

Building the most sustainable platform for commerce

act4
good
with Klépierre

PROFILE

Klépierre, the European leader in shopping centers, operates 70 premium destination malls across 10 countries. Located in major European cities, these malls welcome hundreds of millions of visitors each year. The Group's teams combine expertise in operations, management, and development for a portfolio valued at over €19 billion.

ACCLAIMED PERFORMANCE

The excellence of Klépierre's Corporate Social Responsibility (CSR) strategy has been recognized by numerous independent organizations.



MSCI ESG RATINGS Euronext

Highly sustainable centers

A TYPICAL KLÉPIERRE SHOPPING CENTER IN 2023

In 2023, a Klépierre shopping center provides an average of 30,000 sq.m. of retail space, accommodating 95 retailers. In total, this represents 530 local jobs to welcome approximately 6 million annual visitors.



75 kWh/sq.m.

This is our average energy intensity. We have reduced it by 48% since 2013.



100%

of the electricity we use is renewable, either produced directly on-site or purchased from green energy suppliers.



3.4 kg CO₂e/sq.m.

This is the average carbon intensity of a Klépierre shopping center, meaning its total greenhouse gas emissions divided by its surface area. For comparison, a low-energy residential building with a class A Energy Performance Certificate emits less than 5 kg CO₂e/sq.m. per year.



39%

of our visitors come to our shopping centers using sustainable transportation, such as public transports or soft mobility.



100%

of our waste is recovered. It is either reused, recycled or transformed into energy.

Act4Good®: Klépierre's renewed CSR strategy



Markthal (Rotterdam),
The Netherlands.

Consume sustainably? Absolutely.
But where? And how?

First, in a low carbon environment. That is great news, because our centers have already cut their emissions by 84% and their energy consumption by 48% in the last 10 years. And in 10 more, they will be **net-zero carbon**. Because they will have kept up energy efficiency efforts and rolled them out at our retailers. They will only use renewable energy, when they are not generating their own on site. And they will always be accessible without gasoline.

Sustainable commerce also means providing services, as close to home as possible. At Klépierre, there will always be the best products, but solutions to recycle them, repair them and give them a second life too. And above all, **there will always be a place for everyone**. To welcome you whenever you want. And whenever you need. Because caring for people always pays off in the long run. That is what we do for our teams, our visitors and our partners.

First, by training and developing them, to **unleash their talent**. Then, by making them aware of global challenges, and involving them in our approach. Playing our part in changing consumption habits means introducing our visitors to **alternative, responsible services and product ranges**.

It means showcasing innovative, socially useful concepts. And it means supporting sustainable initiatives and events.

In all of our shopping centers.

By 2030, Klépierre will have built the most sustainable platform for commerce.

“Being a leader means daring to challenge the very foundations of our business, to reduce its footprint and improve its impact on the world around us.”

JEAN-MARC JESTIN
CHAIRMAN OF THE
EXECUTIVE BOARD

AN INNOVATIVE METHODOLOGY

After five years of outstanding environmental performance, Act4Good®, launched in 2023, replaces Act for Good® (2018-2022) with even more ambitious objectives. This new CSR strategy was drawn up in collaboration with a committee of independent experts and in consultation with Group employees. Building on the ambition of our



Hoog Catharijne
(Utrecht),
The Netherlands.

three historical commitments, the roadmap has been expanded with a new pillar: promoting sustainable lifestyles among our visitors, retailers and partners.

INDEPENDENT SCIENTIFIC COMMITTEE



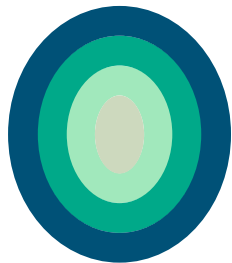
Achieving net-zero

2030 AMBITION: ACHIEVE A NET-ZERO CARBON PORTFOLIO

Five years ago, we set ambitious sustainability objectives with the aim of offering solutions for low-carbon footprint shopping centers. That vision is now a reality.

Today, our commitment is evolving even further, as we strive to transform our shopping centers into catalysts for combating climate change.

Our commitment to achieving a net-zero portfolio by 2030 is supported by four key activities: reducing energy consumption, using renewable energy sources, producing energy on-site, and offsetting residual emissions.



In 2030, we are aiming for an average energy intensity of **70 kWh/sq.m.**

meaning a reduction of 51% vs. 2013. As of today, we have already reduced the energy intensity of our centers by 48%. We are supporting our retailers in reducing their own energy consumption by 20% in stores.

We are equipping our **40** leading shopping centers with renewable energy production units, to enable them to reach up to 30% of on-site production.



Achieving net-zero consists of balancing the quantity of greenhouse gases emitted with the amount removed from the atmosphere, resulting in a neutral carbon footprint. For Klépierre, this means minimizing our direct and indirect greenhouse gas emissions linked to energy consumption, and investing in carbon sequestration projects to offset any residual emissions that cannot be totally eliminated.

Promoting sustainable mobility...

We raise awareness among our visitors about soft mobility and equip our centers with dedicated infrastructures (charging stations, bike garages, etc.) to reduce greenhouse gas emissions from transportation to our centers by

40%

...and ensuring responsible management of our centers

In 2022, all of our waste was recovered. By 2030, we will maintain this commitment and go further by aiming for 60% material recovery (recycling, reuse, or composting).



Plenitunio (Madrid), Spain.



Building a sustainable future

All our development and renovation projects will incorporate low-carbon solutions by 2030. The same applies to our tenants' retail stores.

Protecting biodiversity Net-zero

land use. For each development project in our shopping centers, we are committed to keeping the land free from artificial development in order to preserve biodiversity.

Sustainability certification

We intend to maintain BREEAM In-Use certification for

100%

of our shopping centers, ensuring a minimum rating of "Very Good".

Field's (Copenhagen), Denmark.

Servicing communities

2030 AMBITION:
100% OF OUR ASSETS SERVING COMMUNITIES

We believe that our centers are much more than just buildings. They are living and meeting places for the local communities to gather.

It is therefore our responsibility to listen, understand and respond to community needs and expectations with relevant, inclusive solutions.

With Act4Good® we are setting up initiatives in every shopping center to serve all our communities.

Local contribution

One of the key objectives of our approach is to establish long-term, high-impact projects at each of our centers through our "Giving Back Projects". These initiatives are designed to address the specific needs of the territories and serve the local communities effectively.

Plenilunio (Madrid), Spain.



What do we mean by "community"?

Communities are the various stakeholders who interact with our shopping centers:

- regular and occasional visitors to our centers, representing a variety of demographic profiles and interests;
- local associations, businesses and citizens' groups that contribute to the social, cultural and economic life in the surrounding area;
- public institutions and local authorities involved in regional regulation, urban development, transport planning, etc.

In short, it is a whole interconnected network of people and organizations that participate in the life and activities of our centers.



Créteil Soleil (near Paris), France.

Refuge centers

As a local player, we are committed to supporting our local communities in times of crisis. We are committed to ensuring that one shopping center per territory is equipped with a disaster relief plan in the event of a health or environmental emergency or similar crisis situation.

Hoog Catharijne (Utrecht), The Netherlands.

Inclusion

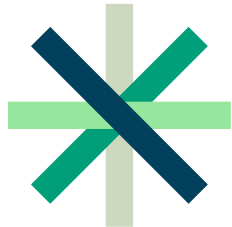
100%

of our shopping centers will be compliant with Klépierre's Inclusion Charter. Our shopping centers are vibrant places that host thousands of visitors daily. Our responsibility is to ensure that everyone feels not just welcome, but respected and fully integrated.

Providing green services

100%

of our centers will provide green services to their visitors: recycling and repair facilities, clothing collection points and many other initiatives. These services are aimed at providing our visitors and stakeholders with practical, responsible solutions to enhance their resilience and minimize their environmental impact.



Growing people

2030 AMBITION:
50,000 PEOPLE DEVELOPED
ACROSS EUROPE

At Klépierre, personal and professional development is a core value. We are dedicated to raising awareness among our employees and stakeholders by enhancing their skills through training and development programs.

We believe that their growth is intertwined with their well-being and satisfaction, we focus on taking care of their physical and mental health and we implement charity events.



Diversity, equality & inclusion

We are committed to:
Achieving and maintaining at least

40%

of women in the Group Executive Committee and among the top management, with no pay gap.

Ensuring that

100%

of our contracts with primary service providers incorporate inclusion clauses for hiring employees with disabilities, long-term unemployment, or from deprived neighborhoods.

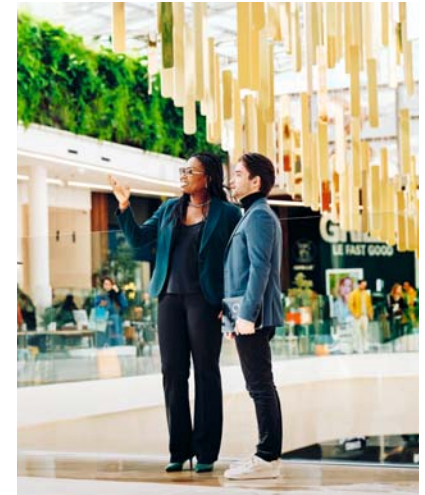


Klépierre fosters an inclusive working environment.

Klépierre is committed to providing a working environment that supports everyone in achieving their best possible level of well-being and performance. An environment where diversity (age, gender, disability, sexual orientation, education, social background, ethnicity, religion, etc.), equality and inclusion are combined, which allows people to learn and develop together.

Integrating CSR into our daily life

Klépierre employees are at the forefront of our commitments. Our 2030 roadmap ensures genuine consistency between the Group's ambitions and our employees' growing CSR commitment. We provide continuous access to training on CSR-related topics, and systematically include at least one CSR criterion in our employees' performance evaluations. This enables us to foster a corporate culture where everyone makes a significant daily contribution to our overall CSR impact.



Créteil Soleil
(near Paris),
France.

50 Klépierre Academies

Klépierre will set up Academies in its top 50 malls, offering programs to upskill our partners and visitors so as to boost their employability.

Hoog Catharijne
(Utrecht), The Netherlands.



Protecting health

Recognizing the correlation between a healthy community and its overall prosperity, Klépierre ensures that its shopping centers and head offices are places that guarantee the physical and mental well-being of its employees, retailers' employees and service providers in centers, as well as visitors. This is why we run preventive healthcare programs in our workplaces and at the heart of our shopping centers.

Sponsorship

Our employees dedicate their time and skills to participate in sponsorship programs and support projects aimed at developing local communities.

Promoting sustainable lifestyles

2030 AMBITION:
50 MILLION VISITORS GUIDED TOWARD SUSTAINABLE LIFESTYLES

As a leader, we are committed to driving change and enhancing the fundamentals of our business.

While we never dictate what our visitors should buy, we actively promote responsible lifestyles and retail choices within our ecosystem.

Our visitors, eager to be better informed, express a readiness to base their purchasing decisions on sustainability criteria. Our responsibility is to provide them with more sustainable consumption options and access to clear, useful information.



Nový Smíchov (Prague), Czech Republic.



Dedicating space to responsible initiatives

50

Our leading shopping centers will provide dedicated spaces to committed tenants, showcasing innovative concepts that foster the emergence of sustainable solutions within our centers.

Promoting sustainable commerce in all our shopping centers

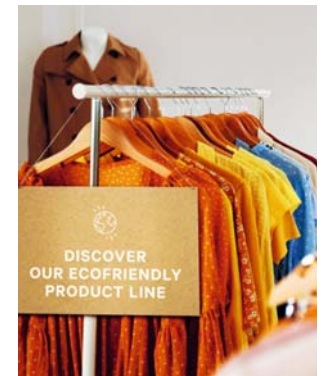
We assess our retailers CSR commitments prior to lease agreements and highlight their sustainable products and services, thereby promoting their initiatives to our visitors.

Créteil Soleil (near Paris), France.



Supporting innovation

From 2025, we will host a biennial contest to recognize one retailer, one service provider and one technical solution provider, committed to the low-carbon transition.



Promoting responsible products

Raising our visitors' awareness

100%

of our shopping centers will organize responsible events.

We are committed to raising our visitors' awareness on sustainable lifestyles by organizing at least three sustainable events in each of our shopping centers every year.

More than 20 years of commitment for sustainable commercial real estate

act4good
with Klépierre

2030

KLÉPIERRE ACHIEVES ITS PROMISE TO BUILD THE MOST SUSTAINABLE PLATFORM FOR COMMERCE.

2023

Launch of the new Act4Good® CSR strategy, with enhanced ambitions.

2022

Completion of the Act for Good® strategy, with 99.8% of the 32 objectives met.

Klépierre exceeds its SBTi-approved target by 8 years: -82% CO₂ emissions per sq.m. (scopes 1 and 2) between 2017 and 2022.

All electricity used in the common areas of our centers is from renewable sources.

2021

Klépierre meets its 40% energy intensity reduction target (vs. 2013).

2019

100% of shopping centers are certified BREEAM In-Use.

2020

Klépierre is rated number one worldwide in CSR by GRESB for the first time.

2017

Klépierre brings all its stakeholders together to co-create Act for Good®.

2018

Launch of Act for Good®, the Group's first sustainability strategy, focused on 32 concrete objectives to be delivered by 2022. In addition, the Group sets a target of achieving a net-zero carbon footprint for its entire portfolio by 2030.

2013

Launch of Good Choices, the Group's first environmental roadmap.

2002

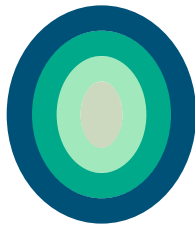
Klépierre begins reporting non-financial data and information with its financial results.

GOOD CHOICES

ACT FOR GOOD®

ACT4GOOD®

Building the most sustainable platform for commerce by 2030



Achieving net-zero



Servicing communities



Growing people



Promoting sustainable lifestyles

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