



March 2009

## BNP Paribas Group Quality Policy

**BNP Paribas's ambition is to be the reference banking group for the satisfaction of the Individual, Professional and Institutional clients.**

The BNP Paribas's commitment of excellence towards its clients is illustrated by the will to deploy a quality approach adapted to each one of its Business lines all over the Group. In order to optimize this deployment, BNP Paribas got solid organizations and tools aiming to reach the coherence and the efficiency of its organization.

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

- To improve continuously clients' satisfaction and the security of their operations
- To use quality as lever of the enterprise development
- To mobilize all the employees to achieve these objectives

The clients' satisfaction is at the heart of the BNP Paribas's brand image as well as its innovation and commitment capacity, contributing to its reputation.

**Administrator Chief Executive Officer  
Baudouin Prot**

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**Quality Director  
Antoine Sire**

A handwritten signature in blue ink, appearing to be 'Antoine Sire', consisting of several vertical and horizontal strokes.