

3 QUESTIONS



FOR CLEMENTINE PACITTI
HEAD OF CSR, KLÉPIERRE

WHEN YOU'RE ALREADY THE LEADER, WHAT CHALLENGES DO YOU TACKLE WHEN DEVELOPING A NEW CSR STRATEGY?

Our first CSR plan was already ambitious, and we are delighted and proud to have achieved its targets – and even exceeded some. The challenge in developing this new plan was to find ways to do more. We had to identify where we still had room to set objectives that were both ambitious and realistic. We don't just want to make promises; we want to achieve tangible results that encourage others to join us and work by our side. And that was precisely our number two concern when plotting our 2030 objectives: How could we be a driving force in our ecosystem and create sector-wide momentum? We have set binding objectives and, at the same time, have found a way to get all of our stakeholders to commit to promoting the development of sustainable, responsible retail spaces.

HOW DID YOU DEVELOP THE CSR PLAN?

To define our CSR strategy, we surrounded ourselves with experts on the major issues we wanted to tackle, including climate change, building performance, contribution to local economies, transformation of organizations and consumption. This involved setting up a scientific committee of nine leading figures, who worked closely with the Group for a full year to help draw up a realistic yet ambitious roadmap.

We also sought input from our employees. It is essential to get teams on board, as they are the ones who will make our commitments a reality, both at headquarters and in all our shopping centers.

WHAT DOES THE PLAN INCLUDE IN CONCRETE TERMS?

The plan strengthens and further extends the ambition behind our three long-standing commitments: achieve zero net by 2030, act for the employees, customers, retailers and partners who make Klépierre what it is, and step up our commitment to our territories.

The game changer lies in the new fourth pillar, where we commit to promoting more sustainable lifestyles among our visitors, retailers and partners.

With this plan, we are reaffirming our ambition to building the most sustainable platform for commerce, one that unites our entire ecosystem of customers, retailers, employees and partners. Our plan is to lead the entire sector toward more responsible commerce.

