
1 - EMPLOYMENT
11 - HEADCOUNT ..... p 2
12 - NON-BNP PARIBAS EMPLOYEES ..... p 8
13 - RECRUITMENT DURING THE YEAR ..... p 9
14 - DEPARTURES ..... p 10
15 - CAREER DEVELOPMENT ..... p 11
16 - UNEMPLOYMENT ..... p 13
17 - DISABLED PEOPLE ..... p 13
18 - ABSENTEEISM ..... p 14
19 - LEAVES ..... p 15
2 - EMPLOYEE COMPENSATION AND RELATED EXPENSES
21 - EMPLOYEE COMPENSATION, SOCIAL SECURITY CONTRIBUTIONS AND PAYROLL TAXES ..... p 17
22 - ANALYSIS OF COMPENSATION ..... p 18
24 - RELATED EXPENSES ..... p 18
26 - COMPANY PROFIT SHARING SCHEME AND MATCHING CONTRIBUTIONS ..... p 19
3 - HEALTH AND SAFETY
31 - WORK-RELATED AND COMMUTING ACCIDENTS ..... p 20
32 - BREAKDOWN OF ACCIDENTS BY MATERIAL ASPECT ..... p 21
35 - EXPENDITURE ON SAFETY ..... p 21
4 - OTHER WORKING CONDITIONS
41 - HOURS WORKED AND FLEXIBLE WORKING HOURS ..... p 22
42 - ORGANIZATION OF WORKING HOURS PER CATEGORY OF PERSONNEL ..... p 25
45 - EXPENDITURE TO IMPROVE WORKING CONDITIONS ..... p 25
5 - TRAINING
51 - IN-SERVICE PROFESSIONAL TRAINING ..... p 26
52 - TRAINING LEAVE ..... p 29
53 - WORK-STUDY CONTRACTS ..... p 29
6 - PROFESSIONAL RELATIONS
61 - EMPLOYEE REPRESENTATIVES ..... p 30
62 - EMPLOYEE COMMUNICATIONS ..... p 32
63 - DISPUTES ..... p 33
7 - OTHER WELFARE FACILITIES PROVIDED BY THE COMPANY
71 - SOCIAL AND CULTURAL ACTIVITIES ..... p 34
72 - OTHER WELFARE CONTRIBUTIONS ..... p 36
SOME DEFINITIONS ..... p 37


## 11 - HEADCOUNT

## 12 - NON-BNP PARIBAS EMPLOYEES

## 13 - RECRUITMENT DURING THE YEAR

## 14 - EMPLOYEES LEAVING THE COMPANY

## 15 - CAREER DEVELOPMENT

16 - UNEMPLOYMENT
17 - DISABLED PEOPLE
18-ABSENTEEISM
19 - LEAVES

## 11 HEADCOUNT

All the indicators, with the exception of data concerning promotions, pay rises and remuneration, are based on total headcount excluding employees on secondment and employees who are unpaid and students on sandwich courses (indicator 111-B).

111 | TOTAL HEADCOUNT AT DECEMBER $31{ }^{\text {sT }}$ (one for one)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 15,570 | 22,398 | 39,968 | 18,139 | 23,262 | 41,401 | 111-A - Paid headcount | 18,391 | 23,706 | 42,097 |
| 407 | 1,261 | 1,668 | 397 | 1,288 | 1,685 | Unpaid absentees | 416 | 1,298 | 1,714 |
| 502 | 732 | 1,234 | 521 | 838 | 1,359 | Work-study contracts | 562 | 902 | 1,464 |
| 18,479 | 24,391 | 42,870 | 19,057 | 25,388 | 44,445 | 111-B - Total headcount | 19,369 | 25,906 | 45,275 |
| 349 | 286 | 635 | 385 | 318 | 703 | On secondment in France | 430 | 361 | 791 |
| 791 | 143 | 934 | 831 | 176 | 1,007 | On secondment outside France | 834 | 200 | 1,034 |
| 19,619 | 24,820 | 44,439 | 20,273 | 25,882 | 46,155 | 111-C - Total headcount including employees on secondment | 20,633 | 26,467 | 47,100 |

111-B | TOTAL HEADCOUNT AT DECEMBER $31{ }^{\text {sT }}$ (one for one)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,725 | 15,146 | 21,871 | 6,482 | 15,251 | 21,733 | Technical staff | 6,354 | 15,164 | 21,518 |
| 30.7\% | 69.3\% | 100.0\% | 29.8\% | 70.2\% | 100.0\% | \% par genre | 29.5\% | 70.5\% | 100.0\% |
| 11754 | 9,245 | 20,999 | 12,575 | 10,137 | 22,712 | Executive staff | 13,015 | 10,742 | 23,757 |
| 56.0\% | 44.0\% | 100.0\% | 55.4\% | 44.6\% | 100.0\% | \% par genre | 54.8\% | 45.2\% | 100.0\% |
| 18479 | 24,391 | 42,870 | 19,057 | 25,388 | 44,445 | TOTAL | 19,369 | 25,906 | 45,275 |
| 43.7\% | 56.9\% | 100.0\% | 42.9\% | 57.7\% | 100.0\% | \% par genre | 42.8\% | 57.2\% | 100.0\% |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 36.4\% | 62.1\% | 51.0\% | 34.0\% | 60.1\% | 48.9\% | \% Technical staff | 32.8\% | 58.5\% | 47.5\% |
| 63.6\% | 37.9\% | 49.0\% | 66.0\% | 39.9\% | 51.1\% | \% Executive staff | 67.2\% | 41.5\% | 52.5\% |
| 100\% | 100\% | 100.0\% | 100\% | 100\% | 100.0\% | \% TOTAL | 100\% | 100\% | 100.0\% |

Change in headcount


Change in headcount (as a\%)

$\square$ Executive staff $\quad$ Technical staff

Change in female executive staff (as a\%)

$-\square$ - Female executive staff

## 111-BIS | TOTAL HEADCOUNT AT DECEMBER 31 ${ }^{\text {sT }}$ PER CATEGORY (FTE)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,638 | 14,228 | 20,866 | 6,399 | 14,361 | 20,760 | Technical staff | 6,270 | 14,281 | 20,552 |
| 11,733 | 9,014 | 20,747 | 12,552 | 9,886 | 22,439 | Executive staff | 12,989 | 10,466 | 23,455 |
| 18,371 | 23,242 | 41,613 | 18,952 | 24,247 | 43,199 | TOTAL | 18,259 | 24,747 | 44,006 |

FTE standard: each full-time employee is counted for 1 and each part-time employee in proportion to their working hours.
(e.g.: 0.8 for $4 / 5$ of a full-time position. 0.6 for $3 / 5$ full-time).

112 | PERMANENT STAFF

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 5,365 | 9,071 | 14,436 | 5,253 | 9,904 | 15,157 | Technical staff | 5,133 | 10,048 | 15,181 |
| 11,011 | 7,397 | 18,408 | 11,235 | 8,032 | 19,267 | Executive staff | 11,970 | 8,886 | 20,756 |
| 16,376 | 16,468 | 32,844 | 16,488 | 17,936 | 34,424 | TOTAL | 17,103 | 18,834 | 35,937 |

Holders of an unlimited term, full-time work contract, registered as permanent staff from January 1 to December 31 of the year in question.

## 113 | NUMBER OF EMPLOYEES WITH A FIXED-TERM CONTRACT AT DECEMBER 31 ${ }^{\text {sT }}$ (one for one)

| 2009 |  |  | 2010 |  |  |  |  | 2011 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |


| 57 | 185 | 242 | 60 | 108 | 168 | Technical staff | 48 | 93 | 141 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 24 | 43 | 67 | 22 | 37 | 59 | Executive staff | 27 | 33 | 60 |
| 81 | 228 | 309 | 82 | 145 | 227 | Total | 75 | 126 | 201 |
| Unpaid absentees |  |  |  |  |  |  |  |  |  |
| 0 | 0 | 0 | 0 | 0 | 0 | Technical staff | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | Executive staff | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | Total | 0 | 0 | 0 |
| Apprenticeship |  |  |  |  |  |  |  |  |  |
| 201 | 269 | 470 | 238 | 364 | 602 | Technical staff | 312 | 450 | 762 |
| 0 | 0 | 0 | 0 | 0 | 0 | Executive staff | 0 | 0 | 0 |
| 201 | 269 | 470 | 238 | 364 | 602 | Total | 312 | 450 | 762 |
| Other work-study contracts |  |  |  |  |  |  |  |  |  |
| 301 | 463 | 764 | 283 | 474 | 757 | Technical staff | 250 | 452 | 702 |
| 0 | 0 | 0 | 0 | 0 | 0 | Executive staff | 0 | 0 | 0 |
| 301 | 463 | 764 | 283 | 474 | 757 | Total | 250 | 452 | 702 |
| TOTAL |  |  |  |  |  |  |  |  |  |
| 559 | 917 | 1,476 | 581 | 946 | 1,527 | Technical staff | 610 | 995 | 1,605 |
| 24 | 43 | 67 | 22 | 37 | 59 | Executive staff | 27 | 33 | 60 |
| 583 | 960 | 1,543 | 603 | 983 | 1,586 | TOTAL | 637 | 1,028 | 1,665 |

## 114 | AVERAGE MONTHLY HEADCOUNT (one for one)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 22,159 | 21,811 | Technical staff | 21,392 |
| 20,757 | 21,997 | Executive staff | 23,260 |
| 42,916 | 43,808 | TOTAL | 44,653 |


| 2009 |  |  |  |  |  | 2010 |  |  |  |  |  |  | 2011 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| M | \% | F | \% | Total | \% | M | \% | F | \% | Total | \% |  | M | \% | F | \% | Total | \% |
| UNDER 25 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 781 | 11.6 | 1,491 | 9.8 | 2,272 | 10.4 | 805 | 12.4 | 1,564 | 10.3 | 2,369 | 10.9 | Technical staff | , 818 | 12.9 | 1,552 | 10.2 | 2,370 | 11.0 |
| 106 | 0.9 | 195 | 2.1 | 301 | 1.4 | 131 | 1.0 | 207 | 2.0 | 338 | 1.5 | Executive staff | 121 | 0.9 | 170 | 1.6 | 291 | 1.2 |
| 887 | 4.8 | 1,686 | 6.9 | 2,573 | 6.0 | 936 | 4.9 | 1,771 | 7.0 | 2,707 | 6.1 | toral | 938 | 4.8 | 1,722 | 6.6 | 2,861 | 5.9 |
| 25 TO 29 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 815 | 12.1 | 2,419 | 16.0 | 3,234 | 14.8 | 799 | 12.3 | 2,231 | 14.6 | 3,030 | 13.9 | Technical staff | 803 | 12.6 | 2,034 | 13.4 | 2,837 | 13.2 |
| 1,198 | 10.2 | 1,449 | 15.7 | 2,647 | 12.6 | 1,282 | 10.2 | 1,470 | 14.5 | 2,752 | 12.1 | Executive staff | 1,229 | 9.4 | 1,441 | 13.4 | 2,670 | 11.2 |
| 2,013 | 10.9 | 3,868 | 15.9 | 5,881 | 13.7 | 2,081 | 10.9 | 3,701 | 14.6 | 5,782 | 13.0 | Total | 2,032 | 10.5 | 3,475 | 13.4 | 5,507 | 12.2 |
| 30 то 34 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 558 | 8.3 | 1,617 | 10.7 | 2,175 | 9.9 | 629 | 9.7 | 1,957 | 12.8 | 2,586 | 11.9 | Technical staff | 687 | 10.8 | 2,259 | 14.9 | 2,946 | 13.7 |
| 1,765 | 15.0 | 1,846 | 20.0 | 3,611 | 17.2 | 1,848 | 14.7 | 2,003 | 19.8 | 3,851 | 17.0 | Executive staff | 1,921 | 14.8 | 2,097 | 19.5 | 4,018 | 16.9 |
| 2,323 | 12.6 | 3,463 | 14.2 | 5,786 | 13.5 | 2,477 | 13.0 | 3,960 | 15.6 | 6,437 | 14.5 | toral | 2,608 | 13.5 | 4,356 | 16.8 | 6,964 | 15.4 |
| 35 T0 39 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 231 | 3.4 | 887 | 5.9 | 1,118 | 5.1 | 251 | 3.9 | 922 | 6.0 | 1,173 | 5.4 | Technical staff | 267 | 4.2 | 1,017 | 6.7 | 1,284 | 6.0 |
| 1,611 | 13.7 | 1,459 | 15.8 | 3,070 | 14.6 | 1,907 | 15.2 | 1,697 | 16.7 | 3,604 | 15.9 | Executive staff | 2,047 | 15.7 | 1,834 | 17.1 | 3,881 | 16.3 |
| 1,842 | 10.0 | 2,346 | 9.6 | 4,188 | 9.8 | 2,158 | 11.3 | 2,619 | 10.3 | 4,777 | 10.7 | Toral | 2,314 | 11.9 | 2,851 | 11.0 | 5,165 | 11.4 |
| 40 T0 44 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 343 | 5.1 | 1,041 | 6.9 | 1,384 | 6.3 | 303 | 4.7 | 1,007 | 6.6 | 1,310 | 6.0 | Technical staff | 261 | 4.1 | 960 | 6.3 | 1,221 | 5.7 |
| 1,302 | 11.1 | 1,033 | 11.2 | 2,335 | 11.1 | 1,392 | 11.1 | 1,41 | 11.3 | 2,533 | 11.2 | Executive staff | 1,469 | 11.3 | 1,235 | 11.5 | 2,704 | 11.4 |
| 1,645 | 8.9 | 2,074 | 8.5 | 3,719 | 8.7 | 1,695 | 8.9 | 2,148 | 8.5 | 3,843 | 8.6 | Total | 1,780 | 8.9 | 2,195 | 8.5 | 3,925 | 8.7 |
| 45 T0 49 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 724 | 10.8 | 1,965 | 13.0 | 2,689 | 12.3 | 591 | 9.1 | 1,893 | 12.4 | 2,484 | 11.4 | Technical staff | 490 | 7.7 | 1,605 | 10.6 | 2,095 | 9.7 |
| 1,546 | 13.2 | 1,072 | 11.6 | 2,618 | 12.5 | 1,631 | 13.0 | 1,223 | 12.1 | 2,854 | 12.6 | Executive staff | 1,609 | 12.4 | 1,298 | 12.1 | 2,907 | 12.2 |
| 2,270 | 12.3 | 3,037 | 12.5 | 5,307 | 12.4 | 2,222 | 11.7 | 3,116 | 12.3 | 5,338 | 12.0 | tootal | 2098 | 10.8 | 2,903 | 11.2 | 5,002 | 11.0 |
| 50 T0 54 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1,405 | 20.9 | 2,547 | 16.8 | 3,952 | 18.1 | 1,240 | 19.1 | 2,264 | 14.8 | 3,504 | 16.1 | Technical staff | 1,108 | 17.4 | 2,132 | 14.1 | 3,240 | 15.1 |
| 1,710 | 14.5 | 948 | 10.3 | 2,658 | 12.7 | 1,794 | 14.3 | 975 | 9.6 | 2,769 | 12.2 | Executive staff | 1,790 | 13.8 | 1,058 | 9.8 | 2,848 | 12.0 |
| 3,115 | 16.9 | 3,495 | 14.3 | 6,610 | 15.4 | 3,034 | 15.9 | 3,239 | 12.8 | 6,273 | 14.1 | toral | 2,898 | 15.0 | 3,180 | 12.3 | 6,088 | 13.4 |
| 55 T0 59 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1,746 | 26.0 | 3,066 | 20.2 | 4,812 | 22.0 | 1,712 | 26.4 | 3,292 | 21.6 | 5,004 | 23.0 | Technical staff | 1,690 | 26.6 | 3,319 | 21.9 | 5,009 | 23.3 |
| 2,145 | 18.2 | 1,128 | 12.2 | 3,273 | 15.6 | 2,192 | 17.4 | 1,295 | 12.8 | 3,487 | 15.4 | Executive staff | 2,44 | 17.2 | 1,381 | 12.9 | 3,625 | 15.3 |
| 3,891 | 21.1 | 4,194 | 17.2 | 8,085 | 18.9 | 3,904 | 20.5 | 4,587 | 18.1 | 8,491 | 19.1 | total | 3,934 | 20.3 | 4,700 | 18.1 | 8,634 | 18.1 |
| 60 AND OVER |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 122 | 1.8 | 113 | 0.7 | 235 | 1.1 | 152 | 2.3 | 121 | 0.8 | 273 | 1.3 | Technical staff | 230 | 3.6 | 286 | 1.9 | 516 | 2.4 |
| 371 | 3.2 | 115 | 1.2 | 486 | 2.3 | 398 | 3.2 | 126 | 1.2 | 524 | 2.3 | Executive staff | 585 | 4.5 | 228 | 2.1 | 813 | 3.4 |
| 493 | 2.7 | 228 | 0.9 | 721 | 1.7 | 550 | 2.9 | 247 | 1.0 | 797 | 1.8 | toral | 815 | 4.2 | 514 | 2.0 | 1,329 | 2.9 |
| 18,479 | 100 | 24,391 | 100 | 42,870 | 100 | 19,057 | 100 | 25,388 | 100 | 44,445 | 100 | G108al | 19,369 | 100 | 25,906 | 100 | 45,275 | 100 |

The percentages are based on the Male or Female headcount in each category, and the percentages of the "Total" lines are calculated on the basis of the number of Male or Female employees as a whole.

## Age pyramid

(\% of age brackets in Male or Female headcount)
Years 2010-2011


115/117 | BREAKDOWN OF HEADCOUNT BY GENDER AND BY LENGTH OF SERVICE AT DECEMBER 31TT (one for one)

| 2009 |  |  |  |  |  | 2010 |  |  |  |  |  |  | 2011 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| M | \% | F | \% | Total | \% | M | \% | F | \% | Total | \% |  | M | \% | F | \% | Total | \% |
| LESS THAN 5 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1,507 | 22.4 | 3,048 | 20.1 | 4,555 | 20.8 | 1,549 | 23.9 | 3,442 | 19.9 | 4,591 | 21.1 | Technical staff | 1,585 | 24.9 | 3,025 | 19.9 | 4,610 | 21.4 |
| 2,809 | 23.9 | 2,570 | 27.8 | 5,379 | 25.6 | 3,125 | 24.9 | 2,654 | 26.2 | 5,779 | 25.4 | Executive staff | 3,051 | 23.4 | 2,469 | 23.0 | 5,520 | 23.2 |
| 4,316 | 23.4 | 5,618 | 23.0 | 9,934 | 23.2 | 4,674 | 24.5 | 5,696 | 22.4 | 10,370 | 23.3 | toral | 4,836 | 23.8 | 5,494 | 21.2 | 10,130 | 22.4 |
| 5 TO 9 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 783 | 11.6 | 2,666 | 17.6 | 3,449 | 15.8 | 832 | 12.8 | 2,841 | 18.6 | 3,673 | 16.9 | Technical staff | 813 | 12.8 | 2,747 | 18.1 | 3,560 | 16.5 |
| 2,038 | 17.3 | 2,103 | 22.7 | 4,141 | 19.7 | 2,250 | 17.9 | 2,336 | 23.0 | 4,586 | 20.2 | Executive staff | 2,006 | 16.9 | 2,340 | 21.8 | 4,546 | 19.1 |
| 2,821 | 15.3 | 4,769 | 19.6 | 7,590 | 17.7 | 3,082 | 16.2 | 5,177 | 20.4 | 8,259 | 18.6 | Toral | 3,019 | 15.6 | 5,087 | 19.6 | 8,106 | 17.9 |
| 10 To 14 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 153 | 2.3 | 659 | 4.4 | 812 | 3.7 | 197 | 3.0 | 930 | 6.1 | 1,127 | 5.2 | Technical staff | 312 | 4.9 | 1,390 | 9.2 | 1,702 | 7.9 |
| 989 | 8.4 | 918 | 9.9 | 1,907 | 9.1 | 1,326 | 10.5 | 1,269 | 12.5 | 2,595 | 11.4 | Executive staff | 1,859 | 14.3 | 1,845 | 17.2 | 3,704 | 15.6 |
| 1,142 | 6.2 | 1,577 | 6.5 | 2,719 | 6.3 | 1,523 | 8.0 | 2,199 | 8.7 | 3,722 | 8.4 | Total | 2,171 | 11.2 | 3,285 | 12.5 | 5,406 | 11.9 |
| 15 To 19 Years |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 279 | 4.1 | 885 | 5.8 | 1,164 | 5.3 | 214 | 3.3 | 663 | 4.3 | 877 | 4.0 | Technical staff | 143 | 2.3 | 413 | 2.7 | 556 | 2.6 |
| 739 | 6.3 | 636 | 6.9 | 1,375 | 6.5 | 642 | 5.1 | 567 | 5.6 | 1,209 | 5.3 | Executive staff | 524 | 4.0 | 516 | 4.8 | 1,040 | 4.4 |
| 1,018 | 5.5 | 1,521 | 6.2 | 2,539 | 5.9 | 856 | 4.5 | 1,230 | 4.8 | 2,086 | 4.7 | Total | 667 | 3.4 | 929 | 3.6 | 1,596 | 3.5 |
| 20 TO 24 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 240 | 3.6 | 833 | 5.5 | 1,073 | 4.9 | 277 | 4.3 | 942 | 6.2 | 1,219 | 5.6 | Technical staff | 281 | 4.4 | 1,029 | 6.8 | 1,310 | 6.1 |
| 742 | 6.3 | 613 | 6.6 | 1,355 | 6.5 | 896 | 7.1 | 759 | 7.5 | 1,655 | 7.3 | Executive staff | 969 | 7.4 | 842 | 7.8 | 1,811 | 7.6 |
| 982 | 5.3 | 1,446 | 5.9 | 2,428 | 5.7 | 1,173 | 6.2 | 1,701 | 6.7 | 2,874 | 6.5 | Total | 1,250 | 6.5 | 1,871 | 7.2 | 3,21 | 6.9 |
| 25 TO 29 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 923 | 13.7 | 2,016 | 13.3 | 2,939 | 13.4 | 800 | 12.3 | 1,925 | 12.6 | 2,725 | 12.5 | Technical staff | 664 | 10.5 | 1,684 | 11.1 | 2,348 | 10.9 |
| 1,152 | 9.8 | 71 | 8.3 | 1,923 | 9.2 | 1,169 | 9.3 | 830 | 8.2 | 1,999 | 8.8 | Executive staff | 1,41 | 8.8 | 860 | 8.0 | 2,001 | 8.4 |
| 2,075 | 11.2 | 2,787 | 11.4 | 4,862 | 11.3 | 1,969 | 10.3 | 2,755 | 10.9 | 4,724 | 10.6 | Total | 1,805 | 9.3 | 2,544 | 9.8 | 4,348 | 9.6 |
| 30 TO 34 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1,137 | 16.9 | 2,054 | 13.6 | 3,191 | 14.6 | 1,000 | 15.4 | 1,795 | 11.8 | 2,795 | 12.9 | Technical staff | 943 | 14.8 | 1,740 | 11.5 | 2,683 | 12.5 |
| 1,279 | 10.9 | 597 | 6.5 | 1,876 | 8.9 | 1,160 | 9.2 | 570 | 5.6 | 1,730 | 7.6 | Executive staff | 1,157 | 8.9 | 614 | 5.7 | 1,771 | 7.5 |
| 2,416 | 13.1 | 2,651 | 10.9 | 5,067 | 11.8 | 2,160 | 11.3 | 2,365 | 9.3 | 4,525 | 10.2 | Total | 2,100 | 10.8 | 2,354 | 9.1 | 4,454 | 9.8 |
| 35 TO 39 YEARS |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 1,533 | 22.8 | 2,679 | 17.7 | 4,212 | 19.3 | 1,419 | 21.9 | 2,753 | 18.1 | 4,72 | 19.2 | Technical staff | 1,282 | 20.2 | 2,598 | 17.1 | 3,880 | 18.0 |
| 1,796 | 15.3 | 915 | 9.9 | 2,711 | 12.9 | 1,749 | 13.9 | 1,030 | 10.2 | 2,779 | 12.2 | Executive staff | 1,700 | 13.1 | 1,045 | 9.7 | 2,745 | 11.6 |
| 3,329 | 18.0 | 3,594 | 14.7 | 6,923 | 16.1 | 3,168 | 16.6 | 3,783 | 14.9 | 6,951 | 15.6 | toral | 2,982 | 15.4 | 3,643 | 14.1 | 6,625 | 14.6 |
| 40 YEARS AND OVER |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 170 | 2.5 | 306 | 2.0 | 476 | 2.2 | 194 | 3.0 | 360 | 2.4 | 554 | 2.5 | Technical staff | 331 | 5.2 | 538 | 3.5 | 869 | 4.0 |
| 210 | 1.8 | 122 | 1.3 | 332 | 1.6 | 258 | 2.1 | 122 | 1.2 | 380 | 1.7 | Executive staff | 408 | 3.1 | 211 | 2.0 | 619 | 2.6 |
| 380 | 2.1 | 428 | 1.8 | 808 | 1.9 | 452 | 2.4 | 482 | 1.9 | 934 | 2.1 | Total | 739 | 3.8 | 748 | 2.8 | 1,488 | 3.3 |
| 18,479 | 100 | 24,391 | 100 | 42,870 | 100 | 19,057 | 100 | 25,388 | 100 | 44,445 | 100 | G10BAL | 18,369 | 100 | 25,906 | 100 | 45,275 | 100 |

The percentages are based on the Male or Female headcount in each category, and the percentages of the "Total" lines are calculated on the basis of the number of Male or Female employees as a whole.

## Seniority pyramid

(\% of seniority groups in Male or Female headcount)
Years 2010-2011
in Male or Female
$\square \quad$ Male
$\square \quad 2010$ Figure


## 115/118 | BREAKDOWN OF HEADCOUNT BY GENDER AND BY NATIONALITY AT DECEMBER 31 ${ }^{\text {ST }}$ (one for one)

| 2009 |  |  |  | 2010 |  |  |  |  | 2011 |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Foreig | ners | Frei |  | Forei | ners |  |  |  | Fore | ners |
| Male | Female | Male | Female | Male | Female | Male | Female |  | Male | Female | Male | Female |
| 6,660 | 15,005 | 65 | 141 | 6,420 | 15,096 | 62 | 155 | Technical staff | 6,885 | 15,009 | 69 | 155 |
| 11,415 | 8,877 | 339 | 368 | 12,70 | 9,707 | 405 | 430 | Executive staff | 12,606 | 10,317 | 409 | 425 |
| 18,075 | 23,882 | 404 | 509 | 18,590 | 24,803 | 467 | 585 | toral | 18,891 | 25,326 | 478 | 580 |
| 41,957 |  | 913 |  | 43,393 |  | 1,052 |  |  | 44,217 |  | 1,058 |  |

## 115/119 | BREAKDOWN OF HEADCOUNT BY GENDER AND BY QUALIFICATION LEVEL AT DECEMBER 31 ${ }^{\text {sT }}$ (one for one)

| 2009 |  |  |  |  | 2010 |  |  |  |  |  | 2011 |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| M | \% | F | \% | Total | M | \% | F | \% | Total |  | M | \% | F | \% | Total |
|  |  |  |  | 0 | - |  | - |  | 0 | A | - |  | - |  | 0 |
| 51 | 28.5 | 128 | 71.5 | 179 | 45 | 27.3 | 120 | 72.7 | 165 | B | 39 | 26.5 | 108 | 73.5 | 147 |
| 637 | 36.0 | 1,133 | 64.0 | 1,770 | 563 | 35.8 | 1,008 | 64.2 | 1,571 | C | 492 | 35.4 | 898 | 64.6 | 1,390 |
| 1,377 | 25.1 | 4,106 | 74.9 | 5,483 | 1,275 | 26.0 | 3,631 | 74.0 | 4,906 | D | 1,91 | 27.6 | 3,131 | 72.4 | 4,322 |
| 1,365 | 26.0 | 3,877 | 74.0 | 5,442 | 1,379 | 25.3 | 4,081 | 74.7 | 5,460 | E | 1,335 | 24.1 | 4,200 | 75.9 | 5,535 |
| 1,362 | 31.2 | 3,007 | 68.8 | 4,369 | 1,343 | 29.3 | 3,248 | 70.7 | 4,591 | F | 1,390 | 28.4 | 3,510 | 71.6 | 4,900 |
| 1,933 | 40.0 | 2,895 | 60.0 | 4,828 | 1,877 | 37.2 | 3,63 | 62.8 | 5,040 | G | 1,907 | 36.5 | 3,17 | 63.5 | 5,224 |
| 6,725 | 30.7 | 15,146 | 69.3 | 21,871 | 6,482 | 29.8 | 15,251 | 70.2 | 21,733 | Technical staff | 6,354 | 29.5 | 15,164 | 70.5 | 21,518 |
| 4,339 | 48.1 | 4,683 | 51.9 | 9,022 | 4,550 | 47.2 | 5,080 | 52.8 | 9,630 | H | 4,534 | 46.0 | 5,316 | 54.0 | 9,850 |
| 3,91 | 58.2 | 2,88 | 41.8 | 5,479 | 3,420 | 57.3 | 2,545 | 42.7 | 5,965 | 1 | 3,583 | 57.4 | 2,654 | 42.6 | 6,237 |
| 1,961 | 61.3 | 1,238 | 38.7 | 3,199 | 2,131 | 60.7 | 1,377 | 39.3 | 3,508 | J | 2,316 | 60.8 | 1,494 | 39.2 | 3,810 |
| 1,126 | 65.4 | 596 | 34.6 | 1,722 | 1,250 | 65.2 | 667 | 34.8 | 1,917 | K | 1,302 | 63.1 | 762 | 36.9 | 2,064 |
| 1,137 | 72.1 | 440 | 27.9 | 1,577 | 1,224 | 72.3 | 468 | 27.7 | 1,692 | HC | 1,280 | 71.3 | 516 | 28.7 | 1,796 |
| 11,754 | 56.0 | 9,245 | 44.0 | 20,999 | 12,575 | 55.4 | 10,137 | 44.6 | 22,712 | Executive staff | 13,015 | 54.8 | 10,742 | 45.2 | 23,757 |
| 18,479 | 43.1 | 24,391 | 56.9 | 42,870 | 19,057 | 42.9 | 25,388 | 57.1 | 44,445 | TOTAL | 19,369 | 42.8 | 25,906 | 57.2 | 45,275 |

The percentages are calculated by reference to the total headcount by qualification level.

Breakdown of headcount by qualification level


## 12 NON-BNP PARIBAS EMPLOYEES

121 | NUMBER OF EMPLOYEES BELONGING TO A SUBCONTRACTOR

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 3,554 | 4,093 | 4,246 |

Data for the month of December of the year in question.

122 | NUMBER OF INTERNS (schools, universities...)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 3,304 | 3,450 | 2,766 |

Internships longer than 1 week.

123 | AVERAGE MONTHLY HEADCOUNT OF TEMPORARY EMPLOYEES

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 339 | 510 | 631 |

124 | AVERAGE DURATION OF TEMPORARY WORK CONTRACTS (in number of days)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 34 | 32 | 37 |

## 13 RECRUITMENT DURING THE YEAR

13 | RECRUITMENT BY HIERARCHICAL LEVEL (one for one)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Total | Technical staff | Executive staff | Total |  | Technical staff | Executive staff | Total |
| 2,774 | 1,028 | 3,302 | 3,86 | 2,562 | 5,748 | 130-A - Total recruitments | 2,026 | 2,563 | 4,589 |
| 727 | 878 | 1,605 | 1,280 | 2,332 | 3,612 | 131 - Staff recruited on unlimited term contracts | 1,071 | 1,610 | 2,681 |
| 1,17 | 120 | 1,337 | 1,467 | 153 | 1,620 | 132-Staff recruited on fixed-term contracts | 1,356 | 123 | 1,479 |
| 330 | 30 | 360 | 439 | 71 | 516 | 132-A - Transformation into unlimited term contracts | 376 | 53 | 429 |
| 1,412 | 170 | 1,582 | 1,619 | 212 | 1,831 | 134-Of which number of recruitsaged 25 or less | 1,520 | 163 | 1,683 |
| 143 | 165 | 308 | 688 | 1,130 | 1,818 | 130-B - Of which Contract transfers | 552 | 481 | 1,033 |

13 | RECRUITMENT BY HIERARCHICAL LEVEL AND BY GENDER (one for one)

| 2009 |  |  |  |  |  | 2010 |  |  |  |  |  |  | 2011 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\begin{gathered} \text { Technical } \\ \text { staff } \end{gathered}$ |  | $\begin{gathered} \text { Executive } \\ \text { staff } \end{gathered}$ |  | Total |  | Technical staff |  | Executive staff |  | Total |  |  | Technical staff |  | Executive staff |  | Total |  |
| M | F | M | F | M | F | M | F | M | F | M | F |  | M | F | M | F | M | F |
| 787 | 1,487 | 561 | 467 | 1,348 | 1,954 | 1,042 | 2,44 | 1,452 | 1,10 | 2,494 | 3,254 | 130-A - Total recruitments | 991 | 1,812 | 1,035 | 751 | 2,026 | 2,563 |
| 252 | 475 | 500 | 378 | 752 | 853 | 380 | 900 | 1,360 | 972 | 1,740 | 1,872 | 131 - Staff recruited on unlimited term contracts | 366 | 705 | 957 | 653 | 1,323 | 1,358 |
| 429 | 788 | 48 | 72 | 477 | 860 | 512 | 955 | 64 | 89 | 576 | 1,044 | 132 - Staff recruited on fixed-term contracts | 501 | 855 | 54 | 69 | 555 | 924 |
| 106 | 224 | 13 | 17 | 119 | 241 | 150 | 289 | 28 | 49 | 178 | 338 | 132-A - Transformation into unlimited term contracts | 124 | 252 | 24 | 29 | 148 | 281 |
| 486 | 926 | 68 | 102 | 554 | 1,028 | 548 | 1,071 | 80 | 132 | 628 | 1,203 | 134 - Of which number of recruitsaged 25 or less | 562 | 958 | 65 | 98 | 627 | 1,056 |
| 31 | 112 | 81 | 84 | 112 | 196 | 170 | 518 | 619 | 511 | 789 | 1,029 | 130-B - Of which Contract transfers | 166 | 386 | 283 | 198 | 449 | 584 |

133 | NUMBER OF SEASONAL WORKERS

| $\mathbf{2 0 0 9}$ | $\mathbf{2 0 1 0}$ | 2011 |
| :---: | :---: | :---: |
| 6,347 | 8,221 | 7,696 |

## 14 DEPARTURES

14 | DEPARTURES BY HIERARCHICAL LEVEL (one for one)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Total | Technical staff | Executive staff | Total |  | Technical staff | Executive staff | Total |
| 2,143 | 1,104 | 3,247 | 2,189 | 1,177 | 3,366 | 141- Total departures | 1,982 | 1,161 | 3,143 |
| 212 | 241 | 453 | 228 | 263 | 491 | 142 - Resignations | 264 | 380 | 644 |
| 132 | 109 | 241 | 7 | 29 | 36 | 143 - Subsidized departures | 0 | 2 | 2 |
| 184 | 101 | 285 | 161 | 144 | 305 | 144 - Redundancies | 198 | 181 | 379 |
| 16 | 13 | 29 | 65 | 37 | 102 | 144-A - Amicable termination of employment contracts* | 44 | 48 | 92 |
| 664 | 61 | 725 | 876 | 81 | 957 | 145 - End of fixed-term contracts | 799 | 70 | 869 |
| 119 | 48 | 167 | 104 | 59 | 163 | 146 - Departure during probationary period | 98 | 56 | 154 |
| 779 | 515 | 1,294 | 706 | 547 | 1,253 | 147 - Retirements/early retirements | 505 | 312 | 817 |
| 53 | 29 | 82 | 42 | 17 | 59 | 148 - Deaths | 37 | 22 | 59 |
| - | - | - | - | - | - | 140-A - Transfers of outgoing contracts** | 37 | 90 | 127 |

* In 2009, amicable terminations of employment contracts are included in redundancies.
** New indicator included in 2011: this indicator shows the number of employees who left BNP Paribas SA to join a different Group company under a new contract.
14 | DEPARTURES BY HIERARCHICAL LEVEL AND BY GENDER (one for one)

| 2009 |  |  |  |  |  | 2010 |  |  |  |  |  |  | 2011 |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Executive staff |  | Total |  | Technical staff |  | Executive staff |  |  |  |  | Technical staff |  | Executive staff |  |  |  |
| M | F | M | F | M | F | M | F | M | F | M | F |  | M | F | M | F | M | F |
| 802 | 1,341 | 715 | 389 | 1,517 | 1,730 | 824 | 1,365 | 763 | 414 | 1,587 | 1,79 | 141-Total departures | 742 | 1,240 | 717 | 444 | 1,459 | 1,684 |
| 69 | 143 | 142 | 99 | 211 | 242 | 85 | 143 | 160 | 103 | 245 | 246 | 142 - Resignations | 94 | 170 | 229 | 151 | 323 | 321 |
| 46 | 86 | 69 | 40 | 115 | 126 | 2 | 5 | 18 | 11 | 20 | 16 | 143 - Subsidized departures | 0 | 0 | 2 | 0 | 2 | 0 |
| 81 | 103 | 62 | 39 | 143 | 142 | 75 | 86 | 102 | 42 | 177 | 128 | 144 - Redundancies | 66 | 132 | 117 | 64 | 183 | 196 |
| 4 | 12 | 7 | 6 | 11 | 18 | 29 | 36 | 23 | 14 | 52 | 50 | 144-A - Amicable termination of employment contracts* | 15 | 29 | 30 | 18 | 45 | 47 |
| 242 | 422 | 24 | 37 | 266 | 459 | 293 | 583 | 36 | 45 | 329 | 628 | 145 - End of fixed-term contracts | 302 | 497 | 28 | 42 | 330 | 539 |
| 40 | 79 | 28 | 20 | 68 | 99 | 39 | 65 | 34 | 25 | 73 | 90 | 146 - Departure during probationary period | 46 | 52 | 35 | 21 | 81 | 73 |
| 294 | 485 | 365 | 150 | 659 | 635 | 271 | 435 | 376 | 171 | 647 | 606 | 147 - Retirements/early retirements | 185 | 320 | 208 | 104 | 393 | 424 |
| 30 | 23 | 25 | 4 | 55 | 27 | 30 | 12 | 14 | 3 | 44 | 15 | 148 - Deaths | 19 | 18 | 16 | 6 | 35 | 24 |
| - | - | - | - | - | - | - | - | - | - | - | - | 140-A - Transfers of outgoing contracts** | 15 | 22 | 52 | 38 | 67 | 60 |

* In 2009, amicable terminations of employment contracts are included in redundancies.
** New indicator included in 2011: this indicator shows the number of employees who left BNP Paribas SA to join a different Group company under a new contract.
OVERVIEW: RECRUITMENTS/DEPARTURES

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 43,280 | 42,870 | Headcount in previous year | 44,445 |
| 3,302 | 5,748 | 130-A - Total recruitments | 4,589 |
| -3,247 | -3,366 | 141 - Total departures | -3,143 |
| -100 | -90 | Transfers of outgoing contracts* |  |
| -5 | -201 | Balance of appointments with other Group entities | -187 |
| -360 | -516 | Transformation into unlimited-term contracts** | -429 |
| 42,870 | 44,445 | Headcount in current year | 45,275 |

[^0]
## 15 CAREER DEVELOPMENT

151 | NUMBER OF EMPLOYEES PROMOTED TO A HIGHER LEVEL

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| - | - | - | - | - | $\cdot$ | B | - | - | $\cdot$ |
| 5 | 3 | 8 | 4 | 6 | 10 | C | 4 | 1 | 5 |
| 75 | 222 | 297 | 62 | 127 | 189 | D | 52 | 119 | 171 |
| 271 | 756 | 1,027 | 263 | 856 | 1,19 | E | 269 | 828 | 1,097 |
| 251 | 575 | 826 | 243 | 651 | 894 | F | 293 | 680 | 973 |
| 200 | 386 | 586 | 245 | 514 | 759 | G | 238 | 491 | 729 |
| 802 | 1,942 | 2,744 | 817 | 2,154 | 2,971 | Technical staff | 856 | 2,118 | 2,975 |
| 267 | 348 | 615 | 260 | 317 | 577 | H | 205 | 353 | 558 |
| 408 | 319 | 727 | 433 | 375 | 808 | 1 | 422 | 362 | 784 |
| 292 | 206 | 498 | 326 | 204 | 530 | J | 363 | 273 | 636 |
| 155 | 88 | 243 | 174 | 115 | 289 | K | 169 | 154 | 323 |
| 7 | 50 | 127 | 79 | 51 | 130 | HC | 95 | 62 | 157 |
| 1,199 | 1,011 | 2,10 | 1,272 | 1,062 | 2,334 | Executive staff | 1254 | 1,204 | 2,458 |
| 2,001 | 2,953 | 4,954 | 2,089 | 3,216 | 5,305 | TOTAL | 2,110 | 3,323 | 5,433 |

REMINDER, NUMBER OF PAID EMPLOYEES (EXCLUDING ADMINISTRATORS) AT DEC. 31 OF THE PREVIOUS YEAR

| 2008 |  |  | 2009 |  |  |  | 2010 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,314 | 13,899 | 20,213 | 5,921 | 13,429 | 19,350 | Technical staff | 5,677 | 13,47 | 19,154 |
| 10,466 | 8,181 | 18,647 | 10,523 | 8,537 | 19,060 | Executive staff | 11,250 | 9,327 | 20,577 |
| 16,780 | 22,080 | 38,860 | 16,444 | 21,966 | 38,410 | TOTAL | 16,927 | 22,804 | 39,731 |

i.e. the number of employees liable to be promoted during the following year.
\% OF PROMOTIONS IN TERMS OF TOTAL TECHNICAL OR EXECUTIVE STAFF (EXCLUDING HC)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 3.97 | 9.61 | 13.58 | 4.22 | 11.13 | 15.35 | Technical staff | 4.47 | 11.06 | 15.53 |
| 6.43 | 5.42 | 11.85 | 6.67 | 5.57 | 12.25 | Executive staff | 6.09 | 5.85 | 11.95 |
| 5.15 | 7.60 | 12.75 | 5.44 | 8.37 | 13.81 | TOTAL | 5.31 | 8.36 | 13.67 |

\% OF PROMOTIONS IN TERMS OF TOTAL TECHNICAL OR EXECUTIVE STAFF, MALE OR FEMALE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 12.70 | 13.97 | 13.58 | 13.80 | 16.04 | 15.35 | Technical staff | 15.08 | 15.72 | 15.53 |
| 11.46 | 12.36 | 11.85 | 12.09 | 12.44 | 12.25 | Executive staff | 11.15 | 12.91 | 11.95 |
| 11.92 | 13.37 | 12.75 | 12.70 | 14.64 | 13.81 | TOTAL | 12.47 | 14.57 | 13.67 |

Change in number of employees promoted


Change in promotions
(\% in terms of total headcount excluding administrators, HC , of the previous year)


152-A | NUMBER OF EMPLOYEES BENEFITING FROM AN INDIVIDUAL SALARY INCREASE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 2 | 1 | 3 | 0 | 0 | 0 | B | 0 | 0 | 0 |
| 36 | 76 | 112 | 25 | 45 | 70 | C | 12 | 20 | 32 |
| 328 | 1,033 | 1,361 | 290 | 887 | 1,177 | D | 247 | 680 | 927 |
| 265 | 873 | 1,138 | 263 | 845 | 1,108 | E | 310 | 900 | 1,210 |
| 317 | 784 | 1,101 | 306 | 803 | 1,109 | F | 337 | 825 | 1,162 |
| 494 | 849 | 1,343 | 481 | 949 | 1,430 | G | 487 | 872 | 1,359 |
| 1,442 | 3,616 | 5,058 | 1,365 | 3,529 | 4,894 | Technical staff | 1,393 | 3,297 | 4,690 |
| 1,399 | 1,602 | 3,001 | 1,544 | 1,761 | 3,305 | H | 1,475 | 1,744 | 3,219 |
| 910 | 696 | 1,606 | 1,148 | 855 | 2,003 | 1 | 1,106 | 841 | 1,947 |
| 555 | 391 | 946 | 736 | 460 | 1,196 | J | 744 | 512 | 1,256 |
| 301 | 169 | 470 | 471 | 253 | 724 | K | 442 | 248 | 690 |
| 343 | 130 | 473 | 519 | 237 | 756 | HC | 548 | 238 | 786 |
| 3,508 | 2,988 | 6,496 | 4,418 | 3,566 | 7,984 | Executive staff | 4,315 | 3,588 | 7,898 |
| 4,950 | 6,604 | 11,554 | 5,783 | 7,095 | 12,878 | TOTAL | 5,708 | 6,880 | 12,588 |

REMINDER, NUMBER OF EMPLOYEES AT DEC. 31 OF THE PREVIOUS YEAR

| 2008 |  |  | 2009 |  |  |  | 2010 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,314 | 13,899 | 20,213 | 5,921 | 13,429 | 19,350 | Technical staff | 5,677 | 13,47 | 19,154 |
| 11,545 | 8,563 | 20,108 | 11,649 | 8,969 | 20,618 | Executive staff | 12,462 | 9,785 | 22,247 |
| 17,859 | 22,462 | 40,321 | 17,570 | 22,398 | 39,968 | TOTAL | 18,139 | 23,262 | 41,401 |

i.e. the number of employees liable to receive an increase during the following year.
\% IN TERMS OF TOTAL TECHNICAL OR EXECUTIVE STAFF

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 7.13 | 17.89 | 25.02 | 7.05 | 18.24 | 25.29 | Technical staff | 7.27 | 17.21 | 24.49 |
| 17.45 | 14.86 | 32.31 | 21.43 | 17.30 | 38.72 | Executive staff | 19.40 | 16.11 | 35.50 |
| 12.28 | 16.38 | 28.66 | 14.47 | 17.75 | 32.22 | TOTAL | 13.79 | 16.62 | 30.41 |

\% IN TERMS OF TOTAL TECHNICAL OR EXECUTIVE STAFF, MALE OR FEMALE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 22.84 | 26.02 | 25.02 | 23.05 | 26.28 | 25.29 | Technical staff | 24.54 | 24.46 | 24.49 |
| 30.39 | 24.89 | 32.31 | 37.93 | 39.76 | 38.72 | Executive staff | 34.63 | 36.62 | 35.50 |
| 27.72 | 29.40 | 28.66 | 32.91 | 31.68 | 32.22 | TOTAL | 31.47 | 29.58 | 30.41 |

Change in salary increases
(number of employees raised)


## 153-A | TOTAL STATUS REVIEWS

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 16,508 | 18,183 | Total number of status reviews | 18,021 |
| 29 | 26 | Average frequency of status reviews (in months) | 27 |

## 16 UNEMPLOYMENT

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| - | - | $161-$Number of employees laid off part-time <br> during the year in question | 0 |
| - | - | $162-$ Total number of hours of part-time unemployment <br> during the year in question | 0 |

New item in 2011.

## 17 DISABLED PEOPLE

171 | NUMBER OF DISABLED EMPLOYEES

| 2009 | 2010 |  | 2011 |
| ---: | ---: | ---: | :---: | :---: |
| 850 | 893 | Expressed as natural persons | 983 |
| 1,006 | 1,044 | Expressed in unity of disability | 1,148 |
| 15 | 22 | Additional units related to ESAT* services | 18 |
| 1,021 | 1,066 | TOTAL NB OF UNITS | 1,166 |

*ESAT: Sheltered work centers for the disabled (Etablissements ou Services d'Aide par le Travail, formerly known as "CAT").

172 | NUMBER OF DISABLED EMPLOYEES FOLLOWING WORK ACCIDENTS OCCURRINGWITHIN THE COMPANY

| 2009 | 2010 |  | 2011 |
| ---: | :---: | :---: | :---: | :---: |
| 78 | 70 | Expressed as natural persons | 67 |

## 18 ABSENTEEISM

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive <br> staff | Total | Technical staff | Executive staff | Total |  | Technical staff | Executive staff | Total |
| DAYS OF ABSENTEEiSM |  |  |  |  |  |  |  |  |  |
| 513,819 | 173,996 | 687,815 | 509,917 | 180,765 | 690,682 | 182 - illness | 517,974 | 196,944 | 714,858 |
| 13,056 | 6,456 | 19,513 | 14,045 | 7,190 | 21,236 | up to 2 days | 13,916 | 7,512 | 21,429 |
| 27,590 | 12,972 | 40,563 | 25,914 | 12,232 | 38,146 | 3 to 5 days | 26,952 | 13,918 | 40,870 |
| 473,172 | 154,567 | 627,739 | 469,958 | 161,343 | 631,300 | 6 days and more | 477,046 | 175,513 | 652,559 |
| 19,572 | 8,618 | 28,190 | 17,746 | 8,588 | 26,334 | 184 - Work-related and commuting accidents | 21,991 | 10,314 | 32,304 |
| 156,682 | 149,468 | 306,151 | 165,799 | 172,206 | 338,006 | 185 - Maternity and paternity leave | 178,414 | 164,723 | 343,138 |
| 115,036 | 81,993 | 197,028 | 117,822 | 92,734 | 210,556 | 186 - Authorized leave* | 110,600 | 104,266 | 214,866 |
| 192,964 | 46,496 | 239,460 | 170,918 | 45,818 | 216,735 | 187 - Other reasons** | 151,882 | 52,679 | 204,562 |
| 998,073 | 460,571 | 1,458,644 | 982,202 | 500,112 | 1,482,314 | 181-1 - TOTAL | 980,801 | 528,925 | 1,509,727 |

RATE OF ABSENTEEISM

| 6.79 | 4.22 | 5.52 | 6.93 | 4.34 | 5.60 | Rate of paid staff absenteeism | 7.28 | 4.17 | 5.64 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1.94 | 1.97 | 1.95 | 2.08 | 2.14 | 2.11 | Rate of maternity and paternity leave | 2.28 | 1.94 | 2.11 |
| 10.40 | 4.11 | 7.36 | 10.26 | 4.08 | 7.16 | Rate without maternity and paternity leave | 10.28 | 4.29 | 7.16 |
| 12.34 | 6.08 | 9.31 | 12.34 | 6.23 | 9.27 | TOTAL | 12.56 | 6.23 | 9.26 |

*Family emergencies, sick children, parental care leave, etc.
**Coordination of and participation in union-organized training, leave of absence for personal reasons, unpaid leave for persons wishing to set upa company, sabbatical leave, unpaid disability leave, etc.

189-A | NUMBER OF EMPLOYEES ON FLEXITIME (variable work schedule)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 381 | 2,112 | 2,493 | 366 | 2,31 | 2,497 | Technical staff | 386 | 2,186 | 2,572 |
| 324 | 838 | 1,162 | 358 | 891 | 1,249 | Executive staff | 449 | 1,07 | 1,526 |
| 705 | 2,950 | 3,655 | 724 | 3,022 | 3,746 | TOTAL | 835 | 3,263 | 4,098 |

## 19 LEAVES

191-A | PARENTAL CHILDCARE (duration over 6 months)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 2 | 120 | 122 | 0 | 110 | 110 | Technical staff | 0 | 106 | 106 |
| 0 | 62 | 62 | 2 | 65 | 67 | Executive staff | 3 | 7 | 80 |
| 2 | 182 | 184 | 2 | 175 | 177 | TOTAL | 3 | 183 | 186 |

192-A | SABBATICAL (duration over 6 months)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 1 | 11 | 12 | 3 | 9 | 12 | Technical staff | 2 | 13 | 15 |
| 9 | 11 | 20 | 8 | 9 | 17 | Executive staff | 8 | 10 | 18 |
| 10 | 22 | 32 | 11 | 18 | 29 | TOTAL | 10 | 23 | 33 |

## 192-A | PATERNITY LEAVE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Total | Technical staff | Executive staff | Total |  | Technical staff | Executive staff | Total |
| 1,742 | 5,698 | 7,440 | 1,741 | 5,337 | 7,078 | Days taken during the year | 2,098 | 6,603 | 8,701 |
| 1,726 | 6,490 | 8,116 | 1,971 | 6,131 | 8,102 | Theoretical days during the year | 2,059 | 7,097 | 9,156 |

## 193-B | EXISTENCE OF ADDITIONAL REMUNERATION PAID BY THE EMPLOYER FOR

- Maternity leave: application of the provisions of article 51 of the collective agreement of the banking industry regarding legal maternity leave and additional leave of absence ( 45 days on full pay or 90 days on half pay): preservation of the salary (less the daily allowance paid by the Social Security for the period of legal maternity leave). Inclusion of all paid leave of absence related to maternity for the calculation of the employee's length of service in the company.
- Adoption leave: application of the provisions of article 52 of the collective agreement of the banking industry regarding legal adoption leave and additional leave of absence ( 45 days on full pay or 90 days on half pay): preservation of the salary (less the daily allowance paid by the Social Security for the period of legal adoption leave). Inclusion of all leave of absence related to adoption for the calculation of the employee's length of service in the company.
- Parental childcare leave: application of the provisions of article 53 of the collective agreement of the banking industry regarding parental childcare leave taken in the event of a birth: preservation of the salary during the first 45 days of the parental childcare leave (the breast-feeding condition provided for in article 53 is removed by virtue of the social guarantees providedby BNP Paribas SA).
- Paternity leave: application of the new rule implemented by BNP Paribas SA since January 1, 2009 included in the July 2, 2010 amendment to the company-wide agreement dated July 30, 2007 on equal opportunities for male and female employees: continued payment of salary during paternity leave (less the daily allowances paid by the Social Security).


## 21 - EMPLOYEE COMPENSATION, SOCIAL SECURITY CONTRIBUTIONS AND PAYROLL TAXES <br> 22 - ANALYSIS OF COMPENSATION <br> 24 - RELATED EXPENSES <br> 26 - COMPANIV Profit sharing SChEME AND MATCHING CONTRIBUTIONS <br> EMPLOYEE COMPENSATION AND RELATED EXPENSES

## 21 EMPLOYEE COMPENSATION, SOCIAL SECURITY CONTRIBUTIONS AND PAYROLL TAXES

21 | EMPLOYEE COMPENSATION, SOCIAL SECURITY CONTRIBUTIONS AND PAYROLL TAXES PAID DURING THE YEAR (in millions of Euros)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 2,980.6 | 3,391.8 | TOTAL PERSONNEL COSTS | 3,617.0 |
| 1,900.8 | 2,100.7 | "Wages and Salaries" | 2,220.0 |
| 1,551.5 | 1,695.0 | Fixed remuneration including the remuneration bonus and lump-sum allowance (before deductions) | 1,742.3 |
| -42.9 | -46.7 | Deductions (sickness, maternity, flexitime, etc.) | -48.2 |
| 75.5 | 77.1 | Miscellaneous allowances and overtime | 106.9 |
| 288.7 | 324.6 | Variable remuneration | 370.1 |
| 1,872.9 | 2,050.1 | Subtotal "Wages and Salaries" | 2,171.0 |
| 27.9 | 50.6 | Employer contributions to employee saving schemes and administrative expenses | 49.0 |
| 783.6 | 865.0 | "Social security contributions" | 915.1 |
| 211.3 | 244.7 | "Tax expenses" | 246.1 |
| 84.9 | 181.3 | "incentive plans and profit-sharing" (payment with respect to the previous year) | 225.8 |
| 39,007 | 39,906 | Average monthly headcount in Metropolitan France (Including Monte Carlo) | 40,586 |
| 48,730 | 52,641 | Wages and salaries, average per employee in € ("Wages and Salaries" / Average monthly headcount) | 54,699 |
| 50,906 | 57,186 | Average employee remuneration (income) in $€$ (including incentive plans, profit-sharing) | 60,509 |
| 25,506 | 27,809 | Average employer's contributions per employee in € | 28,610 |
| 33.4 | 32.7 | Ratio of social security charges and tax expenses and total personnel costs | 32.1 |
| 33.9 | 35.5 | Aggregate employer's contributions (Total personnel costs / Added Value) | 34.0 |

211 BIS | AVERAGE MONTHLY COMPENSATION
FIXED SALARIES (In Euros)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 1,951 | 1,868 | 1,903 | 2,136 | 1,943 | 2,032 | B | 2,168 | 1,865 | 1,966 |
| 2,043 | 1,981 | 2,003 | 2,031 | 1,991 | 2,006 | C | 2,044 | 1,964 | 1,998 |
| 2,126 | 2,047 | 2,067 | 2,125 | 2,083 | 2,094 | D | 2,131 | 2,10 | 2,116 |
| 2,311 | 2,235 | 2,255 | 2,357 | 2,281 | 2,301 | E | 2,413 | 2,337 | 2,355 |
| 2,436 | 2,413 | 2,421 | 2,482 | 2,471 | 2,474 | F | 2,541 | 2,527 | 2,531 |
| 2,712 | 2,668 | 2,685 | 2,756 | 2,733 | 2,742 | G | 2,820 | 2,802 | 2,809 |
| 2,409 | 2,300 | 2,333 | 2,449 | 2,369 | 2,392 | Technical staff | 2,508 | 2,440 | 2,480 |
| 3,21 | 3,065 | 3,092 | 3,186 | 3,133 | 3,159 | H | 3,262 | 3,12 | 3,235 |
| 3,871 | 3,798 | 3,841 | 3,983 | 3,903 | 3,950 | 1 | 4,065 | 3,982 | 4,030 |
| 4,674 | 4,603 | 4,647 | 4,831 | 4,758 | 4,803 | J | 4,938 | 4,857 | 4,907 |
| 5,991 | 5,734 | 5,903 | 6,115 | 5,923 | 6,115 | K | 6,349 | 6,081 | 6,251 |
| 8,345 | 7,497 | 8,103 | 8,547 | 7,766 | 8,328 | HC | 8,664 | 7,954 | 8,458 |
| 4,346 | 3,834 | 4,123 | 4,489 | 3,944 | 4,249 | Executive staff | 4,805 | 4,061 | 4,362 |
| 3,691 | 2,914 | 3,255 | 3,849 | 3,031 | 3,389 | TOTAL | 3,975 | 3,48 | 3,510 |

213 | BREAKDOWN OF ANNUAL COMPENSATION GROSS SALARY (In Euros)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 21,569 | 21,741 | 99\% of employees earned at least | 21,305 |
| 24,612 | 25,718 | 95\% of employees earned at least | 25,826 |
| 26,603 | 28,002 | 90\% of employees earned at least | 28,304 |
| 28,052 | 29,564 | 85\% of employees earned at least | 30,045 |
| 29,334 | 30,893 | 80\% of employees earned at least | 31,457 |
| 30,578 | 32,272 | 75\% of employees earned at least | 32,860 |
| 32,053 | 33,746 | 70\% of employees earned at least | 34,385 |
| 33,650 | 35,388 | 65\% of employees earned at least | 36,081 |
| 35,325 | 37,174 | 60\% of employees earned at least | 37,944 |
| 37,194 | 39,169 | $55 \%$ of employees earned at least | 39,908 |
| 39,122 | 41,236 | 50\% of employees earned at least | 42,006 |
| 41,164 | 43,386 | 45\% of employees earned at least | 44,278 |
| 43,512 | 45,671 | 40\% of employees earned at least | 46,635 |
| 45,997 | 48,307 | $35 \%$ of employees earned at least | 49,2२7 |
| 48,918 | 51,162 | 30\% of employees earned at least | 52,266 |
| 52,249 | 51,846 | 25\% of employees earned at least | 56,082 |
| 56,792 | 59,771 | 20\% of employees earned at least | 61,238 |
| 63,205 | 66,805 | 15\% of employees earned at least | 68,261 |
| 73,994 | 78,419 | 10\% of employees earned at least | 80,142 |
| 99,750 | 108,510 | $5 \%$ of employees earned at least | 109,262 |
| 214,850 | 237,694 | 1\% of employees earned at least | 251,675 |
| 4.05 | 4.22 | Ratio of the 5\% and 95\% | 4.23 |
| 8.73 | 9.24 | Ratio of the 1\% et 95\% | 9.75 |

2 EMPLOYEE COMPENSATION
AND RELATED EXPENSES

213-A | REMUNERATION SCALE PER LEVEL OF AUTHORITY AND PER GENDER

| 2011 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male |  |  |  |  | Female |  |  |  |
| Average age | $\mathrm{P}^{\text {s }}$ decile | Metian | $\mathrm{g}^{\text {It }}$ decile | Level | Average age | $\mathrm{Ps}^{\text {st }}$ decile | Median | $\mathrm{g}^{\text {tid }}$ decile |
| nc | nc | nc | nc | B | nc | nc | nc | nc |
| 47.5 | 22,143 | 26,964 | 31,041 | C | 43.2 | 21,29 | 24,925 | 28,609 |
| 39.2 | 23,029 | 27,069 | 32,062 | D | 36.1 | 22,337 | 26,763 | 31,051 |
| 45.4 | 26,532 | 30,552 | 35,359 | E | 42.5 | 25,468 | 30,003 | 33,716 |
| 47.1 | 29,120 | 32,711 | 37,696 | F | 45.5 | 27,946 | 32,481 | 36,856 |
| 48.9 | 32,033 | 36,448 | 42,203 | G | 47.2 | 31,059 | 35,958 | 41,306 |
| 46.0 | 26,243 | 32,518 | 39,336 | Technical staff | 43.3 | 24,861 | 31,376 | 37,815 |
| 42.0 | 37,841 | 44,025 | 51,709 | H | 39.9 | 35,374 | 42,342 | 49,586 |
| 43.4 | 47,224 | 54,509 | 66,765 | 1 | 41.6 | 44,203 | 51,869 | 62,049 |
| 46.5 | 58,047 | 67,817 | 84,497 | J | 44.1 | 54,789 | 64,519 | 79,994 |
| 47.9 | 72,978 | 87,595 | 160,512 | K | 45.9 | 68,469 | 84,944 | 127,161 |
| 51.3 | 96,241 | 139,638 | 361,72 | HC | 49.5 | 91,054 | 123,825 | 252,827 |
| 44.7 | 41,180 | 56,054 | 115,239 | Executive staff | 4.8 | 37,865 | 48,463 | 84,988 |

Remuneration is presented in ascending order (per level of authority and per gender) and divided into $10 \%$ brackets:

- The $1^{\text {st }}$ decile gives remuneration just above the $1^{\text {st }} 10 \%$ bracket ( $90 \%$ of employees earned at least this amount),
- The median gives remuneration just above the $5^{\text {th }} 10 \%$ bracket ( $50 \%$ of employees earned at least this amount),
- The $9^{\text {th }}$ decile gives remuneration just above the $9^{\text {th }} 10 \%$ bracket ( $10 \%$ of employees earned at least this amount).


## 22 ANALYSIS OF COMPENSATION

221 | RATIO OF THE AVERAGE COMPENSATION PAID TO THE TOP 10\% AND BOTTOM 10\% OF EMPLOYEES EARNING THE HIGHEST AND LOWEST SALARIES RESPECTIVELY

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 5.5 | 5.9 | 6.0 |

222 | TOTAL OF THE TEN HIGHEST PAY PACKAGES

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| $12,210,039$ | $17,896,702$ | $18,900,227$ |

## 24 RELATED EXPENSES

242 | TOTAL PAYMENTS TO TEMPORARY EMPLOYMENT AGENCIES (in millions of Euros)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 15,70 | 23,49 | 30,17 |

## COMPANY PROFIT SHARING SCHEME AND MATCHING CONTRIBUTIONS

## 261 | SPECIAL PROFIT SHARING RESERVE

Total amount with respect to the year in question (in millions of Euros)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 63.31 | 108.21 | 83.19 |

## 261 | INCENTIVE SCHEMES

Total amount with respect to the year in question (in millions of Euros)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 118.04 | 127.62 | 119.36 |

262 | INDIVIDUAL AMOUNT AND AVERAGE AMOUNT IN PROFIT SHARING PER PARTICIPATING EMPLOYEE (in Euros)

| 2009 |  | 2010 |  |  | 2011 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Technical staff | Executive staff |  | Technical staff | Executive staff |
| 1,302 | 1,302 | 2,088 | 2,088 | Minimum share | 1,591 | 1,591 |
| 2,884 | 3,580 | 4,921 | 5,743 | Maximum share | 3,428 | 4,376 |
| 1,307 | 1,857 | 2,100 | 3,066 | Average amount | 1,598 | 2,294 |

Gross amounts, for an employee working full-time and present throughout the year.

262 | INDIVIDUAL AMOUNT AND AVERAGE AMOUNT IN INCENTIVE SCHEMES PER PARTICIPATING EMPLOYEE (in Euros)

| 2009 |  | 2010 |  |  | 2011 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Technical staff | Executive staff |  | Technical staff | Executive staff |
| 2,480 | 2,480 | 2,539 | 2,539 | Minimum share | 2,347 | 2,347 |
| 5,178 | 6,548 | 3,663 | 6,704 | Maximum share | 3,367 | 6,195 |
| 2,486 | 3,418 | 2,546 | 3,594 | Average amount | 2,351 | 3,267 |

Gross amounts, for an employee working full-time and present throughout the year.

263 | PROPORTION OF CAPITAL HELD BY EMPLOYEES THROUGH EMPLOYEE SHARE OWNERSHIP PLANS (as \%)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 3.75 | 3.83 | 4.08 |

Including voluntary payments.

## 264-A | EMPLOYER CONTRIBUTIONS PAID WITHIN THE FRAMEWORK OF THE EMPLOYEE SAVINGS SCHEME

(in millions of Euros)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 27.92 | 50.65 | 48.96 |

[^1]
## 32 - BREAKDOWN OF ACCIDENTS

 BY MATERIAL ASPECT
## 35 - EXPENDITURE ON SAFETY

## HEALTH AND SAFETY

## 31 WORK-RELATED AND COMMUTING ACCIDENTS

311 | NUMBER OF WORK-RELATED ACCIDENTS RESULTING IN SICK LEAVE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Total | Technical staff | Executive staff | Total | Technical staff | Executive staff | Total |
| 188 | 70 | 258 | 334 | 89 | 423 | 344 | 136 | 480 |

312 | NUMBER OF DAYS LOST OWING TO WORK-RELATED ACCIDENTS

| 2009 |  |  | 2010 |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Technical staff | Executive staff | Total | Technical staff | Executive staff | Total | Technical staff | Executive staff | Total |
| 7,391 | 1,940 | 9,331 | 7,206 | 3,316 | 10,522 | 7,307 | 3,346 | 10,653 |

313 | NUMBER OF CASES OF PERMANENT DISABILITY (PARTIAL OR TOTAL) NOTIFIED TO THE COMPANY DURING THE YEAR IN QUESTION

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 17 | 20 | 27 |

314 | NUMBER OF FATAL ACCIDENTS

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | Commuting | 2 |
| 1 | 0 | Work-related | 1 |

315 | NUMBER OF COMMUTING ACCIDENTS RESULTING IN SICK LEAVE

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 359 | 403 | 374 |

316 | NUMBER OF ACCIDENTS SUFFERED BY TEMPORARY EMPLOYEES WORKINGIN THE COMPANY

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 2 | 3 | 7 |

## BREAKDOWN OF ACCIDENTS

## 32 BY MATERIAL ASPECT

321 | NUMBER OF ACCIDENTS INVOLVING SERIOUS RISKS Codes 32 to 40:

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: | :---: |
| 1 | 0 | 2 |

322 | NUMBER OF ACCIDENTS INVOLVING FALLS FROM HEIGHTS
Code 02:

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 64 | 66 | 84 |

323 | NUMBER OF ACCIDENTS CAUSED BY MACHINES, EXCLUDING THOSE INVOLVING THE ABOVE CODES Codes 09 to 30 :

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 3 | 1 | 3 |

324 | NUMBER OF ACCIDENTS INVOLVING HANDLING, TRANSFER OR STORAGE
Codes 01, 03, 04, 06, 07, 08:

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 91 | 106 | 139 |

325 | NUMBER OF ACCIDENTS CAUSED BY ACCIDENTAL MOVEMENT OF OBJECTS
Code 05:

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 10 | 9 | 10 |

326 | OTHER CASES OF ACCIDENTS

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 89 | 241 | TOTAL | 242 |
| 79 | 45 | including declarations following bank robberies | 30 |

In accordance with the classification code for the material aspect of work-related accidents (decree dated October 10, 1974).

## 35 EXPENDITURE ON SAFETY

351 | STAFF TRAINING ON SAFETY

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 23,139 | 24,503 | 24,296 |

352 | EXPENDITURE ON SAFETY (in millions of Euros)

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 30.58 | 27.36 | 31.18 |



## 41 HOURS WORKED AND FLEXIBLE WORKING HOURS

## 411 | NUMBER OF HOURS IN A WORKING WEEK

General rule: 35h (Average number of hours worked by a full-time employee during the year).
Particular working hours in accordance with flexible working hours agreed locally.

412 | NUMBER OF EMPLOYEES WORKING OVERTIME BENEFITING FROM TIME OFF IN LIEU OF OVERTIME WAGES

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 316 | 27 | 22 |

Change in labour laws (August 20, 2008): only hours worked above the annual quota entitle employees to take time off in lieu of overtime(compensatory time).
The decline in the number of beneficiaries will only begin in 2010 because employees have 2 years to use the compensatory time acquired by working overtime.

413 | NUMBER OF EMPLOYEES BENEFITING FROM FLEXITIME

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 2,609 | 6,224 | 8,833 | 2,546 | 6,269 | 8,815 | Technical staff | 2,439 | 6,163 | 8,602 |
| 417 | 651 | 1,068 | 433 | 647 | 1,080 | Executive staff | 404 | 665 | 1,069 |
| 3,026 | 6,875 | 9,901 | 2,979 | 6,916 | 9,895 | TOTAL | 2,843 | 6,828 | 9,671 |

414 | NUMBER OF EMPLOYEES WORKING PART-TIME

| 90\% |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 4 | 83 | 87 | 9 | 103 | 112 | Technical staff | 8 | 98 | 106 |
| 8 | 45 | 53 | 9 | 48 | 57 | Executive staff | 9 | 47 | 56 |
| 12 | 128 | 140 | 18 | 151 | 169 | TOTAL | 17 | 145 | 162 |


| 80\% |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 82 | 2,249 | 2,331 | 79 | 2,12 | 2,291 | Technical staff | 73 | 2,187 | 2,260 |
| 28 | 854 | 882 | 29 | 919 | 948 | Executive staff | 37 | 1,011 | 1,048 |
| 110 | 3,103 | 3,213 | 108 | 3,131 | 3,239 | TOTAL | 110 | 3,198 | 3,308 |


| 60\% |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 24 | 312 | 336 | 22 | 311 | 333 | Technical staff | 20 | 299 | 319 |
| 10 | 62 | 72 | 7 | 65 | 72 | Executive staff | 10 | 76 | 86 |
| 34 | 374 | 408 | 29 | 376 | 405 | TOTAL | 30 | 375 | 405 |


| 50\% |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 106 | 570 | 676 | 103 | 531 | 634 | Technical staff | 111 | 527 | 638 |
| 17 | 57 | 74 | 22 | 63 | 85 | Executive staff | 21 | 66 | 87 |
| 123 | 627 | 750 | 125 | 594 | 719 | TOTAL | 132 | 593 | 725 |


| MISCELLANEOUS |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 13 | 80 | 93 | 10 | 80 | 90 | Technical staff | 8 | 104 | 112 |
| 3 | 5 | 8 | 3 | 8 | 11 | Executive staff | 5 | 11 | 16 |
| 16 | 85 | 101 | 13 | 88 | 101 | TOTAL | 13 | 115 | 128 |


| TOTAL PARTTIME |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 229 | 3,294 | 3,523 | 223 | 3,237 | 3,460 | Technical staff | 220 | 3,15 | 3,435 |
| 66 | 1,023 | 1,089 | 70 | 1,103 | 1,173 | Executive staff | 82 | 1,211 | 1,293 |
| 295 | 4,317 | 4,612 | 293 | 4,340 | 4,633 | TOTAL | 302 | 4,426 | 4,728 |

## 414 | PERCENTAGE OF PART-TIME EMPLOYEES COMPARED TO THE TOTAL HEADCOUNT

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 3.4\% | 21.7\% | 16.1\% | 3.4\% | 21.2\% | 15.9\% | Technical staff | 3.5\% | 21.2\% | 16.0\% |
| 0.6\% | 11.1\% | 5.2\% | 0.6\% | 10.9\% | 5.2\% | Executive staff | 0.6\% | 11.3\% | 5.4\% |
| 1.6\% | 17.7\% | 10.8\% | 1.5\% | 17.1\% | 10.4\% | TOTAL | 1.6\% | 17.1\% | 10.4\% |

## 414-A | NUMBER OF EMPLOYEES WORKING FULL-TIME

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,496 | 11,852 | 18,348 | 6,259 | 12,014 | 18,273 | Technical staff | 6,134 | 11,949 | 18,083 |
| 11,688 | 8,222 | 19,910 | 12,505 | 9,034 | 21,539 | Executive staff | 12,933 | 9,531 | 22,464 |
| 18,184 | 20,074 | 38,258 | 18,764 | 21,048 | 39,812 | TOTAL | 18,067 | 21,480 | 40,547 |

## 415-A | NUMBER OF EMPLOYEES WORKING PART-TIME DURING THE YEAR IN QUESTION

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 20 | 309 | 329 | 32 | 355 | 387 | Technical staff | 31 | 341 | 372 |
| 22 | 156 | 178 | 9 | 145 | 154 | Executive staff | 34 | 209 | 243 |
| 42 | 465 | 507 | 41 | 500 | 541 | TOTAL | 65 | 550 | 615 |

## 415-B | NUMBER OF EMPLOYEES WORKING PART-TIME WHO RESUMED FULL-TIME EMPLOYMENT DURING THE YEAR IN QUESTION

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 16 | 319 | 335 | 20 | 297 | 317 | Technical staff | 21 | 269 | 290 |
| 8 | 113 | 121 | 7 | 116 | 123 | Executive staff | 17 | 107 | 124 |
| 24 | 432 | 456 | 27 | 413 | 440 | TOTAL | 38 | 376 | 414 |

## 415-C | EXISTENCE OF DIFFERENT WAYS OF ORGANIZING WORK

## EXISTENCE OF DIFFERENT WAYS OF ORGANIZING WORK TO FACILITATE THE RELATIONSHIP BETWEEN EMPLOYEES' FAMILYAND PROFESSIONAL LIVES:

- Part time: the principal solutions offered are $50 \%, 60 \%, 80 \%$ and $90 \%$ of full-time employment. The organization of the working hours can be on a daily, weekly or annual basis.
- Flexible working hours: flexible working hours enable employees to manage their time in a way that strikes a better balance between their professional duties and private lives. This is achieved by allowing employees subject to collective work schedules to choose when they begin and when they end their working day provided, however, they respect a core period when they must be present at work. Compensatory time credit may also be provided for later use during the calendar year in question.
- Flexitime: all employees on unlimited-term contracts may benefit from variable work schedules that allow employees totake unpaid leave.
- The right to take leave of absence to take care of a sick child: authorization to take paid leave in the event of illness affecting one orseveral children is granted to the mother or father. BNP Paribas grants 3 additional days to the 3 days per sliding 12-month period allowed by the Collective Agreement governing the banking industry, and extends the age of the child (or children) from 14 to 15 years.


## LOCAL SERVICES:

- Contribution of the company to the cost of childminding facilities for infants: the maximum daily allowance for childmind-ing fees that may be granted for all children up to the age of 10, is 5 euros.
- Family tax credit: the expenses incurred by the company are well above the ceiling for tax deductions.


## 416 | NUMBER OF DAYS OF ANNUAL HOLIDAYS

2726 days of annual holidays +1 additional day.

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 7 | 7 | Mondays | 5 |
| 8 | 7 | Saturdays | 7 |

## ORGANIZATION OF WORKING HOURS <br> 42 PER CATEGORY OF PERSONNEL

421 | NUMBER OF EMPLOYEES ON FLEXIBLE WORKING HOURS

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| $2 २ 7$ | 390 | 617 | २२० | 364 | 584 | Technical staff | 414 | 645 | 1,059 |
| 89 | 63 | 152 | 72 | 81 | 153 | Executive staff | 100 | 125 | 225 |
| 316 | 453 | 769 | 292 | 445 | 737 | TOTAL | 514 | 770 | 1,284 |

This indicator refers, for the most part, to employees working days.

## 421-A | NUMBER OF EMPLOYEES WORKING NIGHTS

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 211 | 434 | 645 | 222 | 403 | 625 | Technical staff | 112 | 95 | 207 |
| 8 | 7 | 15 | 7 | 6 | 13 | Executive staff | 4 | 4 | 8 |
| 219 | 441 | 660 | 229 | 409 | 638 | TOTAL | 116 | 99 | 215 |

Working night between 9 pm and 6 am: Act of May 9, 2001, company agreement dated February 18, 2002.
The organization of work in cycles makes it impossible to distinguish between Flexible working hours and Night work: whenever there is nightwork, the employees are included in the 421-A indicator.

## EXPENDITURE TO IMPROVE WORKING

## 45 CONDITIONS

## 451 | TOTAL EXPENDITURE (in millions of Euros)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 125,60 | 108,10 | 451 - Expenditure to improve working conditions | 109,55 |

[^2]51 - IN-SERVICE PROFESSIONAL TRAINING
52 - TRAINING LEAVE
53 - WORK-STUDY CONTRACTS

## 51 IN-SERVICE PROFESSIONAL TRAINING

511 | PERCENTAGE OF TOTAL PAYROLL DEVOTED TO IN-SERVICE PROFESSIONAL TRAINING

| 2009 | 2010 |  |  |
| :---: | :---: | :---: | :---: |
| $3.74 \%$ | $3.80 \%$ | As \% of payroll | 2011 |

Figure estimated for the reference year.

512 | AMOUNT DEVOTED TO IN-SERVICE PROFESSIONAL TRAINING (in millions of Euros)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 71,26 | 80,37 | Expenditure on training | $\mathbf{8 3 , 6 4}$ |

[^3]513 | NUMBER OF STAFF TRAINED

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 5,596 | 12,804 | 18,400 | 5,515 | 12,931 | 18,446 | Technical staff | 5,255 | 12,555 | 17,810 |
| 9,715 | 7,728 | 17,443 | 10,380 | 8,381 | 18,761 | Executive staff | 10,505 | 8,884 | 19,389 |
| 15,311 | 20,532 | 35,843 | 15,895 | 21,312 | 37,207 | TOTAL | 15,760 | 21,439 | 37,199 |

Individuals are counted once, even if they follow more than one training course.

REMINDER, NUMBER OF EMPLOYEES AT DEC. 31 OF THE PREVIOUS YEAR:

| 2008 |  |  | 2009 |  |  |  | 2010 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 6,314 | 13,899 | 20,213 | 5,921 | 13,429 | 19,350 | Technical staff | 5,677 | 13,477 | 19,154 |
| 11,545 | 8,563 | 20,108 | 11,649 | 8,969 | 20,618 | Executive staff | 12,462 | 9,785 | 22,247 |
| 17,859 | 22,462 | 40,321 | 17,570 | 22,398 | 39,968 | TOTAL | 18,139 | 23,262 | 41,401 |

i.e. the number of employees liable to receive training during the following year.
\% IN TERMS OF TOTAL TECHNICAL OR EXECUTIVE STAFF

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 27.69 | 63.35 | 91.03 | 28.50 | 66.83 | 95.33 | Technical staff | 27.44 | 65.55 | 92.98 |
| 48.31 | 38.43 | 86.75 | 50.34 | 40.65 | 90.99 | Executive staff | 47.22 | 39.93 | 87.15 |
| 37.97 | 50.92 | 88.89 | 39.77 | 53.32 | 93.09 | TOTAL | 38.07 | 51.78 | 89.85 |

\% IN TERMS OF TOTAL HEADCOUNT TECHNICAL OR EXECUTIVE STAFF, MALE OR FEMALE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 88.63 | 92.12 | 91.03 | 93.14 | 96.29 | 95.33 | Technical staff | 92.57 | 93.16 | 92.98 |
| 84.15 | 90.25 | 86.75 | 89.11 | 93.44 | 90.99 | Executive staff | 84.30 | 90.79 | 87.15 |
| 85.73 | 91.41 | 88.89 | 90.47 | 95.15 | 93.09 | TOTAL | 86.88 | 92.16 | 89.85 |

513-A | NUMBER OF BENEFICIARIES CLAIMING INDIVIDUAL TRAINING ENTITLEMENTS (DIF)

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 1,573 | 3,824 | 5,397 | 1,124 | 2,691 | 3,815 | Technical staff | 1,216 | 2,969 | 4,185 |
| 2,817 | 2,428 | 5,245 | 2,736 | 2,491 | 5,227 | Executive staff | 2,855 | 2,894 | 5,749 |
| 4,390 | 6,252 | 10,642 | 3,860 | 5,182 | 9,042 | TOTAL | 4,071 | 5,863 | 9,934 |

## 514 | NUMBER OF HOURS OF TRAINING BY LEVEL

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 232,999 | 476,720 | 709,719 | 216,391 | 449,958 | 666,349 | Technical staff | 198,330 | 426,532 | 624,862 |
| 345,806 | 317,868 | 663,674 | 383,354 | 343,620 | 726,975 | Executive staff | 381,028 | 361,765 | 742,793 |
| 578,805 | 794,588 | 1,373,393, | 599,745 | 793,578 | 1,393,323 | TOTAL | 579,358 | 788,297 | 1,367,655 |

514-A | NUMBER OF HOURS OF TRAINING BY LEVEL DIF

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 37,561 | 86,753 | 124,314 | 29,237 | 68,535 | 97,772 | Technical staff | 30,964 | 74,597 | 105,561 |
| 56,670 | 51,206 | 107,876 | 60,019 | 55,022 | 115,041 | Executive staff | 60,602 | 64,308 | 124,910 |
| 94,231 | 137,959 | 232,190 | 89,256 | 123,557 | 212,813 | TOTAL | 91,566 | 138,905 | 230,471 |

515-1 | NUMBER OF HOURS OF TRAINING PER COMPETENCE

| 2009 |  | 2010 |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Number <br> of hours | Number of <br> training <br> sessions | Number <br> of hours | Number of <br> training <br> sessions |  | Number <br> ofheurs | Number of <br> training <br> sessions |

BUSINESS LINE TRAINING COURSES

| 38,009 | 6,430 | 83,013 | 18,656 | Insurance | 61,499 | 6,370 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 11,330 | 1,226 | 11,025 | 850 | Internal Audit and Control | 12,143 | 1,256 |
| 2,376 | 343 | 2,899 | 385 | Communications and advertising | 3,343 | 396 |
| 12,291 | 980 | 18,950 | 1,221 | Bookkeeping - Management Control | 20,605 | 1,725 |
| 75,541 | 2,77 | 89,825 | 3,434 | Consultancy Services - Wealth Management | 95,958 | 4,442 |
| 2,986 | 126 | 4,074 | 200 | Corporate Finance | 3,417 | 118 |
| 31,623 | 3,158 | 28,660 | 2,557 | Loans and Financing | 45,964 | 5,827 |
| 1,652 | 183 | 1,746 | 137 | Asset Management | 1,701 | 183 |
| 6,133 | 471 | 12,412 | 860 | Real Estate | 16,336 | 2,89 |
| 30,76 | 2,519 | 35,391 | 3,523 | Information Systems | 33,324 | 5,081 |
| 8,578 | 1,319 | 9,996 | 1,596 | Legal and Tax Affairs | 9,666 | 1,338 |
| 1,203 | 196 | 4,007 | 2,12 | Logistics | 1,246 | 675 |
| 12,47 | 879 | 12,995 | 856 | Financial Markets | 16,712 | 966 |
| 412,432 | 35,840 | 351,410 | 29,90 | Marketing and Selling Techniques | 301,744 | 33,670 |
| 247,447 | 25,919 | 259,05 | 29,433 | Banking Products and Services | 215,780 | 22,061 |
| 27,294 | 18,327 | 17,750 | 2,012 | Human Resources | 26,360 | 3,486 |
| 28,543 | 4,450 | 26,594 | 6,720 | Risk Management | 32,325 | 7,366 |
| 41 | 19 | 4 | 1 | Stocks and shares - Securities services | 144 | 10 |
| 950,339 | 105,162 | 969,855 | 104,443 | Total | 898,217 | 97,159 |


| 14,511 | 1,360 | 17,076 | 1,813 | Office Automation - NICT | 16,338 | 1,818 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 75,169 | 8,020 | 75,742 | 9,153 | Professional Development | 89,185 | 12,335 |
| 47,652 | 22,209 | 55,982 | 23,79 | Ethics - Deontology | 56,026 | 23,264 |
| 14,391 | 1,580 | 11,889 | 2,086 | Management - Organization | 12,537 | 1,197 |
| 37,445 | 2,162 | 7,848 | 464 | Induction - Support | 2,783 | 284 |
| 52,098 | 3,574 | 56,338 | 3,955 | Languages | 68,451 | 4,438 |
| 33,709 | 1,779 | 50,472 | 2,535 | Operational Management | 66,959 | 7,015 |
| 4,110 | 504 | 4,668 | 1,003 | Quality | 3,430 | 690 |
| 7,392 | 1,47 | 8,729 | 1,111 | First aid | 8,790 | 1,102 |
| 31,37 | 25,998 | 31,982 | 27,578 | Safety of Individuals and Property | 30,976 | 26,342 |
| 317,813 | 67,933 | 320,725 | 72,877 | Total | 355,475 | 78,485 |
| CORPORATE TRAINING COURSES |  |  |  |  |  |  |
| 29,724 | 1,632 | 37,428 | 2,487 | Integration | 40,429 | 2,503 |
| 2,422 | 110 | 1,802 | 71 | Corporate Management | 1,500 | 43 |
| 108,44 | 3,947 | 100,562 | 3,582 | Training leading to a banking qualification | 108,539 | 4,695 |
| 140,290 | 5,689 | 139,791 | 6,140 | Total | 150,468 | 7,241 |
| 1,408,442 | 178,784 | 1,430,371 | 183,460 | TOTAL | 1,404,157 | 182,885 |


| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 35,049 | 37,048 | Of which total of non-chargeable hours <br> in accordance with the tax declaration | 36,502 |

515-2 | NUMBER OF HOURS BY TYPE OF TRAINING

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 1,222,593 | 1,236,742 | In-class training | 1,207,888 |
| 20,090 | 21,299 | Residential in-class training | 20,976 |
| 112,178 | 123,957 | On-site training | 114,400 |
| 189 | 632 | Multimedia | 1,267 |
| 18,343 | 10,693 | E-learning | 23,125 |
| 1,373,393 | 1,393,323 | TOTAL | 1,367,655 |

## 52 TRAINING LEAVE

521 | NUMBER OF EMPLOYEES BENEFITING REMUNERATED OR PARTLY REMUNERATED TRAINING LEAVE

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 9 | 21 | 30 | 7 | 16 | 23 | Remunerated | 4 | 15 | 19 |
| 5 | 9 | 14 | 8 | 12 | 20 | Partly remunerated | 9 | 11 | 20 |
| 14 | 30 | 44 | 15 | 28 | 43 | TOTAL | 13 | 26 | 39 |

522 | NUMBER OF EMPLOYEES BENEFITING NOT REMUNERATED TRAINING LEAVE

| 2009 |  |  | 2010 |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total | Male | Female | Total |
| 4 | 6 | 10 | 8 | 7 | 15 | 2 | 7 | 9 |

523 | NUMBER OF EMPLOYEES REFUSED TRAINING LEAVE

| 2009 |  |  | 2010 |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total | Male | Female | Total |
| 1 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 1 |

In 2009, the 2 sabbatical training applications were rejected for failure to respect the period of notice.
In 2011, the request did not comply with regulations.

## 53 WORK-STUDY CONTRACTS

531 | NUMBER OF APPRENTICESHIP AND OTHER WORK-STUDY CONTRACTS

| 2009 |  |  | 2010 |  |  |  | 2011 |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Male | Female | Total | Male | Female | Total |  | Male | Female | Total |
| 201 | 269 | 470 | 238 | 364 | 602 | Apprenticeship | 312 | 450 | 762 |
| 301 | 463 | 764 | 283 | 474 | 757 | Other work-study contracts | 250 | 452 | 702 |
| 502 | 732 | 1,234 | 521 | 838 | 1,359 | TOTAL | 562 | 902 | 1,464 |

# 61 - EMPLOYEE REPRESENTATIVES <br> 62 - EMPLOYEE COMMUNICATIONS <br> 63 - DISPUTES 

## 6 <br> PROFESSIONAL RELATIONS

## 61 EMPLOYEE REPRESENTATIVES

611 | PARTICIPATION IN EMPLOYEE REPRESENTATIVE ELECTIONS

| 2009 |  | 2010 |  | 2011 |  |  |
| :---: | ---: | ---: | ---: | :---: | :---: | :---: |
| Number registered | As \% of voters | Number registered | As \% of voters | BODY OF <br> ELECTORS | Number registered | As \% of voters |
| 22,380 | $76.9 \%$ | - |  | - | Technical staff |  |
| 20,075 | $62.2 \%$ | - |  | - | Executive staff |  |

No elections in 2010 and 2011.

## 611 | PARTICIPATION IN WORK COUNCIL ELECTIONS

| 2009 |  | 2010 |  | BODY OF ELECTORS | 2011 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Number registered | As \% of voters | Number registered | As \% of voters |  | Number registered | As \% of voters |
| 17,344 | 77.6\% | - | - | Technical staff | - | - |
| 12,516 | 62.5\% | - | - | Executive staff | - | - |

[^4]
## 612 | TOTAL NUMBER OF HOURS ALLOWED FOR EMPLOYEE REPRESENTATION ACTIVITIES

All employee representation in the Bank is decentralized at the level of each group of branches or group of sales support centres, each business centre and each provincial Client Relations Centre platform.

In addition, the representative Trade Union Organizations appoint, in accordance with the law and the Collective Agreement, union representatives among the employee representatives and among the Works Councils, as well as union representatives in each of the different Entities of the Bank.

The total number of hours allowed for employee representation in all these bodies amounted to approximately 535,322 hours in 2011, excluding meetings with Management or committee meetings.

613 | NUMBER OF MEETINGS WITH THE EMPLOYEES' REPRESENTATIVES DURING THE YEAR IN QUESTION

| $\mathbf{2 0 0 9}$ | $\mathbf{2 0 1 0}$ |  | $\mathbf{2 0 1 1}$ |
| :---: | :---: | :---: | :---: |
| 1,260 | 1,255 | Staff Representatives | $\mathbf{C H S C T} *$ |
| 601 | 683 | Works Councils | $\mathbf{6 8 9}$ |
| 335 | 14 | Specialized Committees | $\mathbf{1 3 2}$ |
| 83 | 84 | Union Delegates | $\mathbf{9 7}$ |
| 43 | 54 |  | $\mathbf{7 2}$ |

As of April 2009, the number of Works Councils was reduced from 100 to 10 .
*CHSCT: Health and safety at work committee.

## 614 | DATES AND SUBJECT OF AGREEMENTS SIGNED IN THE COMPANY DURING THE YEAR

## PSYCHOSOCIAL RISKS

- July 11, 2011: Agreement on harassment and violence in the place of work.


## WAGES

- October 31, 2011: 2012 wage agreement on gender equality in the workplace.
- October 31, 2011: Agreement on the profit-sharing bonus in respect of the 2010 financial year.


## EMPLOYEE REPRESENTATIVES AND TRADE UNION RIGHTS

- October 12, 2011: Agreement to extend the mandates of the staff representatives of the Health, Safety and Working Conditions Committee.
- December 5, 2011: Amendment No. 1 to the Agreement on the establishment of an intercompany committee devoted to the Occupational Health Service dated September 16, 2009.


## EMPLOYMENT

- December 1, 2011: Agreement on method.


## DIVERSITY

- December 1, 2011: 2012-2015 agreement on the employment and professional integration of disabled workers.


## 615 | NUMBER OF EMPLOYEES BENEFITING FROM LEAVE OF ABSENCE FOR UNION-ORGANIZED TRAINING

| 2009 | 2010 | 2011 |
| :---: | :---: | :---: |
| 1,728 | 568 | 649 |

## 62 EMPLOYEE COMMUNICATIONS

## 622 I INDUCTION PROCEDURE

- The new recruit is welcomed by a member of the Senior Management team of his or her entity and then by the immediate head of the department to which the recruit is appointed.

■ The welcoming HR department:

1) Presents to the new recruit the conditions govern-ing subscription to the BNP Paribas complementary health insurance.
2) Informs the new recruit of the position of the induction booklet on the B2E Group intranet covering the followingtopics:

- Professional appraisals,
- Professional mobility,
- Training opportunities,
- Remuneration,
- Profit-sharing and incentive schemes,
- Employee savings schemes,
- Working hours and holidays,
- Welfare and complementary health insurance,
- Practical information (the social activities of the Works Council, the advantages related to banking operations, the A.S.C...),
- The presentation of the Group's intranet site - Echo'Net.

3) Gives the employee explanations about:

- The INCA tool: management of paid holidays,
- The SITADIN tool: updating of personal details, certificate requests, acquisition of flexible working hours, using the Group's intranet site - Echo'Net.

4) Informs the employee about the existence of the Annual Report, the Collective Labour Agreement and Company Rules \& Regulations - including the code of ethics - accessible on the Group's intranet site -Echo'Net.
5) Informs the employee about the organization of the professional appraisal, whose guide can be obtained from the Group's intranet site - Echo'Net.

## 623 | INFORMATION PROCEDURES

- Ambition, the magazine devoted to BNP Paribas Group employees,
- Starlight, the Group's video news programme,
- Flash Groupe, the Group's in-house newsletter,
- Echo'Net, the Group's intranet,

■ Point Com Un, the information environment of the French Retail Banking division,
■ Finance, the journal of the CIB division,

- Magazine itp: the magazine devoted to Information Technology \& Processes

■ Investment Solutions network, the newsletter devoted to IS division employees,

- Inside, the Retail Banking newsletter,
- Webzines published by the different core businesses, etc.

Information is also circulated within the BNP Paribas Group through the organization of meetings, the publication of memos, circulars, procedures, etc.

There also exist a large number of news and communication media within BNP Paribas SA, in the divisions, core business lines, and functions.

Finally, the development of social networks within the company reflects the emergence of a new way to exchange information and to work more horizontally across divisions and departments.

## 624 | INDIVIDUAL INTERVIEWS

All employees attend an appraisal interview at least once every two years (every year for executive staff and team managers).

These interviews follow a written appraisal procedure that is identical for all employees.
The procedure was first introduced in 2006. .

## 63 DISPUTES

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 631 - Number of appeals to extrajudicial arbitration systems |  |  |  |
| 2 | 1 | to the Bank's "appeal formation" Joint Commission | 0 |
| 2 | 3 | to the Joint Commission for Disciplinary Action | 3 |
| 32 | 46 | 632 - Number of legal proceedings | 34 |
| 0 | 1 | 633 - Number of formal notices and reports received from the Labour inspectorate | 1 |

## OTHER WELFARE FACILITIES PROVIDED BY THE COMPANY

## 71 SOCIAL AND CULTURAL ACTIVITIES (in millions of Euros)

711 | EXPENSES INCURRED DIRECTLY BY THE HEAD OFFICE

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: |
| 10,62 | 9,85 | Restaurants | 12,30 |
| 9,59 | 9,52 | Transports | 10,30 |
| 2,23 | 2,29 | Medical expenses (Paris and the Provinces) | 2,09 |
| 7,68 | 7,93 | Family benefits | 7,47 |
| 1,28 | 1,23 | Miscellaneous benefits | 1,19 |
| 31,40 | 30,83 | TOTAL | 33,35 |

712 | PAYMENTS MADE TO THE CENTRAL WORKS COUNCIL (in millions of Euros)

| 2009 | 2010 |  | 2011 |
| :--- | :--- | :--- | :--- |
| 24,80 | 24,72 | Contribution to midday meal expenses | 25,38 |


| Family welfare |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| 2,58 | 2,64 | Contribution to childminding fees | $\mathbf{3 , 2 1}$ |  |
| 0,06 | 0,06 | Miscellaneous aid | $\mathbf{0 , 0 5}$ |  |
| 2,64 | 2,71 | TOTAL | $\mathbf{3 , 2 6}$ |  |

Leisure activities

| 16,50 | 16,79 | Summer camp and contribution <br> to employees' holidays | $\mathbf{1 6 , 7 9}$ |
| :---: | :---: | :---: | :---: | :---: |
| 2,28 | 2,30 | A.S.C. | $\mathbf{2 , 3 6}$ |
| 0,34 | 0,34 | Miscellaneous | $\mathbf{0 , 3 4}$ |
| 19,12 | 19,42 | TOTAL | 19,48 |
| $\mathbf{1 2 , 4 6}$ | $\mathbf{1 2 , 7 5}$ | Locally based activities | $\mathbf{1 3 , 3 8}$ |

Miscellaneous

| 1,81 | 1,38 |  | Administrative costs |
| :---: | :---: | :---: | :---: |
| 0,80 | 0,64 | Investments | $\mathbf{1 , 3 8}$ |
| 2,61 | $\mathbf{2 , 0 2}$ | TOTAL | $\mathbf{0 , 6 9}$ |
| $\mathbf{6 1 , 6 4}$ | $\mathbf{6 1 , 6 1}$ | GRAND TOTAL | $\mathbf{2 , 0 7}$ |
|  |  | $\mathbf{6 3 , 4 6}$ |  |

Estimate of spending for the reference year.

TOTAL WELFARE BUDGET (in millions of Euros)

| 2009 | 2010 |  | 2011 |
| :---: | :---: | :---: | :---: | :---: |
| 31,40 | 30,83 | Budget allocated by Senior Management | $\mathbf{3 3 , 3 5}$ |
| 61,64 | 61,61 | Budget allocated to the Central Works Council* | $\mathbf{6 3 , 4 6}$ |
| $\mathbf{9 3 , 0 4}$ | $\mathbf{9 2 , 4 4}$ | TOTAL | $\mathbf{9 6 , 8 1}$ |

[^5]
## 72 OTHER WELFARE CONTRIBUTIONS

## - BNP PARIBAS FRIENDLY SOCIETY

The BNP Paribas complementary health insurance reimburses the health expenses incurred by all BNP PARIBAS SA employees and, on a voluntary basis, the health expenses of their spouses and children, and retired persons.
In 2011, the employer's contribution amounted to $€ 15.42 \mathrm{~m}$.

## - PRÉVOYANCE FLEXIBLE

Prévoyance Flexible (Flexible Welfare) is the welfare scheme covering employees against the risks of death, disability and incapacity liable to arise during both their private and professional lives. The contract is offered on an optional basis to employees on unpaid leave (risk of death and disability).
For the 2011 financial year, the employer's contribution amounted to $€ 17.93 \mathrm{~m}$.

## ■ PERE BNP PARIBAS CONTRACT

The PERE BNP PARIBAS contract is a compulsory, company-level pension scheme over and above the complementary pension fund, set up by company agreement, in favour of all employees of BNP Paribas SA.
It is funded by contributions paid by the company fixed at $1 \%$ of the annual salary capped at $110 \%$ of the upper salary limit at which social security contributions are paid. Employees may add to the employer's contributions by making voluntary additional payments.

In 2011, payments made by the company amounted to $€ 14.07$ m.

## SOME DEFINITIONS:

## PTC

## FTC

Local

On Loan

## Seconded

## Expatriate

Permanent employees with unlimited term contracts.
BNP Paribas employees with fixed-term contracts.
An employee working in his/her home company and paid by the latter. Is considered local any employee that is not expatriate, seconded or on loan.

The employee is lent for a short period (three years maximum). He/she keeps his/her employment contract with the home company, who pays him/her and charges the corresponding expenses to the host company.

The employee is seconded for at least three years. During this period the contract with the home company is suspended.

The employee is transferred to a country different from that of the home company for a minimum of 3 years. The employment contract in the home company is suspended. An expatriate is paid by the host company and included in the latter's headcount.

Trainee-Apprentice A training/apprenticeship agreement must have been signed between BNP PARIBAS and the student's school or university.

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[^0]:    * Transfers of outgoing contracts are included in Total departures as of 2011.
    ** Included in recruitment, not included in departures.

[^1]:    This amount includes management charges paid by the company on behalf of employees.

[^2]:    These sums represent expenditure devoted to the upgrading and reorganization of working areas andto the improvement of reception areas reserved for customers.

[^3]:    Figure estimated for the reference year.

[^4]:    No elections in 2010 and 2011.

[^5]:    * Estimate of spending for the reference year.

