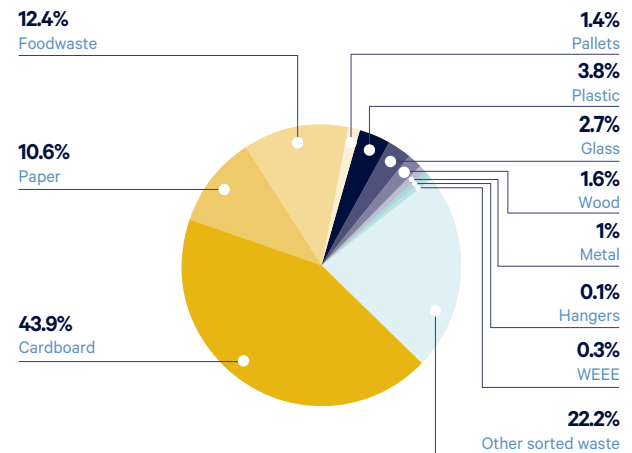
Scope: 107 owned and managed shopping centers (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy); Belforte (Varese, Italy); Meridiano (Santa Cruz de Tenerife, Spain); Adacenter (Adapazari, Turkey); Tekira (Tekirdag, Turkey); Anatolium (Bursa, Turkey); Teras Park (Denizli, Turkey) and Tarsu (Tarsus, Turkey)) + 8 managed-only shopping centers (excluding Nîmes Étoile (Nîmes, France) and Akmerkez (Istanbul, Turkey)). Coverage rate: 94.4% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration Document.

1.4.2 Waste types

► **BREAKDOWN OF SORTED WASTE BY TYPE**

(Reported scope)



The vast majority of waste that the Group manages in shopping centers comes from the logistics of retailers; mainly cardboard, paper, pallets and plastic. Thanks to special attention paid to sorting with our food & beverage tenants, the share of sorted food waste reaches 10% of sorted tonnage. For further narrative on our performance, please see section 4.2.2.1 of the 2019 Klépierre Universal Registration document. Scope: 118 shopping centers owned and managed (excluding La Madeleine (Chartres, France); Königsgalerie (Duisburg, Germany); Champ-de-Mars (Angoulême, France); Saint-Christoly (Bordeaux, France); Victor-Hugo (Valence, France); Alle Valli (Bergamo, Seriate, Italy); Shopville Gran Reno (Bologna, Italy); Cavallino (Lecce, Italy); Grand Emilia (Modena, Italy); Belforte (Varese, Italy)); + 4 managed-only shopping centers (excluding Nîmes Étoile (Nîmes, France)). Coverage rate: 95.5% of shopping centers owned and managed.

## 1.5 MOBILITY

Klépierre regularly monitors mobility patterns at its centers, focusing in particular on the percentage of centers accessible via public transportation, 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.

### 1.5.1 Visitor travel mode

#### ► VISITOR TRAVEL MODE (2019)

(Reported scope)

Territory	By car	By public transport	By soft mobility
France-Belgium	56%	25%	19%
Italy	92%	5%	3%
Scandinavia	46%	31%	22%
Iberia	64%	20%	16%
Central Europe & Other	37%	41%	22%
Netherlands	24%	46%	31%
Germany	36%	45%	19%
<b>GROUP TOTAL</b>	<b>58%</b>	<b>25%</b>	<b>17%</b>

Scope: 121 owned and managed shopping centers (excluding La Madeleine (Chartres, France) and Grand Littoral (Marseille, France)) + 7 managed-only shopping centers (excluding Saint-Jacques (Beaune, France); Aulnoy-lez-Valenciennes (Aulnoy-lez-Valenciennes, France) and Océane (Gonfreville, France)).  
Coverage rate: 99.0% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.4 of the 2019 Klépierre Universal Registration Document.

### 1.5.2 Specific mobility services

#### ► SHARE OF PORTFOLIO WITH SPECIFIC MOBILITY SERVICES IN PLACE (2019)

(Reported scope)

Territory	Accessible via public transportation	Space reserved for cyclists	Electric car charging station
France-Belgium	100%	98%	51%
Italy	89%	99%	35%
Scandinavia	100%	100%	98%
Iberia	100%	100%	73%
Central Europe & Other	100%	100%	71%
Netherlands	100%	100%	97%
Germany	100%	100%	30%
<b>GROUP TOTAL</b>	<b>98%</b>	<b>99%</b>	<b>60%</b>

Scope: 123 owned and managed shopping centers (excluding La Madeleine (Chartres, France)) + 10 managed-only shopping centers.  
Coverage rate: 99.9% of owned and managed shopping centers.

For a narrative on our performance, please see section 4.2.4 of the 2019 Klépierre Universal Registration Document.

## 1.6 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 having obtained sustainable development certification by 2022. For a narrative on this specific performance, please see section 4.2.3 of the 2019 Klépierre 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 58% of centers certified BREEAM In-Use Part 2 (43%), 45 centers (33%) certified ISO 14001, and a further 5 centers (4%) certified ISO 50001.

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 4.2.3.2 of the 2019 Klépierre Universal Registration Document.

### 1.6.1 Total sustainable certification

#### ► SHARE OF PORTFOLIO WITH SUSTAINABLE CERTIFICATION (2019)\*

(Reported scope)

Territory	Number of centers	Share in total value
France-Belgium	54	100%
Italy	31	100%
Scandinavia	18	100%
Iberia	11	100%
Central Europe & Other	13	100%
Netherlands	4	100%
Germany	5	100%
<b>GROUP TOTAL</b>	<b>136</b>	<b>100%</b>

\*Sustainable certifications: BREEAM In-Use, ISO 14001 and/or ISO 50001.

EPRA indicator: Cert-Tot

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.

Coverage rate: 99.2% of owned and managed shopping centers.

#### ► SHARE OF PORTFOLIO WITH SUSTAINABLE CERTIFICATION\*

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Share by value	France-Belgium	100%	54%	+46%
	Italy	100%	44%	+56%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	81%	+19%
	Netherlands	100%	100%	0%
	Germany	100%	89%	+11%
	<b>GROUP TOTAL</b>	<b>100%</b>	<b>70%</b>	<b>+30%</b>
Share by number of centers	France-Belgium	100%	39%	+61%
	Italy	100%	24%	+76%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	62%	+38%
	Netherlands	100%	100%	0%
	Germany	100%	60%	+40%
	<b>GROUP TOTAL</b>	<b>100%</b>	<b>55%</b>	<b>+45%</b>
Share by floor area	France-Belgium	100%	44%	+56%
	Italy	100%	43%	+57%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	100%	77%	+23%
	Netherlands	100%	100%	0%
	Germany	100%	81%	+19%
	<b>GROUP TOTAL</b>	<b>100%</b>	<b>69%</b>	<b>+31%</b>

\*Sustainable certifications: BREEAM In-Use, ISO 14001 and/or ISO 50001.

EPRA indicator: Cert-Tot

Scope: 121 owned and managed shopping centers (excluding La Madeleine (Chartres, France) and Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers.

Coverage rate: 99.1% of owned and managed shopping centers.

## 1.6.2 BREEAM In-Use Part 1 certification

### ► BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY VALUE

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>0%</b>	<b>0%</b>
Certified "Good"	France-Belgium	5%	2%
	Italy	2%	9%
	Scandinavia	0%	0%
	Iberia	0%	4%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	67%	0%
	<b>GROUP TOTAL</b>	<b>5%</b>	<b>3%</b>
Certified "Very Good"	France-Belgium	79%	40%
	Italy	98%	19%
	Scandinavia	73%	0%
	Iberia	100%	91%
	Central Europe & Other	7%	14%
	Netherlands	100%	0%
	Germany	33%	33%
	<b>GROUP TOTAL</b>	<b>79%</b>	<b>30%</b>
Certified "Excellent"	France-Belgium	15%	12%
	Italy	0%	0%
	Scandinavia	27%	0%
	Iberia	0%	0%
	Central Europe & Other	93%	41%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>15%</b>	<b>7%</b>

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.  
Coverage rate: 99.2% of owned and managed shopping centers.

► **BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY NUMBER OF CENTERS**

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	2%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>1%</b>	<b>0%</b>
Certified "Good"	France-Belgium	20%	20%
	Italy	3%	7%
	Scandinavia	0%	0%
	Iberia	9%	9%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	80%	0%
	<b>GROUP TOTAL</b>	<b>13%</b>	<b>4%</b>
Certified "Very Good"	France-Belgium	72%	8%
	Italy	97%	7%
	Scandinavia	78%	0%
	Iberia	91%	64%
	Central Europe & Other	23%	11%
	Netherlands	100%	0%
	Germany	20%	20%
	<b>GROUP TOTAL</b>	<b>74%</b>	<b>21%</b>
Certified "Excellent"	France-Belgium	6%	80%
	Italy	0%	0%
	Scandinavia	22%	0%
	Iberia	0%	0%
	Central Europe & Other	77%	6%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>13%</b>	<b>2%</b>

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.

Coverage rate: 99.2% of owned and managed shopping centers.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Certifications

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

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>0%</b>	<b>0%</b>
Certified "Good"	France-Belgium	14%	0%
	Italy	3%	8%
	Scandinavia	0%	0%
	Iberia	8%	6%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	69%	0%
	<b>GROUP TOTAL</b>	<b>10%</b>	<b>3%</b>
Certified "Very Good"	France-Belgium	77%	14%
	Italy	97%	17%
	Scandinavia	74%	0%
	Iberia	92%	74%
	Central Europe & Other	20%	11%
	Netherlands	100%	0%
	Germany	31%	31%
	<b>GROUP TOTAL</b>	<b>75%</b>	<b>25%</b>
Certified "Excellent"	France-Belgium	8%	0%
	Italy	0%	0%
	Scandinavia	26%	0%
	Iberia	0%	0%
	Central Europe & Other	80%	9%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>15%</b>	<b>3%</b>

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.

Coverage rate: 99.2% of owned and managed shopping centers.

### 1.6.3 BREEAM In-Use Part 2 certification

► **BREAKDOWN OF BREEAM IN-USE PART 2 CERTIFICATION BY VALUE**

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	0%	2%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	11%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	30%	0%
	<b>GROUP TOTAL</b>	<b>1%</b>	<b>2%</b>
Certified "Good"	France-Belgium	9%	3%
	Italy	5%	0%
	Scandinavia	0%	0%
	Iberia	4%	0%
	Central Europe & Other	0%	0%
	Netherlands	100%	0%
	Germany	33%	33%
	<b>GROUP TOTAL</b>	<b>11%</b>	<b>3%</b>
Certified "Very Good"	France-Belgium	69%	22%
	Italy	0%	22%
	Scandinavia	0%	0%
	Iberia	12%	84%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>26%</b>	<b>20%</b>
Certified "Excellent"	France-Belgium	24%	27%
	Italy	0%	6%
	Scandinavia	0%	0%
	Iberia	84%	0%
	Central Europe & Other	47%	55%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>20%</b>	<b>15%</b>

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.  
Coverage rate: 99.2% of owned and managed shopping centers.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Certifications

### ► BREAKDOWN OF BREEAM IN-USE PART 2 CERTIFICATION BY NUMBER OF CENTERS

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	0%	2%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	18%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	20%	0%
	<b>GROUP TOTAL</b>		<b>1%</b>
Certified "Good"	France-Belgium	17%	7%
	Italy	3%	0%
	Scandinavia	0%	0%
	Iberia	9%	0%
	Central Europe & Other	0%	0%
	Netherlands	100%	0%
	Germany	20%	20%
	<b>GROUP TOTAL</b>		<b>12%</b>
Certified "Very Good"	France-Belgium	52%	17%
	Italy	0%	10%
	Scandinavia	0%	0%
	Iberia	18%	55%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>		<b>22%</b>
Certified "Excellent"	France-Belgium	7%	13%
	Italy	0%	3%
	Scandinavia	0%	0%
	Iberia	55%	0%
	Central Europe & Other	8%	17%
	Netherlands	0%	0%
	Germany	0%	0%
	<b>GROUP TOTAL</b>		<b>4%</b>

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.

Coverage rate: 99.2% of owned and managed shopping centers.



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

(Reported scope)

Indicator	Territory	2019	2018
Certified "Pass"	France-Belgium	0%	2%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	18%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	26%	0%
	<b>GROUP TOTAL</b>	<b>1%</b>	<b>3%</b>
Certified "Good"	France-Belgium	17%	4%
	Italy	3%	0%
	Scandinavia	0%	0%
	Iberia	6%	0%
	Central Europe & Other	0%	0%
	Netherlands	100%	0%
	Germany	31%	31%
<b>GROUP TOTAL</b>	<b>15%</b>	<b>3%</b>	
Certified "Very Good"	France-Belgium	54%	18%
	Italy	0%	19%
	Scandinavia	0%	0%
	Iberia	19%	63%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0%
<b>GROUP TOTAL</b>	<b>21%</b>	<b>16%</b>	
Certified "Excellent"	France-Belgium	13%	18%
	Italy	0%	6%
	Scandinavia	0%	0%
	Iberia	58%	0%
	Central Europe & Other	12%	20%
	Netherlands	0%	0%
	Germany	0%	0%
<b>GROUP TOTAL</b>	<b>6%</b>	<b>10%</b>	

EPRA indicator: Cert-Tot.

Scope: 122 owned and managed shopping centers (excluding Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers + 4 owned-only shopping centers.

Coverage rate: 99.2% of owned and managed shopping centers.

## 1.6.4 Other sustainable certification

### ► SHARE OF PORTFOLIO WITH ISO 14001 AND/OR ISO 50001 CERTIFICATION

(Reported scope)

Indicator	Territory	2019	2018
Share by value	France-Belgium	0%	0%
	Italy	36%	35%
	Scandinavia	100%	100%
	Iberia	100%	89%
	Central Europe & Other	17%	28%
	Netherlands	100%	100%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>40%</b>	<b>39%</b>
Share by number of centers	France-Belgium	0%	0%
	Italy	24%	17%
	Scandinavia	100%	100%
	Iberia	100%	100%
	Central Europe & Other	36%	50%
	Netherlands	100%	100%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>34%</b>	<b>34%</b>
Share by floor area	France-Belgium	0%	0%
	Italy	36%	31%
	Scandinavia	100%	100%
	Iberia	100%	82%
	Central Europe & Other	49%	60%
	Netherlands	100%	100%
	Germany	0%	0%
	<b>GROUP TOTAL</b>	<b>44%</b>	<b>42%</b>

EPRA indicator: Cert-Tot

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

► **SHARE OF PORTFOLIO WITH AN ENERGY PERFORMANCE CERTIFICATE**

(Reported scope)

Indicator	Territory	2019	2018
Share by value	France-Belgium	52%	46%
	Italy	93%	96%
	Scandinavia	98%	98%
	Iberia	100%	100%
	Central Europe & Other	63%	6%
	Netherlands	92%	92%
	Germany	0%	66%
	<b>GROUP TOTAL</b>		<b>73%</b>
Share by number of centers	France-Belgium	58%	59%
	Italy	83%	90%
	Scandinavia	94%	94%
	Iberia	100%	100%
	Central Europe & Other	36%	11%
	Netherlands	50%	50%
	Germany	0%	60%
	<b>GROUP TOTAL</b>		<b>67%</b>
Share by floor area	France-Belgium	51%	48%
	Italy	86%	95%
	Scandinavia	97%	97%
	Iberia	100%	100%
	Central Europe & Other	51%	14%
	Netherlands	67%	53%
	Germany	0%	64%
	<b>GROUP TOTAL</b>		<b>68%</b>

EPRA indicator: Cert-Tot.

Scope: 123 owned and managed shopping centers + 10 managed only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

# 1 ENVIRONMENTAL PERFORMANCE INDICATORS

## Certifications

### ► SHARE OF PORTFOLIO WITH AN ENERGY PERFORMANCE CERTIFICATE

(Like-for-like scope)

Indicator	Territory	2019	2018	Change 2019/2018
Share by value	France-Belgium	52%	46%	+6%
	Italy	93%	96%	-3%
	Scandinavia	98%	98%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	63%	7%	+55%
	Netherlands	92%	92%	+0%
	Germany	0%	66%	-66%
	<b>GROUP TOTAL</b>		<b>73%</b>	<b>70%</b>
Share by number of centers	France-Belgium	66%	59%	+7%
	Italy	83%	90%	-7%
	Scandinavia	94%	94%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	31%	14%	+16%
	Netherlands	50%	50%	0%
	Germany	0%	60%	-60%
	<b>GROUP TOTAL</b>		<b>70%</b>	<b>70%</b>
Share by floor area	France-Belgium	58%	52%	+6%
	Italy	86%	95%	-9%
	Scandinavia	97%	97%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	49%	18%	+32%
	Netherlands	67%	53%	+14%
	Germany	0%	64%	-64%
	<b>GROUP TOTAL</b>		<b>71%</b>	<b>70%</b>

EPRA indicator: Cert-Tot.

Scope: 121 owned and managed shopping centers (excluding La Madeleine (Chartres, France) and Danubia (Bratislava, Slovakia)) + 10 managed-only shopping centers.

Coverage rate: 99.1% of owned and managed shopping centers.

# 2

## SOCIAL PERFORMANCE INDICATORS

## 2.1 HEALTH AND SAFETY

### ► EMPLOYEE HEALTH AND SAFETY

Indicator	Territory	2019	2018
Injury rate <i>Per 100,000 hours worked</i>	France-Belgium	0.003%	0.003%
	Italy	0%	0.001%
	Scandinavia	0%	0.001%
	Iberia	0%	0.001%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0.001%	0%
	<b>GROUP TOTAL</b>		<b>0.004%</b>
Lost day rate <i>Per 100,000 hours worked</i>	France-Belgium	0.026%	0.004%
	Italy	0%	0.011%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0.051%	0%
	<b>GROUP TOTAL</b>		<b>0.077%</b>
Absentee rate <i>Days per employee</i>	France-Belgium	2.8%	3.2%
	Italy	1.7%	1.3%
	Scandinavia	3.7%	6.0%
	Iberia	2.2%	0.7%
	Central Europe & Other	1.3%	1.9%
	Netherlands	2.1%	1.8%
	Germany	6.0%	5.7%
	<b>GROUP TOTAL</b>		<b>2.6%</b>
Fatalities <i>Total number</i>	France-Belgium	0	1
	Italy	0	0
	Scandinavia	0	0
	Iberia	0	0
	Central Europe & Other	0	0
	Netherlands	0	0
	Germany	0	0
	<b>GROUP TOTAL</b>		<b>0</b>

EPRA indicator: H&S-Emp.

For a narrative on our performance, please see section 4.4.3.3.1 of the 2019 Klépierre 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 section 4.4.2.1 and 4.4.2.2 of the 2019 Klépierre 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 2019 as a result of any non-conformities identified during these checks.

## 2.2 DIVERSITY

### ▶ EMPLOYEE DIVERSITY (GENDER)\*

Indicator		2019	2018
Executive Management	<b>GROUP TOTAL</b>	<b>18%</b>	<b>17%</b>
Managers	<b>GROUP TOTAL</b>	<b>39%</b>	<b>39%</b>
All employees	<b>GROUP TOTAL</b>	<b>59%</b>	<b>60%</b>

\* Percentage of female employees.

EPRA indicator: Diversity-Emp.

For a narrative on our performance, please see section 4.4.3.2 of the 2019 Klépierre Universal Registration Document.

### ▶ GENDER PAY RATIO\*

Indicator		2019	2018
Executive Management	<b>GROUP TOTAL</b>	<b>0.84</b>	<b>0.96</b>
Managers	<b>GROUP TOTAL</b>	<b>0.79</b>	<b>0.78</b>

\* Ratio of female to male salaries.

EPRA indicator: Diversity-Pay.

For a narrative on our performance, please see section 4.4.3.2 of the 2019 Klépierre Universal Registration Document.

## 2.3 TRAINING AND DEVELOPMENT

### ▶ EMPLOYEE TRAINING AND DEVELOPMENT

Indicator	Territory	2019	2018
Women	<b>GROUP TOTAL</b>	<b>21</b>	<b>19</b>
Men	<b>GROUP TOTAL</b>	<b>27</b>	<b>25</b>
All employees	France-Belgium	23	20
	Italy	18	15
	Scandinavia	15	15
	Iberia	39	38
	Central Europe & Other	33	32
	Netherlands	13	7
	Germany	26	18
	<b>GROUP TOTAL</b>	<b>23</b>	<b>21</b>

EPRA indicator: Emp-Training.

For a narrative on our performance, please see section 4.4.3.2 of the 2019 Klépierre Universal Registration Document.

### ▶ PROPORTION OF EMPLOYEES WHO HAVE COMPLETED THEIR PERFORMANCE APPRAISAL

Indicator	2019*	2018
<b>ALL EMPLOYEES</b>	<b>94%</b>	<b>94%</b>

\* Achievement rate of the 2019 campaign appraisal interviews, compared with the 2018 performance.

EPRA indicator: Emp-Dev.

For a narrative on our performance, please see section 4.4.3.1.4 of the 2019 Klépierre Universal Registration Document.

## 2.4 NEW HIRES AND TURNOVER

### ► NEW HIRES

Indicator	Territory	2019	2018
Total number new employees	France-Belgium	62	76
	Italy	22	18
	Scandinavia	41	38
	Iberia	18	17
	Central Europe & Other	29	37
	Netherlands	21	19
	Germany	14	15
	<b>GROUP TOTAL</b>		<b>207</b>
Proportion new employees	France-Belgium	30%	35%
	Italy	11%	8%
	Scandinavia	20%	17%
	Iberia	9%	8%
	Central Europe & Other	14%	17%
	Netherlands	10%	9%
	Germany	7%	7%
	<b>GROUP TOTAL</b>		<b>100%</b>

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 4.4.3.1 of the 2019 Klépierre Universal Registration Document.

### ► DEPARTURES/TURNOVER

Indicator	Territory	2019	2018
Total number of departed employees	France-Belgium	56	44
	Italy	17	14
	Scandinavia	26	26
	Iberia	13	12
	Central Europe & Other	10	18
	Netherlands	3	9
	Germany	6	10
	<b>GROUP TOTAL</b>		<b>131</b>
Proportion of departed employees	France-Belgium	12.2%	9.1%
	Italy	9.4%	7.7%
	Scandinavia	19.0%	19.3%
	Iberia	11.5%	10.3%
	Central Europe & Other	9.3%	11.8%
	Netherlands	6.1%	20.9%
	Germany	12.8%	20.4%
	<b>GROUP TOTAL</b>		<b>12.0%</b>

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 4.4.3.1 of the 2019 Klépierre Universal Registration Document.

### ► TOTAL HEADCOUNT

Territory	2019	2018
France-Belgium	463	487
Italy	187	190
Scandinavia	143	148
Iberia	113	116
Central Europe & Other	115	162
Netherlands	58	58
Germany	52	52
<b>GROUP TOTAL</b>	<b>1,131</b>	<b>1,213</b>

For a narrative on our performance, please see section 4.4.3.1 of the 2019 Klépierre Universal Registration Document.



► HEADCOUNT AT YEAR-END, BY TYPE OF EMPLOYMENT

	2019		2018	
Permanent	1,094	97%	1,164	96%
Temporary	37	3%	49	4%
<b>GROUP TOTAL</b>	<b>1,131</b>		<b>1,213</b>	

For a narrative on our performance, please see section 4.4.3.1 of the 2019 Klépierre Universal Registration Document.

► HEADCOUNT AT YEAR-END, BY AGE

	2019	2018
<30 years old	13%	12%
30-39 years old	33%	35%
40-49 years old	33%	34%
≥50 years old	21%	19%

For a narrative on our performance, please see section 4.4.3.1 of the 2019 Klépierre Universal Registration Document.

► INTERNAL MOVEMENT

	2019	2018
% of open positions filled by internal mobility	21%	29%

For a narrative on our performance, please see section 4.4.3.1.5 of the 2019 Klépierre Universal Registration Document.

## 2.5 COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS AND DEVELOPMENT PROGRAMS

Klépierre actively capitalizes on the importance of the Group's local footprint and its impact on the communities surrounding its centers. This is reinforced through its Act for Territories and Act for People pillars, and is best explained through the following tables. The Group also has a target for development project to include local cooperation, and to sign Group partnerships with NGOs. While these targets were

not applicable in 2019 and therefore have not been added to the tables below, broader narratives on these topics, initiatives and related projects can be found in sections 4.3.4 and 4.4.5 of the 2019 Klépierre Universal Registration Document respectively. With the exception of the first table in this section, all percentages are expressed in terms of the total value of the portfolio.

► PERCENTAGE OF LOCAL SERVICE PROVIDERS FOR OPERATIONAL MANAGEMENT OF THE CENTERS\*

(Reported scope)

Territory	2019	2018
France-Belgium	85%	94%
Italy	54%	54%
Scandinavia	100%	19%
Iberia	100%	73%
Central Europe & Other	43%	41%
Netherlands	100%	100%
Germany	93%	80%
<b>GROUP TOTAL</b>	<b>78%</b>	<b>65%</b>

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

EPRA indicator: Comty-Eng.

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

For a narrative of our performance, please see section 4.3.1.1 of the 2019 Klépierre Universal Registration Document.

## 2 SOCIAL PERFORMANCE INDICATORS

### ▶ PERCENTAGE OF CENTERS THAT HAVE CONTRIBUTED TO LOCAL EMPLOYMENT

(Reported scope)

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

EPRA indicator: Comty-Eng.

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

For a narrative of our performance, please see section 4.3.1.2 of the 2019 Klépierre Universal Registration Document.

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

(Reported scope)

Territory	2019	2018
France-Belgium	99%	N/A
Italy	93%	N/A
Scandinavia	100%	N/A
Iberia	100%	N/A
Central Europe & Other	90%	N/A
Netherlands	97%	N/A
Germany	100%	N/A
<b>GROUP TOTAL</b>	<b>97%</b>	<b>76%</b>

\* Local initiatives including local entrepreneurs, community organization, artists, etc.

EPRA indicator: Comty-Eng.

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

For a narrative of our performance, please see section 4.3.2 of the 2019 Klépierre Universal Registration Document.

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

(Reported scope)

Territory	2019	2018
France-Belgium	87%	N/A
Italy	76%	N/A
Scandinavia	100%	N/A
Iberia	100%	N/A
Central Europe & Other	95%	N/A
Netherlands	28%	N/A
Germany	56%	N/A
<b>GROUP TOTAL</b>	<b>84%</b>	<b>61%</b>

\* Drives include clothes, toys, furniture etc.

EPRA indicator: Comty-Eng.

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

For a narrative of our performance, please see section 4.3.3.1 of the 2019 Klépierre Universal Registration Document.

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

(Reported scope)

Territory	2019	2018
France-Belgium	65%	N/A
Italy	71%	N/A
Scandinavia	100%	N/A
Iberia	96%	N/A
Central Europe & Other	86%	N/A
Netherlands	97%	N/A
Germany	96%	N/A
<b>GROUP TOTAL</b>	<b>79%</b>	<b>53%</b>

EPRA indicator: Comty-Eng.

Scope: 123 owned and managed shopping centers + 10 managed-only shopping centers.

Coverage rate: 100% of owned and managed shopping centers.

For a narrative of our performance, please see section 4.3.3.2 of the 2019 Klépierre Universal Registration Document.

# 3

## GOVERNANCE INDICATORS

## 3.1 BOARD

### ► COMPOSITION OF THE HIGHEST GOVERNANCE BODIES

	2019	2018
Supervisory Board	9 non-executive members	9 non-executive members
Executive Board	2 members	2 members

EPRA indicator: Gov-Board.

For a narrative on our performance, please see section 4.5.1 of the 2019 Klépierre Universal Registration Document.

## 3.2 APPOINTMENTS

### ► PROCESS FOR APPOINTING MEMBERS

Below details the process for appointing members of the Supervisory and Executive Boards. The bylaws remain unchanged between 2018 and 2019.

	2019
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 the Company, by registered letter, of 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>

EPRA indicator: Gov-Selec.

For a narrative on our performance, please see section 4.5.1 of the 2019 Klépierre Universal Registration Document.

## 3.3 CONFLICTS OF INTERESTS

### ► PROCESS FOR MANAGING CONFLICTS OF INTERESTS

	2019	2018
Supervisory Board	For a narrative on our performance, please see section 5.1.1 of the 2019 Klépierre Universal Registration Document.	For a narrative on our performance, please see section 5.1.1 of the 2018 Klépierre Universal Registration Document.

EPRA indicator: Gov-Col.