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## BNP Paribas Group Quality policy

**BNP Paribas ambition is to become the reference banking group for the client satisfaction** - Consumers, Professionals and Institutionals. So the client satisfaction will contribute to the company quality reputation and image as its innovation capacity, its closeness concern, or its commitment power.

**The three BNP Paribas Quality priorities** are:

- To improve the client satisfaction non - stop
- To use the quality as company development control lever
- To mobilize employees to achieve these objectives

In order to develop efficiently this approach, BNP Paribas manage organizations and tools who optimize the company processes control.

**In this framework, the Group Quality Management Function has for missions:**

- To propose a Quality Action Plan built in support of the Quality Action Plans of the core businesses and the functions,
- To contribute to the company innovation approach animation,
- To guarantee the consistency between the various Quality approaches and standards in the Group in partnership with the Group Operational Efficiency Function, which has for mission to carry the industrial performance of all the Group business lines in the world at the best level as regards service quality, responsiveness, costs optimization, and operational risks control,
- To facilitate the certification projects progress,
- To promote the good practices exchanges,
- To manage a Quality actors network in the Core businesses, the Functions, the Business lines, the Subsidiaries: Quality Managers, ISO 9001 Managers and Quality In-house Auditors.

**The Group Quality Management Function leans on a Quality Committee, chaired by Baudouin Prot – Administrator Chief Executive Officer.** Its mission is to propose the quality policy for the Group and its members, individually or collectively, sponsor transversal projects having a strong impact on the company customers, shareholders, employees and suppliers satisfaction.

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**Administrator Chief Executive Officer  
Baudouin Prot**

A black ink signature of Antoine Sire, consisting of stylized initials and a long horizontal stroke.

**Quality Director  
Antoine Sire**