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decruitment and training  Workforce evolution  Vercruitment  Workforce evolution  Vercruitment  Subsenteeism  Wobility as the focus of the human resources policy  Training policy  Diversity  Diversity  Diversity among executive bodies and senior management  Scroup Diversity Governance  Deploying the Policy and measuring its impacts  Promoting workplace equality for men and women  Salsing awareness and training  Promoting the employment and insertion of the disabled  Sesponsible employment management  Suality employee-management  Suality employee-management dialogue  Sew mandate of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works council  Sompensation policy compliant with regulations  Force of the European works  Force of the Eur	p. 440 p. 441 p. 441 p. 442 p. 444 p. 444 p. 444 p. 448 p. 448 p. 448 p. 448 p. 448 p. 448 p. 449 p. 450 p. 451 p. 451 p. 452 p. 452 p. 453 p. 454 p. 455 p. 455 p. 455 p. 455	G4-LA1 G4-LA6 G4-LA4 G4-LA9 G4-LA12 G4-EC6 G4-L11 G4-LA2 G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-HR2	5.3.3 6.4.3 6.4.4 6.4.3, 6.4.7 6.4.7 6.3.7, 6.3.10, 6.4.3 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.4.3, 6.4.0 6.4.3, 6.4.4 6.4.6 4.7, 6.4.6, 6.3.10	1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 3 3,3	8 1, 6 6 6 6 6 1, 6 1, 3	6.8, 7.3, 8.3, 21.5 6.3, 9.1 3.1, 3.2, 6.1, 6.2,
decruitment and training  Workforce evolution  Recruitment and training  Workforce evolution  Recruitment  Subsenteeism  Mobility as the focus of the human resources policy  Training policy  Diversity  Diversity  Diversity among executive bodies and senior management  Scroup Diversity Governance  Deploying the Policy and measuring its impacts  Promoting workplace equality for men and women  Raising awareness and training  Promoting the employment and insertion of the disabled  Responsible employment management  Duality employee-management dialogue  Rew mandate of the European works council  Sompensation policy compliant with regulations  Coccupational riks and accidents at work  Promoting and complying with the fundamental conventions of hee ILO on human rights  SUR CIVIC RESPONSIBILITY: Combating exclusion and promoting  ducation and culture  Rupport to Microfinance and social entrepreneurship  Sombating poverty and exclusion, improving financial education  for consumers  Projet Banlieues": a strong commitment in France	p. 440 p. 441 p. 442 p. 444 p. 444 p. 444 p. 444 p. 448 p. 448 p. 448 p. 448 p. 448 p. 449 p. 450 p. 451 p. 451 p. 452 p. 452 p. 452 p. 453 p. 454 p. 455 p. 455 p. 455 p. 455 p. 455	G4-LA1 G4-LA6 G4-LA4 G4-LA9 G4-LA12 G4-LA12 G4-EC6 G4-11 G4-LA2 G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-HR2 FS14, FS15, FS16 G4-LA12, G4-PR1, FS13, FS14, FS16,	5.3.3 6.4.3 6.4.3 6.4.4 6.4.3, 6.4.7 6.3.7, 6.3.10, 6.4.3 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.4.3, 6.4.0 6.4.3, 6.3.10, 6.4.5 6.4.3, 6.4.4 6.4.6 4.7, 6.4.6, 6.3.10	1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 3 3,3	8 1, 6 6 6 6 6 6 6 1, 6 1, 3 1 2 3, 4, 5, 6	6.8, 7.3, 8.3, 21.5 6.3, 9.1 3.1, 3.2, 6.1, 6.2,
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Recruitment and training Workforce evolution Recruitment and training Workforce evolution Recruitment	p. 440 p. 441 p. 442 p. 444 p. 444 p. 444 p. 444 p. 448 p. 448 p. 448 p. 448 p. 448 p. 449 p. 450 p. 451 p. 451 p. 452 p. 452 p. 452 p. 453 p. 454 p. 455 p. 455 p. 455 p. 455 p. 455	G4-LA1 G4-LA6 G4-LA4 G4-LA9 G4-LA12 G4-LA12 G4-LA2 G4-LA5, G4-LA6, G4-LA7, G4-LA8 G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-HR2 FS14, FS15, FS16 G4-LA12, G4-PR1, FS13, FS14, FS16, G4-S01, G4-HR6	5.3.3 6.4.3 6.4.3 6.4.4 6.4.3, 6.4.7 6.3.7, 6.3.10, 6.4.3 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.4.3, 6.4.0 6.4.3, 6.4.4 6.4.6 4.7, 6.4.6, 6.3.10	1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 3 3,3	8 1, 6 6 6 6 6 1, 6 1, 3 1 2 3, 4, 5, 6	6.8, 7.3, 8.3, 21.5 6.3, 9.1 3.1, 3.2, 6.1, 6.2, 16.2 2.5
Recruitment and training  Workforce evolution  Recruitment  Workforce evolution  Recruitment  Workforce evolution  Recruitment  Workforce evolution  Recruitment	p. 440 p. 441 p. 442 p. 444 p. 444 p. 444 p. 448 p. 448 p. 448 p. 448 p. 449 p. 450 p. 451 p. 452 p. 452 p. 455 p. 455 p. 455 p. 457 p. 458 p. 459 p. 460	G4-LA1 G4-LA6 G4-LA4 G4-LA9 G4-LA9 G4-LA12 G4-LA12 G4-LA2 G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-HR2 FS14, FS15, FS16 G4-LA12, G4-PR1, FS13, FS14, FS16, G4-S01, G4-HR6 FS-4, G4-HR2	5.3.3 6.4.3 6.4.3 6.4.4 6.4.3, 6.4.7 6.4.7 6.3.7, 6.3.10, 6.4.3 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.4.3, 6.3.10, 6.4.5 6.4.3, 6.4.4 6.4.6 4.7, 6.4.6, 6.3.10 6.8.9.2 6.3.7, 6.7.4, 6.8.4, 6.8.9 6.3.7	1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 3.3 3.3 3.3	1, 6 6 6 6 6 1, 6 1, 3 1 2 3, 4, 5, 6	6.8, 7.3, 8.3, 21.5 6.3, 9.1 3.1, 3.2, 6.1, 6.2, 16.2 2.5
decruitment and training  Vorkforce evolution  Vorkforce  Vorkf	p. 440 p. 441 p. 441 p. 442 p. 444 p. 444 p. 444 p. 448 p. 448 p. 448 p. 448 p. 448 p. 449 p. 450 p. 451 p. 452 p. 452 p. 453 p. 454 p. 455 p. 455 p. 457 p. 458 p. 459	G4-LA1 G4-LA6 G4-LA4 G4-LA9 G4-LA12 G4-LA12 G4-LA2 G4-LA5, G4-LA6, G4-LA7, G4-LA8 G4-LA5, G4-LA6, G4-LA7, G4-LA8, G4-HR2 FS14, FS15, FS16 G4-LA12, G4-PR1, FS13, FS14, FS16, G4-S01, G4-HR6	5.3.3 6.4.3 6.4.3 6.4.4 6.4.3, 6.4.7 6.3.7, 6.3.10, 6.4.3 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.3.10.2 6.4.3, 6.4.0 6.4.3, 6.4.4 6.4.6 4.7, 6.4.6, 6.3.10	1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 1.4, 3.3 3 3,3	8 1, 6 6 6 6 6 1, 6 1, 3 1 2 3, 4, 5, 6	6.8, 7.3, 8.3, 21.5 6.3, 9.1 3.1, 3.2, 6.1, 6.2, 16.2 2.5

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<sup>\*</sup>Managerial approach defined in the GRI G3 guidelines; EC: Economy; EN: Environment; PR:Product Responsibility; LA: Employment, Labour and industrial relations; HR: Human rights; SO: Society; FS: Impact of products and services

HR : Droits de l'Homme; SO : Société; FS : Impact des produits et services

<sup>\*\*</sup> Decleration by financial institutions on the environment and sustainable development, May 1997 text