

Corporate Responsibility – At a glance 2018



Corporate Responsibility at Credit Suisse

As one of the world's leading banks, we are committed to delivering our financial experience and expertise to corporate, institutional and government clients and to ultra-high-net-worth individuals worldwide, in addition to affluent and retail clients in Switzerland. Founded in 1856, Credit Suisse today has a global reach with operations in around 50 countries. We believe that our responsible approach to business and the dedication and expertise of our over 45,000 employees are key factors that determine our long-term success. We have a broad understanding of our duties as a financial services provider, member of the economy and society, and employer. This approach is also reflected in our efforts to protect the environment.

Credit Suisse Annual Reporting Suite



Annual Report The Annual Report is a detailed presentation of Credit Suisse Group's company structure, corporate governance, compensation practices and treasury and risk management framework, and it includes a review of Credit Suisse Group's operating and financial results accompanied by its annual financial statements.

credit-suisse.com/ar



Corporate Responsibility Report The Corporate Responsibility Report describes how Credit Suisse Group assumes its various responsibilities in banking, in the economy and society, as an employer and towards the environment. The report is complemented by the publication "Corporate Responsibility – At a glance".

credit-suisse.com/crr







Corporate Responsibility – At a glance The publication "Corporate Responsibility – At a glance" provides an overview of the most important processes and activities that reflect our approach to corporate responsibility in banking, in the economy and society, as an employer and for the environment. In addition, it contains the cornerstones of our strategy and select figures for the 2018 financial year.

credit-suisse.com/crr

We regard our reporting on corporate responsibility as an important basis for our dialogue with stakeholders and welcome any feedback on our activities: responsibility.corporate@credit-suisse.com

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For the purposes of this document, unless the context otherwise requires, the terms “Credit Suisse Group”, “Credit Suisse”, the “Group”, “we”, “us” and “our” mean Credit Suisse Group AG and its consolidated subsidiaries. The business of Credit Suisse AG, the direct bank subsidiary of the Group, is substantially similar to the Group, and we use these terms to refer to both when the subject is the same or substantially similar.

Foreword



Dear Reader

Maintaining the trust of stakeholders is more important than ever during periods of profound change. We were mindful of this throughout the three-year restructuring that we launched at the end of 2015 to increase the Group's resilience. Thanks to the hard work and dedication of our employees and the support of clients and shareholders we achieved our strategic objectives by the end of 2018 and have established Credit Suisse as a leading wealth manager with strong investment banking capabilities.

We strive to be a professional and reliable partner to our clients, offering them expert service and advice and responding to their evolving needs. Recognising the growing client interest in sustainable and impact investments, for example, we established our Impact Advisory and Finance department, which generated significant momentum across both wealth management and corporate and investment banking in 2018.

Integrity and ethical conduct are key to inspiring long-term trust in our bank. Our Code of Conduct and Conduct and Ethics Standards promote a shared understanding and expectations of our culture and conduct among employees. The importance we assign to compliance is also underscored by the positioning of Compliance as a stand-alone Executive Board-level function.

Credit Suisse is committed to upholding international standards and best practices that promote responsible business conduct, such as the UN Global Compact.

We also want to make a meaningful contribution to the realisation of the UN Sustainable Development Goals. We apply internal policies and guidelines for certain sensitive industries when assessing potential transactions and client relationships and are working with other banks to develop methodologies for the alignment of credit portfolios with the Paris Climate Agreement. At an operational level, we strive to make more efficient use of natural resources and to reduce the direct impacts of our activities on the environment and the climate.

Reflecting our view that our responsibilities go beyond banking, we work with selected partners to support initiatives that seek to generate a positive economic or social impact. 2018 marked the tenth anniversary of our global initiatives in the areas of financial inclusion and financial education. We also encourage employees to leverage their skills and expertise for the benefit of their communities.

Our business works on the basis of trust. One important way for us to build trust is by communicating openly and transparently with our stakeholders. This publication is therefore designed to give you an informative overview of our approach to corporate responsibility.

Best regards

Urs Rohner
Chairman of the Board of Directors

Tidjane Thiam
Chief Executive Officer

Our understanding of Corporate Responsibility

At Credit Suisse, we believe that a responsible approach to business is a key factor determining our long-term success. For us, corporate responsibility is about creating sustainable value for our clients, shareholders, employees and other stakeholders. We strive to comply with the values and standards set out in our Code of Conduct and our Conduct and Ethics Standards in every aspect of our work – including in our relationship with our stakeholders. We do so based on our broad understanding of our duties as a financial services provider and employer and as an integral part of the economy and society. Our approach also reflects our commitment to protecting the environment.

Responsibility in banking

- **Trust and expertise**
- **Risk management and sustainability**
- **Sustainable and impact investment products and services**

Our main responsibility is to ensure that we run our company successfully on a long-term basis for the benefit of our clients, shareholders, employees and society as a whole. We believe competence, client focus, compliance, diligence and responsible conduct are key to the success of our business. This includes taking account of social and environmental aspects when conducting our activities.

Responsibility in the economy and society

- **Our role in the economy and society**
- **Our social commitments**
- **Sponsorship**

As a global bank, we see ourselves as an integral part of the economy and society. We therefore aim to run our business in a way that creates value for all our stakeholders. Through our role as a financial intermediary, we support entrepreneurship and economic growth, and we make an economic contribution as an employer, taxpayer and contractual partner. We also support various humanitarian and charitable organizations and projects as well as cultural and sporting events.

Credit Suisse Code of Conduct

Responsibility as an employer

- **Credit Suisse as an employer**
- **Diversity and inclusion**

Qualified and motivated employees are a vital success factor. We want to be an employer of choice worldwide, and therefore offer our people progressive working conditions and varied career opportunities in a multicultural environment in our efforts to attract the best talent.

Responsibility for the environment

- **Climate and biodiversity**
- **Environmental management**

We are committed to conducting our business with a long-term view to supporting environmental sustainability. We believe important pillars of this approach include our support for the transition to a low-carbon and climate-resilient economy as well as the protection of biodiversity. We therefore strive to promote the efficient use of resources and address sustainability issues when managing risks.

Credit Suisse materiality assessment

We aim to focus our corporate responsibility reporting activities on topics that are relevant to our business as well as to our stakeholders.

We therefore regularly conduct a materiality assessment that helps us identify critical economic, environmental and social issues. The materiality assessment is based on our ongoing dialogue with stakeholders across all parts of our business such as clients, employees, investors, analysts, policymakers and NGOs. Having engaged with our stakeholders through a structured survey in 2017, we revised and updated the list of material issues in 2018 in a process that included the incorporation of information from monitoring tools, the views of internal experts and a dedicated media review. The findings reflect average values of relative importance based on the assessment methodology.

Credit Suisse materiality assessment



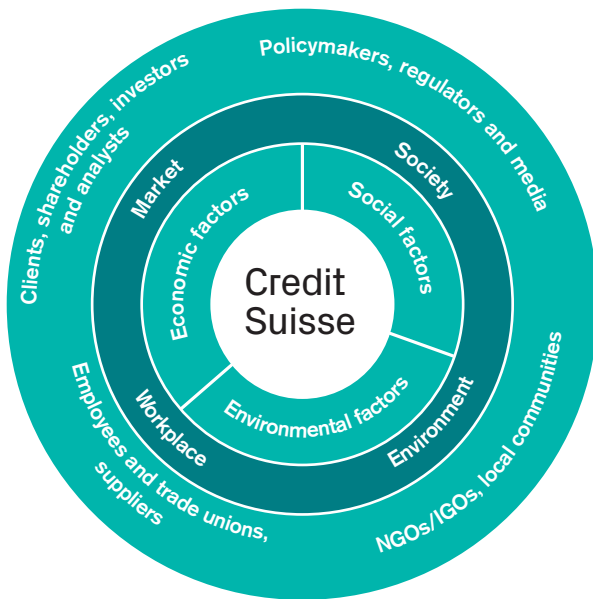
The extended version of this materiality assessment can be found in our Corporate Responsibility Report or at: credit-suisse.com/materialityassessment

Detailed information on Credit Suisse Group's financial performance, corporate governance and compensation practices can be found in the Annual Report 2018.

Engaging with our stakeholders

Our business works on the basis of trust: Our long-term success depends to a significant extent on our ability to inspire confidence in our stakeholders.

At Credit Suisse, we regularly engage in a dialogue with our stakeholders. This dialogue – combined with the insights we gain through our involvement in initiatives, associations and professional bodies, as well as through survey results – strengthens our understanding of the different, and sometimes conflicting, perspectives of our stakeholders. This approach enables us to identify their interests and expectations at an early stage, to offer our own perspective and to help develop solutions to address current challenges wherever possible.



More information can be found online at: credit-suisse.com/responsibility/dialogue

Credit Suisse and the Sustainable Development Goals

The 17 Sustainable Development Goals (SDGs) adopted by the United Nations in 2015 form a core element of the UN Agenda 2030 for Sustainable Development.

As the SDGs are based on a participatory process, responsibility for achieving them will be shared between states, the private sector, the scientific community and civil society. Credit Suisse contributes to the realization of the SDGs in various ways, including in our role as a financial intermediary and employer.

Further examples include our sustainable and impact investment products and services as well as our global initiatives in education and financial inclusion, whose tenth anniversary we celebrated in 2018 (see pages 12 and 16–17). Our focus on sustainability risk management (see page 11) can help us to reduce potential negative impacts that certain business activities might have on the realization of the SDGs.

Sustainable Development Goals



credit-suisse.com/sdg



Responsibility in banking

We offer our clients high-quality service and advice, support efforts to increase financial stability, and strive to maintain a rigorous compliance and control culture to inspire trust in our bank.

Capitalization

12.6%

We have transformed our capital position. At end-2018, our common equity tier 1 (CET1) ratio was 12.6%.

credit-suisse.com/responsibility/banking

Net new assets

CHF

34.4 billion

of net new assets¹ were generated in our Wealth Management businesses in 2018, underscoring the high level of client confidence in Credit Suisse.

Detailed information can be found in our Annual Report

Risk management

942



transactions or client relationships were assessed for potential environmental and social risks.

credit-suisse.com/riskmanagement

Financial inclusion

Over

3.1 million

people benefited from our investment activities in the area of financial inclusion in 2018.

credit-suisse.com/financialinclusion

¹ Combined net new assets for Swiss Universal Bank Private Clients, International Wealth Management Private Banking and Asia Pacific Private Banking within Wealth Management & Connected.



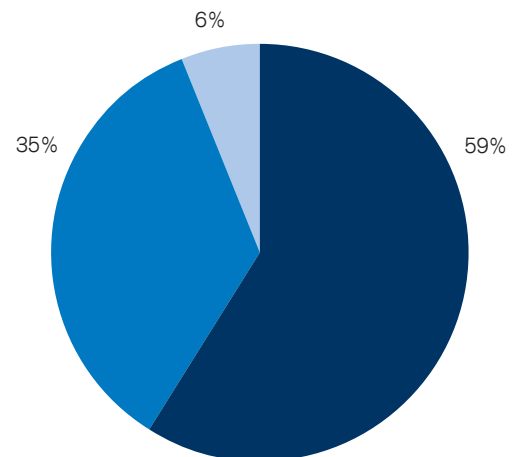
Spotlight on client satisfaction

The Credit Suisse Global Service Monitor Program measures client satisfaction and benchmarks it against the client satisfaction metrics of our main peers. Feedback from existing and prospective clients provides insights into how we can improve our service and advice. The results of the 2018 survey, which was conducted in selected markets, reveal consistently strong levels of satisfaction among our clients. For example, client satisfaction has increased in Switzerland, with 94% of private clients satisfied and 59% very satisfied with Credit Suisse.

credit-suisse.com/responsibility/banking

94%

of our private clients in Switzerland are satisfied with our services.



Very satisfied
Satisfied
Not satisfied

Key figures for 2018

More than USD

7 billion

of assets under administration¹ in the area of impact investing at Credit Suisse.

More than

600

employees in client-facing roles or relevant specialist units received training in sustainability risk management in 2018.

¹ Assets in investment funds and vehicles administered by Credit Suisse

Focus on integrity

We are committed to conducting our business with integrity. At Credit Suisse, Compliance operates as an independent Executive Board-level function, underscoring the high level of importance we assign to this topic. Its mandate is to oversee compliance matters across the Group, and it includes being a proactive partner to the businesses by continuously challenging and supporting them to effectively manage compliance risk.

Recognizing the critical role of employees in helping to preserve financial integrity, we aim for the highest standards of personal accountability and ethical conduct from each member of our workforce, as stated in our Code of Conduct. We also have a globally consistent approach to Conduct and Ethics with six standards – Client Focus, Meritocracy, Stakeholder Management, Accountability, Partner and Transparency – that set the values and conduct expectations for employees.

Challenge and response

Challenge: The definitive Basel III regulations were finalized in December 2017. The Basel Committee on Banking Supervision foresees their entry into force in 2022, with transitional periods for certain sectors. The consistent implementation of the agreed standard across different jurisdictions will be crucial to achieve the objective of the capital reforms and to ensure a level playing field. How did Credit Suisse help tackle this challenge?

Response: In 2018, Credit Suisse – together with other relevant stakeholders – launched a constructive high-level dialogue with Swiss regulators and policymakers regarding the implementation of the new Basel III standard in Switzerland. As part of these efforts, Credit

Suisse has actively contributed to the development of the implementation process in Switzerland. One of the priorities discussed so far is the objective of harmonized implementation with other comparable financial centers, from both a content and timing perspective. With regard to the implementation in other jurisdictions, Credit Suisse has – together with key policymakers – strongly emphasized the importance of a harmonized implementation approach and level playing field. Through trade associations and direct contacts, Credit Suisse has made the case against the fragmentation of global standards, including by means of a high-level conference in Brussels with key officials that included fact-based reports and analysis on the risks and costs of such an approach.

Assessment of sustainability risks within the Reputational Risk Review Process

Prudent risk-taking in line with our strategic priorities is of fundamental importance for our business. Credit Suisse uses a wide range of risk management practices to address the variety of risks that arise from our business activities. Reputational risk potentially arising from proposed business transactions and client activity is assessed in the Reputational Risk Review Process. The Group's global policy on reputational risk requires employees to be conservative when assessing potential reputational impact and, where certain indicators give rise to potential reputational risk, the relevant business proposal or service must be subject to the Reputational Risk Review Process. Environmental and social risks are some of the aspects considered in that process. To assess such risks, our internal specialist unit, Sustainability Affairs, evaluates whether the potential client's activities are consistent with the relevant industry standards and whether the transaction is compatible with Credit Suisse's policies and guidelines for sensitive sectors.

credit-suisse.com/riskmanagement

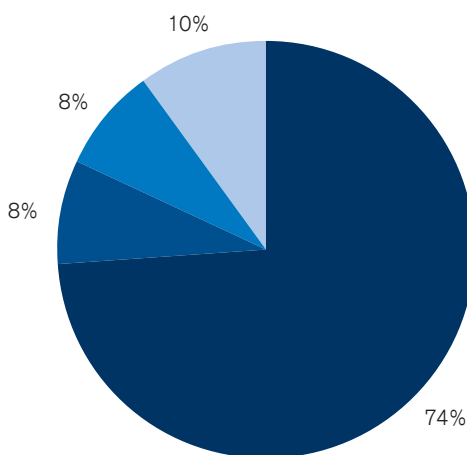
Sector policies and guidelines

Certain industries are particularly sensitive from a social or environmental perspective. They include oil and gas, mining, power generation, and forestry and agribusiness, which covers pulp and paper as well as palm oil production. To assess potential transactions with clients in these industries, Credit Suisse has defined specific global policies and guidelines, taking account of standards developed by international organizations such as the UN and the World Bank. Topics covered by our sector policies and guidelines include: Compliance with industry-specific, internationally recognized standards on the environment and human rights; measures to assess and reduce the environmental impact of operations; the protection of the health and safety of company employees and surrounding communities; and respect for the human rights of the local population. Our policies and guidelines also describe business areas and operational processes that Credit Suisse will not finance. Our sector policies and guidelines are regularly reviewed and updated to reflect the latest developments and challenges. Credit Suisse also follows the Equator Principles – a voluntary framework for the management of environmental and social risks that is based on standards defined by the International Finance Corporation.

credit-suisse.com/sectorpolicies

Transactions assessed on the basis of potential environmental and social risks in 2018

942
transactions assessed



- Approved
- Approved with conditions
- Rejected or not pursued
- Pending¹

These statistics exclude potential transactions that were not formally reviewed as part of the risk review process because they were immediately identified by the relationship manager as being non-compliant with the Group's requirements and guidelines.

¹ As of February 28, 2019.

Impact Advisory and Finance

Our Impact Advisory and Finance (IAF) department was established in 2017 and combines all of Credit Suisse's sustainable and impact investing efforts around the globe within one organization, reporting directly to the CEO. The IAF department aims to facilitate investable projects and initiatives that have a positive economic and social impact while focusing primarily on generating a financial return for clients. Its mandate is to define, guide and coordinate all of the Group's activities in this sector for the benefit of institutional, corporate and wealth management clients. Its remit covers sustainable investments and impact investments where the primary focus is on generating a financial return.

Total value of over 110 transactions in the area of clean and renewable energy that Credit Suisse had been involved in since 2010 as of end-2018:

More than USD

94 billion



Challenge and response

Challenge: The coming decade is expected to see a wealth transfer of around USD 30 trillion, with millennials set to inherit a large portion of this amount. This next generation of investors has been found to assign greater importance to the alignment of their investment portfolio with their personal values and ESG considerations. How is Credit Suisse addressing this shift of focus?

Response: At Credit Suisse, we want to be close to our current and future clients and fulfill their needs. According to our research, more than 9 in 10 millennials state that social impact is key to their investment decisions. We therefore offer a broad range of products and services that give our clients the option to align their investments with their values. We strive to consistently expand our offering in this space and find ways to strengthen the infrastructure of the market for sustainable and impact investment products and services. As an example of our efforts to create new products and services that aim to help younger investors reach this goal, we partnered with PG Impact Investments in 2018 to launch an offering that aims to improve the lives of underserved individuals by addressing societal challenges while generating financial returns, with a global strategy that focuses on emerging markets in particular. In Asia, our partnership with RobecoSAM saw the launch of the RobecoSAM Smart Mobility Strategy, which focuses on the electric vehicles value chain. Furthermore, we hosted our first impact roundtable on marine conservation and partnered with the One Young World Summit, where young leaders meet to develop solutions to the world's most pressing issues.



Responsibility in the economy and society

At Credit Suisse, we strive to conduct our business responsibly and efficiently to create value for our clients and shareholders, and we support the functioning of the economy. We also work with global partners to facilitate social and humanitarian projects and drive inclusive growth.

Supplier of credit

Over CHF

160 billion

was Credit Suisse's volume of loans outstanding in Switzerland at end-2018. This includes mortgages and loans to private companies, as well as the public sector and private clients.

credit-suisse.com/responsibility/banking

Contribution to the economy

Around CHF

5.4 billion

Credit Suisse makes a contribution to the economy as a client and contractual partner. We purchased around CHF 5.4 billion of goods, services and licenses from suppliers around the globe in 2018.

credit-suisse.com/responsibility/society

Employee engagement

18,694 

of our employees around the world volunteered their time to help charitable causes in 2018.

credit-suisse.com/volunteering

Financial education

122,100

adolescent girls worldwide have benefited from financial education and life skills classes.

credit-suisse.com/responsibility/education

Credit Suisse Entrepreneur Capital AG

Key figures for 2010–2018

3,000

financing requests were considered.

A total of CHF

127 million

was invested.

CHF

74 million

of capital has been returned
since 2010.

2,690

people have been employed by
portfolio companies to date.

29

firms are currently included in
the portfolio.

Over

300

patents are held by portfolio companies,
underscoring their innovative strength.

Risk capital for growth and innovation

Credit Suisse Entrepreneur Capital AG (formerly SVC – Ltd. for Risk Capital for SMEs) was founded by Credit Suisse and the Swiss Venture Club in 2010. Its goal is to invest venture capital in innovative small and medium-sized enterprises and financial technology firms with growth potential. By end-2018, it had provided a total of CHF 127 million of venture capital to 52 companies, helping them to create or preserve jobs. Recent success stories include its investment in fintech firm Assetmax AG and the medical technology company Ava AG, as well as the innovative drone producers Wingtra and Perspective Robotics.

credit-suisse.com/entrepreneurcapital



Sponsorship: Supporting the arts, music and sport

Sponsorship has been an integral part of Credit Suisse's corporate strategy and culture for more than 40 years. In the area of cultural sponsorship, we work with organizations and institutions from the world of classical music and fine arts around the globe. Our sports sponsorship activities have a more national focus and center on football, golf and equestrianism. Across all of these fields, we assign particular importance to the cultivation of young talent. We also partner closely with Roger Federer, who has been a global ambassador for Credit Suisse since 2009.

credit-suisse.com/sponsoring



Supporting the Swiss political system

In our home market, we actively support the functioning of the Swiss “militia” system of politics, where citizens assume roles in political bodies at federal, cantonal or community level alongside their regular professions. We help to strengthen this system of politics and to promote political diversity by offering financial contributions to all political parties that are eligible to request funding. Each year, a maximum of CHF 1 million of politically neutral financial support is made available for this purpose. More than 300 Credit Suisse employees held an elected public office in Switzerland in 2018. These employees can devote up to 20% of their working hours to a public role while receiving their full salary from the bank – irrespective of their party affiliation and views.

Global Citizens Program

Our Global Citizens Program (GCP) offers suitably qualified employees the opportunity to share their expertise with our education and financial inclusion partners around the world, particularly in developing countries and emerging markets. Assignments in this leadership development program last from one week to three months and are part of Credit Suisse’s formal talent development offering. This program is complemented by our other two global expertise sharing programs, Board Connect, which trains and links employees to non-profit board opportunities, and Virtual Volunteering.

Over

350

GCP assignments completed in the last 9 years.

credit-suisse.com/responsibility/gcp



Challenge and response

Challenge: How does Credit Suisse help to tackle social challenges such as youth unemployment?

Response: In Switzerland, Credit Suisse is the financial partner of Check Your Chance, which we launched in 2015 together with the SVC Foundation for Entrepreneurship and six Swiss non-profit organizations. Also supported by the Swiss State Secretariat for Economic Affairs, it aims to continue the work of Credit Suisse’s youth unemployment initiative. In 2018, Check Your Chance, which today represents 13 non-profit organizations, provided assistance to around 3,100 young adults who were unable to find first-time employment after completing an apprenticeship or a degree or had not yet obtained initial professional training. Check Your Chance also offers 0800 GO4JOB / 0800 464 562, a national helpline to establish early contact with young people at risk of unemployment, and their parents and teachers.

check-your-chance.ch

Our social commitments

Companies can only achieve long-term success if they operate in an economically stable and socially cohesive environment. To create a sustainable impact, we have established strategic partnerships that seek to contribute to the achievement of the United Nations' SDGs through our global and regional initiatives. We seek to make effective use of our social and financial capital to have a positive impact not only on society but also on employees and our core business.

Education and access to financial services for inclusive growth

We regard education and access to financial services as key drivers of growth and an effective means of empowering people to help themselves. We also have the potential to increase our impact beyond the funding of long-term partnerships with selected organizations through our most valuable asset – our employees. In addition to employee engagement, our social commitments therefore focus on the areas of financial inclusion and education.

Employees: expertise, development, commitment

Our employees play an integral part in our social commitments. As part of the Group's Human Capital Strategy, we allow each employee to devote up to four days per year to support social projects run by our partners in the communities where we live and work. In 2018, we continued to place an emphasis on volunteering programs that promote the transfer of skills and knowledge between employees and partners. This enables our employees to use their expertise in order to make a difference and gives them the opportunity to enhance their own skills and development.

Increasing impact through our core business, clients and partners

For the past 16 years, Credit Suisse has played a pioneering role in the area of impact investing. We offer clients access to sustainable investments that are intended to not only generate a financial return but also to produce a social and/or environmental impact – such as in the areas of financial inclusion and education. Moreover, we are increasingly involving our clients in the development and delivery of volunteering, events and awareness-raising programs.

Financial inclusion

Credit Suisse is a leader in the field of financial inclusion and microfinance and, at end-2018, had around USD 2.6 billion of assets under administration¹ used for the financing of microfinance institutions. Alongside capital, microfinance institutions and fintechs also need additional talent and know-how to be able to scale up their activities responsibly with diverse products and services. Since 2008, our Financial Inclusion Initiative has focused on strengthening the ability of these institutions to serve the financially excluded through the development of financial products and services.

credit-suisse.com/financialinclusion

Key figures for 2018

1,106

local employees of microfinance institutions have been trained.²

122

microfinance institutions and fintech start-ups have benefited from our support.

Over

226,300

people have access to new or improved products and services.

¹ Assets in investment funds and vehicles administered by Credit Suisse.

² Due to a change in measurement, 2018 numbers include only the number of trainers trained through our programs instead of employees trained by these trainers as in previous years. A comparison between the figures from 2017 and 2018 is thus not possible.



Education

Education drives economic empowerment and social mobility. Our regional education activities support programs that improve access to and the quality of educational opportunities for disadvantaged young people. Our global Financial Education for Girls signature program aimed to improve the financial education and life skills of over 100,000 adolescent girls in Brazil, China, India, Rwanda, Sri Lanka and Tanzania.

credit-suisse.com/responsibility/education

Spotlight on financial education

2014–2018

3,620

teachers have been trained.

122,100

adolescent girls worldwide have benefited from financial education and life skills classes.

1,544

schools have benefited from our support.



Challenge and response

Challenge: How does Credit Suisse ensure that its social commitments reflect evolving social needs and changes within the financial services industry?

Response: In our rapidly changing society and industry, we not only adapt to evolving requirements but also aim to play an active role in shaping them at an operational level and through specific programs. For example, this means identifying trends and concerns at an early stage, designing our programs accordingly and fostering thought leadership on key topics such as financial expertise.

In 2018, we completed a thought leadership research project as part of our Financial Education for Girls program in order to better understand and articulate the contribution that financial education makes to girls' economic empowerment, and how to design more effective training programs. The project included a global review of the impact that financial education has on girls' economic empowerment and was accompanied by four country case studies that helped us to understand and address how to be fully effective in empowering girls economically in different contexts. Our findings also allowed us to further strengthen our programs and to advance knowledge-sharing in this area. Together with the Asian Development Bank, we published the research report "Inclusive Business Financing" that examines opportunities to finance sustainable companies in developing countries and emerging markets.

At an operational level, we expanded the regional Corporate Citizenship team in the US in 2018 to our location in Raleigh, North Carolina, in order to better support its work in that location. Since November 2018, we have offered our employees in Switzerland the opportunity to support charities and launch their own fundraising campaigns through the crowdfunding platform Copalana – Credit Suisse's new employee-designed portal to collect donations.

Strategy and key figures

Our strategy is to be a leading wealth manager with strong investment banking capabilities. We believe this will create significant value for our shareholders and clients.

Strategic areas of focus

We aim to capture the opportunities available to us as a provider of integrated solutions for the increasingly complex wealth management and business needs of ultra-high-net-worth individuals and successful entrepreneurs around the globe.

We seek to follow a balanced approach to wealth management, aiming to capitalize on both the large pool of wealth in mature markets as well as the significant growth in wealth in Asia Pacific and other emerging markets.

We want to grow our position in Switzerland with a specific focus on being the “Bank for Entrepreneurs” and further expand our business with Swiss private, corporate and institutional clients.

Our strategy

A leading wealth manager...

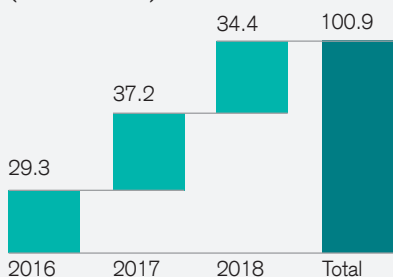
...with strong investment banking capabilities

Facts and figures

As one of the world's leading banks, we are committed to delivering our financial experience and expertise to corporate, institutional and government clients and to ultra-high-net-worth individuals worldwide, in addition to affluent and retail clients in Switzerland.

Wealth Management net new assets¹

(in CHF billion)



12.6%

common equity tier 1 (CET1) ratio at end-2018

5.2%

tier 1 leverage ratio at end-2018

CHF

0.2625

proposed distribution per registered share out of capital contribution reserves for the financial year 2018²

Up to CHF

1.5 billion

share buyback program of Group ordinary shares approved by the Board of Directors for 2019, with at least CHF 1.0 billion expected for this year³

¹ Combined net new assets for Swiss Universal Bank Private Clients, International Wealth Management Private Banking and Asia Pacific Private Banking within Wealth Management & Connected

² To be proposed by the Board of Directors to shareholders at the Annual General Meeting on April 26, 2019

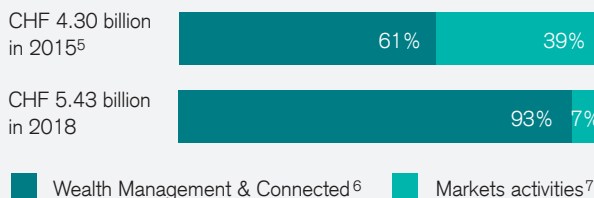
³ Subject to market and economic conditions

⁴ Adjusted results are non-GAAP financial measures which exclude certain items included in our reported results. Percentages refer to contribution

Balanced business portfolio

In 2018, our balanced business portfolio encompassed three regionally focused divisions, two divisions specializing in investment banking, and one for businesses and positions that did not fit our strategy and that we successfully closed at the end of the year. Our business divisions cooperate closely to provide holistic financial solutions, including innovative products and specially tailored advice.

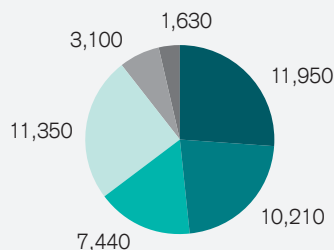
Core Results adjusted pre-tax income contribution at end of period⁴



■ Wealth Management & Connected⁶ ■ Markets activities⁷

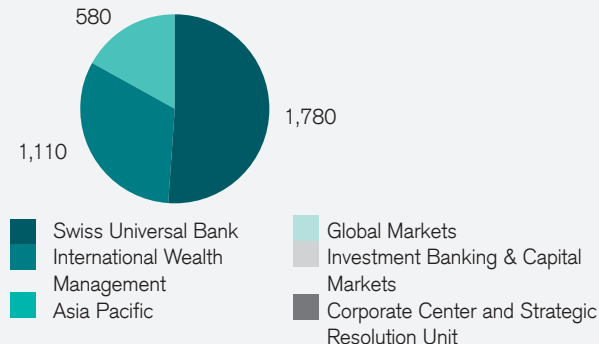
45,680 employees (full-time equivalents)

as of end-2018



3,470 relationship managers

as of end-2018



to Core adjusted pre-tax income excluding Corporate Center. For a reconciliation of the adjusted results to the most directly comparable US GAAP measures, see page 30

⁵ Excludes Swisscard pre-tax income of CHF 25 million for the first half of 2015

⁶ Swiss Universal Bank, International Wealth Management, Asia Pacific Wealth Management & Connected and Investment Banking & Capital Markets

⁷ Includes Global Markets and APAC Markets

Spotlight on our Swiss home market

Our home market of Switzerland has always been a key pillar of Credit Suisse's success and remains of central importance to our overall strategy.

We have

174

branches (including Neue Aargauer Bank) across Switzerland, ensuring we are close to our clients

1,780

relationship managers deliver customized advisory services to our clients

We are a trusted partner to around

100,000

companies or around 1 in 3 businesses in Switzerland

1.5 million

private clients or around 1 in 5 people in Switzerland bank with Credit Suisse

15,840

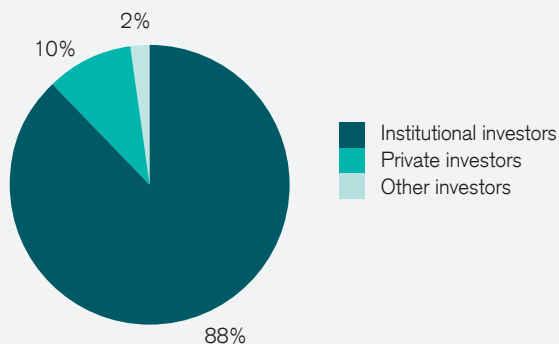
people (full-time equivalents) are employed by Credit Suisse in Switzerland – making it one of the country's largest employers

Shareholder base

Credit Suisse shares are listed on the SIX Swiss Exchange and on the New York Stock Exchange in the form of American depositary shares. We have a broad shareholder base, with the majority of shares owned directly or indirectly by institutional investors outside Switzerland. At end-2018, 112,411 shareholders were registered in our share register, representing 58% of the total shares issued.

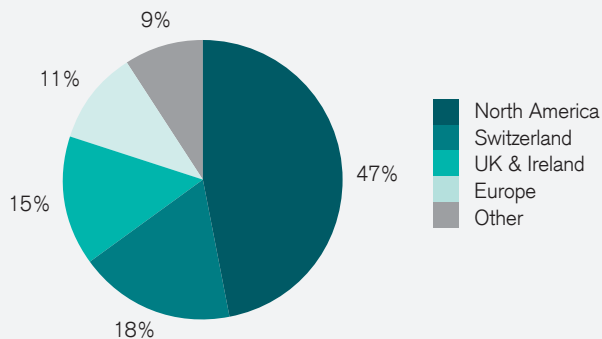
Group shares

by investor type



Institutional investors

by region



Switzerland's oldest big bank: milestones

1856

Alfred Escher founds Switzerland's first commercial bank "Schweizerische Kreditanstalt" (today's Credit Suisse) to finance the construction of Switzerland's railroad network.

1876

The "Kreditanstalt" moves into its new headquarters at Paradeplatz. The architect is Jakob Friedrich Wanner, who also designed Zurich's main railway station.

1882

Opening of the Gotthard railroad. The "Schweizerische Kreditanstalt" is the leading Swiss bank for the financing of this Alpine transit route – an epic feat of engineering.

1940

The "Schweizerische Kreditanstalt" opens its first foreign branch in New York, followed by a second in London in 1954.

1980

The "Kreditanstalt" moves into its first major administrative building at Uetlihof in Zurich.

2016

Credit Suisse establishes its Swiss subsidiary Credit Suisse (Schweiz) AG.

2019

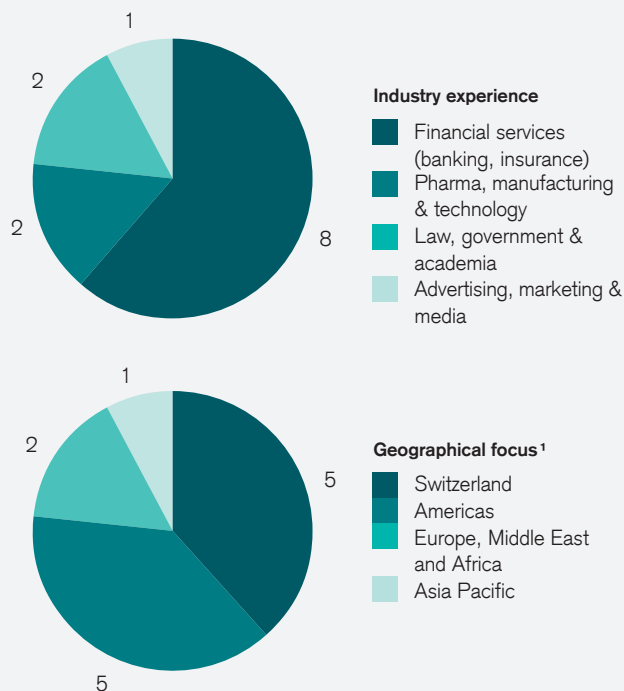
Credit Suisse celebrates the 200th birthday of its founder, Swiss entrepreneur, politician and railroad pioneer Alfred Escher.

Corporate governance

Credit Suisse's corporate governance complies with internationally accepted standards. We are committed to safeguarding the interests of our stakeholders and recognize the importance of good corporate governance. We strive to act with integrity, responsibility, fairness, transparency and discretion at all times in order to secure the trust of our stakeholders.

Board of Directors composition

as of end-2018



¹ Geographical focus represents the region in which the Board member has mostly focused his or her professional activities and may differ from the nationality of that individual.



Responsibility as an employer

Our ability to inspire trust and generate client satisfaction is a basic prerequisite for our long-term success. We can only achieve this if we have skilled, responsible and motivated employees.

Internal mobility

3,270

employees moved into a different role internally.

Detailed information can be found online in our Corporate Responsibility Report.

credit-suisse.com/crr

Internal mobility

48%



of our leadership roles (Managing Directors and Directors) were filled internally.

credit-suisse.com/responsibility/employer

Talent development

14 hours

of training were completed per employee in 2018 (average).

credit-suisse.com/responsibility/employer

Women in senior management

21%

is the proportion of senior management positions (Managing Directors and Directors) held by women.

credit-suisse.com/responsibility/mentoring



Conduct and Ethics Standards

With the introduction of a set of six Conduct and Ethics Standards across the bank in 2017, we have sought to ensure a common understanding and consistent expectations in respect of our culture and conduct. The Conduct and Ethics Standards are underpinned by a governance framework consisting of a Group Conduct and Ethics Board (CEB) chaired by two of the Group's Executive Board members, as well as dedicated divisional CEBs and a joint CEB for our Corporate Functions. Our focus on conduct and ethics is sponsored by the Board of Directors and the Executive Board of Credit Suisse, underscoring its strategic importance to the bank.

While continuing to reinforce the behavior we expect from employees, we achieved a solid baseline of awareness and understanding of the Conduct and Ethics Standards in 2018 as a result of consistent, sustained communication – both on a top-down basis from the Executive Board and through divisional and functional face-to-face dialogue. Our Conduct and Ethics Standards are an integral part of our core HR processes, including recruitment, onboarding and performance management. While reinforcing and strengthening the way we reward positive conduct and commitment, as demonstrated by the Credit Suisse Employee Awards, we also continue to address negative behavior through our repositioned and targeted disciplinary process.

Additionally, in 2018 we appointed a conduct and ethics ombudsperson who serves as an immediate point of escalation for any potential sexual harassment issues.

A culture of performance and development

Our employees' performance objectives are aligned with the Group's strategy, which places clients at the center of all that we do. We measure our employees' performance based on their contribution to the achievement of our business goals and against our Conduct and Ethics Standards to ensure that the Group's expectations in respect of conduct and cultural behavior are reflected and embedded in our daily work. Our globally consistent performance management process enables line managers to assess the performance, behavior and development potential of employees throughout the year.

Leadership development

In 2018, we continued to offer the Management Excellence Program and the Leadership Development curriculum to actively train and support the development of Credit Suisse leaders at various stages of their careers. All programs are based on the Conduct and Ethics Standards and our Credit Suisse-specific leadership model. In 2018, a total of 4,040 Credit Suisse managers participated in these programs. During the year, we launched the Senior Talent Program (STP), which is designed to further strengthen the potential of our most talented senior leaders. The STP aims to accelerate the development of leadership skills and to prepare the next generation of Credit Suisse leaders.

Employee facts and figures

As of December 31, 2018

45,680

employees with permanent contracts
(full-time equivalents)

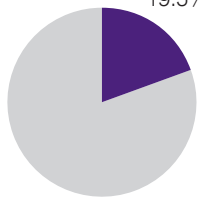
38.5%

proportion of female employees
(number of employees)

Part-time work

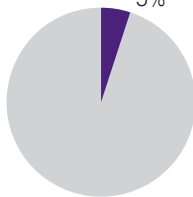
Female

19.5%



Male

5%



■ Part-time
■ Full-time

Proportion of women: Board of Directors/Executive Board¹

3 of 13

members of the Board of Directors

3 of 12

members of the Executive Board



Diversity and inclusion

The diversity of our workforce gives us a better understanding of our clients' expectations, cultural backgrounds and regional markets. Credit Suisse today employs people from 180 different countries. We are committed to providing and promoting equal opportunities, regardless of ethnicity, nationality, gender, sexual orientation, gender identity, religion, age, civil or marital status, pregnancy, disability, or any other characteristics protected by law. Our internal experts work closely with our businesses across the globe to ensure that a diversity and inclusion framework is firmly embedded in our corporate culture.

We also consider it important to engage in a dialogue with external partners in the area of diversity and inclusion. A list of the organizations, initiatives and events we supported in 2018, as well as further information, can be found at:

credit-suisse.com/responsibility/partnerships

¹ As per the changes announced on February 26, 2019.

Investing in Young Talent

We provide a wide range of attractive opportunities for young professionals and graduates who are interested in pursuing a career at Credit Suisse. Junior hires receive specific training, mentoring and career advice, aiding their transition to full-time employment. We are also committed to promoting diversity within our campus programs. One example is our award-winning Steps to Success program, now in its sixth intake, which offers university scholarship funding for UK and US students from underprivileged and underrepresented backgrounds.

Credit Suisse collaborates with leading universities around the world to source graduate talent. For instance, we deliver university courses including the Financial Risk Analytics and Business Management course at BITS Pilani, India, and we run interactive webinars such as case studies on impact investing and sustainable investments delivered by experts from our Asia Pacific division to prospective campus recruits studying at universities globally.

We also develop and support our youngest employees. In Switzerland, Credit Suisse contributes to the dual education system and offers commercial and IT vocational training. Our apprentices went on assignments to Wroclaw, London and New York in 2018 to work on various projects and increase their multicultural competencies. We continue to invest in our apprentices after graduation: in 2018, 73% were offered a permanent position at Credit Suisse.

In 2018, we also ran coding competitions around the globe to encourage the best developers to embark on a career in financial technology. In our Swiss home market, where Credit Suisse is one of the country's biggest employers, we offer opportunities for a large number of students and undergraduates who are interested in entering a career in banking.

Internal mobility

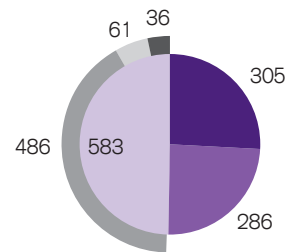
At Credit Suisse, our emphasis on internal mobility enables our employees to benefit from interesting and varied career paths. We focus on building transferable skills and encourage our employees to continue growing their careers by gaining expertise across businesses and locations. Through this culture of sharing, we create opportunities for them to expand their skills, knowledge and networks across the bank and to also enhance connectivity and collaboration across business lines. Our programs to support internal mobility include Internals First, an initiative that involves a proactive approach to contacting employees about internal opportunities, matching their skillsets to open roles across the organization. Career forums are also held regularly, providing insights into different business areas and career paths.

Population of Young Talents and campus recruits in our Swiss home market in 2018

In total

1,174

young people in education benefited from a structured training program.¹



- Students in a Career Start Program
- Internships (from 12 weeks to six months)
- Young Talents² (commercial and IT apprentices, HMS and Junior Bankers)
- High school graduates
- Commercial and IT apprentices²
- HMS/WMS trainees

¹ Including Career Starter, internships, Junior Bankers and apprenticeships.

² Including Neue Aargauer Bank.

Talent development in 2018

70,700

participants in instructor-led courses

650

classroom leadership training sessions

655,300

participants in e-learning courses

51,000

classroom-delivered training days

81%

level of satisfaction among course participants (average)



Responsibility for the environment

We take environmental impacts into account in our risk management and when developing products and services. We also implement operational measures to improve our environmental performance.

Net greenhouse gas emissions

78,000 

metric tons in the reduction in net greenhouse gas emissions measured in CO₂ equivalents that we have achieved since 2016. Credit Suisse has been greenhouse gas neutral globally since 2010.

credit-suisse.com/4pillarstrategy

Sustainable real estate

More than CHF

44.6 bn
2017

47.3 bn
2018

is the volume of the portfolio of properties managed by Credit Suisse Global Real Estate, reflecting its commitment to sustainable real estate in its investment solutions and its sustainable investment approach to the whole portfolio.

credit-suisse.com/climate

Energy savings

Approximately

27.6

gigawatt hours of energy savings achieved globally in comparison to 2017 through further increases in energy efficiency and the reduction of power and energy consumption.

credit-suisse.com/responsibility/environment

Employee training

480

hours of training with 11,200 participants conducted together with various service providers on environmental management as well as on health and safety.

credit-suisse.com/climate



Climate change

At Credit Suisse, we believe that our role as a financial intermediary is to act as a reliable partner in the transition to a world that is less dependent on fossil fuels and to a low-carbon and climate-resilient economy. In addition to operating on a greenhouse gas neutral basis globally since 2010, we have continuously strengthened our activities in the area of green finance. Our principles and our approach to climate protection are set out in our Statement on Climate Change, and they are also reflected in our Group-wide, standardized Reputational Risk Review Process (see page 11). Within that process, we evaluate factors such as a company's greenhouse gas footprint or its energy efficiency targets, while some of our policies and guidelines require clients to have a plan in place to deal with climate change risks. Furthermore, our sector policies and guidelines include restrictions on the financing of new mining projects to extract thermal coal and of new coal-fired power plants. In 2018, we established a climate change program with the overall goal of addressing the recommendations of the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD). In that context, we have worked to formalize climate-related governance and definitions in our key policies and risk taxonomy and to define principles for climate risk strategy and management. We expect our TCFD adoption efforts to provide us with further guidance for the transition to a world that progressively minimizes its dependency on fossil fuels. Moreover, we are working with other banks to develop methodologies for the alignment of credit portfolios with the Paris Agreement.

credit-suisse.com/climate

Conservation finance

Credit Suisse has long been a pioneer in the conservation finance space. Conservation finance focuses on the creation of new, long-term, and diversified sources of revenue that can play a major role in ensuring biodiversity conservation and the health of natural ecosystems. For six years, we have hosted the Credit Suisse Annual Conservation Finance Conference in New York.

One aspect of conservation finance is marine conservation, which is addressed through the "Blue Economy". Here, the focus is on business models that have a positive, long-term impact on the health of oceans. Recognizing the depth of interest in this topic, we organized the first Credit Suisse Impact Roundtable on Marine Conservation in Lisbon in 2018 aiming to promote the debate about the state of the world's oceans.

Global Real Estate

We are confronted with the challenge of climate change not only when managing our operational premises but also in our capacity as a real estate investment manager. Credit Suisse Global Real Estate had over CHF 47.3 billion of assets under management as of end-2018 and a portfolio of around 1,300 properties across 20 countries. To establish a comparable standard for all new buildings, Global Real Estate relies on the Credit Suisse greenproperty quality seal that has been applied to more than 120 properties across the portfolio. Other industry standards such as LEED, BREEAM, DGNB or Minergie are likewise applied.

To complement this approach, and to assess the energy and CO₂ performance of its portfolio, all managed properties are monitored and controlled by the building technology company Siemens Switzerland AG with the aim of ensuring transparency across the lifecycle of each property. As a result of Global Real Estate's systematic approach, the portfolio's CO₂ emissions have been reduced by 12.5% globally since 2010. To comprehensively assess its sustainability or ESG performance, Global Real Estate has participated in the Global Real Estate Sustainability Benchmark (GRESB) since 2013.



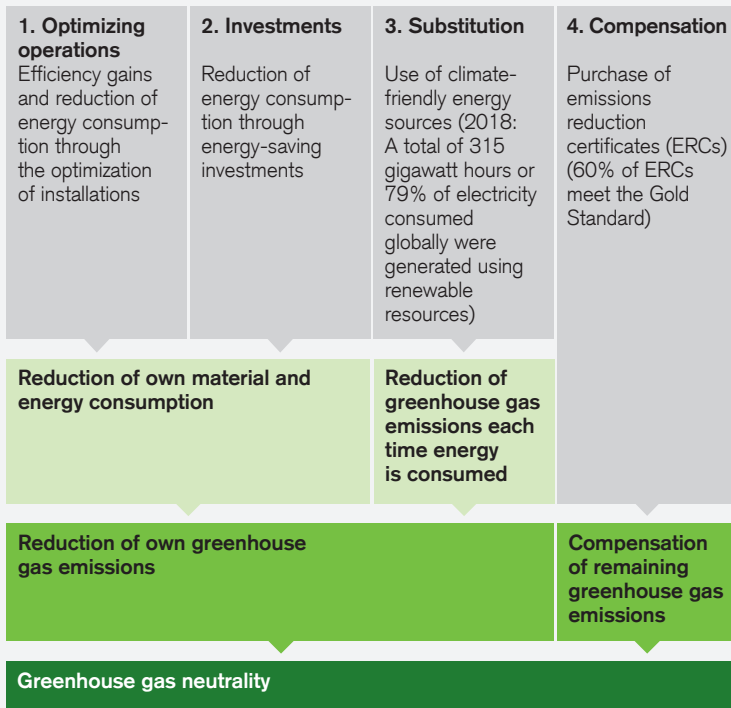
Challenge and response

Challenge: The preservation of the world's natural habitats is a vital challenge. The UN Sustainable Development Goal 15 ("life on land") aims to protect, restore and promote the sustainable use of terrestrial ecosystems, while SDG 14 ("life below water") focuses on conserving and sustainably using the oceans, seas and marine resources. How does Credit Suisse contribute to the achievement of these goals?

Response: Credit Suisse addresses the issues of environmental sustainability and sustainable land use in a variety of ways. In order to consider biodiversity-related aspects in our risk management processes, we have incorporated this topic into our sector-specific policies and guidelines. Our policy requirements for the forestry and agribusiness industry are aligned with relevant sustainability initiatives such as the Roundtable on Sustainable Palm Oil (RSPO) – of which we are a member – and the Forest Stewardship Council (FSC). To promote good forestry and agribusiness practices and to discourage net forest conversion, they also include

restrictions on financing activities related to High Conservation Value Forests as well as provisions for the particular scrutiny of peatland operations and the prohibition of financial services for operations in protected areas such as UNESCO World Heritage sites. We continue to engage with key stakeholders on defining ways for the financial industry to contribute to preserving biodiversity and the world's natural habitats. In March 2018, for example, we participated in a regional policy discussion in Bangkok on how to mobilize opportunities for forest landscape restoration in South Asia, along with government representatives, development agencies and the private sector. We have also acted as a technical advisor to the Zoological Society of London's Sustainable Palm Oil Transparency Toolkit (SPOTT), which encourages soft commodity sector disclosure. We have also been active in the conservation finance space, which focuses on the creation of new, long-term and diversified sources of revenue that can play a role in ensuring terrestrial as well as marine biodiversity conservation and the health of natural ecosystems.

Global greenhouse gas neutrality – our four pillar strategy



Environmental management

Credit Suisse strives to make more efficient use of natural resources and to reduce greenhouse gas emissions. Our efforts are focused on energy management because energy consumption is the area in which our operations have a direct impact on the environment. In order to reduce environmental impacts and lower costs, we continuously implement a number of different measures through our environmental management system, which is certified globally in accordance with the ISO 14001:2015 standard. In that context, we developed new environmental strategy concepts in 2018 that focus on utility strategy and procurement, as well as on operational environmental and sustainability targets.

Furthermore, Credit Suisse has been greenhouse gas neutral globally since 2010. Our four-pillar strategy to achieve this is based on operational efficiency improvements, investments, the substitution of existing energy sources through climate-friendly energy and renewable energy certificates. The remaining emissions are compensated through the purchase of emissions reduction certificates.

credit-suisse.com/4pillarstrategy

Raising awareness

Regional sustainability networks

Approximately

3,700

employees were part of our regional sustainability networks as of end-2018.

“Bike-to-work” campaign

Over

144,000

kilometers were cycled by 101 employee teams in Switzerland during the “bike-to-work” campaign in 2018.

Earth Hour campaign

38

Credit Suisse offices in all regions had their lights switched off for one hour as part of the Earth Hour campaign.

Volunteering

26,569

hours were spent by volunteers cleaning and revitalizing parks, gardens and public spaces.

Renewable energy sources

79%

of the electricity we consumed globally was generated using renewable energy sources in 2018.

Disclaimer

Cautionary statement regarding forward-looking information

This publication contains statements that constitute forward-looking statements. In addition, in the future we, and others on our behalf, may make statements that constitute forward-looking statements. Such forward-looking statements may include, without limitation, statements relating to the following:

- our plans, targets or goals;
- our future economic performance or prospects;
- the potential effect on our future performance of certain contingencies; and
- assumptions underlying any such statements.

Words such as "believes", "anticipates", "expects", "intends" and "plans" and similar expressions are intended to identify forward-looking statements but are not the exclusive means of identifying such statements. We do not intend to update these forward-looking statements.

By their very nature, forward-looking statements involve inherent risks and uncertainties, both general and specific, and risks exist that predictions, forecasts, projections and other outcomes described or implied in forward-looking statements will not be achieved. We caution you that a number of important factors could cause results to differ materially from the plans, targets, goals, expectations, estimates and intentions expressed in such forward-looking statements.

These factors include:

- the ability to maintain sufficient liquidity and access capital markets;
- market volatility and interest rate fluctuations and developments affecting interest rate levels;
- the strength of the global economy in general and the strength of the economies of the countries in which we conduct our operations, in particular the risk of continued slow economic recovery or downturn in the EU, the US or other developed countries or in emerging markets in 2019 and beyond;
- the direct and indirect impacts of deterioration or slow recovery in residential and commercial real estate markets;
- adverse rating actions by credit rating agencies in respect of us, sovereign issuers, structured credit products or other credit-related exposures;
- the ability to achieve our strategic goals, including those related to our targets and financial goals;
- the ability of counterparties to meet their obligations to us;
- the effects of, and changes in, fiscal, monetary, exchange rate, trade and tax policies, as well as currency fluctuations;
- political and social developments, including war, civil unrest or terrorist activity;
- the possibility of foreign exchange controls, expropriation, nationalization or confiscation of assets in countries in which we conduct our operations;
- operational factors such as systems failure, human error, or the failure to implement procedures properly;
- the risk of cyberattacks, information or security breaches or technology failures on our business or operations;
- the adverse resolution of litigation, regulatory proceedings, and other contingencies;

- actions taken by regulators with respect to our business and practices and possible resulting changes to our business organization, practices and policies in countries in which we conduct our operations;
- the effects of changes in laws, regulations or accounting or tax standards, policies or practices in countries in which we conduct our operations;
- the potential effects of changes in our legal entity structure;
- competition or changes in our competitive position in geographic and business areas in which we conduct our operations;
- the ability to retain and recruit qualified personnel;
- the ability to maintain our reputation and promote our brand;
- the ability to increase market share and control expenses;
- technological changes;
- the timely development and acceptance of our new products and services and the perceived overall value of these products and services by users;
- acquisitions, including the ability to integrate acquired businesses successfully, and divestitures, including the ability to sell non-core assets; and
- other unforeseen or unexpected events and our success at managing these and the risks involved in the foregoing.

We caution you that the foregoing list of important factors is not exclusive. When evaluating forward-looking statements, you should carefully consider the foregoing factors and other uncertainties and events, including the information set forth in "Risk factors" in I – Information on the company in our Annual Report 2018.

Reconciliation of adjusted results

Adjusted results are non-GAAP financial measures which exclude certain items included in our reported results. Management believes that adjusted results provide a useful presentation of our operating results for purposes of assessing our Group and divisional performance consistently over time, on a basis that excludes items that management does not consider representative of our underlying performance.

Core Results do not include revenues and expenses from the Strategic Resolution Unit. Core Results adjusted pre-tax income for 2018 excludes real estate gains of CHF 27 million, gains on business sales of CHF 71 million, restructuring expenses of CHF 605 million, major litigation provisions of CHF 127 million and expenses related to business sales of CHF 47 million. Core Results adjusted pre-tax income for 2015 excludes fair value impact from movements in own credit spreads of CHF 298 million, real estate gains of CHF 95 million, gains on business sales of CHF 34 million, goodwill impairment of CHF 3,797 million, restructuring expenses of CHF 199 million and major litigation provisions of CHF 530 million.

Important information about this publication

Information referenced in this publication, whether via website links or otherwise, is not incorporated into this publication.

Credit Suisse is subject to the Basel III framework, as implemented in Switzerland, as well as Swiss legislation and regulations for systemically important banks, which include capital, liquidity, leverage and large exposure requirements and rules for emergency plans designed to maintain systemically relevant functions in the event of threatened insolvency.

As of January 1, 2015, the Bank for International Settlements (BIS) leverage ratio framework, as issued by the Basel Committee on Banking Supervision, was implemented in Switzerland by FINMA.

Unless otherwise noted, leverage exposure is based on the BIS leverage ratio framework and consists of period-end balance sheet assets and prescribed regulatory adjustments. The BIS tier 1 leverage ratio and CET1 leverage ratio are calculated as BIS tier 1 capital and CET1 capital, respectively, divided by period-end leverage exposure.

We may not achieve all of the expected benefits of our strategic initiatives. Factors beyond our control, including but not limited to the market and economic conditions, changes in laws, rules or regulations and other challenges discussed in our public filings, could limit our ability to achieve some or all of the expected benefits of these initiatives.

Imprint

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