



KLEPIERRE

**2020
Non-Financial
Data**

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FOREWORD

Chapter 5 of Klépierre's 2020 Universal Registration Document describes the Group's environmental and social activities in accordance with the five leading industry and/or 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) and the Task Force on Climate-related Financial Disclosures (TCFD). While Chapter 5 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 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, 2019 to September 30, 2020 for the 2020 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, 2020 to December 31, 2020 for the 2020 reporting period.

Reporting scopes

Reported scope

The reported scope is used to assess the CSR impact of the property portfolio over a 12-months period of time. It reflects the impacts of management, renovation and arbitrage (acquisitions and disposals) policies. In 2020, it includes:

- All shopping centers owned and managed by Klépierre (124 assets);
- Shopping centers not owned by Klépierre but managed by the Group on behalf of third parties, for which operating data are available (8 assets, all in France);
- Shopping centers owned by Klépierre but not managed by a third party, for which operating data are available (8 assets: 2 in France, 3 in Greece, 2 in Italy and 1 in Turkey).

Shopping centers acquired and managed by the Group are included in the scope as from the first full year following 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 some KPIs of this year's calculation due to the fact that work is still ongoing and their inclusion 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 not owned but managed only are unavailable); those rates are available for each table, in chart legends.

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 2020 like-for-like scope represents 92.2% of the Group's portfolio as of December 31, 2020.

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 including in the 2020 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 5 of Klépierre's 2020 Universal Registration Document**.

1

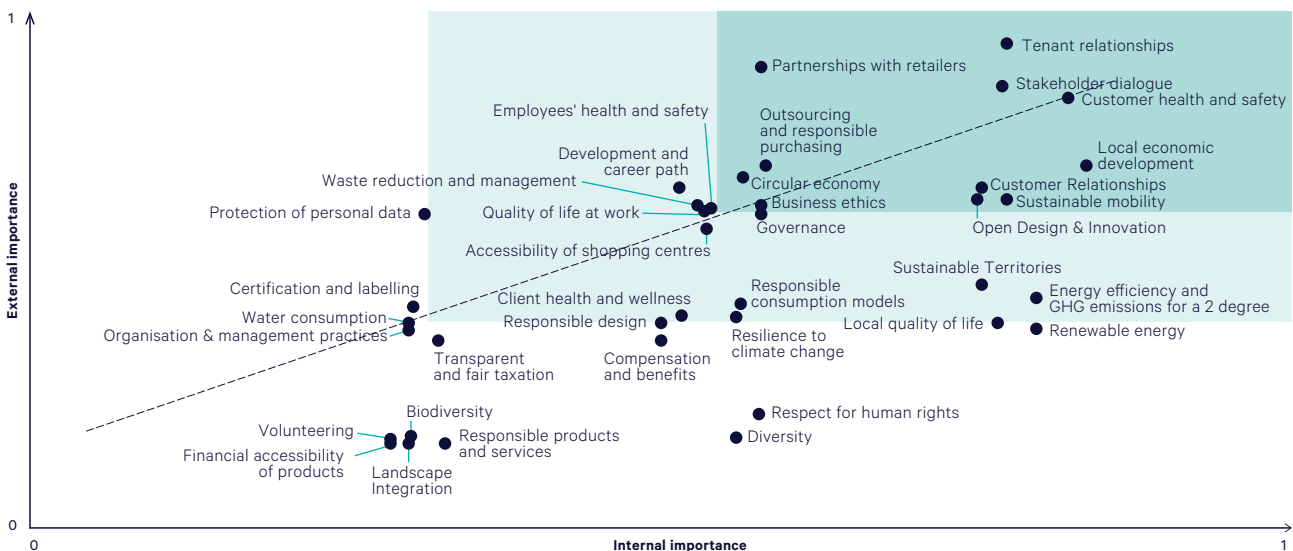
Materiality matrix

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 leading Klépierre to identify all environmental, societal and social issues and to focus on the most important ones; it is also the purpose of bringing 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, which 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 5 of Klépierre's 2020 Universal Registration Document and performance 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 consumptions for the common and serviced areas of the shopping centers included within the 2020 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 2019 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	2020	2019	2018	Change 2020/2019
Total electricity consumption (in MWh)	France-Belgium	70,549	84,167	88,562	-16%
	Italy	61,208	70,077	87,809	-13%
	Scandinavia	45,157	51,269	60,314	-12%
	Iberia	23,345	33,420	37,725	-30%
	Central Europe & Other	25,150	26,575	41,914	-5%
	Netherlands	3,724	4,372	4,716	-15%
	Germany	9,354	11,343	11,869	-18%
	GROUP TOTAL	238,488	281,222	332,910	-15%
Share from renewable sources (in %)	France-Belgium	97%	98%	72%	-1%
	Italy	83%	81%	76%	+2%
	Scandinavia	100%	100%	87%	0%
	Iberia	100%	100%	92%	0%
	Central Europe & Other	87%	84%	28%	+4%
	Netherlands	100%	100%	100%	0%
	Germany	100%	100%	78%	0%
	GROUP TOTAL	93%	93%	73%	0%

EPRA indicator: Elec-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

TOTAL ELECTRICITY CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Total electricity consumption (in MWh)	France-Belgium	66,505	83,970	-21%
	Italy	55,127	70,217	-21%
	Scandinavia	45,157	52,641	-14%
	Iberia	23,345	31,397	-26%
	Central Europe & Other	20,556	26,594	-23%
	Netherlands	3,724	4,372	-15%
	Germany	9,354	11,343	-18%
	GROUP TOTAL		223,768	280,534
Share from renewable sources (in %)	France-Belgium	98%	98%	0%
	Italy	88%	81%	+8%
	Scandinavia	100%	100%	0%
	Iberia	100%	100%	0%
	Central Europe & Other	84%	84%	0%
	Netherlands	100%	100%	0%
	Germany	100%	100%	0%
	GROUP TOTAL		95%	93%

EPRA indicator: Elec-LfL.

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

Due to the health crisis in 2020, business restrictions decided by European governments affected the Group's 2020 energy data. These impacts are described in depth in section 1.1.4 "Energy Intensity".

Electricity consumption decreased by 15% in 2020. This performance is mainly due to the technical teams' ongoing efforts to reduce electricity consumption, such as real-time monitoring of buildings and the deployment of BOOST programs (particularly in France), etc.

In addition, the sale of Gran Turia (Valencia) in Spain further accentuated the decline in the total amount of electricity consumed in that region. Similarly, the renewal of the energy supply contract for the Duisburg centers significantly improved performance in Germany.

Lastly, the inclusion of Akmerkez (Istanbul) in Turkey in the 2020 non-financial reporting data mechanically increased electricity consumption in Central Europe for reported scope data.

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, the performance remained flat in 2020 due to the inclusion this year of assets owned but not managed by Klépierre, which are not yet covered by the framework contracts in force across Group sites that are owned and managed by Klépierre (particularly in France), which is scheduled for 2021.

2.1.2 Fuel**TOTAL FUEL* CONSUMPTION IN COMMON AND SERVICED AREAS**

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Total fuel consumption (in MWh)	France-Belgium	13,997	17,667	18,347	-21%
	Italy	16,235	20,595	26,428	-21%
	Scandinavia	242	532	837	-55%
	Iberia	1,882	1,950	3,090	-4%
	Central Europe & Other	3,892	4,324	9,719	-10%
	Netherlands	0	0	0	0%
	Germany	0	0	0	0%
	GROUP TOTAL		36,248	45,068	58,420
Share from renewable sources (in %)	France-Belgium	72%	62%	N/A	+16%
	Italy	0%	2%	N/A	-100%
	Scandinavia	14%	56%	N/A	-75%
	Iberia	0%	0%	N/A	0%
	Central Europe & Other	0%	0%	N/A	0%
	Netherlands	0%	0%	N/A	0%
	Germany	0%	0%	N/A	0%
	GROUP TOTAL		28%	26%	N/A

* Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

TOTAL FUEL* CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Total fuel consumption (in MWh)	France-Belgium	12,885	16,998	-24%
	Italy	15,893	20,595	-23%
	Scandinavia	242	589	-59%
	Iberia	1,882	2,383	-21%
	Central Europe & Other	3,166	4,324	-27%
	Netherlands	0	0	0%
	Germany	0	0	0%
	GROUP TOTAL		34,068	44,888
Share from renewable sources (in %)	France-Belgium	78%	55%	+43%
	Italy	0%	0%	0%
	Scandinavia	14%	51%	-72%
	Iberia	0%	0%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		30%	22%

* Fuels included: gas, diesel and heating oil.

EPRA indicator: Fuel-LfL.

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

Due to the health crisis in 2020, business restrictions decided by European governments affected the Group's 2020 energy data. These impacts are described in depth in section 1.1.4 "Energy Intensity".

Fuel consumption decreased by 20% in 2020. This performance is mainly due to the technical teams' ongoing efforts to reduce fuel consumption, including the real-time monitoring of buildings and the deployment of BOOST programs, etc.

The particularly significant decrease in Scandinavia is explained by:

- A BOOST intervention on the Norwegian site of Amanda (Haugesund), which resulted in an immediate drop in consumption of more than 10%; and
- A significant decrease in heating oil consumption at the other Norwegian site of Vinterbro (As) due to the combined effect of improved energy management and a particularly mild winter.

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

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Total heating and cooling consumption (in MWh)	France-Belgium	17,001	20,999	N/A	-19%
	Italy	0	0	N/A	0%
	Scandinavia	13,788	18,507	N/A	-26%
	Iberia	0	0	N/A	0%
	Central Europe & Other	4,228	5,661	N/A	-25%
	Netherlands	1,772	2,268	N/A	-22%
	Germany	11,684	12,771	N/A	-9%
	GROUP TOTAL		48,472	60,206	72,219
Share from renewable sources (in %)	France-Belgium	51%	42%	N/A	+22%
	Italy	0%	0%	N/A	0%
	Scandinavia	90%	88%	N/A	+3%
	Iberia	0%	0%	N/A	0%
	Central Europe & Other	8%	11%	N/A	-27%
	Netherlands	100%	100%	N/A	0%
	Germany	9%	9%	N/A	0%
	GROUP TOTAL		50%	48%	46%

EPRA indicator: DH&C-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

TOTAL DISTRICT HEATING AND COOLING CONSUMPTION IN COMMON AND SERVICED AREAS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Total heating and cooling consumption (in MWh)	France-Belgium	17,001	21,082	-19%
	Italy	0	0	0%
	Scandinavia	13,788	18,573	-26%
	Iberia	0	0	0%
	Central Europe & Other	4,228	5,734	-26%
	Netherlands	1,772	2,268	-22%
	Germany	11,684	12,768	-8%
	GROUP TOTAL		48,472	60,425
Share from renewable sources (in %)	France-Belgium	51%	41%	+24%
	Italy	0%	0%	0%
	Scandinavia	90%	88%	+2%
	Iberia	0%	0%	0%
	Central Europe & Other	8%	11%	-25%
	Netherlands	100%	100%	0%
	Germany	9%	9%	-4%
	GROUP TOTAL		50%	48%

EPRA indicator:DH&C-LfL.

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

Due to the health crisis in 2020, business restrictions decided by European governments affected the Group's 2020 energy data. These impacts are described in depth in section 1.1.4 "Energy Intensity".

The 19% decrease in consumption is in line with what was observed in 2020 for other energy sources.

The significant increase in the share of district heating and cooling from renewable sources in France is mainly due to two centers:

- Créteil Soleil (Créteil), now powered by a network sourced from waste combustion whose extension was delivered in 2020, mechanically increasing the consumption of renewable district heating/cooling in France;
- Grand Place (Grenoble): the local supplier substantially improved the renewable mix of its network during the year.

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

(Reported scope)

Territory	2020	2019	2018	2013	Change 2020/2019	Change 2020/2013
France-Belgium	73.9	96.2	111	146	-23%	-49%
Italy	107.2	134.1	156	171	-20%	-37%
Scandinavia	82.2	97.5	116	121	-16%	-32%
Iberia	74.4	106.6	123	149	-30%	-50%
Central Europe & Other	71.6	83.8	103	154	-14%	-53%
Netherlands	61.3	68.9	77	N/A	-11%	N/A
Germany	75.6	86.6	88	N/A	-13%	N/A
GROUP TOTAL	81.0	101.3	118	143	-20%	-43%

EPRA indicator: Energy-Int.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

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

(Like-for-like scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	72.9	95.9	-24%
Italy	106.7	134.3	-21%
Scandinavia	82.2	99.6	-17%
Iberia	74.4	109.2	-32%
Central Europe & Other	63.7	84.0	-24%
Netherlands	61.3	68.9	-11%
Germany	75.6	86.6	-13%
GROUP TOTAL	79.5	101.8	-22%

EPRA indicator: Energy-Int.

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

In a year marked by an unprecedented health crisis, many sites had to close down totally or partially, with significant discrepancies in the various countries where Klépierre operates. These government restrictions obviously had an impact on the Group's 2020 energy results.

In order to distinguish the "Covid impact" from the Group's intrinsic performance, a specific analysis* was conducted, allowing us to conclude that around 5% of the decrease in energy consumption was directly due to the impacts of the health crisis.

This means that the Group's energy efficiency performance can be read as follows for 2020:

- Decrease of 5% directly attributable to the "Covid effect" at Group level, with significant local disparities:
 - Iberia was the most affected region, as Spain and Portugal were among the countries that closed their malls for the longest period of time,

- Conversely, Scandinavia and the Netherlands had the lowest Covid impact on their results due to local restrictions that caused very few (if any) shopping center closures.
- Decrease of 15% achieved through the performance of teams and assets. These very good results can be explained by several factors:
 - Lockdown periods enabled the teams to review all of the BMS⁽¹⁾ operating protocols and analyze overnight consumption more closely, thus recalibrating day-to-day asset management,
 - BOOST interventions, consisting in a two-day on-site high-impact intervention. The entire day and night operation is analyzed and a tangible action plan is immediately drawn up to significantly reduce the center's energy footprint.

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

(Reported scope)

Territory	2020	2019	2018	2017	Change 2020/2019
France-Belgium	102,030	122,914	131,676	123,616	-17%
Italy	77,845	91,022	114,594	118,791	-14%
Scandinavia	59,226	70,356	86,061	81,537	-16%
Iberia	25,234	35,376	40,824	44,432	-29%
Central Europe & Other	33,270	36,560	60,073	87,465	-9%
Netherlands	5,496	6,640	7,426	11,981	-17%
Germany	21,037	24,114	24,540	24,423	-13%
GROUP TOTAL	324,139	386,982	465,224	492,245	-16%

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

(1) BMS = Building Management System.

* Methodology: the full-year calculation was run again excluding the March, April and May 2020 energy consumption (months most affected by government-decided shopping center closures).

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

(Like-for-like scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	96,790	122,132	-21%
Italy	71,421	91,163	-22%
Scandinavia	59,226	71,851	-18%
Iberia	25,234	33,789	-25%
Central Europe & Other	27,950	36,651	-24%
Netherlands	5,496	6,640	-17%
Germany	21,037	24,111	-13%
GROUP TOTAL	307,155	386,337	-20%

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.
Coverage rate: 92.2% of total shopping center portfolio value.

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

(Reported scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	10,364	11,529	-10%
Italy	10,503	12,164	-14%
Scandinavia	6,231	7,483	-17%
Iberia	2,811	3,904	-28%
Central Europe & Other	3,491	3,287	+6%
Netherlands	552	584	-6%
Germany	1,523	1,977	-23%
GROUP TOTAL	35,474	40,929	-13%

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).
Coverage rate: 95.8% of total shopping center portfolio value.

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

(Like-for-like scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	9,881	11,522	-14%
Italy	9,432	12,167	-22%
Scandinavia	6,231	7,531	-17%
Iberia	2,811	3,707	-24%
Central Europe & Other	3,001	3,289	-9%
Netherlands	552	584	-6%
Germany	1,523	2,441	-38%
GROUP TOTAL	33,430	41,240	-19%

Scope (130/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only shopping centers.
Coverage rate: 92.2% of total shopping center portfolio value.

Explanations of the change in consumption for all sources of energy are detailed in each sub-section above.

With regard to costs, the 13% decrease in 2020 is largely explained by the reduction in energy consumption across the entire portfolio, slightly offset by customary annual energy cost inflation.

2.1.6 Renewable energy

PROPORTION OF ENERGY CONSUMED IN COMMON AND SERVICED AREAS COMING FROM RENEWABLE SOURCES

(Reported scope)

Territory	2020	2019	2018	2017
France-Belgium	86%	74%	56%	19%
Italy	65%	63%	59%	63%
Scandinavia	97%	96%	86%	78%
Iberia	93%	94%	85%	80%
Central Europe & Other	67%	63%	21%	32%
Netherlands	100%	100%	100%	86%
Germany	49%	52%	43%	19%
GROUP TOTAL	80%	75%	60%	49%

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% 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%	0%	0%	0%	22%	0%	1%	2%
	Geothermal	0%	0%	0%	0%	0%	0%	0%	0%
	Hydroelectricity	92%	0%	100%	26%	30%	0%	6%	52%
	Photovoltaic solar energy	1%	26%	0%	0%	3%	0%	0%	7%
	Solar thermal	0%	0%	0%	0%	0%	0%	0%	0%
	Wind power	4%	0%	0%	74%	27%	100%	4%	13%
	Wood biomass	0%	0%	0%	0%	0%	0%	0%	0%
	Other	0%	57%	0%	0%	5%	0%	89%	19%
GRAND TOTAL	97%	83%	100%	100%	87%	100%	100%	93%	
District heating consumption	Combustion of waste	36%	0%	24%	0%	0%	100%	2%	23%
	Geothermal	0%	0%	0%	0%	0%	0%	0%	0%
	Wood biomass	26%	0%	40%	0%	7%	0%	10%	24%
	Other renewable energy	2%	0%	25%	0%	1%	0%	1%	8%
GRAND TOTAL	63%	0%	89%	0%	8%	100%	12%	55%	
District cooling consumption	Bio fuel	0%	0%	0%	0%	0%	0%	0%	0%
	Geothermal	0%	0%	100%	0%	0%	0%	0%	18%
	Hydroelectricity	10%	0%	0%	0%	0%	0%	0%	4%
	Photovoltaic solar energy	0%	0%	0%	0%	0%	0%	0%	0%
	Solar thermal	3%	0%	0%	0%	0%	0%	0%	1%
	Wind power	5%	0%	0%	0%	0%	0%	0%	2%
Other	1%	0%	0%	0%	0%	100%	0%	5%	
GRAND TOTAL	19%	0%	100%	0%	0%	100%	0%	31%	
Natural gas consumption	Bio fuel	73%	0%	0%	0%	0%	0%	0%	29%
	Geothermal	0%	0%	0%	0%	0%	0%	0%	0%
	Other	0%	0%	0%	0%	0%	0%	0%	0%
GRAND TOTAL	73%	0%	0%	0%	0%	0%	0%	29%	
TOTAL SHARE OF RENEWABLE ENERGY	86%	65%	97%	93%	67%	100%	49%	80%	

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

The share of energy consumed from renewable sources continued to increase to 80% in 2020 from 75% in 2019. This increase was evenly distributed across all countries, with a marked rise in France due to the first full year of implementation of the green gas supply framework contract for almost all of its centers.

2.2 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, 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 the 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, 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 2019 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	2020	2019	2018	Change 2020/2019
Total Scope 1 emissions (in tCO ₂)	France-Belgium	3,089	3,937	3,398	-22%
	Italy	5,026	5,966	4,983	-16%
	Scandinavia	661	526	197	26%
	Iberia	1,380	1,096	572	26%
	Central Europe & Other	832	1,018	1,798	-18%
	Netherlands	0	5	0	-100%
	Germany	354	642	0	-45%
	GROUP TOTAL	11,341	13,190	10,947	-14%
Total Scope 2 emissions (in tCO ₂)	France-Belgium	4,115	4,981	5,907	-17%
	Italy	20,933	23,966	30,031	-13%
	Scandinavia	2,120	2,772	3,640	-24%
	Iberia	7,168	10,215	11,541	-30%
	Central Europe & Other	15,515	17,309	22,004	-10%
	Netherlands	1,869	2,199	2,372	-15%
	Germany	4,696	5,712	6,039	-18%
	GROUP TOTAL	56,417	67,155	81,534	-16%
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	7,204	8,918	9,305	-19%
	Italy	25,959	29,933	35,014	-13%
	Scandinavia	2,780	3,299	3,837	-16%
	Iberia	8,548	11,310	12,113	-24%
	Central Europe & Other	16,347	18,328	23,802	-11%
	Netherlands	1,869	2,204	2,372	-15%
	Germany	5,050	6,354	6,039	-21%
	GROUP TOTAL	67,758	80,345	92,481	-16%

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

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

LOCATION-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	5.2	7	8	-25%
	Italy	35.8	44	48	-19%
	Scandinavia	3.9	5	5	-23%
	Iberia	25.2	34	37	-26%
	Central Europe & Other	35.2	42	41	-16%
	Netherlands	20.8	23	25	-9%
	Germany	18.1	23	22	-21%
GROUP TOTAL		16.9	21	24	-19%

EPRA indicator: GHG-Int-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

LOCATION-BASED – TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Total Scope 1 emissions (in tCO ₂)	France-Belgium	2,664	2,142	24%
	Italy	5,007	5,834	-14%
	Scandinavia	661	1,048	-37%
	Iberia	1,380	1,160	19%
	Central Europe & Other	698	986	-29%
	Netherlands	0	0	0%
	Germany	354	2,575	-86%
GROUP TOTAL		10,763	13,745	-22%
Total Scope 2 emissions (in tCO ₂)	France-Belgium	3,840	4,983	-23%
	Italy	18,854	24,014	-21%
	Scandinavia	2,120	2,790	-24%
	Iberia	7,168	9,622	-26%
	Central Europe & Other	13,489	17,367	-22%
	Netherlands	1,869	2,199	-15%
	Germany	4,696	5,712	-18%
GROUP TOTAL		52,036	66,687	-22%
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	6,504	7,125	-9%
	Italy	23,860	29,848	-20%
	Scandinavia	2,780	3,839	-28%
	Iberia	8,548	10,782	-21%
	Central Europe & Other	14,187	18,353	-23%
	Netherlands	1,869	2,199	-15%
	Germany	5,050	8,287	-39%
GROUP TOTAL		62,799	80,431	-22%

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

Scope (125/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 3/8 managed only shopping centers (excluding Aulnoy-les-Valenciennes; Confreville; Nîmes, Étoile; Grand Quéigny; Mulhouse Ilzach) + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

LOCATION-BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Scopes 1 & 2 intensity (in kgCO ₂ /m ²)	France-Belgium	5.1	7.2	-29%
	Italy	35.6	44.1	-19%
	Scandinavia	3.9	5.3	-27%
	Iberia	25.2	34.9	-28%
	Central Europe & Other	32.4	42.1	-23%
	Netherlands	20.8	22.8	-9%
	Germany	18.1	29.8	-39%
	GROUP TOTAL		16.5	22.0

EPRA indicator: GHG-Int-LfL.

Scope (125/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 3/8 managed only shopping centers (excluding Aulnoy-les-Valenciennes; Confreville; Nîmes, Étoile; Grand Quétigny; Mulhouse Ilzach) + 0/8 owned only shopping centers.
Coverage rate: 92.2% of total shopping center portfolio value.

Using the Location-Based method, the Group's GHG emissions show a decrease of 22% in 2020 for scopes 1 and 2. This result is fully in line with the reduction in total energy consumption (of same magnitude) over the year.

2.2.2 Market-based direct GHG emissions and intensity (scopes 1 and 2)

MARKET BASED – TOTAL DIRECT GHG EMISSIONS

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Total Scope 1 emissions (in tCO ₂)	France-Belgium	1,416	3,937	3,398	-64%
	Italy	5,026	5,966	4,983	-16%
	Scandinavia	661	526	197	26%
	Iberia	1,380	1,096	572	26%
	Central Europe & Other	832	1,018	1,798	-18%
	Netherlands	0	5	0	-100%
	Germany	354	642	0	-45%
	GROUP TOTAL		9,668	13,190	10,947
Total Scope 2 emissions (in tCO ₂)	France-Belgium	1,189	1,201	2,609	-1%
	Italy	5,064	7,020	12,274	-28%
	Scandinavia	558	1,811	3,602	-69%
	Iberia	0	0	3,481	
	Central Europe & Other	3,868	10,853	21,280	-64%
	Netherlands	48	61	66	-21%
	Germany	487	608	1,888	-20%
	GROUP TOTAL		11,215	21,553	45,200
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	2,606	5,137	6,007	-49%
	Italy	10,090	12,986	17,257	-22%
	Scandinavia	1,219	2,337	3,799	-48%
	Iberia	1,380	1,096	4,053	26%
	Central Europe & Other	4,700	11,871	23,078	-60%
	Netherlands	48	66	66	-27%
	Germany	841	1,249	1,888	-33%
	GROUP TOTAL		20,883	34,743	56,147

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

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

MARKET BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	1.9	4.4	5	-57%
	Italy	13.9	19.3	24	-28%
	Scandinavia	1.7	3.2	5	-47%
	Iberia	4.1	3.3	12	23%
	Central Europe & Other	10.1	27.2	39	-63%
	Netherlands	0.5	0.7	1	-21%
	Germany	3.0	4.5	7	-33%
GROUP TOTAL		5.2	9.4	14	-44%

EPRA indicator: GHG-Int-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

MARKET BASED – TOTAL DIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Total Scope 1 emissions (in tCO ₂)	France-Belgium	1,065	2,142	-50%
	Italy	5,007	5,834	-14%
	Scandinavia	661	1,048	-37%
	Iberia	1,380	1,160	19%
	Central Europe & Other	698	986	-29%
	Netherlands	0	0	0%
	Germany	354	2,575	-86%
GROUP TOTAL		9,164	13,745	-33%
Total Scope 2 emissions (in tCO ₂)	France-Belgium	1,183	1,575	-25%
	Italy	3,360	4,941	-32%
	Scandinavia	558	973	-43%
	Iberia	0	0	0%
	Central Europe & Other	3,868	4,755	-19%
	Netherlands	48	61	-21%
	Germany	487	608	-20%
GROUP TOTAL		9,505	12,912	-26%
Total Scopes 1 & 2 emissions (in tCO ₂)	France-Belgium	2,248	3,717	-40%
	Italy	8,367	10,774	-22%
	Scandinavia	1,219	2,021	-40%
	Iberia	1,380	1,160	19%
	Central Europe & Other	4,566	5,741	-20%
	Netherlands	48	61	-21%
	Germany	841	3,183	-74%
GROUP TOTAL		18,669	26,657	-30%

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

Scope (125/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 3/8 managed only shopping centers (excluding Aulnoy-les-Valenciennes; Confreville; Nîmes, Étoile; Grand Quéigny; Mulhouse Ilzach) + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

MARKET BASED – GHG EMISSIONS INTENSITY FROM BUILDING ENERGY CONSUMPTION

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Scopes 1 & 2 intensity (in kgCO ₂ /sq.m.)	France-Belgium	1.8	3.0	-42%
	Italy	12.5	15.9	-21%
	Scandinavia	1.7	2.8	-40%
	Iberia	4.1	3.8	9%
	Central Europe & Other	10.4	13.2	-21%
	Netherlands	0.5	0.6	-15%
	Germany	3.0	11.4	-74%
GROUP TOTAL		4.9	7.1	-31%

EPRA indicator: GHG-Int-LfL.

Scope (125/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 3/8 managed only shopping centers (excluding Aulnoy-les-Valenciennes; Confreville; Nîmes, Étoile; Grand Quéigny; Mulhouse Ilzach) + 0/8 owned only shopping centers.

Coverage rate: 92.2% of total shopping center portfolio value.

Using the Market-Based method, the Group's GHG emissions show a 40% decrease in 2020 for scopes 1 and 2. This significant drop can be explained as follows:

- Around 20% of this decrease is directly linked to the reduction in total energy consumption (of same magnitude) over the year;

- The remaining 20% is attributable to the update of the Group's GHG calculation tool. In 2020, the whole tool was reviewed based on the advice of the independent verifier, resulting in the following modifications: update to emissions factors, the inclusion of green gas emission factor, the expansion of the scope of reported data (for example the European scope is now covered for employee commutes instead of just France in recent years).

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

LOCATION BASED – TOTAL INDIRECT GHG EMISSIONS

(Reported scope)

Indicator	Territory	2020	2019	2018	Change 2020/2019
Scope 3 direct leverage (in tCO ₂)	France-Belgium	32,260	10,954	N/A	195%
	Italy	8,229	12,655	N/A	-35%
	Scandinavia	7,915	2,636	N/A	200%
	Iberia	6,517	5,309	N/A	23%
	Central Europe & Other	8,677	6,144	N/A	41%
	Netherlands	1,810	1,085	N/A	67%
	Germany	3,493	1,379	N/A	153%
	GROUP TOTAL		68,902	99,616	98,166
Scope 3 indirect leverage (in tCO ₂)	France-Belgium	415,692	428,542	428,817	-3%
	Italy	318,728	486,665	558,842	-35%
	Scandinavia	93,975	126,429	161,587	-26%
	Iberia	108,934	193,775	218,786	-44%
	Central Europe & Other	100,096	143,692	185,341	-30%
	Netherlands	55,258	24,081	24,025	129%
	Germany	23,577	55,774	72,612	-58%
	GROUP TOTAL	1,116,260	1,458,957	1,650,009	-23%
Total Scope 3 emissions (in tCO ₂)	France-Belgium	447,952	439,495	N/A	2%
	Italy	326,957	499,321	N/A	-35%
	Scandinavia	101,891	129,065	N/A	-21%
	Iberia	115,452	199,084	N/A	-42%
	Central Europe & Other	108,773	149,835	N/A	-27%
	Netherlands	57,067	25,166	N/A	127%
	Germany	27,070	57,153	N/A	-53%
	GROUP TOTAL	1,185,162	1,558,573	1,748,175	-24%

EPRA indicator: GHG-InDir-Abs.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne) + 8/8 managed only shopping centers + 5/8 owned only shopping centers (excluding Greece).

Coverage rate: 95.8% of total shopping center portfolio value.

The overall 24% decrease in total indirect GHG emissions (Scope 3) for 2020 is due to three main factors:

- Lower energy consumption and waste production in 2020 versus 2019 (please see details in the sections concerned);
- A decrease in "purchases of goods and services" related emissions both due to a refinement of the GHG emissions calculation tool and to more prudent spending;
- A reduction in "investments" emissions, mainly postponed due to the health situation in Europe.

A more in-depth analysis of the two components of the Group's Scope 3 shows the following:

- Scope 3 with direct leverage:
 - Following the review of the GHG emissions calculation tool, the "purchases of goods and services" and "non-property fixed assets" sources were reallocated to the level of each of the assets, mechanically leading to a significant increase at the regional level (in 2019, these emissions were added directly to the "Group Total" line, since there was no territorial breakdown).

- In the interest of greater transparency, the Group has enlarged the reporting of the "employee commuting" source to all countries (France only in 2019), which is also broken down at the regional level.
- With the exception of Italy, whose emissions are lower this year, in 2019 Scope 3 included GHG emissions linked to the Gran Reno (Bologna) extension project delivered during the past year. These emissions are therefore no longer included in 2020.
- Scope 3 with indirect leverage:
 - Since footfall has decreased significantly as a result of the health crisis, emissions related to the "transportation of visitors" source have decreased accordingly (except for France, where the scope of reporting for 2020 has been expanded compared to 2019; on a like-for-like basis, these emissions are also lower, as for other regions).
 - In the same way as can be observed for common areas, energy consumption in private areas has also decreased this year, significantly reducing the "downstream leasing" source (except for the Netherlands, where the increase is linked to a change in the methodology used to calculate of surface areas for the Markthal shopping center in Rotterdam).

LOCATION BASED – TOTAL INDIRECT GHG EMISSIONS

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
Scope 3 direct leverage (in tCO ₂)	France-Belgium	30,992	27,791	12%
	Italy	7,438	9,396	-21%
	Scandinavia	7,915	9,554	-17%
	Iberia	6,517	8,546	-24%
	Central Europe & Other	7,663	9,397	-18%
	Netherlands	1,810	2,045	-11%
	Germany	3,493	4,043	-14%
	GROUP TOTAL	65,828	70,772	-7%
Scope 3 indirect leverage (in tCO ₂)	France-Belgium	337,922	419,825	-20%
	Italy	294,121	382,279	-23%
	Scandinavia	93,975	103,488	-9%
	Iberia	108,934	151,469	-28%
	Central Europe & Other	94,329	127,220	-26%
	Netherlands	55,258	60,360	-8%
	Germany	23,577	29,879	-21%
	GROUP TOTAL	1,008,116	1,274,521	-21%
Total Scope 3 emissions (in tCO ₂)	France-Belgium	368,914	447,617	-18%
	Italy	301,559	391,675	-23%
	Scandinavia	101,891	113,043	-10%
	Iberia	115,452	160,015	-28%
	Central Europe & Other	101,992	136,618	-25%
	Netherlands	57,067	62,405	-9%
	Germany	27,070	33,922	-20%
	GROUP TOTAL	1,073,945	1,345,293	-20%

EPRA indicator: GHG-InDir-Lfl.

Scope (125/140): 122/124 owned and managed shopping centers (excluding Utrecht, Hoog Catharijne and Paris Saint-Lazare) + 3/8 managed only shopping centers (excluding Aulnoy les Valenciennes; Gonfreville; Nîmes, Etoile; Grand Quetigny; Mulhouse Ilzach) + 0/8 owned only shopping centers.
Coverage rate: 92.2% of total shopping center portfolio value.

On a comparable basis (like-for-like scope), there was a 20% decrease in total Group Scope 3 emissions in 2020 versus 2019. However, there are no impact attributable to the reporting scope or to the GHG calculation tool (the 2019 comparative was recalculated with the updated tool).

This performance is fully aligned with the overall 2020 energy trends, i.e., a broadly better performance plus a slight "Covid effect".

The 12% increase in Scope 3 direct leverage for France is linked to GHG emissions from the Creteil Soleil (Créteil) extension project delivered on 2020.

2.3 WATER

This section takes into account the total water consumed at the shopping center, 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 re-used water (including rainwater, greywater and boreholes).

2.3.1 Total water consumption

TOTAL WATER CONSUMPTION (in cu.m.)

(Reported scope)

Territory	2020	2019	2018	2017	Change 2020/2019
France-Belgium	867,598	1,134,810	1,043,833	949,813	-24%
Italy	975,006	1,139,894	1,329,028	1,101,426	-14%
Scandinavia	273,887	336,343	372,966	358,163	-19%
Iberia	251,977	384,115	401,117	337,018	-34%
Central Europe & Other	381,444	454,716	595,898	665,408	-16%
Netherlands	43,287	23,799	23,708	26,345	82%
Germany	90,606	120,911	128,198	118,636	-25%
GROUP TOTAL	2,883,805	3,594,588	3,894,748	3,556,809	-20%

Scope (135/140): 123/124 owned and managed shopping centers (excluding Vittuone Il Destriero) + 8/8 managed only shopping centers + 4/8 owned only (excluding Riom Menetrol & Greece).

Coverage rate: 99.4% of shopping centers owned and managed or owned only.

TOTAL WATER CONSUMPTION (in cu.m.)

(Like-for-like scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	851,669	1,127,406	-24%
Italy	902,223	1,139,894	-21%
Scandinavia	273,887	336,785	-19%
Iberia	251,977	362,519	-30%
Central Europe & Other	331,689	454,716	-27%
Netherlands	18,842	23,799	-21%
Germany	90,606	119,334	-24%
GROUP TOTAL	2,720,893	3,564,454	-24%

Scope (129/140): 121/124 owned and managed shopping centers (excluding: Utrecht, Hoog Catharijne; Vittuone, Il Destriero; Paris Saint-Lazare) + 8/8 managed only shopping centers + 0/8 owned only.

The Group's water consumption fell by 20% in 2020. This is mainly attributable to lower footfall across the entire portfolio due to the health situation. As the vast majority of water consumption is for sanitary facilities and restaurants, it is directly linked to the number of visitors at the centers.

The significant increase (reported scope) for the Netherlands is the result of the inclusion of the water consumption of Hoog Catharijne (Utrecht) after several years outside the scope due to major construction works.

2.3.2 Total water intensity

TOTAL BUILDING WATER INTENSITY (in liters/visit)

(Reported scope)

Territory	2020	2019	2018	2017	Change 2020/2019
France-Belgium	3.4	4	4	4	-8%
Italy	8.3	8	8	8	3%
Scandinavia	3.7	4	4	6	-8%
Iberia	3.5	4	4	4	-3%
Central Europe & Other	6.3	6	5	7	11%
Netherlands	1.2	1	1	2	-16%
Germany	3.5	4	4	5	-7%
GROUP TOTAL	4.5	5	5	4	-4%

Scope (133/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare & Vittuone Il Destriero) + 7/8 managed only shopping centers (excluding Nîmes, Étoile) + 4/8 owned only (excluding Riom Menetrol & Greece shopping centers).
Coverage rate: 98.3% of total shopping center portfolio value.

TOTAL BUILDING WATER INTENSITY (in liters/visit)

(Like-for-like scope)

Territory	2020	2019	Change 2020/2019
France-Belgium	3.3	3.6	-7%
Italy	8.3	7.9	4%
Scandinavia	3.7	4.0	-8%
Iberia	3.5	3.5	-1%
Central Europe & Other	5.9	5.8	2%
Netherlands	1.6	1.5	5%
Germany	3.5	3.7	-5%
GROUP TOTAL	4.5	4.6	-3%

Scope (128/140): 121/124 owned and managed shopping centers (excluding: Utrecht, Hoog Catharijne; Vittuone, Il Destriero; Paris Saint-Lazare) + 7/8 managed only shopping centers (excluding Nîmes, Étoile) + 0/8 owned only.
Coverage rate: 91.8% of shopping centers owned and managed or owned only.

Water intensity at Group level once again decreased during the year, to 4.5 liters per visit, illustrating the continuously improving performance of the teams despite the complex context in 2020. The regional changes are explained by scope adjustments, notably the inclusion of Akmerkez (Istanbul) and Hoog Catharijne (Utrecht) in Central Europe & Other and the Netherlands, respectively.

2.4 WASTE

Since the end of 2017, the Group has set key performance indicators over the period to 2022, 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”, “composted” 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”.

2.4.1 Waste destination

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTE

(Reported scope)

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

Indicator	Territory	2020	2019	2018
Anaerobic digestion (in %)	France-Belgium	4%	4%	1%
	Italy	0%	0%	0%
	Scandinavia	8%	9%	5%
	Iberia	6%	4%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	1%	2%	4%
	GROUP TOTAL		4%	3%
Incinerated with energy recovery (in %)	France-Belgium	60%	61%	53%
	Italy	12%	12%	5%
	Scandinavia	42%	43%	43%
	Iberia	18%	17%	35%
	Central Europe & Other	16%	15%	18%
	Netherlands	72%	73%	44%
	Germany	47%	47%	47%
	GROUP TOTAL		39%	39%
Other form of energy recovery (in %)	France-Belgium	2%	2%	1%
	Italy	14%	17%	3%
	Scandinavia	0%	0%	1%
	Iberia	11%	11%	0%
	Central Europe & Other	2%	3%	0%
	Netherlands	2%	1%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		5%	6%
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%	4%
	Netherlands	0%	0%	2%
	Germany	0%	0%	0%
	GROUP TOTAL		0%	0%
Landfill (in %)	France-Belgium	1%	2%	4%
	Italy	12%	12%	20%
	Scandinavia	0%	0%	0%
	Iberia	22%	31%	14%
	Central Europe & Other	38%	39%	38%
	Netherlands	0%	0%	2%
	Germany	0%	0%	0%
	GROUP TOTAL		9%	11%

EPRA indicator: Waste-Abs.

Scope (125/140): 113/124 owned and managed shopping centers (excluding Duisburg, Konigsgalerie; Angoulême, Champ de Mars; Bordeaux, Saint-Christoly; Valence, Victor Hugo; Chartres, la Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Varese, Belforte; Metz, Saint Jacques; Toulon, Mayo; 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) + 7/8 managed-only shopping centers (excluding Nimes, Étoile) + 5/8 owned only (excluding Greece).

Coverage rate: 95.6%.

TOTAL WEIGHT OF WASTE BY DISPOSAL ROUTE

(Like-for-like scope)

Indicator	Territory	2020	2019
Total waste by disposal route (in tons)	France-Belgium	19,607	23,122
	Italy	8,066	10,809
	Scandinavia	8,983	10,342
	Iberia	7,910	11,102
	Central Europe & Other	4,253	5,695
	Netherlands	2,624	3,352
	Germany	773	958
	GROUP TOTAL		52,215
Recycled (in %)	France-Belgium	32%	32%
	Italy	48%	44%
	Scandinavia	43%	42%
	Iberia	35%	32%
	Central Europe & Other	38%	39%
	Netherlands	25%	25%
	Germany	34%	33%
	GROUP TOTAL		37%
Reused (in %)	France-Belgium	0%	0%
	Italy	0%	0%
	Scandinavia	0%	0%
	Iberia	0%	0%
	Central Europe & Other	1%	0%
	Netherlands	0%	0%
	Germany	0%	0%
	GROUP TOTAL		0%
Other form of material recovery (in %)	France-Belgium	0%	0%
	Italy	5%	6%
	Scandinavia	1%	1%
	Iberia	2%	2%
	Central Europe & Other	3%	1%
	Netherlands	0%	0%
	Germany	11%	9%
	GROUP TOTAL		2%
Composted (in %)	France-Belgium	0%	0%
	Italy	9%	9%
	Scandinavia	5%	5%
	Iberia	6%	7%
	Central Europe & Other	2%	2%
	Netherlands	2%	1%
	Germany	7%	9%
	GROUP TOTAL		4%
Anaerobic digestion (in %)	France-Belgium	4%	3%
	Italy	0%	0%
	Scandinavia	8%	9%
	Iberia	6%	4%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	1%	2%
	GROUP TOTAL		4%
Incinerated with energy recovery (in %)	France-Belgium	59%	59%
	Italy	14%	16%
	Scandinavia	42%	43%
	Iberia	18%	17%
	Central Europe & Other	17%	15%
	Netherlands	72%	72%
	Germany	47%	47%
	GROUP TOTAL		40%

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

EPRA indicator: Waste-LfL.

Scope (120/140): 113/124 owned and managed shopping centers (excluding Duisburg, Königsgalerie; Angoulême, Champ de Mars; Bordeaux, Saint-Christoly; Valence, Victor Hugo; Chartres, La Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Varese, Belforte) + 7/8 managed-only shopping centers (excluding Nîmes, Étoile) + 0/8 owned only (excluding Greece).

Coverage rate: 93.2%.

There has been an overall decrease in the 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 in the proportion of waste recycled, mainly driven by the Iberia region where waste BOOST interventions have been conducted in most assets and communication with tenants has been strengthened.

SHARE OF RECOVERED WASTE

(Reported scope)

Territory	2020	2019	2018
France-Belgium	99%	98%	96%
Italy	88%	88%	80%
Scandinavia	100%	100%	100%
Iberia	90%	78%	91%
Central Europe & Other	94%	92%	67%
Netherlands	100%	100%	90%
Germany	100%	100%	100%
GROUP TOTAL	96%	93%	90%

Scope (104/140): 93/124 owned and managed shopping centers (excluding Bratislava, Danubia; Duisburg, Königsgalerie; Angoulême, Champ de Mars; Bordeaux, Saint-Christoly; Valence, Victor Hugo; Chartres, la Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Varese, Belforte; 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) + 7/8 managed-only shopping centers (excluding Nîmes, Étoile) + 4/8 owned only (excluding Greece & Istanbul, Akmerkez).

Coverage rate: 84.3%.

SHARE OF RECOVERED WASTE

(Like-for-like scope)

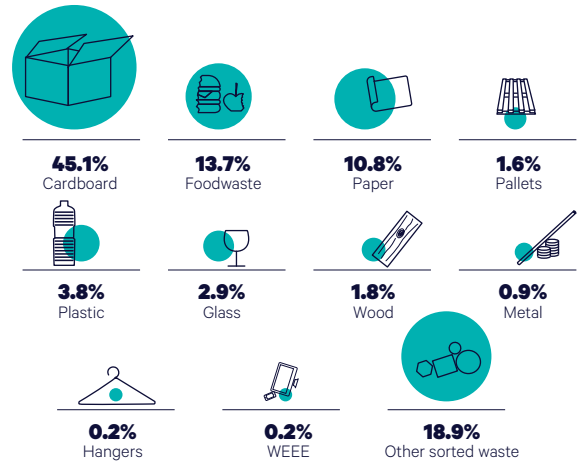
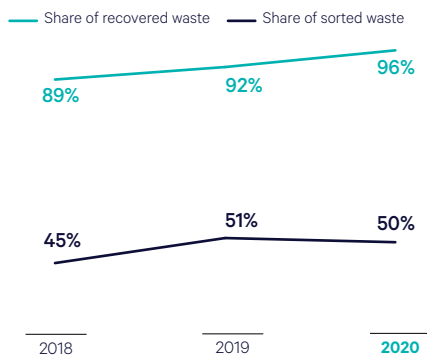
Territory	2020	2019
France-Belgium	99%	99%
Italy	93%	91%
Scandinavia	100%	100%
Iberia	90%	76%
Central Europe & Other	94%	92%
Netherlands	100%	100%
Germany	100%	100%
GROUP TOTAL	97%	95%

Scope (99/140): 92/124 owned and managed shopping centers (excluding Bratislava, Danubia; Duisburg, Königsgalerie; Angoulême, Champ de Mars; Bordeaux, Saint-Christoly; Valence, Victor Hugo; Chartres, La Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Varese, Belforte; Utrecht, Hoog Catharijne; 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) + 7/8 managed-only shopping centers (excluding Nîmes, Étoile) + 0/8 owned only.
Coverage rate: 82.6%.

The proportion of waste recovered increased by 3 points in 2020. This is the result of continuous improvement with waste providers on the final destination of waste collected and sorted in the centers. It is also due to a scope effect, as centers where Klépierre has no leverage on the final destination of waste have been removed from the Group calculation (for instance, where local municipalities impose methods of sorting and final destinations of waste).

2.4.2 Waste types

(Reported scope)



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

(Reported scope)

Waste Type	2020 share	2019
Cardboard	45.1%	43.9%
Paper	10.8%	10.6%
Foodwaste	13.7%	12.5%
Pallets	1.6%	1.5%
Plastic	3.8%	3.8%
Glass	2.9%	2.7%
Wood	1.8%	1.6%
Metal	0.9%	1.0%
Hangers	0.2%	0.1%
WEEE	0.2%	0.3%
Other sorted waste	18.9%	22.2%
GROUP TOTAL	100%	100%

Scope (125/140): 113/124 owned and managed shopping centers (excluding Duisburg, Königsgalerie; Angoulême, Champ de Mars; Bordeaux, Saint-Christoly; Valence, Victor Hugo; Chartres, la Madeleine; Paris Saint-Lazare; Bergamo, Seriate Alle Valli; Bologna, Shopville Gran Reno; Lecce, Cavallino; Modena, Grand Emilia; Varese, Belforte; Metz, Saint Jacques; Toulon, Mayo; 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) + 7/8 managed-only shopping centers (excluding Nimes, Etoile) + 5/8 owned only (excluding Greece).
Coverage rate: 95.6%.

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.

2.5 MOBILITY

Klépierre regularly monitors mobility patterns at its centers, focusing in particular on the percentage of centers accessible via public transports, 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 Visitors travel mode

VISITORS TRAVEL MODE (2020)

(Reported scope)

Territory	By car	By public transport	By soft mobility
France-Belgium	63%	20%	17%
Italy	91%	5%	4%
Scandinavia	58%	24%	18%
Iberia	63%	20%	17%
Central Europe & Other	44%	28%	28%
Netherlands	39%	32%	29%
Germany	37%	37%	26%
GROUP TOTAL	65%	19%	16%

Scope (136/140): 123/124 owned and managed shopping centers (excluding Paris Saint-Lazare) + 8/8 managed-only shopping centers + 5/8 owned only shopping center (excluding Greece).
Coverage rate: 98.8% of total shopping center portfolio value.

In 2020, there was a year-on-year decrease in the proportion of visitors coming to centers by public transports (down 6 percentage points) in favor of private cars (up 7 percentage points), most likely due to concerns over using public transports 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	Space reserved for cyclists	Electric car charging station
France-Belgium	100%	100%	57%
Italy	91%	100%	58%
Scandinavia	100%	100%	98%
Iberia	100%	100%	73%
Central Europe & Other	100%	87%	78%
Netherlands	100%	100%	97%
Germany	100%	100%	38%
GROUP TOTAL	98%	99%	68%

Scope (137/140): 124/124 owned and managed shopping centers + 8/8 managed-only shopping centers + 5/8 owned only shopping center (excluding Greece).
Coverage rate: 99.9% of total shopping center portfolio value.

The proportion of centers accessible by public transport and equipped with cycling equipment remained stable in 2020. However, those with charging stations for electric vehicles rose by 8 percentage points in 2020, mainly in France, Italy, Germany and Central Europe.

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 5.2.3 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 66% 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 5.2.3.2 of the Klépierre's 2020 Universal Registration Document.

2.6.1 Total sustainable certification

PROPORTION OF CENTERS WITH A SUSTAINABLE CERTIFICATION* (2020)

(Reported scope)

Territory	Number of assets	Share in total value
France-Belgium	53	100%
Italy	31	100%
Scandinavia	18	100%
Iberia	10	100%
Central Europe & Other	14	100%
Netherlands	4	100%
Germany	5	100%
GROUP TOTAL	135	100%

* Sustainable certification: BREEAM In-Use, ISO14001 and/or ISO 50001.
EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare, Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8% of total shopping center portfolio value.

PROPORTION OF CENTERS WITH A SUSTAINABLE CERTIFICATION (2020)*

(Like-for-like scope)

Indicator	Territory	2020	2019	Change 2020/2019
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%

* Sustainable certification: BREEAM In-Use, ISO14001 and/or ISO 50001.

EPRA indicator: Cert-Tot.

Scope (132/140): 120/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Clermont-Ferrand Jaude; Clermont-Ferrand Carré Jaude; Bratislava, Danubia)

+ 8/8 managed-only shopping centers + 4/8 owned-only shopping centers (excluding Greece; Istanbul Akmerkez).

Coverage rate: 96.4% 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 66% 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	2020	2019	2018
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%	5%	2%
	Italy	1%	2%	9%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	4%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	68%	67%	0%
	GROUP TOTAL		5%	5%
Certified "Very Good"	France-Belgium	81%	79%	40%
	Italy	99%	98%	19%
	Scandinavia	73%	73%	0%
	Iberia	100%	100%	91%
	Central Europe & Other	6%	7%	14%
	Netherlands	100%	100%	0%
	Germany	32%	33%	33%
	GROUP TOTAL		80%	79%
Certified "Excellent"	France-Belgium	14%	15%	12%
	Italy	0%	0%	0%
	Scandinavia	27%	27%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	94%	93%	41%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		15%	15%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

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

(Reported scope)

Indicator	Territory	2020	2019	2018
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	0%	0%	0%
	GROUP TOTAL	1%	1%	0%
Certified "Good"	France-Belgium	19%	20%	4%
	Italy	3%	3%	7%
	Scandinavia	0%	0%	0%
	Iberia	10%	9%	9%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	80%	80%	0%
	GROUP TOTAL	12%	13%	4%
Certified "Very Good"	France-Belgium	74%	72%	33%
	Italy	97%	97%	7%
	Scandinavia	78%	78%	0%
	Iberia	90%	91%	64%
	Central Europe & Other	21%	23%	11%
	Netherlands	100%	100%	0%
	Germany	20%	20%	20%
	GROUP TOTAL	74%	74%	21%
Certified "Excellent"	France-Belgium	6%	6%	2%
	Italy	0%	0%	0%
	Scandinavia	22%	22%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	79%	77%	6%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL	13%	13%	2%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

BREAKDOWN OF BREEAM IN-USE PART 1 CERTIFICATION BY FLOOR AREA*(Reported scope)*

Indicator	Territory	2020	2019	2018
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%	0%
Certified "Good"	France-Belgium	15%	14%	4%
	Italy	4%	3%	8%
	Scandinavia	0%	0%	0%
	Iberia	7%	8%	6%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	69%	69%	0%
	GROUP TOTAL	11%	10%	3%
Certified "Very Good"	France-Belgium	80%	77%	33%
	Italy	96%	97%	17%
	Scandinavia	73%	74%	0%
	Iberia	93%	92%	74%
	Central Europe & Other	17%	20%	11%
	Netherlands	100%	100%	0%
	Germany	31%	31%	31%
	GROUP TOTAL	73%	75%	25%
Certified "Excellent"	France-Belgium	5%	8%	5%
	Italy	0%	0%	0%
	Scandinavia	27%	26%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	83%	80%	9%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL	16%	15%	3%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare, Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

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. 100% of Klépierre's assets have been certified against this standard for two years now, highlighting the excellence in sustainability of the 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	2020	2019	2018
Certified "Pass"	France-Belgium	0%	0%	2%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	11%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	31%	30%	0%
	GROUP TOTAL		1%	1%
Certified "Good"	France-Belgium	16%	9%	3%
	Italy	5%	5%	0%
	Scandinavia	0%	0%	0%
	Iberia	4%	4%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	0%
	Germany	32%	33%	33%
	GROUP TOTAL		15%	11%
Certified "Very Good"	France-Belgium	58%	63%	22%
	Italy	0%	0%	22%
	Scandinavia	5%	0%	0%
	Iberia	12%	12%	84%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		26%	26%
Certified "Excellent"	France-Belgium	22%	24%	27%
	Italy	6%	0%	6%
	Scandinavia	14%	0%	0%
	Iberia	84%	84%	0%
	Central Europe & Other	44%	47%	55%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		23%	20%
Certified "Outstanding"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	13%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	0%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

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

(Reported scope)

Indicator	Territory	2020	2019	2018
Certified "Pass"	France-Belgium	2%	0%	2%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	18%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	20%	20%	0%
	GROUP TOTAL		1%	1%
Certified "Good"	France-Belgium	19%	17%	7%
	Italy	3%	3%	0%
	Scandinavia	0%	0%	0%
	Iberia	10%	9%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	0%
	Germany	20%	20%	20%
	GROUP TOTAL		13%	12%
Certified "Very Good"	France-Belgium	55%	52%	17%
	Italy	0%	0%	10%
	Scandinavia	6%	0%	0%
	Iberia	20%	18%	55%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		24%	22%
Certified "Excellent"	France-Belgium	8%	7%	13%
	Italy	3%	0%	3%
	Scandinavia	6%	0%	0%
	Iberia	60%	55%	0%
	Central Europe & Other	7%	8%	17%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		10%	4%
Certified "Outstanding"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	7%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL		1%	0%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

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

(Reported scope)

Indicator	Territory	2020	2019	2018
Certified "Pass"	France-Belgium	0%	0%	2%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	18%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	26%	26%	0%
	GROUP TOTAL	2%	1%	3%
Certified "Good"	France-Belgium	21%	17%	4%
	Italy	2%	3%	0%
	Scandinavia	0%	0%	0%
	Iberia	11%	6%	0%
	Central Europe & Other	0%	0%	0%
	Netherlands	100%	100%	0%
	Germany	31%	31%	31%
	GROUP TOTAL	14%	15%	3%
Certified "Very Good"	France-Belgium	56%	54%	18%
	Italy	0%	0%	19%
	Scandinavia	7%	0%	0%
	Iberia	20%	19%	63%
	Central Europe & Other	0%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL	22%	21%	16%
Certified "Excellent"	France-Belgium	11%	13%	18%
	Italy	6%	0%	6%
	Scandinavia	12%	0%	0%
	Iberia	62%	58%	0%
	Central Europe & Other	12%	12%	20%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL	14%	6%	10%
Certified "Outstanding"	France-Belgium	0%	0%	0%
	Italy	0%	0%	0%
	Scandinavia	0%	0%	0%
	Iberia	0%	0%	0%
	Central Europe & Other	6%	0%	0%
	Netherlands	0%	0%	0%
	Germany	0%	0%	0%
	GROUP TOTAL	1%	0%	0%

EPRA indicator: Cert-Tot.

Scope (135/140): 122/124 owned and managed shopping centers (excluding Paris Saint-Lazare; Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 98.8%.

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. 66% of Klépierre's assets are certified against this additional standard for two years now, proving 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	2020	2019
Proportion by value	France-Belgium	0%	0%
	Italy	69%	36%
	Scandinavia	100%	100%
	Iberia	100%	100%
	Central Europe & Other	12%	17%
	Netherlands	100%	100%
	Germany	0%	0%
	GROUP TOTAL		44%
Proportion by number of centers	France-Belgium	0%	0%
	Italy	42%	24%
	Scandinavia	100%	100%
	Iberia	100%	100%
	Central Europe & Other	36%	36%
	Netherlands	100%	100%
	Germany	0%	0%
	GROUP TOTAL		37%
Proportion by floor area	France-Belgium	0%	0%
	Italy	64%	36%
	Scandinavia	100%	100%
	Iberia	100%	100%
	Central Europe & Other	41%	49%
	Netherlands	100%	100%
	Germany	0%	0%
	GROUP TOTAL		45%

EPRA indicator: Cert-Tot.

Scope (136/140): 123/124 owned and managed shopping centers (excluding Bratislava, Danubia) + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 99.9%.

The proportion of assets with ISO 14001 (environment) or ISO 50001 (energy) certification rose from 40% in 2019 to 44% in 2020. This increase is mainly due to the six new ISO 14001 certifications obtained in Italy during the year.

PROPORTION OF PORTFOLIO WITH AN ENERGY PERFORMANCE CERTIFICATION

(Reported scope)

Indicator	Territory	2020	2019	2018
Proportion by value	France-Belgium	92%	52%	46%
	Italy	100%	93%	96%
	Scandinavia	100%	98%	98%
	Iberia	100%	100%	100%
	Central Europe & Other	61%	63%	6%
	Netherlands	97%	92%	92%
	Germany	100%	0%	66%
	GROUP TOTAL		94%	73%
Proportion by number of centers	France-Belgium	91%	58%	59%
	Italy	100%	83%	90%
	Scandinavia	100%	94%	94%
	Iberia	100%	100%	100%
	Central Europe & Other	53%	36%	11%
	Netherlands	75%	50%	50%
	Germany	100%	0%	60%
	GROUP TOTAL		91%	67%
Proportion by floor area	France-Belgium	96%	51%	48%
	Italy	100%	86%	95%
	Scandinavia	100%	97%	97%
	Iberia	100%	100%	100%
	Central Europe & Other	60%	51%	14%
	Netherlands	24%	67%	53%
	Germany	100%	0%	64%
	GROUP TOTAL		92%	68%

EPRA indicator: Cert-Tot.

Scope (137/140): 124/124 owned and managed shopping centers + 8/8 managed-only shopping centers + 5/8 owned-only shopping centers.

Coverage rate: 99.9%.

PROPORTION OF PORTFOLIO WITH AN ENERGY PERFORMANCE CERTIFICATION

(Like-for-like scope)

Indicator	By Territory	2020	2019	Change 2020/2019
Proportion by value	France-Belgium	95%	46%	107%
	Italy	100%	94%	7%
	Scandinavia	100%	98%	2%
	Iberia	100%	100%	0%
	Central Europe & Other	70%	63%	12%
	Netherlands	97%	93%	5%
	Germany	100%	0%	0%
	GROUP TOTAL		96%	70%
Proportion by number of centers	France-Belgium	94%	59%	60%
	Italy	100%	83%	21%
	Scandinavia	100%	94%	6%
	Iberia	100%	100%	0%
	Central Europe & Other	57%	31%	86%
	Netherlands	75%	50%	50%
	Germany	100%	0%	0%
	GROUP TOTAL		92%	67%
Proportion by floor area	France-Belgium	97%	55%	76%
	Italy	100%	84%	19%
	Scandinavia	100%	97%	3%
	Iberia	100%	100%	0%
	Central Europe & Other	64%	46%	37%
	Netherlands	24%	28%	-15%
	Germany	100%	0%	0%
	GROUP TOTAL		93%	66%

EPRA indicator: Cert-Tot.

Scope (131/140): 123/124 owned and managed shopping centers (excluding Paris Saint-Lazare) + 8/8 managed-only shopping centers + 0/8 owned-only shopping centers.

Coverage rate: 96.3%.

In 2020, two factors led to a strong increase in the proportion of assets having received an energy performance certificate, from 73% in 2019 to 94%:

- The improvement in performance and the realization of new audits;
- The clarification of reporting process to local teams.

3

Social performance indicators

3.1 HEALTH AND SAFETY

EMPLOYEE HEALTH AND SAFETY

Indicator	Territory	2020	2019
Injury rate (per 100,000 hours worked)	France-Belgium	0.002%	0.003%
	Italy	0.001%	0%
	Scandinavia	0%	0%
	Iberia	0.002%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0.001%
	GROUP TOTAL	0.005%	0.004%
Lost day rate (per 100,000 hours worked)	France-Belgium	0.071%	0.026%
	Italy	0.031%	0%
	Scandinavia	0%	0%
	Iberia	0.071%	0%
	Central Europe & Other	0%	0%
	Netherlands	0%	0%
	Germany	0%	0.051%
	GROUP TOTAL	0.173%	0.077%
Absentee rate (average percentage in number of days per employee)	France-Belgium	3.3%	2.8%
	Italy	1.4%	1.7%
	Scandinavia	3.5%	3.7%
	Iberia	2.0%	2.2%
	Central Europe & Other	1.1%	1.3%
	Netherlands	1.4%	2.1%
	Germany	3.5%	6.0%
	GROUP TOTAL	2.6%	2.6%
Fatalities (total number)	France-Belgium	0	0
	Italy	0	0
	Scandinavia	0	0
	Iberia	0	0
	Central Europe & Other	0	0
	Netherlands	0	0
	Germany	0	0
	GROUP TOTAL	0	0

EPRA indicator: H&S-Emp.

For a narrative on our performance, please see section 5.4.3.3.1 of Klépierre's 2020 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 5.4.2.1 and 5.4.2.2 of Klépierre's 2020 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)*

Indicator	2020	2019
Executive Management**	27%	27%
Managers	40%	39%
Non-Managers	74%	73%
All employees	60%	59%

* Percentage of female employees.

** Executive Board and Corporate Management Team.

EPRA indicator: Diversity-Emp.

In 2020, women made up 60% of the Group's total workforce but remain under-represented at management level. At the end of 2020, Klépierre adopted a new gender equality policy which includes quantitative objectives to increase the share of women in the top management (see section of Klépierre's 2020 Universal Registration Document for more details).

GENDER PAY RATIO*

Indicator	2020	2019
Executive Management**	0.88	0.84
Managers	0.85	0.79
Non-managers	0.81	0.83

* Ratio of female to male salaries.

** Corporate Management Team and Group Management Team.

EPRA indicator: Diversity-Pay.

For a narrative on our performance, please see section 5.4.3.2 of Klépierre's 2020 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 newly adopted by Klépierre.

3.3 TRAINING AND DEVELOPMENT

EMPLOYEE TRAINING AND DEVELOPMENT (HOURS/EMPLOYEE)

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

EPRA indicator: Emp-Training.

For a narrative on our performance, please see section 5.4.3.1.3 of Klépierre's 2020 Universal Registration Document.

A 100% training access rate was achieved by accelerating in training digitalization. The quick and early adaptation of Klépierre University transforming classroom sessions onto virtual ones combined with the creation of several e-modules supporting business and dealing with the remote working situation enabled all staff to attend at least one training event. Nevertheless, the total number of training hours decreased year on year as the duration of classroom training sessions far exceeds that of e-learning or virtual classrooms.

PROPORTION OF EMPLOYEES WHO HAVE COMPLETED THEIR PERFORMANCE APPRAISAL

Indicator	2020*	2019
ALL EMPLOYEES	88%	94%

* Achievement rate of the 2020 appraisal campaign interviews, compared with the 2019 performance.

EPRA indicator: Emp-Dev.

For a narrative on our performance, please see section 5.4.3.1.4 of Klépierre's 2020 Universal Registration Document.

Performance appraisal is mandatory for each employee and takes place between November and January. The decrease in the completion rate is explained by the Covid situation which impeded some managers busy with the management crisis from conducting appraisal interviews.

3.4 NEW HIRES AND TURNOVER

NEW HIRES

Indicator	Territory	2020	2019
Total number of new employees	France-Belgium	47	62
	Italy	9	22
	Scandinavia	24	41
	Iberia	8	18
	Central Europe & Other	27	29
	Netherlands	10	21
	Germany	14	14
	GROUP TOTAL		139
Proportion of new employees*	France-Belgium	10.6%	13.4%
	Italy	5%	11.8%
	Scandinavia	17.3%	28.7%
	Iberia	7%	15.9%
	Central Europe & Other	24.1%	25.2%
	Netherlands	17.5%	36.2%
	Germany	28%	26.9%
	GROUP TOTAL		12.7%

*Ratio of new hire on total headcount

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 5.4.3.1 of Klépierre's 2020 Universal Registration Document.

Due to the pandemic consequences, a number of recruitments were delayed. Klépierre nonetheless continued to hire new staff in all countries to ensure business continuity.

DEPARTURES/TURNOVER

Indicator	Territory	2020	2019
Total number of departed employees	France-Belgium	41	56
	Italy	10	17
	Scandinavia	18	26
	Iberia	6	13
	Central Europe & Other	10	10
	Netherlands	4	3
	Germany	7	6
	GROUP TOTAL		96
Proportion of departed employees	France-Belgium	9.3%	12.2%
	Italy	5.8%	9.4%
	Scandinavia	13.7%	19.0%
	Iberia	5.3%	11.5%
	Central Europe & Other	9.8%	9.3%
	Netherlands	8.0%	6.1%
	Germany	15.6%	12.8%
	GROUP TOTAL		9.1%

EPRA indicator: Emp-Turnover.

For a narrative on our performance, please see section 5.4.3.1 of Klépierre's 2020 Universal Registration Document.

In Scandinavia and Italy, the number of departed employees has decreased respectively by 5.3 points and 3.6 points. This can be explained by the work done to stabilize teams with a focus put on leadership, employee engagement and new ways of working.

TOTAL HEADCOUNT

Territory	2020	2019
France-Belgium	444	463
Italy	180	187
Scandinavia	139	143
Iberia	114	113
Central Europe & Other	112	115
Netherlands	57	58
Germany	50	52
GROUP TOTAL	1,096	1,131

For a narrative on our performance, please see section 5.4.3.1 of Klépierre's 2020 Universal Registration Document.

Scandinavia, Central Europe and France recorded the highest number of new hires to compensate staff turnover. A clear and updated recruitment decision process was implemented. Klépierre was thereby able to focus its 2020 recruitment priorities on key positions to ensure business continuity.

HEADCOUNT AT YEAR-END, BY TYPE OF EMPLOYMENT

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

For a narrative on our performance, please see section 5.4.3.1 of Klépierre's 2020 Universal Registration Document.

Data for 2020 remained similar to 2019 and reflect Klépierre's policy to offer mostly permanent contracts.

HEADCOUNT AT YEAR-END, BY AGE

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

For a narrative on our performance, please see section 5.4.3.1 of Klépierre's 2020 Universal Registration Document.

In 2020, the split by age remained broadly stable compared to 2019.

INTERNAL MOVEMENT

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

For a narrative on our performance, please see section 5.4.3.1.5 of Klépierre's 2020 Universal Registration Document.

4

Local value creation and development programs indicators

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. Broader narratives on these topics, initiatives and related projects can be found in section 5.3 of Klépierre's 2020 Universal Registration Document. All percentages are expressed in terms of the total value of the portfolio.

4.1 LOCAL VALUE CREATION

PERCENTAGE OF LOCAL SERVICE PROVIDERS IN OPERATIONAL MANAGEMENT OF CENTERS*

(Reported scope)

Territory	2020	2019
France-Belgium	93%	85%
Italy	72%	54%
Scandinavia	100%	100%
Iberia	100%	100%
Central Europe & Other	67%	43%
Netherlands	100%	100%
Germany	100%	93%
GROUP TOTAL	87%	78%

* Displayed as the percentage of security, facility management and cleaning suppliers which 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 (137/140): 124/124 owned and managed shopping centers + 8/8 managed only shopping center + 5/8 owned only (excluding Greece).

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

PERCENTAGE OF CENTERS THAT HAVE CONTRIBUTED TO LOCAL EMPLOYMENT

(Reported scope)

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

EPRA indicator: Comty-Eng.

Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nîmes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).

Coverage rate: 99% of total shopping center portfolio value.

Despite the pandemic, Klépierre centers continued to support local employment in all countries where the Group operates:

- 87% of service providers involved in the daily operation of assets were local companies in 2020, up 9 percentage points compared with 2019 thanks to contract renegotiations in Italy, France and Central Europe;
- 95% of centers organized an initiative in 2020 to promote local employment among visitors, up 10 percentage points compared with 2019. Thanks to better collaboration with tenants and local partners, Klépierre teams organized a host of job forums. Updating the centers' websites (at Group level) also provided an opportunity to add a brand-new section dedicated to sharing job offers available in centers and/or nearby.

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

(Reported scope)

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

* Local initiatives including local entrepreneurs, community organizations, artists, etc.
 EPRA indicator: Comty-Eng.
 Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nîmes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).
 Coverage rate: 99% of total shopping center portfolio value.

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

(Reported scope)

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

* Drives include clothes, toys, furniture, etc.
 EPRA indicator: Comty-Eng.
 Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nîmes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).
 Coverage rate: 99% 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	2020	2019
France-Belgium	99%	65%
Italy	88%	71%
Scandinavia	100%	100%
Iberia	100%	96%
Central Europe & Other	99%	86%
Netherlands	100%	97%
Germany	100%	96%
GROUP TOTAL	98%	79%

EPRA indicator: Comty-Eng.
 Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nîmes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).
 Coverage rate: 99% of total shopping center portfolio value.

This year the centers and their teams have worked harder than ever to support local communities. Built on longstanding trust, the very good relations with the local community have made it possible to mobilize teams, offer spaces and dedicate time to local charities to help the most vulnerable.

As proof, 98% of centers offered space to promote local initiatives, 96% of centers organized a collection of products for the benefit of an NGO (up 12 percentage points) and 98% of centers supported the citizens' initiatives of the brands they host (up 9 percentage points).

4.2 DEVELOPMENT PROGRAMS

INVOLVE LOCAL STAKEHOLDERS IN DESIGNING NEW DEVELOPMENTS

(Reported scope)

	2020	2019
Percentage of development projects that have included local cooperation as part of the early planning process	100%*	NA**
Percentage of development projects certifying that suppliers sign a Sustainable Charter governing construction site supply and management.	100%*	NA**
Percentage of development projects that have implemented a biodiversity action plan	100%*	NA**

* In 2020, one development project was completed at Créteil Soleil.

** No development project was delivered in 2019.

One development project was delivered in 2020: the Créteil Soleil (Créteil) extension in France. This project fulfilled all Act for Territories® targets set for new developments:

- Organization of local cooperation as part of the early planning process;
- Working with suppliers under a “Sustainable Charter” governing construction site supply and management;
- Setting up a biodiversity action plan.

5

Client satisfaction and well-being indicators

INCREASE IN NET PROMOTER SCORE (NPS)

(Like-for-like scope)

	2020	2019
Performance versus 2017	+8 pts	+10 pts

Scope: 39/126 shopping centers managed by the corporate marketing team.
Coverage rate: 53% of total shopping center portfolio value.

Since 2017, the Group NPS has progressed by 8 points and can be explained by two major general axes:

- Raising awareness of the culture and customer care for teams in contact with our visitors;
- Optimization of the customer journey (for example through the deployment of new free access children's areas, new olfactory, and sound atmospheres in the centers...).

The slight decrease in comparison to 2019 is mainly due to the sanitary context that has raised new pain points in the customer experience (directly such as crowd anxiety or indirectly such as the non-compliance of the opening hours of shops compared to the given information, the non-availability of toilets or rest areas closed to the public...).

PERCENTAGE OF CUSTOMERS' SOCIAL MEDIA QUESTIONS ANSWERED

(Reported scope)

% of shopping center portfolio value	2020	2019
% of customers' social media questions answered	92%	68%

Scope: 91/126 shopping centers managed by the marketing corporate team.
Coverage rate: 92% of total shopping center portfolio value.

The Group's long-term target is to respond to 100% of customer questions on social networks. To achieve this, Klépierre has developed a customer care tool, #JustAsk promises to answer all questions through Facebook Messenger during opening hours. In 2020, the roll-out of the tool has been intensified pushing the number of centers using #JustAsk at 91.

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

(Reported scope)

% of shopping center portfolio value	2020	2019
France-Belgium	96%	84%
Italy	75%	72%
Scandinavia	100%	100%
Iberia	100%	100%
Central Europe & Other	99%	83%
Netherlands	100%	97%
Germany	100%	100%
GROUP TOTAL	94%	87%

Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nimes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).
Coverage rate: 99% of total shopping center portfolio value.

As part of the ambition to care about people working day-in day-out at Klépierre's assets, the Group has set up dedicated services for retailers' staff in 94% of its centers (versus 87% in 2019). These initiatives range from rest areas and private sports sessions to special events, and will be developed in all assets by 2022.

PERCENTAGE OF CENTERS THAT HAVE PROMOTED HEALTH & WELL-BEING*(Reported scope)*

% of shopping center portfolio value	2020	2019
France-Belgium	98%	82%
Italy	100%	83%
Scandinavia	100%	100%
Iberia	100%	100%
Central Europe & Other	99%	98%
Netherlands	100%	92%
Germany	100%	100%
GROUP TOTAL	99%	89%

*Scope (132/140): 124/124 owned and managed shopping centers + 7/8 managed-only shopping centers (excluding Nîmes Étoile) + 1/8 owned only shopping center (excluding Greece, Riom Menetrol, Roques-sur-Garonne, Milan Globo I II III, Senigallia II Maestrale).
Coverage rate: 99% of total shopping center portfolio value.*

During this unprecedented year, the well-being of local communities was a core concern for Klépierre's teams when it came to organizing actions in the centers and developing digital initiatives. Accordingly, 99% of centers addressed the challenge by promoting health and well-being during 2020 with a focus on outreach support as part of the Covid crisis, including initiatives such as blood donations to respond to the growing hospital demand, Covid testing areas, digital programs to fight individual isolation, etc.

6

Governance indicators

6.1 GOVERNANCE BODIES

COMPOSITION OF THE HIGHEST GOVERNANCE BODIES

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

EPRA indicator: Gov-Board.

6.2 NOMINATION

The process for appointing members of the Supervisory and Executive boards is described below. The bylaws remained unchanged between 2019 and 2020.

PROCESS FOR APPOINTING MEMBERS

	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>
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.

6.3 CONFLICTS OF INTEREST

PROCESS FOR MANAGING CONFLICTS OF INTEREST

	2020	2019
Supervisory Board	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 5.1.1.1 of the 2019 Klépierre Universal Registration Document

EPRA indicator: Gov-Col.

6.4 BUSINESS ETHICS PRACTICES

CHAMPION ETHICS IN THE LOCAL COMMUNITIES

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

* Calculated on the scope managed by the Group Procurement Department i.e., 42% of Klépierre (key) suppliers.