

OUR EXCHANGES WITH STAKEHOLDERS

Through regular dialogue and at all levels with stakeholders, Crédit Agricole listens to their expectations to provide value-creating responses.



PARTNERS

Suppliers,
partner companies

- Signing of commercial, technical and distribution partnerships
- Creation of *joint ventures*
- Responsible purchasing policy
- Co-construction with our suppliers
- Local purchasing



PUBLIC AUTHORITIES & REGULATORS

Government, international and national bodies, regions

- Relations with supervisory and regulatory banking and financial authorities
- Participation in the industry consultations



CIVIL SOCIETY & THE GENERAL PUBLIC

NGOs, media, etc.

- Regular dialogue with NGOs, notably on climate strategy
- Completion of a bi-annual CSR barometer
- Participation in trade shows
- Press and Media Relations



CUSTOMERS

Farmers, individuals, SMEs and small businesses, entrepreneurs, corporates, associations, local authorities, etc.

- Strengthening processes to listen to customers, monitoring customer satisfaction *through* the Net Promoter Score (NPS)
- Consideration of expectations (barometers, marketing studies, co-construction workshops)
- Development of an innovation ecosystem (Villages by CA, Data Lab, La Fabrique by CA, partnership with CEA and Breega Capital, innovation management companies)



EMPLOYEES

Employee representative bodies

- Measuring employee engagement (ERI – Engagement and Recommendation Index)
- Social dialogue at local, national and international levels (Consultation Committee, Group Committee, European Works Council)



SHAREHOLDERS & INVESTORS

Investors, analysts, individual shareholders, rating agencies, etc.

- Investor and analyst meetings (*roadshows* and conferences, *Governance and ESG roadshows*)
- Exchanges with rating agencies
- Dialogue with individual shareholders (Shareholder Club, Liaison Committee, shareholder meetings, monthly newsletters)
- Annual General Meeting

